

## Simplify Office Administrative Tasks



FROM |  peach state health plan.

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

### Website: [www.pshpgeorgia.com/providers](http://www.pshpgeorgia.com/providers)

- Patient care forms
- Pre-Auth Needed tool
- PSHP news
- Provider Manual
- Preferred Drug List
- Member resources

### Secure Provider Portal: [provider.pshpgeorgia.com](http://provider.pshpgeorgia.com)

- Verify member eligibility
- Access patient health records
- View patient gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

### Member Eligibility

Check member eligibility via:

- Secure Web Portal
- TTY/TDD: 1-800-659-7487
- Provider Services: (HMO) 1-844-890-2326, (HMO SNP) 1-877-725-7748

### Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

### Pre-Visit Planning Checklist

- ✓ Verify member eligibility.
- ✓ Check for patient care gaps and address them during upcoming office visit.
- ✓ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

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## Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorizations via:

- Secure Provider Portal
- Fax: 1-877-689-1055
- Phone: (HMO) 1-844-890-2326,  
(HMO SNP) 1-877-725-7748

## Claims

Timely Filing guidelines: Six months from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to:  
  
P.O. Box 3060  
Farmington, MO 63640-3060

## Other Partners

To contact our other health services partners:

- Dental: 1-855-735-4395
- Vision: 1-866-458-2139
- Behavioral Health: 1-866-874-0633



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Provider and Member Services

(HMO) 1-844-890-2326

(HMO SNP) 1-877-725-7748