

## Simplify Office Administrative Tasks



FROM | **illinicare health.**  
Insured by Celtic Insurance Company

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

### Website: [Ambetter.IlliniCare.com](https://www.ambetter.illiniCare.com)

- Patient care forms
- Pre-Auth Needed tool
- Ambetter from IlliniCare Health news
- Provider Manual
- Preferred Drug List
- Member resources

### Secure Provider Portal: [Provider.IlliniCare.com](https://www.Provider.IlliniCare.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
- 24/7 Toll-Free Interactive Voice Response (IVR) Line: 1-855-745-5507
- Provider Services: 1-855-745-5507

### 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.

### 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
- Medical and Behavioral Fax: 1-844-311-3746
- Phone: 1-855-745-5507

### Claims

Timely Filing guidelines: 180 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to: P.O. Box 5010 | Farmington, MO 63640-5010

### 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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