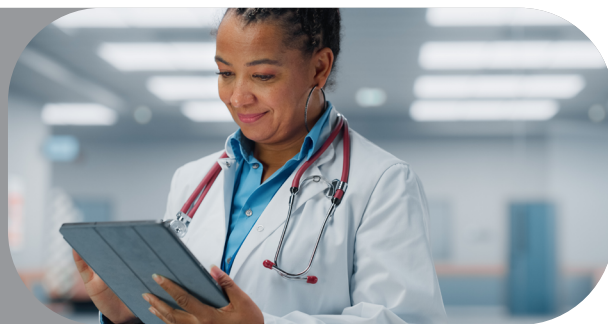


Quick Reference Guide

NOVEMBER 2023



Keep this guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Contact Us

1-855-745-5507 (TTY/TDD: **1-844-517-3431**)

Member and Provider Services Hours:

Monday through Friday, 8 a.m. to 8 p.m.

Website

[Ambetterofillinois.com](https://www.ambetterofillinois.com)

- Patient care forms
- Pre-Auth tool
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal or Account Creation

[Provider.ambetterofillinois.com](https://www.provider.ambetterofillinois.com)

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage batch claims
- Update provider demographics

Prior Authorization

Use the **Pre-Auth tool** to determine if prior authorization is required. Submit your prior authorization via:

- **Secure Provider Portal**
- Medicaid and Behavioral Fax: 1-844-311-3742
- Phone: 1-855-745-5507

Member Eligibility

Check eligibility via:

- **Secure Provider Portal**
- Phone: **1-855-745-5507** (TTY/TDD: **1-844-517-3431**)

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. Address care gaps during future appointments

Claims

Timely filing guidelines: 180 days from date of service.

Claims can be submitted via:

- **Secure Provider Portal**
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to:
P.O. Box 5010 | Farmington, MO 63640-5010

Corrected Claims, Requests for Reconsideration or Claim Disputes

Must be received within 180 days from the date of the original explanation of payment or denial. Clearly indicate the type of resubmission. Login to the **Secure Provider Portal** or consult the Ambetter **Provider Manual** for full details.

- Mail Corrected Claims, Claims Dispute/Appeals, or Requests for Reconsideration to:
P.O. Box 5010 | Farmington, MO 63640-5010



Visit our website, [Ambetterofillinois.com](https://www.ambetterofillinois.com) for self-service tools and resources.

[Ambetter of Illinois News](#)
[Provider Manuals and Forms](#)

[Preferred Drug List](#)
[Provider Tool kits](#)

[Member Resources](#)
[Member FAQs](#)