

## Welcome to QualChoice.com

### Features

- Provider Manual
- Electronic Transactions
- Forms
- Medical Coverage Policies
- Radiology Benefit Management Program
- Member Eligibility
- Pre-authorization List
- Preferred Drug List
- Provider Newsletters
- Provider Quick Alerts

### 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 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
<b>Toll Free ▶ 800.235.7111</b>	501.228.0135
<b>Main Line ▶ 501.228.7111</b>	
<b>Customer Service ▶ 501.228.7111</b>	501.228.0135
<b>Provider Relations ▶ ext. 7004</b> <i>Contracting, Timely Filing, Fee Schedules</i>	501.707.6811
<b>Business Services ▶ ext. 7011</b> <i>835, EDI, Website Provider Password Reset</i>	501.707.6815
<b>Care Management ▶ ext. 7014</b>	501.228.9413
<b>National Imaging Associates, Inc.</b> <b>▶ 866.249.1587</b> <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	<b>Customer Service:</b> 501.228.7111 or 800.235.7111
Benefits	
Claim Status	
Eligibility	
Payment Dispute	
Contracts	<b>Provider Relations:</b> 501.228.7111, ext. 7004
Credentialing	
Fee Schedules	
Unresolved Issues	
Demographic Information/Change	
Provider Portal Access	<b>Provider Business Unit:</b> 501.228.7111, ext. 7011
Password Reset	
Pre-authorization	<b>Care Management:</b> 501.228.7111, ext. 7014
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](mailto: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.