

## Member Identification

- To verify eligibility, call Customer Service at **844-535-2000**
- OR
- Login to the Friday Health Plans Portal: **[providers.fridayhealthplans.com/p/](https://providers.fridayhealthplans.com/p/)**
- Possession of the ID card does not guarantee eligibility of coverage. Provider must verify prior to services being rendered for non-urgent or non-emergent.

## Customer Service Team: 844-535-2000

- Member eligibility
- Claims issues
- Authorization requirements
- Benefit and member questions
- Provider dispute resolution assistance
- Referral and authorization status
- Formulary questions

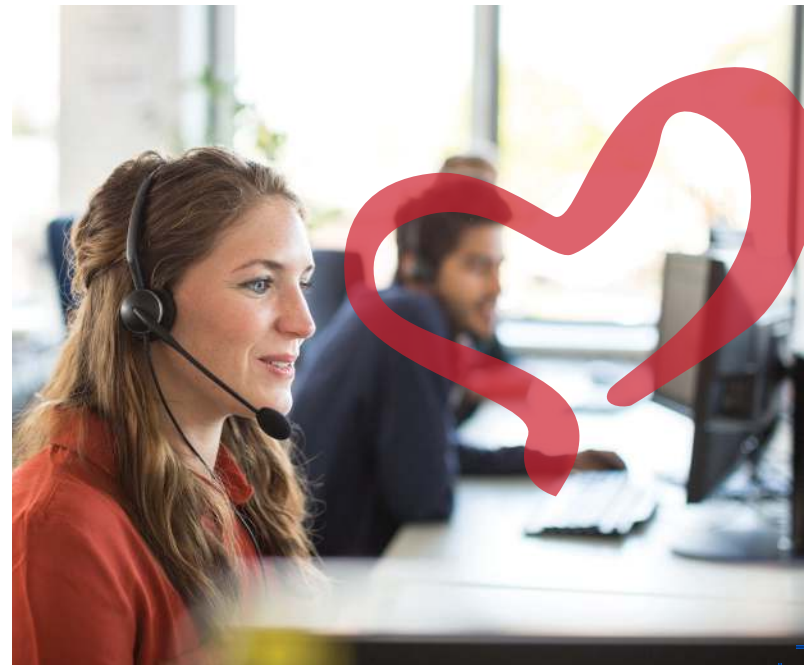
**Provider Portal:**  
**[fridayhealthplans.com/provider-portal/](https://fridayhealthplans.com/provider-portal/)**

## Preauthorization/Referrals

- If a Specialist will be performing any procedures, they must request authorization by submitting a referral directly to Friday Health Plans.
- Utilization Management review is required and documentation may be requested for:
  - Request for Authorization Form
  - Non-covered Services List
  - Notification Preauthorization List

## Claims Submissions:

- **Paper Claim Submissions**
  - Claims must be on an HCFA1500 or UB-04 with ICD-10 Codes
  - Mail to: **Friday Health Plans, PO Box 194, Sidney, NE 69162**
- **Electronic Claim Submission**
  - Friday Health Plans Payer ID – H0657
  - Clearinghouses Used: ChangeHealth
  - Call Customer Service **844-535-2000**



## Provider Payment Information

- All payments go through our payment vendor, Zelis payments.
- This partnership enables us to offer you secure e-payment options to accelerate settlement of claims payment and add efficiency to your revenue cycle.
- To update payment and remittance delivery methods, or notification options, please call Zelis Payments Client service at **877-828-8770** or visit **zelispayments.com**
- Explanations of Payment (EOPs) are available through the Zelis Provider Portal.



## Frequently Asked Questions

- ***Is it necessary to contract directly with Friday Health Plans?***
  - No, it is not necessary to contract directly with Friday Health Plans. This client will utilize Hometown Health's PPO contracted rates.
- ***What services will Hometown Health be handling versus Friday Health Plans?***
  - Friday Health Plans will be handling all member services. Hometown Health will only be pricing claims.