



## QUICK REFERENCE GUIDE

Effective January 1, 2026

### Provider Relations Department

Call: 888-332-5941

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### Eligibility Verification

Verify eligibility online 24/7 at <https://longevity.veriben.net>

See instructions below under the Provider Portal for setting up a portal account.

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### Claims (Paper and Electronic)

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

#### **Paper Claims:**

Must be mailed to:

**Longevity Health Plan - Claims**

PO Box 23428

Tampa, FL 33623

#### **Electronic Claims:**

Use the following Payer ID for submitting electronic claims:

State	EDI Payer ID
Colorado	LCO01
Florida	LFL01
Illinois	LIL01
Massachusetts	LMA01
Michigan	LMI01
New Jersey	LNJ01
New York	LNJ01
North Carolina	LNC01

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### Provider Portal:

Providers can register a new user through the **New User Registration** link on the <https://longevity.veriben.net>

After registering as a New User, you will receive a confirmation email message asking you to verify your account. The email will be sent to the email address you provided. To confirm your account, click on the confirmation link provided in the email.

**Please note that the link within the email verification is time sensitive and expires 24 hours after it is received.**

Once your access is verified, you will receive directions on how to access the Longevity Health Provider Portal. Please note that only the Practice Administrator needs to complete an access request. Once access is granted to the



Practice Administrator, that user can then create and grant authorized user access to other individuals within the practice, office, or facility.

Please note that it is the Practice Administrator who is responsible for removing access for those no longer with the Provider.

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### **Notification of Inpatient and Observation Admissions**

Longevity requires providers to notify the plan of inpatient and observation admissions by calling the 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 2026 Prior Authorization list by visiting [www.longevityhealthplan.com](http://www.longevityhealthplan.com) after January 1, 2026

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

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### **Grievances and Appeals**

Should be mailed to:

**Longevity Health – Grievances and Appeals**

PO Box 23388

Tampa, FL 33623

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

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### **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 855-696-5859
- By email at [compliance@LongevityHealthPlan.com](mailto:compliance@LongevityHealthPlan.com)
- By mail at Longevity Health Plan Corporate Compliance Officer, 11780 US Highway One, Ste. N107 North Palm Beach, FL 33408