**QUICK REFERENCE GUIDE**

**Member Services Contact**
Member Eligibility 1-888-585-1611
Verify eligibility online 24/7 at [https://planprovportal.align-360.com/ez-net60LON](https://planprovportal.align-360.com/ez-net60LON)

**Provider Services Contact**
Phone: 1-888-585-1611
Fax: 1-888-585-1631

**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: 1-888-585-1611
Payer Name: Longevity OK
EDI Payer ID: LOK01
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 1-888-585-1611
- Including: Admissions following outpatient procedures or observation status-notification AND
- Observation Status

**Prior Authorization Contact**
Providers should call: 1-888-585-1611 or use the provider portal: [https://planprovportal.align-360.com/ez-net60LON](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.

Expeditied 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: 1-888-585-1611
Fax: 1-888-585-1631

**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