



## Health First Health Plan Quick Reference Guide for participating providers

Effective Jan. 1, 2022, Magellan will no longer manage behavioral health benefits for Health First Health Plans' members in Medicare, Exchange (individual) and TPA plans. Magellan will continue to manage behavioral health benefits for members in commercial (group) HMO and POS plans.

Health Plans	Authorizations and Eligibility*	Claims Submission	Appeals Address
<p><b>Health First</b></p> <p><i>Exchange (Individual)</i></p> <p><i>Beginning Jan. 1, 2022, Magellan will no longer manage the provider network for these plans.</i></p> <p><i>Continuity of care provisions will be in place for those members receiving inpatient services prior to Jan. 1, 2022.</i></p> <p><i>ALL services will transition to Optum as of Jan. 1, 2022.</i></p>	<p><b>For dates of service THROUGH Dec. 31, 2021:</b></p> <p>Benefits, Eligibility and Authorization</p> <p><b>1-800-424-4347</b></p> <p><b>For dates of service beginning Jan. 1, 2022, use the phone number on the back of the member's ID card.</b></p>	<p><b>For dates of service THROUGH Dec. 31, 2021, submit claims (professional and facility) to Magellan:</b></p> <p><b>Electronic Claims</b> Payer ID: 01260 More info: <a href="https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx">https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx</a></p> <p><b>Paper Claims</b> Magellan Healthcare P.O. Box 1116 Maryland Heights, MO 63043</p> <hr/> <p><b>For dates of service beginning Jan. 1, 2022, submit claims (professional and facility) to Optum:</b></p> <p><b>Electronic Claims</b> Payer ID: 87726 Professional claims can be submitted electronically at <a href="http://providerexpress.com">providerexpress.com</a></p> <p><b>Paper Claims</b> Payer ID: 87726 Optum P.O. Box 30757 Salt Lake City UT 84130-0757</p>	<p><b>For dates of service THROUGH Dec. 31, 2021, submit appeals to:</b></p> <p><b>Provider Appeals</b> Magellan Healthcare P.O. Box 1718 Maryland Heights, MO 63043</p> <p><b>Member Appeals/Grievances</b></p> <p><b>HFHP</b> Attn: Appeals &amp; Grievances 6450 US HWY 1 Rockledge, FL 32955</p> <p><b>Fax number:</b> 321-434-4769 or 1-855-328-0053</p> <hr/> <p><b>For dates of service beginning Jan. 1, 2022, submit appeals to:</b></p> <p><b>Provider Appeals</b> Optum Health P.O. Box 30512 Salt Lake City, UT 84130-0512</p> <p><b>Fax number:</b> 1-855-312-1470</p>

<p><b>Health First</b></p> <p><b>Medicare HMO &amp; POS</b></p> <p><i>Beginning Jan. 1, 2022, Magellan will no longer manage the provider network for these plans.</i></p> <p><i>Continuity of care provisions will be in place for those members receiving inpatient services prior to Jan. 1, 2022.</i></p> <p><i>All services will transition to Optum on Jan. 1, 2022.</i></p>	<p><b>For dates of service THROUGH Dec. 31, 2021:</b></p> <p>Benefits, Eligibility and Authorization</p> <p><b>1-800-424-4347</b></p> <p><b>For dates of service beginning Jan. 1, 2022, use the phone number on the back of the member's ID card.</b></p>	<p><b>For dates of service THROUGH Dec. 31, 2021, submit claims (professional and facility) to Magellan:</b></p> <p><b>Electronic Claims</b> Payer ID: 01260 More info: <a href="https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx">https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx</a></p> <p><b>Paper Claims</b> Magellan Healthcare P.O. Box 1116 Maryland Heights, MO 63043</p> <hr/> <p><b>For dates of service beginning Jan. 1, 2022, submit claims (professional and facility) to Optum:</b></p> <p><b>Electronic Claims</b> Payer ID: 87726 Professional claims can be submitted electronically at <a href="http://providerexpress.com">providerexpress.com</a></p> <p><b>Paper Claims</b> Payer ID: 87726 Optum P.O. Box 30760 Salt Lake City UT 84130-0760</p>	<p><b>For dates of service THROUGH Dec. 31, 2021, submit appeals to:</b></p> <p><b>Provider Appeals</b> Magellan Healthcare P.O. Box 1718 Maryland Heights, MO 63043</p> <p><b>Member Appeals/Grievances</b></p> <p><b>HFHP</b> Attn: Appeals &amp; Grievances 6450 US HWY 1 Rockledge, FL 32955</p> <p><b>Fax number:</b> 321-434-4769 or 1-855-328-0053</p> <hr/> <p><b>For dates of service beginning Jan. 1, 2022, submit appeals to:</b></p> <p><b>Provider Appeals</b> Health First Health Plans P.O. Box 62378 Phoenix, AZ 85082</p> <p><b>Fax number:</b> 1-833-554-9047</p>
<p><b>Health First</b></p> <p><b>Brevard County TPA</b></p> <p><i>Beginning Jan. 1, 2022, Magellan will no longer manage the provider network for these plans.</i></p> <p><i>Continuity of care provisions will be in place for those members receiving inpatient services prior to Jan. 1, 2022.</i></p> <p><i>All services will</i></p>	<p><b>For dates of service THROUGH Dec. 31, 2021:</b></p> <p>Benefits, Eligibility and Authorization</p> <p><b>1-800-424-4347</b></p> <p><b>For dates of service beginning Jan. 1, 2022, use the phone number on the back of the member's ID card.</b></p>	<p><b>For dates of service THROUGH Dec. 31, 2021, submit claims (professional and facility) to Magellan:</b></p> <p><b>Electronic Claims</b> Payer ID: 01260 More info: <a href="https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx">https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx</a></p> <p><b>Paper Claims</b> Magellan Healthcare P.O. Box 1116 Maryland Heights, MO 63043</p>	<p><b>For dates of service THROUGH Dec. 31, 2021, submit appeals to:</b></p> <p><b>Provider Appeals</b> Magellan Healthcare P.O. Box 1718 Maryland Heights, MO 63043</p> <p><b>Member Appeals/Grievances</b></p> <p><b>HFHP</b> Attn: Appeals &amp; Grievances 6450 US HWY 1 Rockledge, FL 32955</p> <p><b>Fax number:</b> 321-434-4769</p>

<p><i>transition to Cigna on Jan. 1, 2022.</i></p>		<p><b>For dates of service beginning Jan. 1, 2022, submit claims to Cigna:</b></p> <p><b>Paper Claims</b> Cigna PO Box 188061 Chattanooga, TN 37422-8061 Payer ID: 62308</p>	<p>or 1-855-328-0053 <b>For dates of service beginning Jan. 1, 2022, use the phone number on the back of the member's ID card.</b></p>
<p><b>Health First</b> <b>TPA</b></p> <p><i>Beginning Jan. 1, 2022, Magellan will no longer manage the provider network for these plans.</i></p> <p><i>Continuity of care provisions will be in place for those members receiving inpatient services prior to Jan. 1, 2022.</i></p> <p><i>All services will transition to Allegiance on Jan. 1, 2022.</i></p>	<p><b>For dates of service THROUGH Dec. 31, 2021:</b></p> <p>Benefits, Eligibility and Authorization</p> <p><b>1-800-424-4347</b></p> <p><b>For dates of service beginning Jan. 1, 2022, use the phone number on the back of the member's ID card.</b></p>	<p><b>For dates of service THROUGH Dec. 31, 2021, submit claims (professional and facility) to Magellan:</b></p> <p><b>Electronic Claims</b> Payer ID: 01260 More info: <a href="https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx">https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx</a></p> <p><b>Paper Claims</b> Magellan Healthcare P.O. Box 1116 Maryland Heights, MO 63043</p> <hr/> <p><b>For dates of service beginning Jan. 1, 2022, submit claims to Allegiance:</b></p> <p><b>Paper Claims</b> Allegiance Attn: Claims PO Box 3018 Missoula, MT 59806</p>	<p><b>For dates of service THROUGH Dec. 31, 2021, submit appeals to:</b></p> <p><b>Provider Appeals</b> Magellan Healthcare P.O. Box 1718 Maryland Heights, MO 63043</p> <p><b>Member Appeals/Grievances</b></p> <p>HFHP Attn: Appeals &amp; Grievances 6450 US HWY 1 Rockledge, FL 32955</p> <p>Fax number: 321-434-4769 or 1-855-328-0053</p> <hr/> <p><b>For dates of service beginning Jan. 1, 2022, submit appeals to:</b></p> <p><b>Provider Appeals</b> Allegiance P.O. Box 1269 Missoula, MT 59806</p>
<p><b>Health First</b> <b>Commercial (Group) HMO &amp; POS</b></p> <p><b>No change to current process</b></p>	<p>Benefits, Eligibility and Authorization</p> <p><b>1-800-424-4347</b></p>	<p><b>Submit claims (professional and facility) to Magellan:</b></p> <p><b>Electronic Claims</b> Payer ID: 01260 More info: <a href="https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx">https://www.magellanprovider.com/getting-paid/electronic-transactions.aspx</a></p> <p><b>Paper Claims</b> Magellan Healthcare P.O. Box 1116 Maryland Heights, MO 63043</p>	<p><b>Submit appeals to:</b></p> <p><b>Provider Appeals</b> Magellan Healthcare P.O. Box 1718 Maryland Heights, MO 63043</p> <p><b>Member Appeals/Grievances</b></p> <p>HFHP Attn: Appeals &amp; Grievances 6450 US HWY 1 Rockledge, FL 32955</p> <p><b>Fax number:</b> 321-434-4769</p>

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\*Preauthorization is not needed for most *routine* outpatient services.

Optum will cover approved care with out-of-network providers for 90 days, with the understanding that the member must seek prior authorization before obtaining any services.

You can access higher levels of care authorization and eligibility/benefit information at [www.MagellanProvider.com](http://www.MagellanProvider.com).

**Resources for providers**

You can get answers to many frequently asked questions online at [www.MagellanProvider.com](http://www.MagellanProvider.com).

**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