



Welcome and Key Contacts

Welcome to Piedmont WellStar HealthPlans. We are a provider-led health plan committed to providing quality health care to its members. Our goal is to provide high-value support and resources so you can focus on what you do best- provide excellent patient care.

Participation in our provider network offers you greater control over coverage decisions, resources focused on clinical activities impacting members, and a leading population health model with preventive medicine and care team support.

Our provider network defines our ability to offer quality care to our members. Our goal is to assure that you have the resources and information necessary to achieve that goal.

This provider manual is one tool to help you interact with our plan. It serves as a key resource for information about Piedmont WellStar HealthPlans, claims processes, and general questions about our health plan. If you require additional assistance, feel free to call Provider Services from 8 a.m. – 5 p.m., Monday through Friday at the following number: **(855) 869-7225**.

Thank you for joining our team and participating in our mission to provide the highest quality care to our members. We look forward to working with you.

Best,

Provider Relations
Piedmont WellStar HealthPlans

Provider OnLine

Provider OnLine can significantly reduce the number of telephone calls providers need to make to Piedmont WellStar HealthPlans, thereby reducing the time it takes to perform daily tasks. This secure online service allows providers to:

1. Check member eligibility and benefits
2. Submit claims for reimbursement
3. Check on the status of a claim
4. Send and receive messages to communicate with Piedmont WellStar HealthPlans personnel

To view information about an eligible member, providers need to register and then log on to <http://pwplans.org/providers>. Providers should enter one of the following:

1. Member's full name
2. Member's Social Security number
3. Member's identification number

The database then reveals the member's specific benefits and their effective date

Internet Site

The Piedmont WellStar HealthPlans website is located at www.pwplans.org/Providers. Providers can find the following information on the website:

1. Certificate of coverage
2. Provider manual
3. Provider information — links to various other documents
4. Medical Management information
5. Pharmacy information
6. Behavioral Health resources
7. Provider directory
8. Quality Improvement Program

How to Use This Manual

This manual offers providers, hospitals and other healthcare practitioners in the Piedmont WellStar HealthPlans Provider Network with an easy-to-use guide to business and medical management practices.

This section includes a list of key contacts. Throughout this manual, we also include important phone numbers and addresses.

Please remember that Piedmont WellStar HealthPlans periodically will update this manual and post revisions on <http://pwplans.org/providers>.

Key Contacts

The following chart includes all of the important telephone and fax numbers listed in Piedmont WellStar HealthPlans provider manual. Before calling Provider Services, please have the following information available:

1. Provider's tax identification (ID) number (preferred), or
2. Provider NPI number



Providers will be asked for the member's identification number as well as the phone number of the telephone from which the call is made.

Piedmont WellStar HealthPlans Contacts

| Contact | Telephone Number |
|--|---|
| Provider Services Eligibility inquiries, claims inquiries, claims appeals information. | 855-869-7225 |
| Piedmont WellStar HealthPlans Provider Relations Notification of provider additions, terminations, address changes. Contracting or Credentialing inquiries. Please note: Claims inquiries cannot be handled by the Piedmont WellStar HealthPlans Provider Relations Department. Please call Provider Services. | Email: ProviderRelations@pwplans.org |
| Medical Management To obtain prior authorization, or assistance with patient admissions/discharges. | 855-514-3680 |
| Piedmont WellStar HealthPlans Provider OnLine For technical issues related to the Provider Portal or to obtain login. | 855-222-1043 |
| Member Services For member inquiries | 855-869-7137 |
| Nurse Advice Line | 855-514-3679 |
| Pharmacy Services | 855-266-0714 |
| Behavioral Health Services | Consult Magellan's provider directory or call 800-424-4648 |
| Piedmont WellStar HealthPlans Health Integrity Hotline Call anonymously and without fear of retribution if you identify or suspect fraudulent activities or behaviors. | 855-222-1046 |

