

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

- 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](#).
- 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 8 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	Street Address
P.O. Box 25610 Little Rock, AR 72221	1001 Technology Drive Suite 401 Little Rock, AR 72223
Phone	Fax
Toll Free ▶ 800.235.7111	501.228.0135
Main Line ▶ 501.228.7111	
Customer Service ▶ 501.228.7111	501.228.0135
Provider Relations ▶ ext. 7004 <i>Contracting, Timely Filing, Fee Schedules</i>	501.707.6811
Business Services ▶ ext. 7011 <i>835, EDI, Website Provider Password Reset</i>	501.707.6815
Care Management ▶ ext. 7014	501.228.9413
National Imaging Associates, Inc. ▶ 866.249.1587 <i>High-tech radiology pre-authorization</i>	

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.

For:	Call:
Appeal Status	Customer Service: 501.228.7111 or 800.235.7111
Benefits	
Claim Status	
Eligibility	
Payment Dispute	
Contracts	Provider Relations: 501.228.7111, ext. 7004
Credentialing	
Fee Schedules	
Unresolved Issues	
Demographic Information/Change	Provider Business Unit: 501.228.7111, ext. 7011
Provider Portal Access	
Password Reset	Care Management: 501.228.7111, ext. 7014
Pre-authorization	
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, under *For Providers*, select [Find a Form or Document](#).

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

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, 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 allpayer@echohealth.com or call 888.834.3511.

National Imaging Associates, Inc. (NIA)

Radiology Benefits Management

Prior authorization from NIA will be required for these non-emergent outpatient Diagnostic Imaging services:

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

For Pre-authorization

Online: QualChoice.com, after provider *My Account* sign-in, select *Pre-authorization for Radiology Services*

Phone: 866.249.1587

Monday – Friday, 7:00 a.m. – 7:00 p.m.

- Request pre-authorization at least 5 business days prior to date of service to allow for follow-up/review time.
- Provider NPI # is required.
- File claims with QualChoice.