

# HARMONY HEALTH PLAN RAPID REFERENCE – IL MEDICAID

Harmony Office Hours are Monday - Friday 8:00 am - 5:00 pm

MANAGING REFERRALS	
<b>Utilization Mgmt (Authorizations)</b> (800) 504-2766	<b>Member Services</b> (800) 608-8158
<b>Chicago Provider Office</b> (312) 630-2025	<b>Member Voice Mail</b> (877) 630-2225 – vm box #
<b>Transportation Services</b> (888) 684-2026	<b>Move IT Reporting Password/IT assistance</b> (800) 960-2530 ext 2222
<b>Mental Health &amp; Substance Abuse</b> (888) 684-2026	
<b>Provider Services Center</b> (800) 504-2766 • Eligibility verification • Claims inquiries • Provider issues	<b>WellCare Website</b> <a href="http://www.WellCare.com">www.WellCare.com</a> (800) 504-2766 Ext. 1346 for assistance • (813) 262-2927 (Fax) <b>24 hour access</b> • <b>Eligibility verification</b> • <b>Claims inquiries</b>
GENERAL REFERRAL GUIDELINES	
<b>EDI Payor ID Information:</b> WebMD Payor ED#: 14163 WebMD EDI Hotline 1-800-845-6592 SSI Payor ED#: 14163 ACS Payor ED#: 77004	<b>Paper Medical Claims Submissions:</b> WellCare Claims P.O. Box 31372 Tampa, FL 33631-3372
<b>Behavioral Health/Substance Abuse Claims Submissions:</b> WellCare Claims P.O. Box 31372 Tampa, FL 33631-3372	<b>Appeals &amp; Grievances:</b> WellCare Health Plans, Inc. P.O. Box 31368 Tampa, Florida 33631-3368 Fax: (866) 201-0657
GENERAL REFERRAL GUIDELINES	
Fax all referrals for services listed below, as soon as possible, to Harmony Utilization Management at <b>the numbers below or call (866) 334-6876 with questions. When generating a referral, be very specific about the reason for the referral and the number of visits.</b>	
<ul style="list-style-type: none"> <li>• Physician and Hospital Providers can request Notifications and/or Authorizations.</li> <li>• All requests for notification or authorization can be faxed to WellCare at:</li> <li>◆ <b>Inpatient Services: 1 (877) 431-8860</b></li> <li>◆ <b>Outpatient Services: 1 (866) 867-9953</b></li> <li>◆ <b>DME, PT, OT, ST: 1 (877) 431-8859</b></li> <li>◆ <b>PreNatal Care: 1 (866)-480-0857</b></li> <li>• Routine office labs, office x-rays, PCP visits, participating specialist visits, immunizations and EKGs do <b>not</b> require notification or authorization.</li> </ul>	



<ul style="list-style-type: none"> <li>• <u>All out-of-network and non-contracted services (physician, hospital, ancillary, outpatient)</u></li> <li>• Air ambulance</li> <li>• Cardiac/pulmonary rehabilitation program</li> <li>• Chiropractic Care</li> <li>• Court ordered services</li> <li>• Dialysis (outpatient) first visit only</li> <li>• Dental services</li> <li>• Durable medical equipment, orthotics, prosthetics over \$200</li> <li>• Formula (medically necessary)</li> <li>• Genetic testing</li> <li>• Health education programs</li> <li>• Hearing services</li> <li>• Home health care services</li> <li>• Hospice care services</li> <li>• Hospital observation and admissions</li> <li>• Inpatient mental health and alcohol/substance abuse</li> <li>• New technology and experimental procedure</li> <li>• Nutritional counseling</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational, physical and speech therapy services-after initial 3 visits</li> <li>• Pain management</li> <li>• PET, SPECT scans</li> <li>• Rehabilitation facility admissions</li> <li>• Respiratory therapy services</li> <li>• Sterilization procedures (consent form required)</li> <li>• Skilled nursing facility admissions</li> <li>• Surgical procedures, including but not limited to, ambulatory surgery, cosmetic surgery, all endoscopic procedures, oral surgery</li> <li>• Termination of pregnancy</li> </ul> <p><i>Note: Authorizations are for medically necessary services only; not a guarantee of payment. Eligibility will be investigated prior to payment. Payment is subject to limitations and exclusions of the member's contract.</i></p>
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Notify Harmony's UM Staff about Members with acute or chronic conditions that would benefit from case management. Case managers improve patient compliance and keep providers informed of overall health progress. Specific Disease Management programs exist for asthma, diabetes and CHF. For information and/or enrollment in these programs, please call (866)593-2538.

Report all confirmed pregnancies to Harmony's UM staff as soon as you become aware of these. Harmony offers a case management program for expectant Members called "Harmony Hugs". The "Harmony Hugs" program includes:

- High risk screening and case management
- Prenatal and infant care education
- Gift incentives for keeping prenatal appointments

**For information on Harmony Hugs, please call (866) 776-9876 Option 3.**

Illinois Department of Healthcare and Family Services (HFS). Call (800) 226-0768 for vision and dental, Call (866) 468-7543 for pharmacy.

**LABORATORY SERVICES**

Harmony has contracted with several laboratories including its participating hospitals. To establish a Harmony Laboratory account, please contact any of the following laboratories. To obtain a list of additional laboratories contact Harmony Provider Services.

- Quest Diagnostic Laboratories (800) 323-5917
- Tri-Lab (800) 218-3899
- Diagnostic Cytology Laboratories (800) 854-4008
- LabCorp (800) 597-8026 x 3130

Just a reminder, ask your laboratory representative to inform you about their services including, but not limited to, TURN AROUND TIME FOR TEST RESULTS, STAT TEST AND ROUTINE test. Also inquire about Draw sites and /or Patient Service Centers available and schedule specimen pick-up times.

**CALL MEMBER SERVICES WITH MEMBER BENEFIT QUESTIONS**

