



Provider Services Call Center Information Sheet

Provider Services Call Center

1-844-235-2387

7:00 a.m. - 5:00 p.m. MT Monday - Friday

To use our automated service, press 1 after the greeting. To speak with a representative about one of the following, press 2 and then select an option:

- Option 1 - Member eligibility verification including benefit plans and Medicare and TPL information
- Option 2 - Claim status, billing and payment assistance
- Option 3 - Electronic Data Interchange assistance including batch submission, report retrieval and trading partner enrollment
- Option 4 - Prior authorization assistance
- Option 5 - Provider enrollment and revalidation assistance
- Option 6 - Provider Web Portal password reset assistance
- Option 7 - Provider Web Portal assistance, including MAPIR and EFT updates