AMBETTER QUICK REFERENCE GUIDE

JANUARY 2027

Convenient Self-Service

Ambetter partners with **Availity Essentials**, a multi-payer portal, to offer secure provider portal services. Availity Essentials is the fastest way to get help with routine tasks. In addition to Availity Essentials, our current secure **Provider Portal** will continue to remain active and available to you.

	Availity	Portal	(IVR) Interactive Voice Response
Authorization Requirements/Status	**Fastest Result**	**Fastest Result**	Available
Authorizations Request	**Fastest Result**	**Fastest Result**	N/A
Benefit/Copayment Information	**Fastest Result**	**Fastest Result**	Available
Claims Status	**Fastest Result**	**Fastest Result**	Available
Claim Reconsiderations Status	**N/A**	**Fastest Result**	Available
Eligibility Verification	**Fastest Result**	**Fastest Result**	Available
Submit Corrected Claims	**Fastest Result**	**Fastest Result**	N/A
Submit Claim Reconsiderations	**N/A**	**Fastest Result**	N/A

Helpful Links

Availity Portal Registration
Availity Portal Training
Portal Registration

Joining our Network
Resources (Manuals and Guides)
Forms (AOR, Auth, Claims and more)

Provider Services Phone (IVR):
1-844-606-1926 (TTY: 711)

Important Numbers

Care and Disease Management Referrals
Phone: **1-844-606-1926**
Fax: **1-833-959-3829**

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
1-844-606-1926 (24 hours)

Health Plan Partners – Contracted Networks

Vision
Centene Vision Services

Dental
Centene Dental Services

Client Services
Availity
Phone: **1-800-AVAILITY (282-4548)**

AmbetterHealth.com/en/NJ

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 from WellCare of New Jersey is underwritten by WellCare Health Insurance Company of New Jersey, Inc., which is a Qualified Health Plan issuer in the New Jersey Health Insurance Marketplace.

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Claim Submission Information

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

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**.

EOP can be accessed via **Availity Essentials Remittance Viewer**.

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

Pharmacy Services

Pharmacy Services **1-877-725-7749**

Rx BIN	Rx PCN	Rx GRP
003858	A4	2DJA

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**

Mail Order
Express Scripts® Phone: **1-833-750-3766 (TTY: 711)**
24 hours a day, 7 days a week

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

Ambetter
Attn: Pharmacy Services — Pharmacy Appeals
P.O. Box 31398
Tampa, FL 33631-3398

Pharmacy Appeals
Fax: **1-888-865-6531** (Retail Rx)
1-844-235-5091 (Medical Rx)

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

Appeals and Grievances
Fax: **1-833-886-7956**

Ambetter
Attn: BH Appeals Department
P.O. Box 10378
Van Nuys, CA 91410-0378

Behavioral Health Appeals
Fax: **1-866-714-7991**

Prior Authorization (PA)

Pre-authorization submissions and status checks can be submitted through **Availity Essentials**.

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 via **Availity Essentials** using the associated **PA forms**.

Medical Fax: 1-833-787-0451

Behavioral Health Fax: Inpatient **1-833-538-0428** | Outpatient **1-833-538-0431**

Pharmacy Medical Requests Fax: 1-800-977-4170

Urgent Authorization Requests and Admission Notifications: Call **1-844-606-1926** 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.