



75 Vanderbilt Avenue Staten Island NY 10304  1-844-CPHL-CARES  [www.centersplan.com](http://www.centersplan.com)

## Provider Services Contact Information

Provider Relations Departments: 9 AM – 5 PM, Monday - Friday			
DEPARTMENT	PROVIDER HOTLINE 1-844-292-4211		EMAIL
Utilization Management	1-844-292-4211; Press 1 for Service Authorizations		<a href="mailto:UM@centersplan.com">UM@centersplan.com</a>
Claims*	1-844-292-4211; Press 2 for Claims		<a href="mailto:Claims@centersplan.com">Claims@centersplan.com</a>
Member Eligibility	1-844-292-4211; Press 3 for Member Eligibility		<a href="mailto:MemberServices@centersplan.com">MemberServices@centersplan.com</a>
Provider Services	1-844-292-4211; Press 4 for any other Provider Services inquiry		<a href="mailto:ProviderServices@centersplan.com">ProviderServices@centersplan.com</a>
*All claims must be received within the time frame specified in your provider agreement. Please be sure to include your NPI and TIN on all claims.	Paper Claims should be mailed to: Centers Plan for Healthy Living P.O. Box 21033 Eagan, MN 55121		Electronic Claims Submission: Payor ID: CPHL or CPHL1 To set up electronic claims submission directly to CPHL, contact PCS at 1-877-411-7271 or <a href="mailto:PCSupport@mckesson.com">PCSupport@mckesson.com</a> .
Member Services: 8 AM – 8 PM, Everyday			
Member Services Care Management Enrollment and Intake	Medicare Advantage Care (HMO)	1-877-940-9330	<a href="mailto:MemberServices@centersplan.com">MemberServices@centersplan.com</a>
	Nursing Home Care (ISNP)		
	Dual Coverage Care (DSNP)		
	Managed Long Term Care (MLTC)	1-855-270-1600	
FIDA Care Complete (FIDA)	1-800-466-2745		
Pharmacy Services			
Part D drugs are administered through our Pharmacy Benefit Manager, MedImpact. Access our website at <a href="http://www.centersplan.com">www.centersplan.com</a> for our Formulary Listing.			
<a href="http://www.centersplan.com/providers">www.centersplan.com/providers</a>			