

# Quick Reference Guide



## Simplify Your Day-to-Day Activities

*Keep our Quick Reference Guide nearby to make your administrative tasks quick and easy.*

### **Ambetter.SuperiorHealthPlan.com**

- Patient Care Forms
- Pre-Auth Needed Tool
- Ambetter from Superior HealthPlan News
- Provider Newsletter
- Secure Portal
- Preferred Drug List

### **Verify Member Eligibility**

Check eligibility of members via the following:

1. Secure Web Portal: [provider.superiorhealthplan.com/sso/login](http://provider.superiorhealthplan.com/sso/login)
2. 24/7 Toll-Free Interactive Voice Response (IVR) Line: 1-877-687-1196
3. Provider Services: 1-877-687-1196

### **Prior Authorization**

Providers can submit prior authorizations 3 ways:

1. Secure Portal: [provider.superiorhealthplan.com/sso/login](http://provider.superiorhealthplan.com/sso/login)
2. Fax: 1-855-537-3447
3. Phone: 1-877-687-1196

### **Claims**

Timely Filing guidelines: 95 days from date of service

Providers can submit claims 3 ways:

1. Secure Portal: [provider.superiorhealthplan.com/sso/login](http://provider.superiorhealthplan.com/sso/login)
2. Clearinghouses: EDI Payor ID 68069
3. Paper claims should be mailed to:  
P.O. Box 5010 | Farmington, MO 63640- 5010

**1-877-687-1196**

*Provider and  
Member Services*

### **PaySpan Health:**

- EFT/ERA service – FREE for Superior HealthPlan providers
- To register - call 877-331-7154 or visit [www.payspanhealth.com](http://www.payspanhealth.com)