



75 Vanderbilt Avenue Staten Island NY 10304  1-844-CPHL-CARES  www.centersplan.com

Provider Services Contact Information

Provider Relations Departments: 9 AM – 5 PM, Monday - Friday			
DEPARTMENT	PROVIDER HOTLINE 1-844-292-4211		EMAIL
Utilization Management	1-844-292-4211; Press 1 for Service Authorizations		UM@centersplan.com
Claims*	1-844-292-4211; Press 2 for Claims		Claims@centersplan.com
Member Eligibility	1-844-292-4211; Press 3 for Member Eligibility		MemberServices@centersplan.com
Provider Services	1-844-292-4211; Press 4 for any other Provider Services inquiry		ProviderServices@centersplan.com
*All claims must be received within the time frame specified in your provider agreement. Please be sure to include your NPI and TIN on all claims.	Paper Claims should be mailed to: Centers Plan for Healthy Living P.O. Box 21033 Eagan, MN 55121		Electronic Claims Submission: Payor ID: CPHL or CPHL1 To set up electronic claims submission directly to CPHL, contact PCS at 1-877-411-7271 or PCSupport@mckesson.com .
Member Services: 8 AM – 8 PM, Everyday			
Member Services Care Management Enrollment and Intake	Medicare Advantage Care (HMO)	1-877-940-9330	MemberServices@centersplan.com
	Nursing Home Care (ISNP)		
	Dual Coverage Care (DSNP)		
	Managed Long Term Care (MLTC)	1-855-270-1600	
FIDA Care Complete (FIDA)	1-800-466-2745		
Pharmacy Services			
Part D drugs are administered through our Pharmacy Benefit Manager, MedImpact. Access our website at www.centersplan.com for our Formulary Listing.			
www.centersplan.com/providers			