



QUICK REFERENCE GUIDE

Member Services Contact

Member Eligibility 1-888-313-3609

Verify eligibility online 24/7 at <https://planprovportal.align-360.com/ez-net60LON>

Provider Services Contact

Phone: 1-888-313-3609

Fax: 1-833-610-2399

Claims Contact

****Please bill using the 8 digit Member ID Number****

Paper Claims can be mailed to:

Longevity Health Plan

PO Box 908

Addison, TX 75001-0908

Phone: 1-888-313-3609

Payer Name: Longevity CO

EDI Payer ID: LCO01

Providers can enroll in the EZ Cap Provider Portal by going to Longevityhealthplan.com and registering.

Notification of Inpatient and Observation Admissions Contact

Longevity Health Plan requires providers to notify the plan of inpatient and observation admission by calling 1-888-313-3609

- Including: Admissions following outpatient procedures or observation status-notification AND
 - Observation Status
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Prior Authorization Contact

Providers should call: 1-888-313-3609 or use the provider portal: <https://planprovportal.align-360.com/ez-net60LON> .

Information required: Member name, location of services requested, Ordering PCP/NP name, NPI of Servicing Provider name, Diagnosis, Services/procedure/surgery description & clinical information supporting need.

Expedited requests will be determined within 72 hours or as soon as the member's health requires, **Routine** requests will be process within 14 calendar days.

- Inpatient Hospital/ Inpatient Elective/Medical/Psych
 - Inpatient Observation or Partial Day
 - Acute Inpatient Rehab or LTAC Facility
 - Psych-Partial Hospitalization
 - Outpatient Diagnostic Services (outside Physician or SNF)
 - Radiology Services (MRI, MRA, CT, CTA, Pet, Nuclear Medicine)
 - Durable Medical Equipment
 - Medicare Dental Coverage
 - Out of Network Services
 - Transportation/ Non-Emergent Ambulance
 - Dialysis
 - Cardiac/ Pulmonary Rehabilitation
 - Ambulatory Surgery Center
 - Mental Health Specialty Services
 - Outpatient Substance Abuse
 - Genetic Testing/ Screening Labs
 - Prosthetics/ Medical Supplies
 - Medicare Part B Drugs (Initial Chemo only)
 - Hearing Aids
 - Home Health Services/ Palliative Care
 - Chiropractic Services
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Grievance and Appeals Contact

Longevity Health Plan

PO Box 5850

Glen Allen, VA 23058-5850

Part C Appeals Phone and Fax Number:

Phone: 1-888-313-3609

Fax: 1-833-610-2380

Compliance Contact

If there are any questions or concerns regarding Fraud, Waste and Abuse or any other concerns, please contact the Compliance Department at (888)-808-8995.

By email at compliance@LongevityHealthPlan.com

By mail at Longevity Health Plan Corporate Compliance Officer, P.O. Box 5850, Glen Allen, VA 23058-5850