AMBETTER QUICK REFERENCE GUIDE

JANUARY 2026

Convenient Self-Service

Ambetter understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks. **The Provider Portal is the fastest way to get help with those routine tasks.** Keep this Guide accessible to make pre-visit planning and post-visit tasks quick and easy.

	Portal	(IVR) Interactive Voice Response
Authorization Requirements/Status	**Fastest Result**	Available
Authorizations Request	**Fastest Result**	N/A
Benefit/Co-payment Information	**Fastest Result**	Available
Claims and Appeals Status	**Fastest Result**	Available
Eligibility Verification	**Fastest Result**	Available
Submit Appeals/Claims/ Claims Disputes/Corrections	**Fastest Result**	N/A

Helpful Links

Portal Registration

Forms (AOR, Auth, Claims and more)

Joining our Network

Resources (Manual and Guides)

Provider Services Phone (IVR):
1-877-687-1182 (TTY: 1-800-743-3333)

Important Numbers

Care and Disease Management Referrals
Phone: **1-877-687-1182**
Fax: **1-855-685-6510**

Risk Management Fraud, Waste & Abuse Hotline
1-866-685-8664

Community Connections Help Line
1-866-775-2192

Behavioral Health Crisis Line
Members should call Member Services, **24 hours** a day.

Nurse Advice Line
1-877-687-1182 (24 hours)

Health Plan Partners - Contracted Networks

Vision
Centene Vision Services

Dental
Centene Dental Services

AmbetterHealth.com/en/in

NOTE: Please refer to the member ID card to determine appropriate authorization and claims submission process.

This guide is not intended to be an all-inclusive list of covered services under the Health Plan.

Ambetter Health is underwritten by Coordinated Care Corporation, which is a Qualified Health Plan issuer in the Indiana Health Insurance Marketplace.

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Claim Submission Information

Submission Inquiries
EDI team: **EDIBA@centene.com**
or call **1-800-225-2573 ext. 6075525**.

Preferred EDI Clearinghouse
Availity: **1-800-282-4548**.
Web portal for direct data entry (DDE) claims:
Availity.com/Essentials-Portal-Registration.

Payer ID: 68069
Visit our **Provider Resources** page to locate claim forms and information.

Timely Filing guidelines: 180 days from date of service.

EFT
Register: **payspanhealth.com** or call **1-877-331-7154**
Email: **providersupport@payspanhealth.com**
For more details on PaySpan, please refer to the **EFT Features Guide**.

Mail paper claims to:
Ambetter
Attn: Claims Department
P.O. Box 5010
Farmington, MO 63640-5010

Pharmacy Services

Pharmacy Services **1-866-399-0929 (TTY: 711)**

Rx BIN	Rx PCN	Rx GRP
003858	A4	2CXA

Mail Order
Express Scripts® Phone: **1-833-750-1958 (TTY: 711)**
24 hours a day, 7 days a week

Preferred Specialty Pharmacy
AcariaHealth™ Phone: **1-800-511-5144 (TTY: 711)**
Fax: **1-877-541-1503**
Monday–Thursday, 8 a.m. to 7 p.m.,
Friday, 8 a.m. to 6 p.m. ET.

Medical Oncology Services
Evolent Phone: **1-888-999-7713**

Ambetter
Attn: Pharmacy Appeals
P.O. Box 10341
Van Nuys, CA 91410

Coverage Determination Requests
Electronic Prior Authorization (ePA)
Account.CoverMyMeds.com

Access the **Drug Coverage page** for the Formulary information and Pharmacy forms.

Appeals/Reconsiderations and Grievances

Mail:
Ambetter
Attn: Appeals and Grievances Department
P.O. Box 10341
Van Nuys, CA 91410

Fax: **1-833-886-7956**

Prior Authorization (PA)

A **Pre-Auth Needed tool** is available to determine if prior authorization is required. Detailed Prior Authorization list and important PA information can be found in the **Prior Authorization Guide**. Most current information can be found within the Pre-Auth tool.

For fastest results, submit requests **online** using the associated **PA forms**.

Medical Fax: 1-855-702-7337
Behavioral Health Fax: 1-855-702-7337
Pharmacy Medical Requests Fax: 1-800-977-4170
Urgent Authorization Requests and Admission Notifications:
Call **1-877-687-1182** and follow the prompts.

Notification is required for Inpatient Hospital admissions **by the next business day** (except normal maternity delivery admissions). Phone authorizations must be followed by a fax submission of clinical information.

Ambetter does not accept handwritten, faxed or replicated claim forms. Ambetter does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.