

Website: <https://www.miamichildrenshealthplan.com/providers/Join-Our-Network.aspx>

Important Telephone Numbers		
Member Customer Service (844) 243-5187	Pregnancy Notification (866) 601-3871 Fax	Provider Customer Service (844) 243-5188 (888) 843-3938 Fax
Utilization Management (844) 824-8768 (888) 501-6256 Inpatient Fax (888) 518-5333 Outpatient Fax (888) 501-6256 Concurrent Review (888) 518-5333 Retrospective Review	Pharmacy Prior Authorization (844) 716-5413 (866) 265-5511 Fax	Florida Abuse Hotline (800) 962-2873
	MCHP Compliance Hot- Line (800) 611-5406 Code: MCHP (888) 419-3456 Fax	
Vendor/Subcontractor Services		
Behavioral Health- Beacon Health Options (888) 710-2313 (24 hours/7 days/week) www.beaconhealthoptions.com		Nurse Advice Line- Health Dialog (844) 865-7922 (24 hours/7 days/week) referral@healthdialog.com
Transportation (Non-emergent)- OneCall (877) 340-9491 (24 hours/7 days/week) (844) 418-0531 (Fax) RideRequest@onecallcm.com		Over-the-Counter- Supplies- OTCHS (CVS) (833) 331-1571 (toll free) (866) 682-6733 (Fax) www.otchs.com
DME/Home Health/Infusion Pharmacy- Coastal Care Services, Inc. (855) 481-0505 (24 hours/7 days/week) (855) 481-0606 (Fax) www.ccsi.care/providers/ (website) http://web.ccsi.care (provider portal)		Vision- ICARE Health Solutions (855) 373-7627 (toll-free) (305) 675-8195 (Fax) info@myicarehealth.com (email) www.myicarehealth.com (website)
Laboratory Services- Quest Diagnostics 800-282-6613 https://www.questdiagnostics.com/home.html		
Provider Services		
Providers can visit the MCHP Website to access the following: <ul style="list-style-type: none"> • Provider Manual • Provider Forms • Provider Directory • Prior Authorization Guide and Referrals • Grievance and Appeals • Fraud, Waste, and Abuse • Cultural Competency • Medicaid Physician Incentive Program (MPIP) • Clinical Practice Guidelines • Adding providers to an existing group • Reporting demographic changes 		Providers can visit the MCHP Portal to access the following: <ul style="list-style-type: none"> • PCP Verification • Member Eligibility/Verification • Request Prior Authorization (PA) and notification of decision • Claim Inquiry and Adjustment Contact MCHP's Provider Services Department from 8 am to 7 pm EST/SDT, Monday through Friday at (844) 243-5188 for assistance with the following services: <ul style="list-style-type: none"> • Questions about claims/credentialing/network status • Request for a free copy of the Provider Manual • Register a provider complaint

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Claim Submission	Claim Payment Disputes
<p>MCHP encourages all providers to submit claims electronically.</p> <p>For support for electronic claim filing, contact your EDI software vendor or the Change Provider Support Line at (800) 845-6592 to arrange transmission.</p> <p>Miami Children's Electronic Payer ID: 82832</p> <p>For paper claims, please submit to MCHP at the following address:</p> <p style="text-align: center;">Miami Children's Health Plan PO BOX 211241 Egan, MN 55121</p> <p>Timely Filing 180 calendar days from the date of service or date of discharge (inpatient), or as specified in provider contract.</p>	<p>Provider may file a claim dispute by contacting Provider Services at (844) 243-5188 or by mail at:</p> <p style="text-align: center;">Miami Children's Health Plan 701 Waterford Way, Suite 300 Miami, Florida 33126</p> <p>All requests for claims disputes including reconsiderations or adjustments must be received ninety (90) calendar days from the date of the notification of payment or denial (please refer to Provider Manual).</p>

Electronic Funds Transfers (EFT)

InstaMed will deliver claim payments via electronic funds transfer (EFT) and provide electronic remittance advice (ERA). Upon registering for InstaMed, you will receive online access to payment details 24/7 to view and print remittances.

The below information is needed for Online Registration:

- TAX ID
- Email Address
- Principal Name (primary decision maker)
- Legal Business Name
- Business Address/Phone
- Billing NPI Number
- Bank Name
- Bank Routing Number

Please contact InstaMed at connect@instamed.com or (866) 945-7990 with any questions on EFT/ERA delivery.

Pharmacy

MCHP will adopt the AHCA Medicaid PDL and provide coverage for all drugs and dosage forms listed therein. Refer to the PDL document for the most current list of preferred drugs:

http://ahca.myflorida.com/medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml.

Please contact Pharmacy Utilization Management at (844) 716-5413.

For specialty pharmacy services, please contact CVS Specialty Pharmacy Solutions at (800) 237-2767 or via email <https://www.cvsspecialty.com/wps/portal/specialty>