

### **Plan Information**

Medicare Advantage

Miami-Dade and Broward Counties

### **Contact Information**

**Provider Authorization and Eligibility Line**      **1-800-424-1734**

Call this number for member care inquiries, outpatient pre-authorization when required, higher levels of care pre-authorization, and member eligibility verification.

**National Provider Services Line**      **1-800-788-4005**

Call this number for general inquiries, including credentialing and network status, or for any other network administrative issues.

**TTY/TDD**      **1-800-424-1734 for 711 relay service**

**Claims**      **1-800-424-1734**

Call this number for claims information. You also may check the status of your claims after secure sign-in on the Magellan provider website: [www.MagellanProvider.com](http://www.MagellanProvider.com)

**Written Correspondence**      **Doctors HealthCare Plans, Inc.  
Attention: Appeals & Grievances  
Coordinator  
2020 Ponce De Leon Blvd., Suite 901  
Coral Gables, FL 33134  
[www.doctorshcp.com](http://www.doctorshcp.com)**

Submit a concern, complaint, or first-level review in writing to Doctors HealthCare Plans

**Second-Level Review**      **Doctors HealthCare Plans, Inc.  
Attention: Appeals & Grievances  
Coordinator  
2020 Ponce De Leon Blvd., Suite 901  
Coral Gables, FL 33134  
[www.doctorshcp.com](http://www.doctorshcp.com)**

Submit a second-level review in writing to Doctors HealthCare Plans

**Website**      **[www.MagellanProvider.com](http://www.MagellanProvider.com)**

Access our website for further information about serving Magellan members, including:

- Member Eligibility
- Magellan Provider Handbook
- Medical Necessity Criteria
- Clinical Guidelines
- Claims Submission and Status
- Provider Data Change Form
- Provider Profile
- *Provider Focus* Newsletter
- And much more

## **Authorizations**

Magellan uses our streamlined clinical management model for routine outpatient treatment for Doctors HealthCare Plans members. In this model, for most cases, providers do not need to preauthorize routine outpatient services or submit treatment request forms for continued care.

For additional information regarding our outpatient model and for requesting higher levels of care, go to [www.MagellanProvider.com](http://www.MagellanProvider.com), select *Providing Care*, then *Initiating Care*, then [Authorization](#).

## **Claims Submission**

Submit claims online by signing in with your secure username and password at [www.MagellanProvider.com](http://www.MagellanProvider.com). Be sure to identify the P.O. Box below for claims submissions for this plan. If you do not have Internet access, use the standard CMS-1500 claim form or the UB-04 claim form. Claims must be filed using the HIPAA-compliant CPT code(s).

Submit paper claims to:  
**Magellan Healthcare**  
**P.O. Box 1916**  
**Maryland Heights, MO 63043**

Note: When a claim contains both *medical and behavioral health services*, you should submit the medical portion to the medical carrier and the behavioral health portion to Magellan. Otherwise, Magellan will deny the entire claim, and you will then need to resubmit the claims appropriately.

## **Laboratory Testing**

Quest Diagnostics, Inc. is in network for DHCP members. Quest provides general and specialty laboratory and pathology testing that ensures quality standards and allows for the continuum of care of the patient. The services are provided in locations that are convenient and are cost-effective to both the provider and the patient.

Out-of-network labs require authorization. If you refer a patient to an out-of-network laboratory – or send their test specimens to a non-participating laboratory or pathologist – you must get a prior authorization approved by DHCP. Make sure to request a prior authorization for any out-of-network services.

## **Questions?**

- Contact DHCP at (305) 422-9300, option 2.
- Contact Quest at 1-866-MYQUEST (1-866-697-8378) or online at [www.questdiagnostics.com](http://www.questdiagnostics.com).