

PROVIDER Bulletin



January 4, 2016

This Provider Bulletin applies to the lines of business and provider types checked below:

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> PHP (Medicare) | <input checked="" type="checkbox"/> Primary Care Physicians | <input checked="" type="checkbox"/> Specialists |
| <input checked="" type="checkbox"/> PHC (Medicaid) | <input checked="" type="checkbox"/> Ancillary | <input checked="" type="checkbox"/> Hospitals |

We offer two product lines to meet the health care coverage needs of our members. PHP (Medicare Advantage) and PHC (MMA Medicaid) member eligibility may vary by month. Therefore, each participating provider is responsible for verifying member eligibility with PHP and PHC before providing services. Our PHP & PHC ID card have been designed to help participating providers access and verify benefits, eligibility and claim status. Each Member ID card includes a unique identifier that designates the PHP or PHC benefit plan.

Please note that effective January 2016, Member Identification Numbers will change to a 10 digit numeric number. Member ID Numbers will no longer begin with a “PHP” pre-fix.

PHP and PHC members are being provided with a new Medicare Identification Cards in December 2015. We encourage participating providers to request a copy for the patient record.

To facilitate a smooth transition to PHP/PHC new Member ID Numbers, Old Member ID Numbers will be accepted for claims processing and referral/authorization requests for during the first quarter of 2016

NOTE: Presentation of our ID cards in no way creates, nor serves to verify an individual's status or eligibility to receive benefits. In addition, all payments are subject to the terms of the contract under which the individual is eligible to receive benefits.

Sample PHP ID Card and PHC ID Card

RxBIN	015574	
RxPCN	ASPROD1	
RxGrp	AHF02	
Plan (80840)	7811991067	
ID/RxID	999999999	Issue Date 01/01/16
Name	IMA SAMPLE	
Your PCP	DANIEL SMITH, DO	
Phone	(954) 555-0000	
<i>This is your medical and prescription drug benefit card.</i>		
		H3132-001 (2016)

Important Member Numbers	Provider Information
Member Services: (888) 456-4715	Eligibility, Authorizations, Pharmacy Technical Help, Claims and Provider Relations: (855) 318-4387
Pharmacy Customer Service: (866) 763-9096	Submit Medical and Pharmacy Claims to: Attn: Claims
Behavioral Health: (855) 765-9698	PHP
Vision Care: (800) 877-7195	P.O. Box 7490
Nurse Advice Line: (866) 228-8714	La Verne, CA 91750
TTY for the Above: 711	
Web: www.php-fl.org	
This card does not guarantee coverage. Check eligibility by calling (855) 318-4387.	

RxBIN	003585	
RxPCN	97892	
RxGrp	AHF04	
Plan (80840)	7104820213	
ID/RxID	999999999	Issue Date 01/01/16
Name	IMA SAMPLE	
Your PCP	DAVID JONES, MD	
Phone	(954) 555-1111	
<i>This is your medical and prescription drug benefit card.</i>		
		AHCA 121515 PHC MMA Form 13.1

Important Member Numbers	Provider Information
Member Services: (888) 997-0979	Eligibility, Authorizations, Pharmacy Technical Help, Claims and Provider Relations: (855) 318-4387
Pharmacy Customer Service: (866) 763-9103	Submit Medical and Pharmacy Claims to: Attn: Claims
Behavioral Health: (855) 765-9698	PHC Florida
Vision Care: (800) 877-7195	P.O. Box 7490
Nurse Advice Line: (866) 228-8714	La Verne, CA 91750
TTY for the Above: 711	
Web: www.phc-fl.org	
Mail: PHC Florida	
P.O. Box 46160	
Los Angeles, CA 90046	
PHC Florida is a managed care plan with a Florida Medicaid contract. This card does not guarantee coverage. Check eligibility by calling (855) 318-4387.	

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This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at 954.522.3132 or email to remon.walker@phcplans.org