

Yale Health Plan Quick Reference Guide *for participating providers*

| Health Plan | Authorizations and Eligibility | Claims Phone Number | Claims Submission |
|----------------------|--------------------------------|---------------------|--|
| Yale Health Plan | 1-800-327-9240 | 1-800-327-9240 | Magellan Healthcare P.O. Box 1568 Maryland Heights, MO 63043 |
| Yale Student Program | 1-800-327-9228 | 1-800-327-9240 | Magellan Healthcare P.O. Box 1568 Maryland Heights, MO 63043 |

Please note: For prompt mail processing please use the claims address exactly as shown above.

Resources for providers

You can get answers to many frequently asked questions online at www.MagellanProvider.com (or the sites of Magellan’s contracted vendors, as directed).

Some of these online resources include:

- Magellan provider handbook
- Medical necessity criteria
- Clinical practice guidelines
- Credentialing criteria
- Authorizations
- Claims tools
- Appeal/dispute submission form
- Provider profile application (to enhance the information members see about in directories)
- Sample PCP communication forms
- Provider data changes
- Group and facility roster maintenance
- Award-winning Magellan provider newsletter, *Provider Focus*.

Provider inquiries

- Call the general 800 number listed in this **Quick Reference Guide** for claims and authorization questions.
- Call the Magellan national **Provider Services Line** at **1-800-788-4005** for general inquiries, including credentialing and network status.