



Fax

www.prestigehealthchoice.com

To: Our Valued Providers

Date: December 19, 2019

Subject: Important Updates and Reminders

Prestige Health Choice would like to inform you of the following:

Updates

- The Provider Manual has been updated and is now available on our website.
- Effective March 1, 2020, providers will need to obtain member consent when appealing a denied authorization. The provider, with member consent, can choose from the following options:
 - a. Call Member Services at **1-855-355-9800**.
 - b. Fax appeal request to **1-855-358-5847**.
 - c. Mail appeal request to Prestige Health Choice, Attn: Member Appeals, P.O. Box 7368, London, KY 40742.

Reminders

- Prestige Health Choice cannot issue payment on a claim if either the billing or servicing provider is not enrolled with the Agency for Health Care Administration (AHCA). Billing providers and servicing providers must have an active record on the Provider Master List (PML).
- Please remember to confirm a member's eligibility before rendering services.
- Primary care providers (PCPs): In addition to validating member eligibility, please confirm that the member is assigned to your group's panel. If the member is not assigned to your panel and wishes to be reassigned, please advise the member to contact Prestige Health Choice Member Services at **1-855-355-9800 (TTY 1-855-358-5856)**.

If you have any questions, please contact your Account Executive or call Provider Services at **1-800-617-5727**.

We thank you for your partnership and care of our members. We wish you a happy and prosperous new year!

www.prestigehealthchoice.com

11631 Kew Gardens Ave., Ste. 200, Palm Beach Gardens, FL 33410

Confidentiality Statement: The documents accompanying this transmission contain confidential health information that is legally protected. This information is intended only for the use of the individuals or entities listed above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this information in error, please notify the sender immediately and arrange for the return or destruction of these documents.