

# 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.

## Claims

### Electronic Claims:

 Smart Data Stream (SDS) Payer ID: 13360

### Paper Claims:

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

### Claims Status:

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

### Provider Portal

Access real-time data about claims, authorization status, member eligibility and patient information.

 [centerlight.ppi.com/provider/sign\\_in](https://centerlight.ppi.com/provider/sign_in)

### Nokomis and DRG Claims Management

CenterLight's partners for payment integrity assist with ensuring accurate claims processing. We appreciate your cooperation in fulfilling 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, refer to your contract with CenterLight Healthcare PACE.

## Appeals and Disputes

 [claimsappeals@centerlight.org](mailto:claimsappeals@centerlight.org)

Submit appeals or disputes by email within 90 days of receiving the Explanation of Payment or Remittance Advice.

## Referrals - Prospective Participants

 [referrals@centerlight.org](mailto:referrals@centerlight.org)

 [centerlighthealthcare.org/referrals](https://centerlighthealthcare.org/referrals)

 Follow-up: [cltcintake@centerlight.org](mailto:cltcintake@centerlight.org)


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

 **1-877-520-PACE (7223)**

 Events: [eventscoordination@centerlight.org](mailto:eventscoordination@centerlight.org)

## Provider Relations

### Contracting, Credentialing and Network Inquiries:

 [providerrelationsrequest@centerlight.org](mailto:providerrelationsrequest@centerlight.org)  
Note: the credentialing process can take up to 60 days.

### Rosters Submissions

 [rosters@centerlight.org](mailto:rosters@centerlight.org)

### ACH Electronic Funds Transfer

 [centerlightfax@ppi.com](mailto:centerlightfax@ppi.com)

 **1-608-729-8995**

### HHAEExchange

 [hhaexchange.com/info-hub/centerlight](https://hhaexchange.com/info-hub/centerlight)

Enrollment form for new providers

 [cognitofrms.com/HHAEExchange1/centerlighthealthcarePACEproviderportal/enrollmentform](https://cognitofrms.com/HHAEExchange1/centerlighthealthcarePACEproviderportal/enrollmentform)

## Participant Service Coordination

### Scheduling Appointments

- @ [clschedulingteam@centerlight.org](mailto:clschedulingteam@centerlight.org)
- 📞 1-833-252-2737 (TTY 711) M-F, 8AM-8PM

### Visit Documentation

Providers to send medical records, visit documentation and summary notes via email or fax.

- @ [visitdocumentation@centerlight.org](mailto:visitdocumentation@centerlight.org)
- 📠 1-929-233-7888

### Prior Authorization

- @ [clinicalreview@centerlight.org](mailto:clinicalreview@centerlight.org)
- 📄 [centerlighthealthcare.org/priorauthorization](https://centerlighthealthcare.org/priorauthorization)
- 📠 1-718-873-2890

Provider Portal (authorization status only)

- 🌐 [centerlight.ppi.com/provider/sign\\_in](https://centerlight.ppi.com/provider/sign_in)
- PCW/DME related authorization requests/inquiries:
- @ [homeservicerequests@centerlight.org](mailto:homeservicerequests@centerlight.org)

## Benefit Partners

### Pharmacy

- 📞 MedImpact Help Desk (duals) 1-844-336-2681
- 📞 MedImpact Help Desk (Medicaid only) 1-888-678-7779
- 🌐 Pharmacy coverage determination form Formulary and Pharmacy Directory [centerlighthealthcare.org/clinical-pharmacy-programs](https://centerlighthealthcare.org/clinical-pharmacy-programs)

### Dental – LIBERTY Dental Plan

Effective Jan. 1, 2025, Liberty Dental Plan replaced DentaQuest.

- 🌐 [libertydentalplan.com/find-a-dentist](https://libertydentalplan.com/find-a-dentist)
- 📞 Participant services: 1-888-352-0215
- 📞 Provider services: 1-833-276-0853

### Vision – National Vision Administrators (NVA)

- 📞 1-800-VISION-1 (1-800-847-4661)
- 🌐 [e-nva.com](https://e-nva.com)

### Schedule Transportation

- 📞 1-833-252-2737 (TTY 711) M-F, 8AM-8PM
- Schedule at the time medical appointment is confirmed, or at least 3 business days before the appointment.



**1-833-252-2737**  
Monday - Friday, 8AM-8PM  
[CenterLightHealthcare.org](https://CenterLightHealthcare.org)