



## QUICK REFERENCE GUIDE

### Member Services Contact

Member Eligibility 1-888-312-5196

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

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### Provider Services Contact

Phone: 1-888-312-5196

Fax: 1-888-312-6187

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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: 1-888-312-5196

**Payer Name: Longevity NC**

**EDI Payer ID: LNC01**

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 1-888-312-5196

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

Providers should call: 1-888-312-5196 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 Elective/Medical/Psych
  - Inpatient Observation or Partial Day
  - 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
  - Medicare Dental Coverage
  - Out of Network Services
  - Transportation/ Non-Emergent Ambulance
  - Dialysis
  - Cardiac/ Pulmonary 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
  - Chiropractic Services
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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: 1-888-312-5196

Fax: 1-888-312-6187

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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 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