



Provider Quick Reference Guide

CenterLight Healthcare PACE 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 180 days of the service date for timely filing process.*

 **Electronic Claims:**
Change Healthcare (Emdeon) Payer ID: 13360

 **Paper Claims:**
CenterLight Healthcare PACE
P.O. Box 21546, Eagan, MN 55121

Claims Status:

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

 Visit our Provider Portal
www.centerlight.ppi.com/provider/sign_in

Appeals and Disputes:

Submit timely appeals or disputes within 90 days from the Explanation of Payment or Remittance Advice.*

 CenterLight Healthcare PACE
Attention: Appeals and Disputes
136-65 37th Avenue, Flushing, NY 11354

Our partners for payment integrity are Nokomis and DRG Claims Management. We greatly appreciate your collaboration with requests for medical and billing records.

 Nokomis: **1-612-825-2342**

 DRG Claims Management: **1-888-406-4711**

**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 PACE.*

Referrals - Prospective Participants

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

 Form: www.centerlighthealthcare.org/referrals

 New referrals: Referrals@centerlight.org


 Or fax to **1-877-520-PACE (7223)**

 Follow-up: CLTCIntake@centerlight.org

Contracting

 ContractManagement@centerlight.org

Credentialing

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

Dental (DentaQuest)

 **1-844-583-5035**

 Portal: www.dentaquest.com/state-plans/regions/newyork

Events

@ CLTCEventCoordination@centerlight.org

Pharmacy

📞 MedImpact Help Desk (duals)
1-844-336-2681

MedImpact Help Desk (Medicaid only)
1-888-678-7779

🌐 Online pharmacy coverage determination form

www.centerlighthealthcare.org/clinical-pharmacy-programs

🌐 Formulary and Pharmacy Directory

www.centerlighthealthcare.org/clinical-pharmacy-programs

Prior Authorization

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

⬇️ Download Form:
www.centerlighthealthcare.org/clinicalreview

@ ClinicalReview@centerlight.org

📠 Or fax to **1-718-873-2890**

🌐 Visit our Provider Portal (status only)
www.centerlight.ppi.com/provider/sign_in

Roster Submissions

@ Rosters@centerlight.org

Service Coordination

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

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

Scheduling

Community based provider/specialist appointments

@ CLSchedulingTeam@centerlight.org

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

Vision (NVA)*

📞 **1-800-VISION-1 (1-800-847-4661)**

🌐 www.e-nva.com

** Effective June 1, National Vision Administrators (NVA) will replace General Vision Services (GVS).*

Visit Documents

Community PCP/Specialist: medical records, visit documentation and summary notes.

@ VisitDocumentation@centerlight.org

📠 Or fax to **1-929-233-7888**