

HN1 PROVIDER RELATIONS	1-800-595-9631 Option 2 Marina Gonzalez, Network Manager 1-800-595-9631 Ext. 4212 gonzalezm@healthnetworkone.com
DEVOTED CUSTOMER SERVICE	1-800-338-6833
DEVOTED PROVIDER RELATIONS	1-877-762-3515
MEMBER ELIGIBILITY VERIFICATION	Providers are responsible for verifying member eligibility prior to rendering services. You may contact Devoted Health via their Web Portal at www.availity.com .
PRE-AUTHORIZATIONS	Routine office visits do not require a pre-authorization from HN1.
CLAIMS SUBMISSION	EDI: HN1 selected Clearinghouse is Change Healthcare (f/k/a Emdeon) PAYER ID: 65062 PAPER: HN1, P.O. Box 21608, Fort Lauderdale, FL 33316-1608 Medical Notes are required if billing the highest level exam codes: 99204-05, 99214-15, 99223, 99233 AND 99274-75 ; or claim may be adjudicated and reimbursed at a lower level of complexity. ALL PAPER CLAIMS must be billed on a CMS 1500 claim form and submitted along with the supporting documentation
CONTESTED CLAIMS DECISIONS	A provider may contest a claim decision by submitting the following documentation to claims P.O. Box: <ol style="list-style-type: none"> 1. Brief cover letter describing the reason for the request along with supporting documentation 2. Copy of the originally submitted and adjudicated claim 3. HN1 EOP <p>The above documentation must be received within thirty-five (35) days of your receipt of the EOP from HN1 or in accordance to applicable network health plan guidelines; otherwise, dispute rights and compensation are waived. A separate claim review must be submitted for each patient and claim.</p>
CLAIMS STATUS INQUIRIES	All claims status inquiries must be made via the HN1 Provider Web Portal. If you do not have a web portal account with HN1, you can request an account at healthnetworkone.com/pwp . If you do not have access to the internet, you may also make any claims status inquiries telephonically at (877) 372-1273 .
EXCLUDED SERVICES	<ul style="list-style-type: none"> • Medical Equipment • Facility Fees (Hospital, ASC, Surgical Suite, etc.) • Tertiary Services • Capsule Endoscopies (PCP MUST ISSUE) • Endoscopic Ultrasonography • Double Balloon Enteroscopy • Colorectal surgery and any other non-Gastroenterology specialty services (PCP WILL COORDINATE) • Diagnostic services that are not performed in a participating provider's office (PCP MUST ISSUE)
LAB/PATHOLOGY/DME/ DRUG ACQUISITION	<ul style="list-style-type: none"> • LAB/PATHOLOGY/DME/DRUG ACQUISITION (I.E. INJECTABLES): THESE SERVICES ARE NOT COVERED BY HN1. Please contact CVS SPECIALTY at 1-800-323-2445 for Drug Acquisition/injectables • INTEGRATED HOME CARE SERVICES for DME • LABORATORY VENDOR is LABCORP