

PROVIDER RELATIONS

Toll-free Telephone	(800) 401-2740	Fax Number	(813) 506-6236
TTY/TDD	711	Secondary Fax Number	(888) 313-0332
Physical Address	4200 West Cypress St. Tampa, FL 33607	Mailing Address	P.O. Box 151257 Tampa, FL 33684

Website: www.freedomhealth.com MRA/HEDIS® Portal: <https://apps.freedomhealth.com>

Provider Portal Features

- 24-hour access to eligibility and claim status
- For Portal help contact Provider Relations at (813) 506-6127
- Technical assistance is available by phone at (813) 506-6030

UTILIZATION MANAGEMENT - AUTHORIZATIONS

UM Department Availability	Weekdays	8:00 a.m. - 5:00 p.m.	All Staff
	Weekends and Holidays	24 hours a day	Select Clinical Staff Only
Standard Requests	<i>The health plan's average time to completion is two days, if all information is complete. Please submit requests through the provider portal for the quickest response. Alternatively, requests can be faxed to (866) 608-9860 or (888) 202-1940.</i>		
Expedited Requests	<i>A request can only be expedited if it is felt that waiting up to the standard time for a decision would place the patient's life, health or ability to regain maximum function in serious jeopardy. Expedited request may be submitted by provider portal, by phone at (888) 796-0947 or by fax to (866) 608-9860 or (888) 202-1940.</i>		

PLACE OF SERVICE CODES

11 - Office	22 - Outpatient Hospital	32 - Nursing Facility	65 - ESRD
12 - Patient's Home	23 - Emergency Room	50 - FQHC	71 - Public Health Clinic
20 - Urgent Care Facility	24 - Ambulatory Surgery Center	61 - Inpatient Rehab	72 - Rural Health Clinic
21 - Inpatient Hospital	31 - Skilled Nursing Facility	62 - Outpatient Rehab	81 - Laboratory

PHARMACY SERVICES

Pharmacy Technical Help	(833) 377-4267
Health Plan Pharmacy	(833) 272-9772
IngenioRX (mail-order)	(833) 203-1735
IngenioRX Fax	(800) 378-0323
IngenioRX Online:	www.ingenio-rx.com
Web-based Information:	www.freedomhealth.com

Authorization Required

- Drugs not listed on the Formulary
- Formulary drugs require a Coverage Determination
- Duplication of drug therapy
- Doses that exceeds the FDA quantity maximum
- Most self-injectable and infusion drugs
- Brand name requests when a generic is on the Formulary
- Formulary and forms
- Drug with a step edit and the first line therapy is inappropriate
- Prescriptions that exceed \$1,000/prescription (some exceptions apply) and/or plan limitations

CLAIMS

EDI Clearinghouse	EMDEON Payor ID: 41212	Paper Claims	Freedom Health, Inc. Claims Department P.O. Box 151348 Tampa, FL 33684
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When filing claims that require additional information (i.e. medical records, CLIA updates, EOPs, invoices) please mail supporting documentation to the address listed above.

Claim Disputes - Please submit all documentation to the address above for claim denials regarding untimely submission, incidental procedures, bundling, unbundling, unlisted procedure codes, non-covered codes, etc., within 90 days of date of denial on EOP.

COMPLAINTS, APPEALS & GRIEVANCES

Provider complaints on administrative issues related to the health plan's policies, procedures or its authorization/referral processes must be submitted within 45 calendar days from the date of occurrence. A provider may file an appeal or grievance on behalf of the member with the member's written consent. A provider may also seek an appeal through the Appeals Department within 60 calendar days of a claim denial for lack of prior authorization, a service that exceeds authorization, insufficient supporting documentation or late notification. Submit a complaint, an appeal or a grievance, with supporting clinical documentation to the Appeals & Grievances Department fax number or address listed below.

Fax: (813) 506-6235
Freedom Health, Inc.
Appeals & Grievances
P.O. BOX 152727, Tampa, FL 33684

COMPLAINTS, APPEALS & GRIEVANCES

Behavioral Health	<i>Beacon Health Options (Formerly known as Psychcare)</i>	(888) 273-3710
Chiropractic	<i>Chiro Alliance</i>	(716) 712-2830
Dental	<i>Argus Dental</i>	(855) 445-9757
Diabetic Supplies - OTC	<i>Freedom Member Services</i>	(800) 401-2740
DME & Home Health	<i>Freedom Member Services</i>	(800) 401-2740
Gym	<i>SilverSneakers®</i>	(855) 585-2392
Hearing	<i>Hear USA/HearX</i>	(800) 333-3389
Laboratory	<i>LabCorp (Clinical) Provider Service and Live Scheduling</i>	(800) 877-5227
	<i>LabCorp (Clinical) Automated Appointment Scheduling</i>	(855) 277-8669
Anatomic Pathology	<i>FreePath/Mark & Kambour (biopsies, excisions)</i>	(786) 268-6050
	<i>AmeriPath Florida/Dermapath Diagnostics (pathology)</i>	(800) 395-7284
	<i>Bostwick Laboratories, Inc. (pathology)</i>	(407) 888-9934
	<i>GI Pathology (pathology)</i>	(888) 244-7284
	<i>IPathology (pathology)</i>	(863) 510-5971
	<i>Mid-Florida (pathology)</i>	(352) 460-0292
	<i>Miraca Life Sciences (pathology)</i>	(866) 588-3280
Podiatry	<i>Freedom Member Services</i>	(800) 401-2740
Optometry	<i>Freedom Member Services</i>	(800) 401-2740

Sign Language Interpreter: Culturalink
Email: Request@theculturalink.com
Phone: (888) 695-1001 Option 1

Language Interpreter: Cyracom
Phone: (833) 723-0109