



PROVIDER BULLETIN

ALERT

Subject: Dedicated Telephone Lines for Medical Management and Eligibility and Benefits

Dedicated Telephone Lines for Claim Disputes and Appeals

August 11, 2011

Via Facsimile: 8/12/2011

Dear Provider:

In order to better serve your needs, **effective August 22, 2011**, Medica HealthCare Plans, Inc. (MHP) and Medica Health Plans of Florida, Inc. (MHPFL) will implement the following telephone lines **directly** and **exclusively** for the use of health care providers.

Medical Management and Eligibility and Benefit Verification:
TOLL FREE:

(305) 421 1220 or (954) 986 0266
(866) 273 9444

Claim Disputes and Appeals:

(305) 460 0650 or (800) 348 5548

Providers who call any other MHP or MHPFL telephone number(s) for these services will be redirected and asked to call these telephone numbers directly; calls may not be transferred to these telephone lines by any MHP or MHPFL employee.

Sincerely,

Julie Ferro
Director Provider Relations