



COVENTRY (VISTA) HEALTHY KIDS

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 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) Healthy Kids HMO 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 Street Pensacola, FL 32502 or Fax: 850 484-4314
To resolve contracting or procedural questions, or to request office orientation.	Jenny Caillouet Provider Relations Manager Local: 850 438-4487
To request an application for a new physician or resolve a credentialing issue	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) Healthy Kids members	Contact: Coventry (Vista) Healthplan Toll Free: 800-447-3725
Contracted Labs:	Lab Corp

**ALL MEMBER CALLS MUST BE DIRECTED TO CUSTOMER SERVICE AT
COVENTRY (VISTA) HEALTHPLAN**