

MEDICA®

MEDICARE BEHAVIORAL HEALTH QUICK REFERENCE GUIDE

Provider Information	<p>MEDICA® is now offering a Medicare Advantage PPO outside of Minnesota.</p> <p>Provider Quick Links and Forms Provider Search: liveandworkwell.com</p>
Customer Service	<p>MEDICA® Behavioral Health Customer Service at: 1-800-848-8327 TTY 1-800-543-7162 or Minnesota Relay at 1-877- 627-3848 (speech to speech relay service)</p>
Prior Authorization	<p>Dedicated MEDICA® Intake Phone Number: 800-848-8327</p> <p>MEDICA® CAC Address (for authorization requests): MEDICA® Behavioral Health P.O. Box 1459 MN103-0500 Minneapolis, MN 55440-1459 FAX: 1-855-454-8155</p>
Paper Submission	<p>MEDICA® Behavioral Health PO Box 30757 Salt Lake City, UT 84130-0757</p> <p>MEDICA® Payer ID: 87726</p>
Electronic Submission	<p>Submit claims online through:</p> <ul style="list-style-type: none"> • Providerexpress.com • Payer ID for submitting claims is 87726
Claim Status	<p>Claim Status can be obtained by contacting the Customer Service Center at:</p> <ul style="list-style-type: none"> • Claims Customer Service: 1-800-848-8327 • Through the web portal at Providerexpress.com
Claim Appeals	<p>Claim appeals should be mailed to: MEDICA® Behavioral Health MN CAC - Attn: Appeals P.O. Box 1459, MR: MN103-0500 Minneapolis, MN 55440-1459 FAX: 1-855-454-8155</p>
Update Practice Info	<p>You can update your practice information by logging into Providerexpress.com and going to <i>My Practice info</i>.</p>
Network Management	<p>You can locate your Network Manager by going online at Providerexpress.com > Contact Network Manager or call: Optum Behavioral Network Services 1-877-614-0484</p>
Disclaimer	<p>Information contained herein is subject to change.</p>