



HEALTHSPRING MEDICARE

To verify Eligibility, co-payment amount or if you have a Professional 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 or Outpatient Surgical Procedures	HealthSpring at: (205)-423-1222 or Toll Free: 800-962-3018 Fax: 205-444-4263 Hours: M-F 8-5:00 EST After Hours: Voice Mail
For Questions regarding UM Policies and Procedures or to request copies of UM criteria	HealthSpring at: (205)-423-1222 or Toll Free: 800-962-3018 Fax: 205-444-4263 Hours: M-F 8-5:00 EST After Hours: Voice Mail
To pre-certify Outpatient Diagnostic Procedures	HealthSpring at: 205-423-1222 or Toll Free: 800-962-3018 Fax: 205-444-4263 Hours: M-F 8-5:00 EST After Hours: Voice Mail
Where to submit your Professional Claims	HealthSpring Medicare Advantage P. O. Box 11547 Pensacola, FL 32524
Where to submit Ancillary and Facility Claims	HealthSpring P O Box 20000 Nashville, TN 37202
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 HealthSpring Medicare members	Contact HealthSpring: Toll Free: 800-962-3018
Contracted Labs:	LabCorp Quest