PROVIDER Bulletin





February 2, 2016			
This Provider Bulletin applies to the lines of business and provider types checked below:			
PHP (Medicare)	Primary Care Physicians	Specialists	
PHC (Medicaid)	Ancillary		

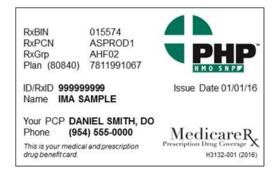
We offer two product lines to meet the health care coverage needs of our members. PHP (Medicare Advantage) and PHC (MMA Medicaid) member eligibility may vary by month. Therefore, each participating provider is responsible for verifying member eligibility with PHP and PHC before providing services. Our PHP & PHC ID card have been designed to help participating providers access and verify benefits, eligibility and claim status. Each Member ID card includes a unique identifier that designates the PHP or PHC benefit plan.

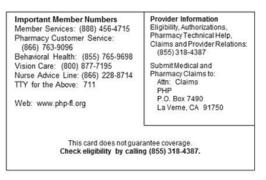
Please note that effective January 2016, Member Identification Numbers will change to a 10 digit numeric number. Member ID Numbers will no longer begin with a "PHP" pre-fix.

PHP and PHC members have been provided with a new Medicare Identification Cards. We encourage participating providers to request a copy for the patient record.

NOTE: Presentation of our ID cards in no way creates, nor serves to verify an individual's status or eligibility to receive benefits. In addition, all payments are subject to the terms of the contract under which the individual is eligible to receive benefits.

Sample PHP ID Card and PHC ID Card







Important Member Numbers Provider Information Eligibility, Authorizations, Pharmacy Technical Help, Member Services: (888) 997-0979 Pharmacy Customer Service: Claims and Provider Relations: (866) 763-9103 (855) 318-4387 Behavioral Health: (855) 765-9698 Vision Care: (800) 877-7195 Submit Medical and Nurse Advice Line: (866) 228-8714 Pharmacy Claims to: Attn: Claims TTY for the Above: 711 PHC Florida Web: www.phc-fl.org PHC Florida Mail: La Verne, CA 91750 P.O. Box 46160 Los Angeles, CA 90046 PHC Florida is a managed care plan with a Florida Medicaid contract. This card does not guarantee coverage Check eligibility by calling (855) 318-4387.

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This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at 954.522.3132 or email to remon.walker@phcplans.org