



NextLevelHealth

A healthier you. A healthier community.

Provider Services Quick Resource Guide

Provider Services

Provider Services Info	833-275-6547	provider.services@nlhpartners.com
Provider Services Fax	312-724-9256	provider.services@nlhpartners.com
Provider Contracting Inquiries		contracting@nlhpartners.com

Prior-Authorizations

Outpatient PA Requests	844-776-1664
Inpatient PA Requests	844-895-2705
Behavioral Health PA Requests	844-318-9183
Medical Records Requests	844-203-2643
Hi-Tech Imaging PA Requests (National Imaging Associates)	800-424-4833

Member Services

Member Services	833-275-6547	member.engagement@nlhpartners.com
24/7 Nurse Hotline	833-275-6547	
Dental Services (Liberty Dental)	888-352-7924	llin@libertydentalplan.com
Vision Services (Envolve)	800-531-2818	Susan.Sasser@envolvehealth.com

Claims

Claims	833-275-6547	claims.administration@nlhpartners.com
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Compliance

Compliance Fax	312-767-2544	compliance@nlhpartners.com
Compliance Hotline	888-859-2690	

Claims Billing Information

Electronic Claims Submissions

Electronic (EDI) Claims Billing, Non-Pharmacy

- This includes Professional (837P) and Institutional (837I) claims
- Providers should route their claims through "Change Healthcare" (formerly Emdeon). Our **Payer ID** for Change Healthcare is **69821**

Electronic Remittance Advice (ERA)

- NextLevel Health utilizes Change Healthcare for administration of the ERA (835 transaction). Please use the following link to register to receive your ERA from NextLevel Health:

<https://www.emdeon.com/resourcepdfs/ERAPSF.pdf>

Electronic Funds Transfer (EFT)

- Here is the link to set up electronic funds transfers:

https://nextlevelhealthil.com/wp-content/uploads/2016/06/2018_Fillable_Electronic-Funds-Transfer.pdf

Pharmacy Billing

- All non-medical pharmacy is processed through Envolve Pharmacy Solutions. Here is the most common information requested for submitting pharmacy claims:

• **BIN #: 004336** **PCN: MCAIDADV** **GRP: RX5468**

- Here is a link to the Envolve Pharmacy Solutions (EPS) website where this and other information can be found:

<https://pharmacy.envolvehealth.com/>

Dental Billing

- Here is the link to submit claims and service encounters electronically to Liberty Dental:

<https://www.libertydentalplan.com/Providers/Providers-1.aspx>

Paper Billing, Non-Pharmacy

Medical Billing

- This includes all paper claims billing (professional and institutional) except for pharmacy and dental claims. Mail claims and attachments to the following:

For service dates June 1, 2018 and after:

NextLevel Health
ATTN: CLAIMS DEPARTMENT P.O.
Box 5050
Farmington, MO 63640-5050

Dental Billing

- Mail dental claims and attachments to the following:

LIBERTY Dental
ATTN: CLAIMS DEPARTMENT
P.O. Box 401086
Las Vegas, NV 89140

Additional Resources

NextLevel Health Enrollment

Medicaid recipients living in Cook County who want to choose NextLevel Health as their health plan must contact the Illinois Client Enrollment Services at 877-912-8880 or www.EnrollHFS.Illinois.gov

Illinois Dept. of Healthcare and Family Services (HFS) Contact Info

217-782-5565

www.hfs.illinois.gov

HFS Health Benefits Helpline

866-468-7543 TTY: 877-204-1012H

HFS Fee Schedule

<https://www.illinois.gov/hfs/MedicalProviders/MedicaidReimbursement/Pages/default.aspx>

Automated Voice Response System (AVRS)

Call to verify patient eligibility 800-842-1461

MEDI (Illinois Medicaid Eligibility)

www.myhfs.illinois.gov

Application for Benefits Eligibility (ABE) 866-311-1119

<https://abe.illinois.gov/abe/access/>

