

# 2023 Provider Quick-Reference Guide

<b>Provider Services</b>	Claim status checks, member eligibility, benefit verification or confirmation of referrals/prior authorizations: <b>Visit:</b> <a href="http://Provider.BayCarePlus.org">Provider.BayCarePlus.org</a>   <b>Email:</b> <a href="mailto:customerservice@baycarehealthplans.org">customerservice@baycarehealthplans.org</a> <b>Call:</b> (866) 509-5396, <b>Fax:</b> (877) 832-5757 <b>Provider correspondence/claims address:</b> BayCarePlus; P.O. Box 3710; Troy, MI 48007
<b>Client/Provider Technical Support</b>	Registration, login or web application access: <b>Call:</b> (866) 397-2812   <b>Email:</b> <a href="mailto:customersupport@lumeris.com">customersupport@lumeris.com</a>
<b>Web/Provider Portal</b>	Member eligibility, claims and referral inquiries, online referrals and prior authorizations: <b>Visit:</b> <a href="http://Provider.BayCarePlus.org">Provider.BayCarePlus.org</a>
<b>Non-Emergent Transportation Services</b>	Members can call Wheelchair Transport Services (WTS) to schedule: (844) 545-1006. <b>BayCarePlus Complete (HMO):</b> 16 one-way trips per year   <b>BayCarePlus Rewards (HMO):</b> no transportation benefit <b>BayCarePlus Premier (HMO):</b> 24 one-way trips per year
<b>Preventive Dental Care</b>	For contracted providers, contact Delta Dental. Members can self-refer. <b>Call:</b> (855) 251-8965   <b>Claims address:</b> Attn: Delta Dental Insurance Company; P.O. Box 1809, Alpharetta, GA 30023-1809   <b>Visit:</b> <a href="http://DeltaDentalIns.com/BayCarePlus">DeltaDentalIns.com/BayCarePlus</a>
<b>Routine Eye Care</b>	For contracted providers, contact EyeMed. Members can self-refer. <b>Call:</b> (877) 239-3633   <b>Claims address:</b> Attn: EyeMed; 4000 Luxottica Place, Cincinnati, OH 45040 <b>Visit:</b> <a href="http://Member.EyeMedVisioncare.com/BayCare">Member.EyeMedVisioncare.com/BayCare</a>
<b>Behavioral Health Services</b>	For contracted providers (inpatient/outpatient mental health/substance abuse services), use the online Provider Directory or contact Mercy Managed Behavioral Health. Members can self-refer. <b>Call:</b> (833) 729-4604   <b>Claims questions:</b> Call Customer Service: (866) 509-5396
<b>Medical Services</b>	Prior authorization of procedures, benefit determination or notifications: <b>Call:</b> (866) 509-5396   <b>Fax:</b> (877) 832-5753 for Medical Requests OR (877) 832-5752 for Inpatient clinical only.
<b>Pharmacy</b>	Prior authorization for Part B drugs, <b>call:</b> (866) 509-5396 or fax the drug specific form to (877) 793-0244 Prior authorization for Part D drugs: Forms are on the Provider Portal   <b>Email:</b> <a href="mailto:pharmacy@baycarehealthplans.org">pharmacy@baycarehealthplans.org</a>
<b>Complimentary Fitness Program/Classes</b>	Contracted provider is Silver and Fit. Member can self-refer. <b>Call:</b> (877) 427-4788   <b>Visit:</b> <a href="http://SilverandFit.com">SilverandFit.com</a>
<b>Audiology</b>	Contracted provider is TruHearing. <b>Call:</b> (844) 264-1461   <b>Visit:</b> <a href="http://TruHearing.com">TruHearing.com</a>
<b>Meal Benefit</b>	Contracted provider is GA Foods. <b>Call:</b> (844) 830-1602 Meal benefit is only available to <b>BayCarePlus Complete</b> and <b>BayCarePlus Premier</b> members.
<b>Over-the-Counter (OTC) Benefit</b>	Contracted provider is NationsOTC for <b>BayCarePlus Complete</b> , and <b>BaycarePlus Premier</b> . <b>Call:</b> (877) 240-7198
<b>HealthHelp</b>	Radiation Therapy, Advanced Imaging (CT, CTA, MRI, MRA, PET & Cardiac Nuclear), Medical Oncology and Facility Based Sleep Studies: <b>Contact:</b> HealthHelp at (888) 318-0229 or fax at (877) 784-0455. Go to the website <a href="http://HealthHelp.com/BayCarePlus">HealthHelp.com/BayCarePlus</a> for specific codes requiring prior authorization/notification

### \*Referrals are required for:

- Participating specialists (exceptions: chiropractic, dermatology, OB/GYN and podiatry care—limitations may apply);
- Home health care—including HH aides
- Outpatient therapies—PT (including aquatic therapy), OT, speech, cardiac/pulmonary rehab and supervised exercise therapy (SET)

\*Referrals to see a participating specialist are not required for **BayCarePlus Premier** members. Referrals are required for occupational therapy, speech therapy, physical therapy (including aquatic therapy) and home health.

### Prior authorization/notification is required for these services:

- All inpatient admissions (notification required within one business day)
- All admissions to SNF, acute rehab and LTAC
- Services provided by non-par providers
- Non-emergency ambulance transfers, EXCEPT those between hospital and SNF inpatient facilities
- Please see Prior Authorization list posted on provider portal under “Forms and Resources” for additional services/items requiring prior authorization
- Behavioral health inpatient stays, intensive outpatient, partial hospitalization, electroconvulsive therapy, TMS—please contact Mercy Managed Behavioral Health for specific services/codes.

**Part B drugs that require prior authorization:** Actemra, Aduhelm, Aldurazyme, Aranesp, Avsola, Benlysta, Boniva Injection, Botox, Cerezyme, Cinquair, Cinryze, Duopa, Dysport, Elitek, Entyvio, Epogen, Evenity, Fabrazyme, Fasenra, Factor Products, Feraheme, Flolan, Hyaluronan Intra-articular Injection, Ilaris, Immune Globulin (Human) IM/IV/SC, Inflectra, Injectafer, Ixifi, Krystexxa, Lemtrada, Mircera, Myobloc, Nplate, Ocrevus, Orenia, Procrit, Remicade, Remodulin, Revatio Injection, Renflexis, Retacrit, Simponi Aria, Soliris, Stelara, Tysabri, Veletri, Ultomris, Ventavis, VPRIV, Xeomin, Xiaflex, Xolair

### Miscellaneous information:

- Laboratory—No referral or prior authorization required unless related to genetic testing.  
Selected tests may be performed in the specialist office—see **BayCarePlus** Provider Administrative Manual.
- Hospice—Any Medicare-approved agency can be used.
- Telehealth: referral/ prior authorization rules that apply to in-person visits apply to virtual visits as well.