

Provider Quick Reference Guide

CenterLight Healthcare is committed to delivering high quality health and health-related services to our participants. This commitment is only possible through our relationship with you--our network of caring and compassionate providers. If you have questions or need assistance, please call us at **1-800-761-5602** or refer to the quick reference guide below.

Claims

Submit claims within 90 days of the service date for timely filing process.*

Electronic Claims:

Change Healthcare (Emdeon) Payer ID: 13360

Ability Network (MD Online) Payer ID: 13360

Paper Claims:

CenterLight Healthcare

P.O. Box 21546, Eagan, MN 55121

Claims Status:

 General inquiries: **1-800-761-5602**

 Visit our Provider Portal

https://centerlight.ppi.com/provider/sign_in

Appeals and Disputes:

Submit timely appeals or disputes within 90 days from the Explanation of Payment or Remittance Advice.*

 CenterLight Healthcare

Attention: Appeals and Disputes

136-65 37th Avenue, Flushing, NY 11354

**Participating providers may have different timeframes and terms for claims submissions and appeal rights. For further information please refer to your contract with CenterLight Healthcare.*

Contracting

 ContractManagement@centerlight.org

Credentialing

 ProviderRelationsRequest@centerlight.org

Please allow 30 days before submitting a follow-up request.

Roster Submissions

 Rosters@centerlight.org

Scheduling

Community based provider/specialist appointments

 CLSchedulingTeam@centerlight.org


 **1-833-252-2737 (TTY 711)** M-F, 8AM-8PM

Referrals - Prospective Participants

 **1-877-212-8877 (TTY 711)** M-F, 8AM-8PM

 Form: www.centerlighthealthcare.org/referrals

 New referrals: Referrals@centerlight.org

 Or fax to **315-825-4810**


 Follow-up: CLTCIntake@centerlight.org

Prior Authorization

 **1-833-252-2737 (TTY 711)** M-F, 8AM-8PM

 Download Form:
www.centerlighthealthcare.org/clinicalreview

 ClinicalReview@centerlight.org

 Or fax to **718-873-2890**

 Visit our Provider Portal (status only)
https://centerlight.ppi.com/provider/sign_in

Visit Documents

Community PCP/Specialist: medical records, visit documentation and summary notes.

 VisitDocumentation@centerlight.org

 Or fax to **929-233-7888**


Service Determination Requests (SDRs)

 PACESiteDirectors@centerlight.org

 **1-833-252-2737 (TTY 711)** M-F, 8AM-8PM

Service Coordination

 **1-833-252-2737 (TTY 711)** M-F, 8AM-8PM

 PCW/DME related authorization requests/
inquiries:

HomeServiceRequests@centerlight.org

Events

 CLTCEventCoordination@centerlight.org