

Prominence Health

Texas Medicare Advantage Quick Reference Guide

IMPORTANT TELEPHONE NUMBERS

Care Advocate (Eligibility, benefits, claim status, etc) 877-770-3088 Phone www.ProminenceHealthPlan.com	Prior Authorizations/ Utilization Management 844-540-9595 Phone https://prominence.aaneelcare.com	Provider Relations 877-770-3088 Phone
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Pharmacy - BirdiRx

Pharmacy Customer Service 844-587-7389 Phone 858-790-7100 Fax 711 TTY	Mail Order Pharmacy Phone: 833.775.6337 (TTY: 711) www.BirdiRx.com	Appeals & Grievances Prominence c/o BirdiRx Attn: Appeals & Grievance 10181 Scripps Gateway Court San Diego, CA 92131 858-790-6060 Fax 844-587-7389 Phone
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SPECIALTY PHARMACY - CVS/PHARMACY SPECIALTY SERVICES

CVS/Pharmacy Specialty Services 800-300-1199 Phone 800-824-5170 Fax
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LABORATORY SERVICES

Clinical Pathology Laboratories – go to www.cpllabs.com to find a lab near you or call 512-339-1275	LabCorp – go to www.labcorp.com to find a lab near you or call 800-762-4344	Quest Diagnostic – go to www.questdiagnostics.com to find a lab near you or call 866-697-8378
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CLAIMS

Prominence Electronic Claim Submission

Through a partnership with our contracted clearinghouse, Change Healthcare, Prominence Health Plan accepts Prominence Medicare Advantage claims electronically.

Payer ID: 80095

Prominence Paper Claim Submission

Prominence Medicare Advantage paper claims may be submitted to:

Prominence Health Plan
Attn: Claims Department
P.O. BOX 981748
El Paso, TX 79998-1748

APPEALS & GRIEVANCES

A provider may seek an appeal through the Appeals Department within 60 calendar days when a claim is denied for no authorization or other medical reasons. Mail an appeal or grievance with supporting clinical documentation to:

Prominence Health Plan
Attn: Appeals
1510 Meadow Wood Lane
Reno, NV 89502-8503

Fax: 775-770-9004

UTILIZATION MANAGEMENT (UM) DEPARTMENT - AUTHORIZATIONS

Authorization Requests

Submit all prior authorizations on the Prominence Health Provider Portal: <https://prominence.aaneelcare.com>

Standard: Medicare allows up to 14 days to make a decision regarding a request for service

Expedited: Medicare allows up to 72-hours for medical services and 24-hours for Part B drug services to decide from the date and time the request is received. An expedited request should only be used when applying the standard timeframe could seriously jeopardize the life or health of the patient or the patient's ability to regain maximum function. Expedited requests submitted that do not meet this definition, may be downgraded to the standard processing timeline.

PROMINENCE PROVIDER PORTAL

Access the information you need 24 hours a day through our secure online portal!

Visit www.ProminenceProvider.com or <https://prominence.aaneelcare.com>

- Member eligibility, benefits and claim status
- Request & view Prior Authorization

For help with the use of the portal, you may contact Provider Relations at 833-863-0323

DENTAL, VISION & HEARING

Delta Dental
855-251-9778 Phone

National Vision Administrators
855-969-5882 Phone

Hearing Care Solutions
866-344-7756 Phone
<https://www.hearingcaresolutions.com/prominencemedicare/>

SAMPLE MEMBER ID CARD

Prominence
Health

Member

Group Number:

Member ID:

Member Name:

PCP:

Pharmacy Plan

Rx Group: UPH20 | PCN: ASPROD1
Issuer#: 80840 | BIN: 015574
Pharmacy Technical Support:
(833) 775-MEDS(6337)

Rx ID:

www.prominencemedicare.com

Additional Benefits

TELADOC
1-800-Teladoc

NVA
National Vision Administrators, L.L.C.

MedicareRx
Prescription Drug Coverage

Medical Plan

Copayments

Office Visit:

E.R. :

Specialist:

Urgent Care:

Provider

Prior Authorization (UM): 1-855-969-5884

Submit electronic auth's, check eligibility and claims status online at:
<https://prominence.aaneelcare.com/>

Submit Claims to:
Prominence Health Plan

EDI PayerID:

Member

Website: www.prominencemedicare.com

Member Services- Medical: 1-855-969-5882

TTY/TDD: 711

Member Services- Rx: 1-844-587-7389

TTY/TDD: 711

This form is subject to change. For the most current version, please visit www.prominencehealthplan.com