

# Quick Reference Guide

## Simplify Office Administrative Tasks



Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

### Website:

[allwell.homestatehealth.com](http://allwell.homestatehealth.com)

- Patient care forms
- Pre-Auth Needed tool
- Home State Health news
- Provider Manual
- Preferred Drug List
- Member resources

### Secure Provider Portal:

[allwell.homestatehealth.com](http://allwell.homestatehealth.com)

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

### Check Member Eligibility

- Secure Web Portal
- Provider Services:  
HMO: 1-855-766-1452  
HMO SNP: 1-833-298-3361
- TTY: 711

### Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

## Pre-Visit Planning Checklist

- ✔ Verify member eligibility.
- ✔ Check for patient care gaps and address them during upcoming office visit.
- ✔ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

## Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorization requests via:

- Secure Provider Portal
- Medical Fax: 1-844-280-2630
- Behavioral Health Fax: 1-877-725-7751
- Phone:  
HMO: 1-855-766-1452  
HMO SNP: 1-833-298-3361

## Claims

Timely Filing guidelines: 95 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses:  
EDI Payor ID 68069
- Mail paper claims to:  
  
Allwell  
Attn: Claims P.O. Box 3060  
Farmington, MO 63640-3822

## Other Partners

To contact our other health services partners:

- Dental: 1-855-434-9240
- Vision: 1-800-334-3937
- Behavioral Health: 1-855-766-1452

**Questions? Call Provider Services at:**

**HMO: 1-855-766-1452**

**HMO SNP: 1-833-298-3361**

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