

Provider Quick Reference Guide

QUICK REFERENCE GUIDE FOR PROVIDERS	
Customer Service	Phone: 855.747.5483
Provider Service <ul style="list-style-type: none"> • Member Eligibility • Claim Inquiries • Benefit Coverage 	Phone: 855.747.5483
Pre-Certification / Utilization Management	Phone: 855.769.2508 Fax: 855.769.2509
Provider Portal <ul style="list-style-type: none"> • Member Eligibility • Claim Status 	Please visit the www.phpcares.org to obtain access to provider portal.
Claims Submission	Partners Health Plan Claims Department P.O. Box 16309 Lubbock, TX 79490
Electronic Data Interchange (EDI)	Change HealthCare (formerlyEmdeon) Submitter ID: 14966
Credentialing	For credentialing inquiries or to submit your credentialing documentation please use the email address below. phpcredentialing@healthsmart.com
Provider Relations	Phone: 844.871.2355 Email: phpproviders@healthsmart.com
Provider Demographic/ Information Updates	Submit provider demographic updates to Provider Relations via the email box listed above.