



QUICK REFERENCE GUIDE

Member Services Contact

Member Eligibility 1-866-224-9499

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

Provider Services Contact

Phone: 1-866-224-9499

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: 1-866-224-9499

Payer Name: Longevity FL

EDI Payer ID: LFL01

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 1-866-224-9499

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

Prior Authorization Contact

Providers should call: 1-866-224-9499 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 Psych/ Elective | • Dialysis |
| • Acute Inpatient Rehab or LTAC Facility | • Cardiac Rehabilitation |
| • Psych-Partial Hospitalization | • Ambulatory Surgery Center |
| • Outpatient Diagnostic Services (outside Physician or SNF) | • Mental Health Specialty Services |
| • Radiology Services (MRI, MRA, CT, CTA, Pet, Nuclear Medicine) | • Outpatient Substance Abuse |
| • Durable Medical Equipment | • Genetic Testing/ Screening Labs |
| • Comprehensive Dental | • Prosthetics/ Medical Supplies |
| • Out of Network Providers | • Medicare Part B Drugs (Initial Chemo only) |
| | • Hearing Aids |
| | • Home Health Services/ Palliative Care |
-

Grievance and Appeals Contact

Longevity Health Plan

PO Box 5850

Glen Allen, VA 23058-5850

Part C Appeals Phone and Fax Number:

Phone: 1-866-224-9499

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: Anonymously toll-free Compliance Hotline at 1-(844) 317-9059 or Directly by phone 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