

# Provider Quick Reference Guide

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## Submitting Demographic & Provider Changes

*It is critical that you notify HealthSmart when you have any changes to your demographics and/or rosters.*

**Submit changes to your Regional Provider Relations team**  
(see Provider Relations Contacts below)

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## Joining Our Network

Providers must be registered with CAQH to apply with HealthSmart Preferred Network

**Register with CAQH at** <https://proview.caqh.org/>

**Join our Network form** [Join Our Network](#)

**DENTAL PROVIDER APPLICATIONS** – Email [pr.west@healthsmart.com](mailto:pr.west@healthsmart.com)

+ Subject Line: Dental Provider Application – ‘Provider Name’

+ Please include the following in email

- Provider Name
  - Phone
  - Specialty
  - Tax ID
  - Address
  - NPI
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## Eligibility

**Refer to the member ID card** on eligibility instructions as details vary by client

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## Prior Authorization

Refer to the member ID card for precertification instructions as details vary by client

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## Submitting Claims

**Refer to EDI instructions on member ID card**

HealthSmart EDI Payor Routing Numbers:

- + 37283
  - + 75237 (Accel)
  - + HSPC
  - + 87815 (C-8 Program)
  - + HSPC1
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## Claim Status & Appeals

**HealthSmart Online Claims Status Portal (OCS)** provides 24/7 access on claim status, claim detail and repricing

**Set up account at** [Sign up](#)

**OCS Login** <https://secure.healthsmart.com/ocs/ocslogin.aspx>

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## Payments, Remittance Advice & Explanation of Benefits

**We partner with Zelis for payment processing**

**Electronic Funds Transfer Enrollment:** [zelispayments.com](https://zelispayments.com)

For more information on Zelis Payments:

- + Visit [zelispayments.com](https://zelispayments.com)
  - + Email [membership@zelispayments.com](mailto:membership@zelispayments.com)
  - + Call 877.828.8834
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# Provider Quick Reference Guide

## Provider Lookup

**HealthSmart Provider Lookup tool** is available to everyone from [HealthSmart.com](https://healthsmart.com)

**HealthSmart Provider Center:** <https://healthsmart.com/Service-Centers/Provider-Center>

**HealthSmart Member Center:** <https://healthsmart.com/Service-Centers/Member-Center>

**Direct Link:** <https://providerlookup.healthsmart.com/searchproviders.aspx>

## Client List

**Request client list at** <https://healthsmart.com/Contact-Us>

## C-8 Program Identifying Eligible Class Members

Participants must submit a C-8 Medical Monitoring Program packet by mail or fax to:

C-8 (PFOA) Medical Monitoring Program c/o GCG

PO BOX 10030

Dublin, OH 43107-6630

Fax: 614.553.1222

### Laboratory Corporation of America (LabCorp)

To find a Lab Corp in your area go to <https://www.labcorp.com/>

## Customer Service

800.687.0500

# Provider Relations Contacts

We have regional Provider Relations teams here to support you

Region	State in which provider practices	Provider Relations Team
Central	IA, IL, IN, KS, MO, MN, ND, NE, SD, WI	<a href="mailto:pr.central@healthsmart.com">pr.central@healthsmart.com</a>
East	CT, DE, KY, MA, MD, ME, MI, NH, NY, OH, PA, TN, VA, VT, WV, RI, NJ	<a href="mailto:pr.east@healthsmart.com">pr.east@healthsmart.com</a>
South	AL, AR, FL, GA, LA, MS, NC, NM, OK, SC, TX	<a href="mailto:pr.south@healthsmart.com">pr.south@healthsmart.com</a>
West	AZ, CA, CO, ID, MT, NV, OR, UT, WA, WY, HI, AK	<a href="mailto:pr.west@healthsmart.com">pr.west@healthsmart.com</a>

## Provider Relations Mail

### HealthSmart

Attn: Provider Relations

222 W. Las Colinas Blvd., Suite 500 N

Irving, TX 75039

## Provider Relations Fax

214.574.2368

Attn: HealthSmart Provider Relations