

SNF SNIPPETS

Senior Whole Health is a health plan available to seniors age 65 and older who have MassHealth Standard.

SWH sub-contracted vendors: SWH uses several vendors to administer certain benefits. If your resident needs any of the services listed below, the patient or designee may contact the vendor directly.

- ✓ **Vision -Vision Services Plan (VSP): 1-800-615-1883**
- ✓ **Behavioral Health -Magellan Behavioral Health: 1-800-424-4536**
- ✓ **Dental- DentaQuest: 1-844-234-9829**
- ✓ **Durable Medical Equipment for Discharge-Integra Partners: 888- 848-9003**

For faster service, please inform the Customer Service Representative that the referral is for discharge and have the following details related to the referral available:

- Member information
- Full Name
- Date of Birth
- Contact and Address Information
- Policy ID
- Primary Physician
- Requested DMEPOS Service (I.e. Rx, Clinicals)
- Date of Discharge Location and Address of Delivery (I.e., Facility or Home)

Authorizations: Part A and Part B services

For authorization requests please use the Standard Authorization form. For requesting enhanced days, use the Enhanced Request Form. These forms can be found on our website at www.seniorwholehealthma.com in the "For providers/forms" section.

- ✓ **SNF authorizations fax number: 1-844-360-6870.**

Provider inquiries: To obtain member eligibility information, access our provider portal at: www.seniorwholehealthma.com

*Please note: SWH member eligibility can also be verified using NEHEN or MMIS and by calling 1-855-838-8002 (TTY 711) Monday through Friday from 8am to 5pm.

To find our Provider Manual, access forms or get helpful tips and other resources including updates and announcements, visit the Forms and Resources section of the website.

Go to <https://www.seniorwholehealthma.com/for-providers-2/provider-materials/>

Submitting Claims/Corrected Claims: Submit claims using CMS claim submission guidelines. The preferred method to submit claims is electronic, using HIPAA Standard 837 format.

- Clearinghouse: Change Healthcare (EMDEON)*
- Our EDI Payer ID number is: 83035
- *ON 24/7 is a web-based system that allows customers to submit service requests and check on the status of those requests 24 hours a day, 7 days a week. Please contact Change Healthcare directly at 1-866-506-2830 or visit the ON 24/7 website at <https://clientsupport.changehealthcare.com/Login.aspx>

- Submit claims **within 90 days** from service date
- Submit paper claims on the UB04
- To check claim status, please use our Provider Portal via our website or call 1-866-233-4773 press option 2.
- Mail claims to:
Senior Whole Health
Claims Department
P.O. Box 956
Elk Grove Village, IL 60009-0956

Claim Appeals:

For reconsideration of claims which have been denied or not paid as anticipated, submit your request in writing. Attach supporting documentation (medical notes, authorization number or proof of timely filing) with the Provider Payment Dispute and Adjustment Request form found on our website.

- ☑ Submit claims within **90 days** from service date

Send appeals to:

Senior Whole Health
Claims Department
1075 Main Street, Suite 400
Waltham, MA 02451

Pharmacy:

SWH uses a comprehensive formulary which can be viewed on our website

<https://www.seniorwholehealthma.com/for-providers-2/provider-materials/>.

Please contact the Pharmacy Department directly for Part D coverage determination requests.

- Call the pharmacy line at: 1-855-818-4876
- Fax a completed prior authorization form to: 1-888-251-7823
- Email a completed prior authorization form to: pharmacy@seniorwholehealth.com
- Complete a request online: SWHpharmacy@magellanhealth.com
- **If a medication rejection occurs, contact SWH's pharmacy department and they will help you find a covered alternative. If clinical information is needed, we can take it over the phone. We DO NOT require a prescriber signature on drug request forms.**

Provider updates/changes:

Updates to provider information should be sent to SWH in writing with 60 days advance notice. A new W9 must be included with new changes. This includes changes to facility name, facility address, facility telephone and fax numbers, pay to address, billing telephone and fax numbers, billing tax ID and NPI as well as changes with facility ownership.

Send changes/updates to:

Senior Whole Health, Provider Relations
1075 Main Street, Suite 400
Waltham, MA 02451

Fax changes/updates to: 844-360-6868

Email changes/updates to: SWHProviderRelations@magellanhealth.com

To arrange a training or orientation regarding Senior Whole Health's policies and procedures, call Provider Relations at: **1-855-838-7999**.