



## QUICK REFERENCE GUIDE

### Member Services Contact

Member Eligibility 1-888-585-1611

Verify eligibility online 24/7 at <https://planprovportal.align-360.com/ez-net60LON>

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### Provider Services Contact

Phone: 1-888-585-1611

Fax: 1-833-610-2399

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### Claims Contact

**\*\*Please bill using the 8 digit Member ID Number\*\***

Paper Claims can be mailed to:

**Longevity Health Plan**

**PO Box 908**

**Addison, TX 75001-0908**

Phone: 1-888-585-1611

**Payer Name: Longevity OK**

**EDI Payer ID: LOK01**

Providers can enroll in the EZ Cap Provider Portal by going to [Longevityhealthplan.com](http://Longevityhealthplan.com) and registering.

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### Notification of Inpatient and Observation Admissions Contact

Longevity Health Plan requires providers to notify the plan of inpatient and observation admission by calling 1-888-585-1611

- Including: Admissions following outpatient procedures or observation status-notification AND
  - Observation Status
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### Prior Authorization Contact

Providers should call: 1-888-585-1611 or use the provider portal: <https://planprovportal.align-360.com/ez-net60LON> .

**Information required:** Member name, location of services requested, Ordering PCP/NP name, NPI of Servicing Provider name, Diagnosis, Services/procedure/surgery description & clinical information supporting need.

**Expedited** requests will be determined within 72 hours or as soon as the member's health requires, **Routine** requests will be process within 14 calendar days.

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| • Inpatient Hospital/ Inpatient Psych/ Elective                 | • Dialysis                                   |
| • Acute Inpatient Rehab or LTAC Facility                        | • Cardiac Rehabilitation                     |
| • Psych-Partial Hospitalization                                 | • Ambulatory Surgery Center                  |
| • Outpatient Diagnostic Services (outside Physician or SNF)     | • Mental Health Specialty Services           |
| • Radiology Services (MRI, MRA, CT, CTA, Pet, Nuclear Medicine) | • Outpatient Substance Abuse                 |
| • Durable Medical Equipment                                     | • Genetic Testing/ Screening Labs            |
| • Comprehensive Dental  | • Prosthetics/ Medical Supplies              |
| • Out of Network Providers                                      | • Medicare Part B Drugs (Initial Chemo only) |
|   | • Hearing Aids                               |
|   | • Home Health Services/ Palliative Care      |
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### Grievance and Appeals Contact

Longevity Health Plan

PO Box 5850

Glen Allen, VA 23058-5850

Part C Appeals Phone and Fax Number:

Phone: 1-888-585-1611

Fax: 1-833-610-2380

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### Compliance Contact

If there are any questions or concerns regarding Fraud, Waste and Abuse or any other concerns, please contact the Compliance

Department: Anonymously toll-free Compliance Hotline at 1-(844) 317-9059 or Directly by phone at (888)-808-8995

By email at [compliance@LongevityHealthPlan.com](mailto:compliance@LongevityHealthPlan.com)

By mail at Longevity Health Plan Corporate Compliance Officer, P.O. Box 5850, Glen Allen, VA 23058-5850