

Member Services

Member Service Line

866-912-6285
877-725-7753 TDD/TTY
Monday thru Friday
8 am to 5 pm (CST)

Member Services is available to answer questions regarding the following:

- Find a Doctor
- Benefits Eligibility
- ID Card Replacement
- PCP changes

Members can visit Magnolia's provider Portal at www.magnoliahealthplan.com to access the following:

- Member Handbook
- Magnolia Programs & Services

Claims Submission (Paper and EDI)

Magnolia encourages its providers to file claims electronically. Listed below are the instructions for submitting claims electronically and hard copy.

Clearinghouse Vendors

(Payor ID for Magnolia Health Plan - 68062)

- Emdeon
- SSI
- Gateway EDI

PaySpan Health

Electronic EFT/ERA
1-877-331-7154
or register at
www.payspanhealth.com

Submit Paper Claims to:

Magnolia Health Plan
Attn: CLAIMS DEPARTMENT
P.O. Box 3090
Farmington, MO 63640-3825

Provider Services/ Claims Services

Contact Provider Services for assistance with the following services:

- Answer questions regarding claim status
- Provider education/orientation
- Network participation
- Member eligibility/verification
- Change, update or correct demographic information

Providers can visit Magnolia's Health Plan Provider Portal at www.magnoliahealthplan.com to access the following:

- Provider Manual
- Provider Forms
- Provider Newsletter (If you are not able to access the newsletter via web, please contact Provider Service)
- Wellness information
- Magnolia Health Plan news
- Clinical Guidelines

The following information is available via the secure portal:

- Member Eligibility
- PCP verification
- Submit Claims
- Claims Inquiry
- View PCP Panel (patient list)

Front of Card:



Member Name: Jane Doe
Medicaid ID#: XXXXXXXXXX

PCP Name: John Doe
PCP Number: XXX-XXX-XXXX

If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Magnolia for an okay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Magnolia NurseWise® toll-free at 1-866-912-6285 (TDD/TTY 1-877-725-7753 or Mississippi Relay Services at 711). NurseWise is open 24 hours a day.

Back of Card:

MEMBERS:

Member Services line 1-866-912-6285
TDD/TTY 1-877-725-7753
Mississippi Relay Services 711
24/7 NurseWise 1-866-912-6285
Dental/Vision 1-866-912-6285

PROVIDERS:

IVR Eligibility inquiry - Prior Auth 1-866-912-6285
US Script Help Desk 1-800-460-8988
Behavioral Health 1-877-210-8513

Medical claims:

Magnolia
Attn: CLAIMS
P.O. Box 3090
Farmington, MO 63640-3825

Provider/claims information via the web: www.MagnoliaHealthPlan.com.

Vendor Services Behavioral Health Dental Vision Transportation Nursewise

Behavioral Health

Mississippi Department of Mental Health
Phone: 1-800-421-2408

DentaQuest

1-866-912-6285

Opticare

Customer Relations:
1-800-334-3937

Logisticare Transportation Services

Non-emergent Transportation
Phone: 1-866-331-6004

NurseWise®

1-866-912-6285

NurseWise® is a 24 hour free health information phone line. The nurse triage service provides access to a broad range of health-related services including health education and crisis intervention.

National Imaging Associates

Radiology Benefits Manager
1-866-912-6285

www.RadMd.com

Prior Authorization required for Outpatient:

- CT/CTA/CCTA
- MRI/MRA
- PET Scan

***Visit www.RadMd.com for a complete listing

Rx: US Script
BIN: 008019

Value Added Member Benefits

StartSmart for your Baby®

Is our special program designed to educate women who are pregnant.

US Script Pharmacy Manager:

Prior Authorization:

- Phone: 1-866-399-0928
- Fax: 1-866-399-0929
- Help Desk Line:
 - 1-800-460-8988

Nurture® provides a full spectrum of Disease Management outreach and education to members with chronic conditions such as

- Asthma
- Congestive Heart Failure (CHF)
- Diabetes
- Hypertension
- Obesity

CVS Caremark:

Phone: 1-800-237-2767
Prior Authorization Fax line:
1-800-323-2445

CareCentrix/DME:

1-888-571-6019

Spectrum of services:

- Traditional Home Healthcare
- Home Infusion
- Home Medical Equipment
- Orthotics & Prosthetics

MemberConnections® is an educational outreach program designed to educate members about how to access healthcare services and benefits. The program conducts one on one education with members to ensure they understand their benefits, the role of the Medical Home (PCP) and why it's important to establish and maintain a relationship with the Medical Home. Contact Member Services if you have a patient that needs help understanding the program.

Magnolia Address
111 East Capitol Street
Suite 500
Jackson, MS 39201