

## Quick Reference Guide



### Verifying member eligibility

You can verify member eligibility by the Memorial Hermann Health Plan provider portal or by calling member services.

- [HealthTrio connect - connect Login](#)
- **Phone:** 855-645-8448



### Prior authorization requests

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with Memorial Hermann Health Plan within the Optum provider network. All planned inpatient admissions, intensive outpatient services and partial hospitalization services require prior authorization.

Submit your request at least 14 days before the planned date of service.

- **Phone:** 855-645-8448
- **Fax:** 281-832-7355



### Hospital admission notifications

Please notify Memorial Hermann of hospital admissions no later than 1 business day after admission by fax at 281-832-7355.

- **Form:** [bh-prior-authorization-form.pdf](#)
- Submit requests online by using the provider portal [HealthTrio connect - connect Login](#)



### Claims submissions

Please submit claims for Memorial Hermann Health Plan members to Memorial Hermann using the following mailing address:

- **EDI Payer ID:** MHHNP
- **Mail:** Memorial Hermann Health Plan A  
Attn: Claims Department  
P.O. Box 20167  
Tampa, FL 33622

For claims related questions or to check the status of your current claim submissions, please call Memorial Hermann:

- **Phone:** 855-645-8448



## Claim reconsideration

You can request a claim to be reviewed by calling 855-645-8448 or formal appeals and disputes can be mailed or faxed.

- **Provider Disputes:** Memorial Hermann Health Plan

Attn: Appeals and Disputes  
PO Box 19909  
Houston, TX 77224

**Medicare Advantage Fax:** (832) 532-6373

**Commercial Fax:** (832) 476-7997

- [Dispute Form: Appeal Request Form](#)



## Memorial Hermann Health Plan Provider Portal

- [HealthTrio connect - connect Login](#)

## [Provider Portal Training | Memorial Hermann Health Plan](#)

- Request for Authorization
- View Claims Status
- Verify Benefits
- Check Eligibility
- Get Explanations of Payments



## Optum Provider Portal – Demographic Changes

- Continue to update your demographic profile, submit requests to join the network, and stay up to date on the latest bulletins at [providerexpress.com](http://providerexpress.com)



## EFT/ERA and EOP Information:

Simplify the claim payment process. With Zelis payments, you can receive consolidated payments along with powerful tools for simplifying the reconciliation process.

- Receive comprehensive 835 data directly into your systems or download data from the payments portal.
- Select your preferred payment method, from ACH+, virtual card, or check across payers.
- Reduce days in A/R by up to 16 days on average by converting from paper checks to e-payments.

Enroll with Zelis for set up and access here <https://www.zelis.com/providers/provider-enrollment/> or [Enroll in a Zelis Network or Sign-up for Consolidated e-Payments.](#)

Zelis Changes to Payment Method:

**Email:** CustomerService@ZelisPayments.com

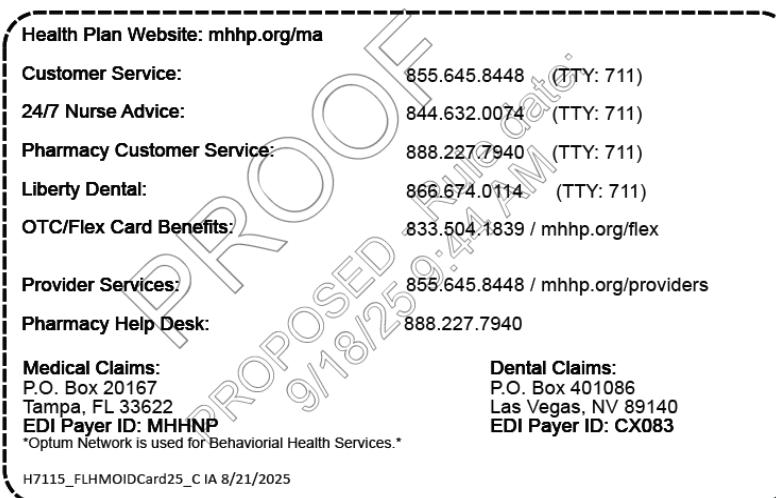
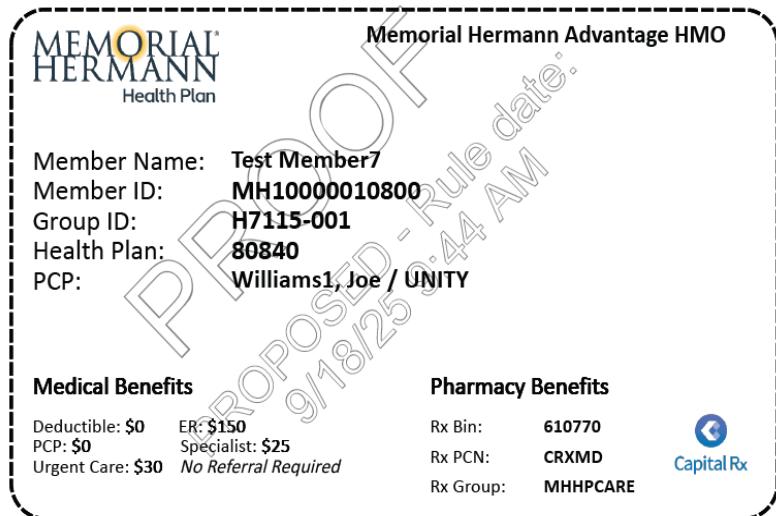
**Phone:** 877-828-8770

Phone hours: M-F 8am-7pm EST.

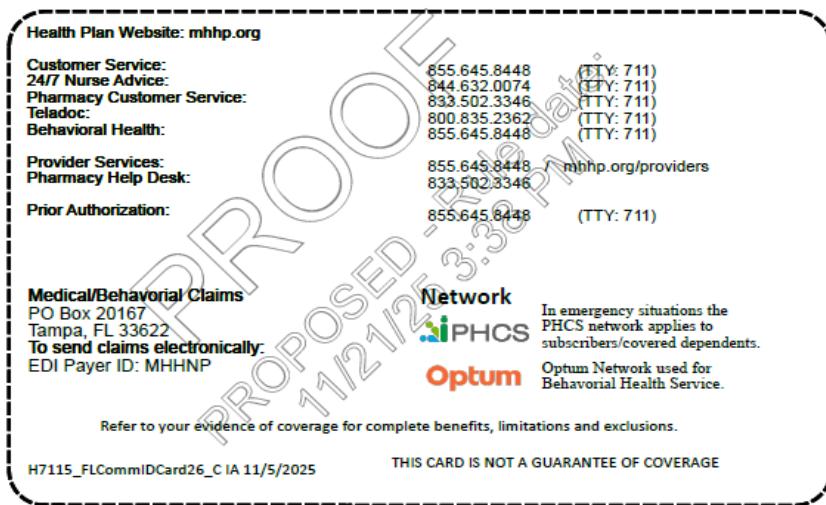
### Member Sample ID cards



#### Medicare Advantage Sample ID Card



## Commercial Sample ID card



### We're here to help

If you have questions, please visit our provider resource page [For Providers | Memorial Hermann Health Plan](#) or email Provider Relations at [Providerservices@apex4health.com](mailto:Providerservices@apex4health.com). Thank you!