

Provider Quick Reference Guide

Customer Service	800.687.0500
Verify Eligibility	Refer to the member ID card and call the telephone number printed on the card to verify benefits and eligibility.
Pre-Certification	Refer to the member ID card for precertification instructions.
Claims Submission - Paper	Refer to member ID card for claims filing instructions or mail to: HealthSmart Benefit Solutions P.O. Box 53010 Lubbock, TX 79453-3010
Claim Submission – Electronic	Refer to member ID card for claims filing instructions.
Electronic Data Interchange (EDI)	Refer to member ID card for claims filing instructions.
Claim Appeals	Phone: 800.687.0500 Email: priority.service@healthsmart.com Fax: 214.574.3992
Client List	Visit www.healthsmart.com for the most current list of clients. (<i>select Providers, under Quick Links, select Client List</i>)
EDI Payor List	Visit www.healthsmart.com for the most current list of Payors. (From the home page, go to Solutions & Services. Under Information Systems, click Payor List)

Provider Relations (listed by state in which provider practices)	Submit Provider Relations inquiries to the regional emails below.
IA, IL, IN, KS, MO, MN, ND, NE, SD, WI	pr.central@healthsmart.com
CT, DE, KY, MA, MD, ME, MI, NH, NY, OH, PA, TN, VA, VT, WV, RI, NJ	pr.east@healthsmart.com
AL, AR, FL, GA, LA, MS, NC, NM, OK, SC, TX	pr.south@healthsmart.com
AZ, CA, CO, ID, MT, NV, OR, UT, WA, WY, HI, AK	pr.west@healthsmart.com

Email Contacts