



## QUICK REFERENCE GUIDE

### Member Services Contact

Member Eligibility 1-866-224-9499

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

---

### Provider Services Contact

Phone: 1-866-224-9499

Fax: 1-866-210-6664

---

### 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: 1-866-224-9499

Fax: 1-800-862-2730

**Payer Name: Longevity FL**

**EDI Payer ID: LFL01**

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

---

### Notification of Inpatient and Observation Admissions Contact

Longevity Health Plan requires providers to notify the plan of inpatient and observation admission by calling 1-866-224-9499

- Including: Admissions following outpatient procedures or observation status-notification AND
  - Observation Status
- 

### Prior Authorization Contact

Providers should call: 1-866-224-9499 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.

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

### Grievance and Appeals Contact

Longevity Health Plan

PO Box 5850

Glen Allen, VA 23058-5850

Part C Appeals Phone and Fax Number:

Phone: 1-866-224-9499

Fax: 1-800-862-2730

---

### 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