



## Telephone Directory

Service	Phone Number
<p><b><u>Customer Service:</u></b>      <b>8:30 am - 4:30 pm Monday-Friday</b>  <b>24 /7 Automated System only</b></p> <ul style="list-style-type: none"> <li>• Confirm member eligibility</li> <li>• Confirm benefit information</li> <li>• Verify co-payment and deductible information</li> <li>• Verify payment of services</li> <li>• Initiate claims inquiry process</li> <li>• Inquire about appeal process</li> </ul>	<p><b>888-492-6811</b>  <b>888-494-4600</b></p>
<p><b><u>Provider Service:</u></b>      <b>8:30 am - 4:30 pm Monday-Friday</b></p> <ul style="list-style-type: none"> <li>• Request copy of Provider Manual or fee information</li> <li>• Obtain education and training assistance</li> <li>• Assistance resolving service related issues</li> <li>• Discuss contract issues</li> <li>• Communicate changes regarding: address, phone number, tax I.D., etc.</li> <li>• Initiate participation and termination</li> <li>• Confirm provider participation in the SmartHealth Tier 1 network</li> </ul>	<p><b>586-753-0926</b>  <i>or</i>  <b>Fax 586-753-0922</b></p>
<p><b><u>Medical Management:</u></b>      <b>8:30 am - 4:30 pm Monday-Friday</b></p> <ul style="list-style-type: none"> <li>• Request an authorization</li> <li>• Report clinical information</li> <li>• Submit Pre-Service Appeals</li> <li>• Obtain answers regarding the Medical Management Program</li> </ul>	<p><b>800-869-8388</b>  <i>or</i>  <b>Fax 586-753-0981</b>  <i>or</i>  <b>586-753-0980</b></p>