

Provider Quick Reference Guide



CenterLight Healthcare is committed to delivering high quality health and health-related services to our participants. This commitment is only possible through our relationship with you--our network of caring and compassionate providers. If you have questions or need assistance, please call us at **1-800-761-5602** or refer to the quick reference guide below.

Claims

Submit claims within 90 days of the service date for timely filing process.*

Electronic Claims:

Change Healthcare (Emdeon) Payer ID: 13360
Ability Network (MD Online) Payer ID: 13360

Paper Claims:

CenterLight Healthcare
P.O. Box 21546, Eagan, MN 55121


Claims Status:

 General inquiries: **1-800-761-5602**

 Visit our Provider Portal
https://centerlight.ppi.com/provider/sign_in

Appeals and Disputes:

Submit timely appeals or disputes within 60 days from the Explanation of Payment or Remittance Advice.*


 CenterLight Healthcare
1733 Eastchester Road, 2nd Fl, Bronx, NY 10461

**Participating providers may have different timeframes and terms for claims submissions and appeal rights. For further information please refer to your contract with CenterLight Healthcare.*

Contracting

 ContractManagement@centerlight.org

Credentialing

 ProviderRelationsRequest@centerlight.org
Please allow 30 days before submitting a follow-up request.

Roster Submissions


 Rosters@centerlight.org

Referrals

 **1-877-212-8877 (TTY 711)** M-F, 8AM-8PM

 Form: www.centerlighthealthcare.org/referrals

 New referrals: Referrals@centerlight.org

 Or fax to **315-825-4810**

 Follow-up: CLTCIntake@centerlight.org

Prior Authorization

 **1-833-252-2737 (TTY 711)** M-F, 8AM-8PM

 Form:
www.centerlighthealthcare.org/clinicalreview

 MedicalManagement@centerlight.org

 Visit our Provider Portal (status only)
https://centerlight.ppi.com/provider/sign_in


Service Determination Requests (SDRs)

 PACESiteDirectors@centerlight.org

 **1-833-252-2737 (TTY 711)** M-F, 8AM-8PM

Service Coordination

 **1-833-252-2737 (TTY 711)** M-F, 8AM-8PM

 Inquiries including vision, dental and My Needs Card:
ServiceCoordination@centerlight.org

 Transportation:
TransportationRequests@centerlight.org

 PCW/DME related authorization requests/inquiries:
HomeServiceRequests@centerlight.org

You may also call us at **1-833-252-2737 (TTY 711)**, M-F, 8AM-8PM
or visit our website at www.centerlighthealthcare.org.