

MCO Continuity of Care Contact & Quick Reference Table

	<u>Absolute Total Care</u>	<u>Healthy Blue by BlueChoice of SC</u>	<u>First Choice by SelectHealth of SC</u>	<u>Molina Healthcare of SC</u>	<u>Wellcare</u>
<u>Prior Authorization Required for Therapy Evaluation</u>	No	Required for non-par providers after 1/1/2020	Yes	No	Varies by Service
<u>Prior Authorization Required for Therapy Treatment</u>	Yes	Required for non-par providers after 1/1/2020	Yes	Yes	Varies by Service
<u>Address for Submission of Prior Authorization Requests</u>	Natalie.D.Crumpton@centene.com FAX: 866-912-3606	https://www.availity.com/products/practices-and-medical-groups/authorizations FAX: 800-823-5520	FAX: 866-368-4562	MHSCPrior-Auth@MolinaHealthCare.com FAX: 866-423-3889	General Outpatient: 877-277-1820 OR Skilled Therapy: 877-709-1698 OR BH Routine Outpatient (for Autism services): 888-343-5364
<u>Address for Submission of Paper Claims</u>	Absolute Total Care P.O. Box 3050 Farmington, MO 63640-3821 FAX: 866-912-3606	Healthy Blue P.O. Box 100124 Columbia, SC 29202-3124	Select Health of South Carolina, Inc. Claims Processing Department PO Box 7120 London, KY 40742-7120	Molina Healthcare of SC PO Box 22664 Long Beach, CA 90801 FAX: 866-423-3889	WellCare Health Plan Attn: Claims Department P.O. Box 31372 Tampa, FL 33631-3372
<u>Address for Submission of Electronic Claims/ Web Portal URL for Direct Entry of Claims</u>	https://provider.absolutetotalcare.com/sso/login?service=https%3A%2F%2Fprovider.absolutetotalcare.com%2Fcareconnect%2Fspring_cas_security_check	https://www.availity.com/products/practices-and-medical-groups/eligibility-benefits-claims-management	https://office.emdeon.com/vendorfiles/amerihealth.html	https://provider.molinahealthcare.com	https://provider.wellcare.com/provider/login
<u>Contact Information for Questions Related to Prior Authorizations</u>	Natalie Crumpton: 803-875-4392 Jill Burgess-Godbey: 803-875-4305	UM Intake: 866-902-1689	UM Voice number: 888-559-1010 , Option 5	Medicaid PA Requests: 855-237-6178, Option 1 for Medicaid, then Option 4 for PA requests	Addy Fama: Addy.Fama@wellcare.com Tracy Green: Tracy.Green@wellcare.com
<u>Contact Information for Questions Related to Claims</u>	Provider Contact Center: 866-433-6041	Customer Care Center: 866-757-8286	Provider Contact Center: 800-575-0418	Medicaid Claims: 855-237-6178, Option 1 for Medicaid, then Option 3 for Claims	Tracey Snowden, Midlands/Pee Dee: 803.561.4409; Tracey.Snowden@wellcare.com Audrey Williams , Upstate North (includes adjacent counties in NC & GA): 803.213.1682; Audrey.Williams@wellcare.com Karen Phillips, Lowcountry (includes adjacent counties in GA): 803.561.4464; Karen.Phillips@wellcare.com
<u>Contact Information Related to MCO Contracting</u>	Melody Martin 803-875-4332 Melody.G.Martin@centene.com	Scott Timmons 803-264-2068 Scott.Timmons@bluechoicesc.com	Ruth Sisson 843-746-7497 RSisson@amerihealthcaritas.com	Medicaid Contracting & Credentialing: 855-237-6178, Option 1 for Medicaid, then Option 6 for Contracting and Credentialing SCProviderContract@MolinaHealthCare.Com	Kerrie Copeland – Upstate/Midlands 803.561.4479; Kerrie.Copeland@wellcare.com Lisa C. Middleton – Lowcountry/Pee Dee 803-561-4404; Lisa.Middleton@wellcare.com Joanne Brown 803.561.4410; Joanne.Brown@wellcare.com
<u>URL for MCO Provider Network Listing</u>	https://provider-search.absolutetotalcare.com/	http://printadirectory.thesolutionsgroup.com/?source=BHM	http://selecthealthofsc.prismisp.com/?brandcode=shsc	https://providersearch.molinahealthcare.com/Provider/ProviderSearch?Redirect-From=MolinaStaticWeb&memstate=sc&State=sc&Coverage=medicaid	https://www.wellcare.com/en/South-Carolina/Find-a-Provider#/Search
<u>Clearinghouse</u>	68069 Emdeon/WebMD/Envoy/Payerpath	www.availity.com	Change HealthCare	Change Healthcare - #46299	Change HealthCare