



QUICK REFERENCE GUIDE

EFFECTIVE JANUARY 1, 2022

Important Call Center Numbers

State	Call Center (Previously known as Member and Provider Services)
Colorado	1-888-313-3609 (phone) 1-855-969-5877 (fax)
Florida	1-866-224-9499 (phone) 1-855-969-5877 (fax)
Illinois	1-888-886-9770 (phone) 1-855-969-5877 (fax)
Michigan	1-888-312-8825 (phone) 1-855-969-5877 (fax)
New Jersey	1-888-899-8490 (phone) 1-855-969-5877 (fax)
New York	1-888-885-7337 (phone) 1-855-969-5877 (fax)
North Carolina	1-888-312-5196 (phone) 1-855-969-5877 (fax)
Oklahoma	1-888-585-1611 (phone) 1-855-969-5877 (fax)

Eligibility Verification

Verify eligibility online 24/7 at <https://lhprovider.prod.healthaxis.net/login>

Claims (Paper and Electronic)

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

Paper Claims:

Should be mailed to:
Longevity Health Plan - Claims
 PO Box 16170
 Lubbock, TX 79490-6170

Electronic Claims:

Use the following Payer ID for submitting electronic claims

State	EDI Payer ID
Colorado	LCO01
Florida	LFL01
Illinois	LIL01
Michigan	LMI01
New Jersey	LNJ01
New York	LNY01
North Carolina	LNC01
Oklahoma	LOK01

(See reverse for further important information.)

Provider Portal: Providers can enroll in the Provider Portal by visiting <https://lhpprovider.prod.healthaxis.net/login> and registering.

Notification of Inpatient and Observation Admissions

Longevity requires providers to notify the plan of inpatient and observation admissions by calling their state-specific toll-free number listed above or fax to 855-969-5876.

This requirement includes:

- **Admissions following outpatient procedures or observation status-notification AND**
 - **Observation status**
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Prior Authorization

Providers can review the 2022 Prior Authorization list by visiting www.longevityhealthplan.com after January 1, 2022

For prior authorization requests, call the state-specific toll-free number listed above or fax to 855-969-5876.

Grievances and Appeals

Should be mailed to:

Longevity Health Plan – Grievances and Appeals

PO Box 16767

Lubbock, TX 79490-6767

Part C Appeals: Providers should contact Longevity via their state-specific toll-free phone listed above or fax to 855-969-5853.

Compliance

For questions or issues related to Fraud, Waste and Abuse or any other compliance concerns, please contact our Compliance Department:

- Anonymously via the toll-free Compliance Hotline at 1-855-696-5859
- By email at compliance@LongevityHealthPlan.com
- By mail at Longevity Health Plan Corporate Compliance Officer, 11770 U.S. Highway One, Suite #E102, Palm Beach Gardens, FL 33408