



COVENTRY (VISTA) HEALTHPLAN

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| To verify Eligibility, co-payment amount or if you have a Claims Question | Customer Service at: Local: 478-2326 Toll Free: 800-664-0146 Hours: M-F 7:30-4:30 CST |
| To authorize ER or Urgent Care Services | Medical Department at: Local: 478-1960 Toll Free: 800-492-9634 Hours: M-F 7:30-5:00 CST After Hours: Voice Mail |
| To refer a patient to a Specialist (Referrals) | Medical Department at: Local: 478-1960 Toll Free: 800-492-9634 Hours: M-F 7:30-5:00 CST After Hours: Voice Mail |
| To pre-certify In-patient Admissions and all out patient hospital services | Contact Health Plan at: Toll free: 800-447-3725 Hours: M-F 7:30-5:00 CST After Hours: 800-447-3725 |
| For Questions regarding UM Policies and Procedures or to request copies of UM criteria | Medical Department at: Local: 478-6060, ext.3231 Toll Free: 800-275-1751, 3231 |
| Where to submit your claims | Coventry (Vista) Healthplan P. O. Box 10948 Pensacola, FL 32524 |
| To provide notification of provider changes, address, telephone number, tax ID, etc. All requests must be submitted in writing. | Provider Relations Dept. Health First Network 715 South Palafox Pensacola, FL 32502 or Fax: 850 438-0298 |
| To request an application for a new physician or resolve a credentialing issue | Jenny Caillouet Provider Relations Manager Local: 850 438-4487 |
| To resolve contracting or procedural questions, or to request office orientation | Jenny Caillouet Provider Relations Manager Local: 850 438-4487 |
| After Hours: After business hours, weekends and holidays, to allow for 24/7 treatment authorization, for procedures and services that require authorization for Coventry (Vista) Healthplan members. | Toll Free: 1-800-447-3725 |
| Contracted Labs: | Lab Corp |

**ALL MEMBER CALLS MUST BE DIRECTED TO CUSTOMER SERVICE AT
COVENTRY (VISTA) HEALTHPLAN
DO NOT INSTRUCT MEMBERS TO CALL HFN.**