



# PAVE Payor Passport

	Prior Authorization	After Hours & Weekend Contacts for hospital admissions and UM staff	Case Management Services	Disease Management Programs	Home Care Department	Nurse Advice Line/Call Line
<b>Aetna</b>	call the 800 number on the patient's Aetna ID card for all services	call the 800 number on the patient's Aetna ID card for all services	call the 800 number on the patient's Aetna ID card for all services	call the 800 number on the patient's Aetna ID card for all services	call the 800 number on the patient's Aetna ID card for all services	call the 800 number on the patient's Aetna ID card for all services
<b>Aetna Better Health</b>	1-866-638-1232 press prompt 3 for Providers, then Prompt 4 for prior authorization	Covered by on call nurse at Aetna	1-866-638-1232 prompt 3; providers press 5	N/A	1-866-638-1232 prompt 3; providers press 5	N/A
<b>Bravo Health</b>	888-454-0013 and follow prompts for the services you are looking for	800-931-0154	888-454-0013 x336351 Fax:866-467-3134	888-454-0013 x336351 Fax:866-467-3134	888-454-0013 and follow prompts for the services you are looking for	N/A
<b>CoventryCares</b>	1-800-755-1135	866-427-9721	1-866-903-0748	1-866-903-0748	1-800-755-1135	1-866-903-0748
<b>Health Partners</b>	1-866-500-4571 and follow prompts for the services	1-866-500-4571 or 215-967-4690 prompt IP #2-1 -and Ancillary # 3-2 DME/tranportation #1 therapies #2 to reach oncall nurses	215-991-4370-Hotline	215-991-4250 #2,#6	1-866-500-4571 or 215-967-4690 prompt# 2-2-2	1-866-825-6717
<b>Independence Blue Cross</b>	800 ASK BLUE-Prompt 2	800 ASK BLUE-Prompt 1	800-313-8628, Maternity Program: 800-598-BABY	800 ASK BLUE-Prompt 2	800 ASK BLUE-Prompt 2	800 ASK BLUE-Prompt 2, Connections
<b>Keystone Mercy Health Plan</b>	1-800-521-6622	1-800-521-6860 (Member Services contacts the oncall nurse)	1-800-573-4100	1-800-573-4100	1-800-521-6622	1-866-431-1514
<b>UnitedHealthcare Community Plan</b>	PH: 800-366-7304 FAX: 877-310-3826	800-366-7304	800-414-9025	800-414-9025	PH: 800-366-7304 FAX: 877-310-3826	N/A



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	Skilled Nursing Referral/Contact for Nursing home placement	Special Needs Department	For communicating patient discharge date and/or to send physician discharge summary (phone and/or fax)	Insurance website address for formulary	Insurance website for provider directories and network listings
<b>Aetna</b>	call the 800 number on the patient's Aetna ID card for all services	call the 800 number on the patient's Aetna ID card for all services	call the 800 number on the patient's Aetna ID card for all services	<a href="http://www.aetna.com/">http://www.aetna.com/</a>	<a href="http://www.aetna.com/">http://www.aetna.com/</a>
<b>Aetna Better Health</b>	1-866-638-1232 prompt 3; providers press 5	1-866-638-1232 prompt 3; providers press 5	1-866-638-1232 prompt 3; providers press 5	<a href="Http://www.AetnaBetterHealth.com">Http://www.AetnaBetterHealth.com</a>	<a href="http://www.aetnabetterhealth.com">www.aetnabetterhealth.com</a>
<b>Bravo Health</b>	888-454-0013 Fax: 888-454-0024	N/A	Fax: 866-234-7230	<a href="http://www.mybravohealth.com/Formulary/">http://www.mybravohealth.com/Formulary/</a>	<a href="http://www.bravohealth.com">www.bravohealth.com</a>
<b>CoventryCares</b>	1-800-755-1135	866-427-9721	1-800-755-1135 (phone) 866-769-2401 (fax)	<a href="http://healthamerica.coventryhealthcare.com/health-care-solutions/prescription-coverage/formulary/index.htm">http://healthamerica.coventryhealthcare.com/health-care-solutions/prescription-coverage/formulary/index.htm</a>	<a href="http://www.cvty.com">www.cvty.com</a>
<b>Health Partners</b>	Fax 215-991-4125	215-991-4370-Hotline	Fax 215-967-9247	<a href="http://www.healthpart.com/provider_formulary.asp">http://www.healthpart.com/provider_formulary.asp</a>	<a href="http://www.healthpart.com">www.healthpart.com</a>
<b>Independence Blue Cross</b>	Designated IBC Facility Contact	N/A	Designated IBC Facility Contact	<a href="http://www.ibx.com/providers/pharmacy_information/select_drug/index.html">http://www.ibx.com/providers/pharmacy_information/select_drug/index.html</a>	<a href="http://www.IBX.com">www.IBX.com</a>
<b>Keystone Mercy Health Plan</b>	215-863-6454	1-800-573-4100 x5713	Phone: 215-863-6477 Fax: 215-937-7366	<a href="http://www.performrx.com/">http://www.performrx.com/</a>	<a href="http://www.keystonemercy.com">www.keystonemercy.com</a>
<b>UnitedHealthcare Community Plan</b>	PH: 800-366-7304 FAX: 877-310-3826	877-844-8844	PH: 800-366-7304 FAX: 877-310-3826	<a href="http://www.uhccommunityplan.com/assets/PA-PDL-4.1.11-Complete.pdf">http://www.uhccommunityplan.com/assets/PA-PDL-4.1.11-Complete.pdf</a>	<a href="http://www.uhccommunityplan.com/">http://www.uhccommunityplan.com/</a>