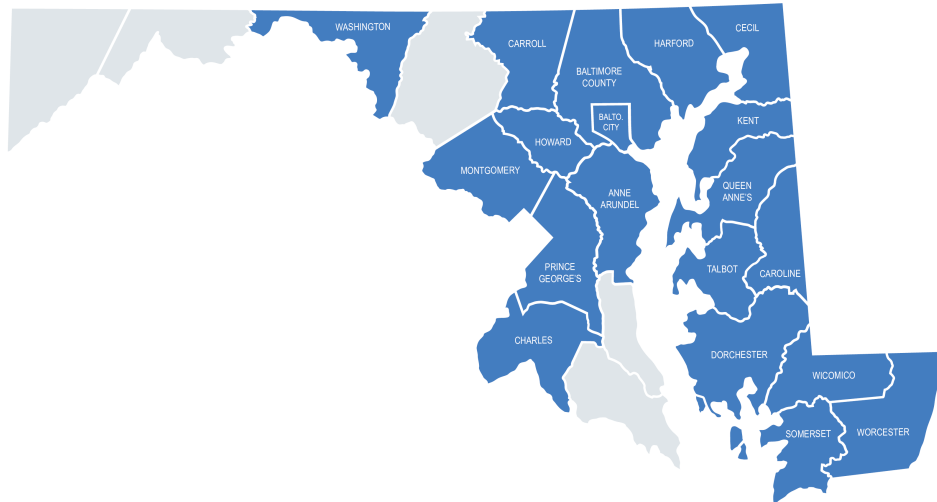


Overview

- Alterwood Health is a managed care organization offering HMO benefit plan in Maryland under Alterwood Advantage, Inc.
- For 2022, the benefit plans will be offered to Medicare-eligible beneficiaries who reside in one of 18 Maryland counties plus Baltimore City. The counties include Anne Arundel, Baltimore, Caroline, Carroll, Cecil, Charles, Dorchester, Harford, Howard, Kent, Montgomery, Queen Anne's, Prince George's, Somerset, Talbot, Washington, Wicomico, and Worcester.
- The dual special needs plan (D-SNP) will be offered in all counties with the exception of Baltimore City and Prince George's County. The other benefit plans will be offered in each of the 18 counties plus Baltimore City.



Important Phone Numbers

Provider Relations 866-274-3265
 Member Services 866-675-3944
 EyeMed (Routine Vision) 866-340-0753
 DentaQuest (Routine Dental) 866-340-0813

Utilization Management 866-274-3265
 Pharmacy Services/Part D 866-267-3144
 Fraud, Waste & Abuse 410-498-7118
 Optum (Behavioral Health) 866-340-0639



PLAN: CHOICE
 H9306-PBP 001

ISSUER: 80840
 MEMBER NAME: JANE DOE
 MEMBER ID: AA00001245
 PCP: DR. JANE DOE
 PCP PHONE: 555-555-5555

CO-PAYMENTS
 PCP: \$5.00
 SPEC: \$35.00
 ER: \$90.00
 URGENT: \$40.00

RXBIN: 012312 RXPCN: PARTD RXGROUP: H9306001



IMPORTANT PHONE NUMBERS

Member Services: 667-262-9412 or 866-675-3944
Pharmacy Services: 667-261-8050 or 866-267-3144
Behavioral Health Services: 866-340-0639
Dental Services: 866-340-0813
Hearing Services: 866-340-0492
Vision Services: 866-340-0753
Routine Transportation: 866-340-0665
OTC / Products: 866-340-0627
TTY: 711

**PLEASE CALL
 ALTERWOOD ADVANTAGE
 PRIOR TO ALL NON-EMERGENCY
 INPATIENT ADMISSIONS**

HOSPITAL/MEDICAL CLAIMS (ONLY)

Alterwood Health
 PO Box 981832
 El Paso, TX 79998-1832

BEHAVIORAL HEALTH CLAIMS

Optum Behavioral Services
 PO Box 30760
 Salt Lake City, UT 84130-0760

PHARMACY CLAIMS

Elixir - DMR
 PO Box 1208
 Twinsburg, OH 44087

ALTERWOOD ADVANTAGE IS AN ALTERWOOD HEALTH COMPANY

01/01/22

Claims and Appeals

Alterwood Health utilizes Change Healthcare for electronic claims submission. Payer ID # RP016.

Although electronic submission of claims is preferred, paper claims may be submitted to the following address using a CMS 1500 or UB04 form:

**Alterwood Health
PO Box 981832
El Paso, TX 79998-1832**

Claims must be submitted within one hundred eighty (180) calendar days of the date of service.

Payment Disputes (Appeals) must be submitted within ninety (90) calendar days of the date of denial.

**Alterwood Health
Appeals & Grievances Department
PO Box 4175
Timonium, MD 21094-4175**

Referral and Prior Authorization

- For in-network providers, no referrals are required
- For authorization requests, providers may submit a completed authorization request form and medical records via fax at: 410-801-5701
- Please refer to Alterwood Health's Prior Authorization Summary for a list of services requiring prior authorization