

## 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
- Allwell from Home State Health news
- Provider Manual
- Preferred Drug List
- Member resources

### Secure Provider Portal:

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

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

### Member Eligibility

Check member eligibility via:

- Secure Web Portal
- TTY/TDD: 711
- Provider Services: 1-855-766-1452

### 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.

[Allwell.HomeStateHealth.com](http://Allwell.HomeStateHealth.com)

Provider and Member Services: 1-855-766-1452 (TTY/TDD: 711)

---

## Prior Authorization

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

Submit prior authorizations via:

- Secure Provider Portal
- Fax: 1-844-280-2630
- Phone: 1-855-766-1452

## Referrals *Dates of service beginning 4/1/18*

PCP's must obtain an active referral when referring to in-network specialists listed below. Submit prior authorizations via:

- Cardiology
- Dermatology
- Gastroenterology
- Rheumatology
- Orthopedic Surgery

Referrals accepted via Provider Portal, fax or phone. Refer to Referral Provider Notice at [www.Allwell.HomeStateHealth.com](http://www.Allwell.HomeStateHealth.com) for additional information.

---

## 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: 1-855-766-1452
- Envolve Vision: 1-800-334-3937
- Behavioral Health: 1-855-766-1452 (TTY/TDD 711)



**Allwell.HomeStateHealth.com**

Provider and Member Services: 1-855-766-1452 (TTY/TDD: 711)