

Quick Reference Guide

Simplify Office Administrative Tasks



FROM



Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website:

allwell.mhsindiana.com

- Patient care forms
- Pre-Auth Needed tool
- MHS news
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal:

allwell.mhsindiana.com

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

Check Member Eligibility

- Secure Web Portal
- Provider Services:
HMO/PPO: 1-855-766-1541
HMO SNP: 1-833-202-4704
- TTY: 711

Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

Pre-Visit Planning Checklist

- ✓ Verify member eligibility.
- ✓ Check for patient care gaps and address them during upcoming office visit.
- ✓ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.



Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorization requests via:

- Secure Provider Portal
- Medical Fax: 1-844-208-4156
- Behavioral Health Fax:
1-877-725-7751
- Phone:
HMO/PPO: 1-855-766-1541
HMO SNP: 1-833-202-4704

Claims

Timely Filing guidelines:
180 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses:
EDI Payor ID 68069
- Mail paper claims to:

Allwell
Attn: Claims P.O. Box 3060
Farmington, MO 63640-3822

Other Partners

To contact our other health services partners:

- Dental: 1-855-766-1541
- Vision: 1-855-766-1541
- Behavioral Health: 1-855-766-1541

Questions? Call Provider Services at:
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