### HN1 PROVIDER RELATIONS
1-800-595-9631 Option 2
Marina Gonzalez, Network Manager 1-800-595-9631 Ext. 4212
gonzalezm@healthnetworkone.com

### DEVOTED CUSTOMER SERVICE
1-800-338-6833

### DEVOTED PROVIDER RELATIONS
1-877-762-3515

### MEMBER ELIGIBILITY VERIFICATION
Providers are responsible for verifying member eligibility prior to rendering services. You may contact Devoted Health via their Web Portal at www.availity.com.

### PRE-AUTHORIZATIONS
Routine office visits do not require a pre-authorization from HN1. For any other questions, please contact the UM Department at 1.800.595.9631 option 1.

### CLAIMS SUBMISSION
- **EDI:** HN1 selected Clearinghouse is Change Healthcare (f/k/a Emdeon)
- **PAYER ID:** 65062
- **PAPER:** HN1, P.O. Box 21608, Fort Lauderdale, FL 33316-1608

Medical Notes are required if billing the highest level exam codes: 99204-05, 99214-15, 99223, 99233 AND 99274-75; or claim may be adjudicated and reimbursed at a lower level of complexity. **ALL PAPER CLAIMS** must be billed on a CMS 1500 claim form and submitted along with the supporting documentation.

### CONTESTED CLAIMS DECISIONS
A provider may contest a claim decision by submitting the following documentation to claims P.O. Box:

1. Brief cover letter describing the reason for the request along with supporting documentation
2. Copy of the originally submitted and adjudicated claim
3. HN1 EOP

The above documentation must be received within thirty-five (35) days of your receipt of the EOP from HN1 or in accordance to applicable network health plan guidelines; otherwise, dispute rights and compensation are waived. A separate claim review must be submitted for each patient and claim.

### CLAIMS STATUS INQUIRIES
All claims status inquiries must be made via the HN1 Provider Web Portal. If you do not have a web portal account with HN1, you can request an account at healthnetworkone.com/pwp. If you do not have access to the internet, you may also make any claims status inquires telephonically at (877) 372-1273.

### EXCLUDED SERVICES
- Medical Equipment
- Facility Fees (Hospital, ASC, Surgical Suite, etc.)
- Tertiary Services
- Urology Gynecology
- Urology Oncology
- All diagnostic services that are not performed in a participating provider’s medical office

### LAB/PATHOLOGY/DME/DRUG ACQUISITION
- **LAB/PATHOLOGY/DME/DRUG ACQUISITION (I.E. INJECTABLES):** THESE SERVICES ARE NOT COVERED BY HN1. Please contact CVS SPECIALTY at 1-800-323-2445 for Drug Acquisition/injectables
- **INTEGRATED HOME CARE SERVICES** for DME
- **LABORATORY VENDOR** is LABCORP / QUEST