



A PROGRAM OF CENTERLIGHT HEALTHCARE

Care as unique as you are.™

Quick Reference Guide

	Contact Information	Hours of Operation	Description
Authorization Support	1-833-CL-CARES (1-833-252-2737)	Monday – Friday 8am to 8pm	TRANSPORTATION: If the member requires non-emergency transportation, please contact 1-833-CL-CARES (1-833-252-2737) at least 2 business days prior to the appointment. You will be transferred to the appropriate transportation team who will coordinate services.
Member Services	1-833-CL-CARES	Monday – Friday 8am to 8pm	Eligibility, benefits, general questions, referrals to CenterLight TeamCare
Provider Claims Line	1-833-CL-CARES (1-833-252-2737)	Monday – Friday 8am to 8pm	
Beacon Health Options	855-834-5652	24 hours, 7 days a week	Beacon Health Options manages the substance abuse and mental health benefits -PACE members only
Pharmacy	Navitus Customer Care 866-270-3877	24 hours a day, 7 days a week	Pharmacy related issues including prior authorization requests
Healthplex - Dental Services	1-800-468-9868	7 days a week 8am to 6pm	Healthplex administers all primary and medically necessary specialty dental care.

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Vision	1-833-CL-CARES		
LabCorp	69 First Avenue Raritan, NJ 08869	P: 888-522-2677 F: 908-526-5188	Bronx, New York, Kings, Queens, Westchester, Nassau, Suffolk
Provider Services Call Center	833-252-2737 ProviderService@centerlight.org	Monday –Friday 8am to 8pm F: 718-944-1250	Claim status check information, EOP request
Provider Relations	ProviderRelationsRequest@centerlight.org		Provider network status, demographic updates, contract review, rates or other general questions.
Electronic claim submissions	Register online through our on-line registration sites at: Emdeon / Change HealthCare www.emdeon.com Payer ID is 13360 MD On-Line www.mdol.com/centerlight Payer ID 13360		Please submit claims within 90 days of the date of service to remain compliant with CenterLight Healthcare’s timely filing process. An original CMS/HCFA 1500 or UB 04 should be utilized for paper claims submissions.
Provider Portal	Registration is quick and easy! Visit www.centerlighthealthcare.org (or use the direct link https://secure.healthx.com/centerlightprovider) 1. Click on the “For Providers” tab 2. Click on Provider Login link located on the homepage 3. On the right side of the web portal homepage, click Provider User Account Sign-Up and follow the step by step instructions to complete your one-time registration.		