QUICK REFERENCE GUIDE

Member Services Contact
Member Eligibility 1-888-885-7337 Verify eligibility online 24/7 at https://planprovportal.align-360.com/ez-net60LON

Provider Services Contact
Phone: 1-888-885-7337 Fax: 1-888-885-7721

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: 1-888-885-7337

Payer Name: Longevity NY EDI Payer ID: LNY01
Providers can enroll in the EZ Cap Provider Portal by going to 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 1-888-885-7337
- Including: Admissions following outpatient procedures or observation status-notification AND
- Observation Status

Prior Authorization Contact
Providers should call: 1-888-885-7337 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: 1-888-885-7337 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
By mail at Longevity Health Plan Corporate Compliance Officer, P.O. Box 5850, Glen Allen, VA 23058-5850