



## QUICK REFERENCE GUIDE

EFFECTIVE JANUARY 1, 2023

### Important Call Center Numbers

State	Call Center (Previously known as Member and Provider Services)
Colorado	1-888-313-3609 (phone)   1-855-969-5877 (fax)
Florida	1-866-224-9499 (phone)   1-855-969-5877 (fax)
Illinois	1-888-886-9770 (phone)   1-855-969-5877 (fax)
Massachusetts	1-855-969-5868 (phone)   1-855-969-5876 (fax)
Michigan	1-888-312-8825 (phone)   1-855-969-5877 (fax)
New Jersey	1-888-899-8490 (phone)   1-855-969-5877 (fax)
New York	1-888-885-7337 (phone)   1-855-969-5877 (fax)
North Carolina	1-888-312-5196 (phone)   1-855-969-5877 (fax)
Oklahoma	1-888-585-1611 (phone)   1-855-969-5877 (fax)

### Eligibility Verification

Verify eligibility online 24/7 at <https://lhpprovider.prod.healthaxis.net/login>

See instructions below under the Provider Portal for setting up a portal account.

### Claims (Paper and Electronic)

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

#### Paper Claims:

Should be mailed to:  
**Longevity Health Plan - Claims**  
 PO Box 16170  
 Lubbock, TX 79490-6170

#### Electronic Claims:

Use the following Payer ID for submitting electronic claims

State	EDI Payer ID
Colorado	LCO01
Florida	LFL01
Illinois	LIL01
Massachusetts	LMA01
Michigan	LMIO1
New Jersey	LNJO1
New York	LNY01

(See reverse for further important information.)

North Carolina	LNC01
Oklahoma	LOK01

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### Provider Portal:

Providers can register a new user through the **New User Registration** link on the <https://lhpprovider.prod.healthaxis.net/provider-access-request>

After registering as a New User, you will receive a confirmation email message asking you to verify your account. The email will be sent to the email address you provided. To confirm your account, click on the confirmation link provided in the email.

Please note that the link within the email verification is time sensitive and expires **24 hours** after it is received. Once your access is verified, you will receive directions on how to access the Longevity Health Plan Provider Portal. Please note that only the Practice Administrator needs to complete an access request. **Once access is granted for the Practice Administrator, that user can then create and grant authorized user access to other individuals within the practice, office, or facility.**

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### Notification of Inpatient and Observation Admissions

Longevity requires providers to notify the plan of inpatient and observation admissions by calling their state-specific toll-free number listed above or fax to 855-969-5876.

This requirement includes:

- **Admissions following outpatient procedures or observation status-notification AND**
  - **Observation status**
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### Prior Authorization

Providers can review the 2023 Prior Authorization list by visiting [www.longevityhealthplan.com](http://www.longevityhealthplan.com) after January 1, 2023

For prior authorization requests, call the state-specific toll-free number listed above or fax to 855-969-5876.

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### Grievances and Appeals

Should be mailed to:

**Longevity Health Plan – Grievances and Appeals**

PO Box 16767

Lubbock, TX 79490-6767

**Part C Appeals:** Providers should contact Longevity via their state-specific toll-free phone listed above or fax to 855-969-5853.

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### Compliance

For questions or issues related to Fraud, Waste and Abuse or any other compliance concerns, please contact our Compliance Department:

- Anonymously via the toll-free Compliance Hotline at 1-855-696-5859
- By email at [compliance@LongevityHealthPlan.com](mailto:compliance@LongevityHealthPlan.com)
- By mail at Longevity Health Plan Corporate Compliance Officer, 11780 US Highway One, Ste. N107 North Palm Beach, FL 33408