

Healthplex Contacts			
Website	For eligibility verification, use the Healthplex website at: www.healthplex.com . All website eligibility verifications are tracked in the Healthplex database.		
Phone/Fax/E-mail	<p>Provider Hotline: 888-468-2183</p> <p>(Options)</p> <p>1: Eligibility/Claims Automated System</p> <p>2: Urgent/Emergency Referrals</p> <p>3: Website Support</p> <p>4: Customer Service for Eligibility and Claims</p> <p>5: Contracting (Commercial Programs)</p> <p>6: Contracting (Government Programs)</p> <p>7: Provider Recruitment</p> <p>UM Clinical Review 888-468-5182</p> <p>Internet Support 888-468-5171</p>	<p>Fax Numbers: (516 area code)</p> <p>Claims 542-2614</p> <p>Credentialing 228-9568</p> <p>Customer Service 227-1143</p> <p>Government 228-9576</p> <p>Provider Relations 228-9571</p> <p>Referral Authorization 228-5025</p> <p>E-Mail:</p> <p>ProviderRelations@healthplex.com</p> <p>info@healthplex.com</p> <p>Claims@healthplex.com</p> <p>Referrals@healthplex.com</p> <p>Authorizations@healthplex.com (Hospital OR)</p>	
After Hours Care			
After Hours Guidelines	<p>It is of the utmost importance that our members are able to access emergency care 24 hours a day, 7 days a week. The following methods will fulfill regulatory requirements:</p> <ul style="list-style-type: none">• An answering service;• An answering machine with an emergency telephone number to contact a participating doctor in your office;• An answering machine referring the member to a covering doctor with that doctor’s phone number;• An answering machine stating that Healthplex members can contact Healthplex if they need immediate care. The Healthplex phone number for patients: Government plans – 800-468-9868 and Commercial Plans – 800-468-0600.		
Appointment Guidelines			
Guideline Standards	Patient Situation	Examples	Timeframe for Appointment
	Emergency Care	Pain, swelling, bleeding	Within 24 hours of request
	Non-Emergency “Sick” Urgent Visit	Lost filling with no pain	Within 48-72 hours
	Routine Non-Emergency	Follow up treatment to a routine visit	Within 14 days
	Routine Preventive Appointment	Routine exam, cleaning	Within 28 days
Predeterminations			
Guidelines	<p>Predeterminations are not a requirement for payment. To ensure benefit coverage, a predetermination is recommended for all major services.</p> <p>Charges for non-covered services to members – Please refer to the Provider Manual, which is available on www.healthplex.com, for additional instructions.</p>		

Claims Submission									
Paper Claims	For paper claims, claims related documents and correspondence, including referrals and pre-determinations, send to: HEALTHPLEX, INC. ATTENTION CLAIMS DEPARTMENT P.O. BOX 9255 UNIONDALE, NY 11553-9255								
Claims Processing	In order for Healthplex to provide you with the best possible service, please take time to ensure that the following information is submitted with each claim: <ul style="list-style-type: none"> • Provider Name and/or Practice Name • Provider full address • Provider Tax Identification Number or Social Security Number • Doctor License and NPI Number • Member Name, Member ID number, Date of Birth, Address and Group Number 								
Taxonomy Codes	<table border="1"> <tr> <td>1123G0001X General Practice</td><td>1223E0200X Endodontics</td></tr> <tr> <td>1223X0400X Orthodontics</td><td>1223P0221X Pediatric Dentistry</td></tr> <tr> <td>1223P0300X Periodontics</td><td>1223S0112X Oral & Maxillofacial Surgery</td></tr> </table> <p>Note: Claims may be returned if submitted without sufficient information.</p>	1123G0001X General Practice	1223E0200X Endodontics	1223X0400X Orthodontics	1223P0221X Pediatric Dentistry	1223P0300X Periodontics	1223S0112X Oral & Maxillofacial Surgery		
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Electronic Claims	<p>In processing electronic claims the following information is required:</p> <ul style="list-style-type: none"> ○ Payor ID – 11271 ○ Clearing house – indicate if you are submitting a claim or a pre-determination ○ Indicate on a claim if attachments are included <p>Healthplex can accept electronic claims submission through clearinghouses such as, but not limited to the following:</p> <table border="1"> <thead> <tr> <th>CLEARINGHOUSE</th><th>CONTACT INFORMATION</th></tr> </thead> <tbody> <tr> <td>EMDEON</td><td>• Call Dental Solutions, 888-255-7293</td></tr> <tr> <td>Tesia – PC1</td><td>• 800-724-7240</td></tr> <tr> <td>Dentalxchange</td><td>• www.dentalxchange.com to register online; • Call 800-576-6412; Ext. 455</td></tr> </tbody> </table>	CLEARINGHOUSE	CONTACT INFORMATION	EMDEON	• Call Dental Solutions, 888-255-7293	Tesia – PC1	• 800-724-7240	Dentalxchange	• www.dentalxchange.com to register online; • Call 800-576-6412; Ext. 455
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E – Attachment	<table border="1"> <tr> <td>NEA Fast Attach (to submit attachments (x-rays) for electronic claims) Note: include attachment number</td><td>• www.nea-fast.com; • For information call NEA at 800-782-5150, Option 3</td></tr> <tr> <td>Tesia e-Attachment</td><td>• 800-724-7240</td></tr> </table>	NEA Fast Attach (to submit attachments (x-rays) for electronic claims) Note: include attachment number	• www.nea-fast.com; • For information call NEA at 800-782-5150, Option 3	Tesia e-Attachment	• 800-724-7240				
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Referrals									
Hospital Authorization	<ul style="list-style-type: none"> ○ A pre-determination with a narrative to substantiate medical necessity must be submitted by the treating dental provider to request authorization to render dental services in a hospital setting. ○ The narrative can be mailed to Healthplex / Hospital Authorization Unit , faxed to 516-228-5025 or e-mailed to authorizations@healthplex.com. 								
Orthodontic Referrals for Medicaid	Healthplex IPA administers Orthodontic benefits for all contracted Medicaid Managed Care Plans. You now may request Orthodontic referrals and predeterminations as well as upload diagnostics online. Please refer to the reference guides at www.healthplex.com for more details.								
All Other Specialty Referrals Including Non-Medicaid Ortho	Most managed care plans require specialty referrals. Please refer to your Provider Manual.								
Reports									
Reports available at www.healthplex.com	<ul style="list-style-type: none"> ○ A list of Commercial Groups that do not accept electronic claims ○ Bulk Check Report ○ Managed Care Member Rosters ○ Managed Care Rosters ○ Direct Deposit Report ○ Non Utilizing HEDIS Eligible Members Report (instructions available to those participating in Government programs) 								