

Provider Quick Reference Guide



Welcome to QualChoice.com

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Sign in to My Account to:

- ▶ Review claims payment information
- ▶ View remittance advices
- ▶ View member eligibility information

Register for My Account

1. To receive a user ID and password, complete the *Provider Portal Administrator and User Access Forms*. On QualChoice.com, under For Providers, select [Find a Form or Document](#).
2. The first time you access the site, you will be prompted to change your temporary password to a permanent password. The password must be at least eight characters and contain at least one uppercase and one numeric character. The password cannot contain symbols or spaces and is case sensitive.

Keep Your Information Up to Date

It is important that we have current information to ensure:

- ▶ Timely and accurate claims payment
- ▶ Accurate IRS reporting
- ▶ Receipt of email communications
- ▶ An accurate Provider Directory

To update information, use:

Provider/Practice Change Form

To terminate a provider or practice, use:

Provider/Practice Termination Form

On QualChoice.com, under *For Providers*, select [Find a Form or Document](#).

Mailing Address

P.O. Box 25610
Little Rock, AR 72221

Street Address

1001 Technology Drive
Suite 401
Little Rock, AR 72223

Phone	Fax
Toll Free ▶ 800.235.7111	833.681.2495
Main Line ▶ 501.228.7111	
Customer Service ▶ 501.228.7111	833.744.1692
Provider Relations Contracting, Timely Filing, Fee Schedules	833.681.2503
Business Services 835, EDI, Website Provider Password Reset	833.681.2495
Care Management	833-681-2498
Evolent ▶ 502.509.3031 High-tech radiology pre-authorization	877.392.3908

Quality Results and Quick Alerts

E-news for doctors, other healthcare experts and facilities affiliated with QCA Health Plan, Inc., and QualChoice Life and Health Insurance Company, Inc.

To subscribe, on QualChoice.com, under *For Providers*, select *Provider News*.

NOTE: QualChoice is also a third-party administrator. Refer to the member's ID card for coverage details, as benefits and options vary.

Provider Quick Reference Guide

For	Contact
Appeal Status	Customer Service: 501.228.7111 or 800.235.7111 Customerservice3@Centene.com
Benefits	
Claim Status	
Eligibility	
Payment Dispute	
Contracts	Provider Relations: 501.228.7111 PR@QualChoice.com
Credentialing	
Fee Schedules	
Unresolved Issues	
Demographic Information/Change	
Provider Portal Access	Provider Business Unit: 501.228.7111 QC_BS_PR@QualchCice.com
Password Reset	
Pre-Authorization	Care Management: 501.228.7111
Disease Management	
Medical Necessity	

Right to Appeal

You have the right to appeal any claims payment decision according to the guidelines specified in your *Provider Agreement*.

To File an Appeal or Payment Reconsideration:

- ▶ All appeals must be submitted with *Provider Appeal Form*.
- ▶ All reconsiderations must be submitted with a *Request for Reconsideration Form*.
- ▶ On [QualChoice.com](https://www.qualchoice.com), under *For Providers*, select [Find a Form or Document](#).

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Claims Filing

Electronic Claims:

1. EDI claims accepted via EMDEON (WebMD) or Availity (THIN) using Payor ID# 35174.
2. Corrected claims must be submitted with original claim number.
3. Provider NPI # is required.

Further instructions on [QualChoice.com](https://www.qualchoice.com), under *For Providers*, select *Provider Manual*, then *Claims Filing*.

Electronic Funds Transfer (EFT)

EFT is required for participating providers and is also available to non-participating providers.

To enroll, email ECHO Health at EDI@ECHOHealthInc.com or call 888.834.3511.

Evolent

Radiology Benefits Management

Prior authorization from Evolent will be required for these nonemergent outpatient Diagnostic Imaging services:

- ▶ CT Scans
- ▶ Nuclear Medicine
- ▶ MRI/MRA
- ▶ Stress Echo
- ▶ Echocardiography
- ▶ Nuclear Cardiology
- ▶ PET Scans

For Pre-Authorization

Online: [QualChoice.com](https://www.qualchoice.com), after provider My Account sign-in, select *Pre-Authorization for Radiology Services*.

Phone: 866.249.1587

Monday–Friday, 7 a.m.–7 p.m

- ▶ Request pre-authorization at least five business days prior to date of service to allow for follow-up/review time.
- ▶ Provider NPI # is required.
- ▶ File claims with QualChoice.