



**VISTA HEALTHPLAN**

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

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 Department  
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 HPSE members

Toll Free: 1-800-447-3725

Contracted Labs:

Lab Corp

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