

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



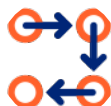
Claim reconsideration

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](#)

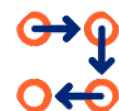
[Provider Portal Training | Memorial Hermann Health Plan](#)

- 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



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

		Memorial Hermann Advantage HMO	
<p>Member Name: Test Member7 Member ID: MH10000010800 Group ID: H7115-001 Health Plan: 80840 PCP: Williams1, Joe / UNITY</p>			
Medical Benefits Deductible: \$0 PCP: \$0 Urgent Care: \$30 ER: \$150 Specialist: \$25 No Referral Required		Pharmacy Benefits Rx Bin: 610770 Rx PCN: CRXMD Rx Group: MHHPCARE	
			

Health Plan Website: mhhp.org/ma	
Customer Service:	855.645.8448 (TTY: 711)
24/7 Nurse Advice:	844.632.0074 (TTY: 711)
Pharmacy Customer Service:	888.227.7940 (TTY: 711)
Liberty Dental:	866.674.0114 (TTY: 711)
OTC/Flex Card Benefits:	833.504.1839 / mhhp.org/flex
Provider Services:	855.645.8448 / mhhp.org/providers
Pharmacy Help Desk:	888.227.7940
Medical Claims: P.O. Box 20167 Tampa, FL 33622 EDI Payer ID: MHHNP	Dental Claims: P.O. Box 401086 Las Vegas, NV 89140 EDI Payer ID: CX083
<small>*Optum Network is used for Behavioral Health Services.*</small>	
<small>H7115_FLHMOIDCard25_C IA 8/21/2025</small>	

Commercial Sample ID card

MEMORIAL HERMANN
Health Plan

Select Gold 001 HMO Plan

Member Name: **Test Member1**
Member ID: **MH90000010000**
Group ID: **MH0002026**
Effective Date: **01/01/2026**

Medical Benefits
Deductible: \$0
Urgent Care: \$100
ER: \$750
Office Visit: \$50 (PCP), \$100 (Spec), \$0 (Well)
OOP: Ind \$6,500, Fam \$13,000

Pharmacy Benefits
Rx Bin: 610852
Rx PCN: CHM
Rx Group: MHHPCOM
Gen \$4, Pref Brand \$55
Non-Pref Brand \$105
45% Specialty Co-Ins

Capital Rx

Underwritten by Memorial Hermann Commercial Health Plan, Inc.-TDI

Health Plan Website: mhhp.org

Customer Service: 855.645.8448 (TTY: 711)
24/7 Nurse Advice: 844.632.0074 (TTY: 711)
Pharmacy Customer Service: 833.502.3346 (TTY: 711)
Teladoc: 800.835.2362 (TTY: 711)
Behavioral Health: 855.645.8448 (TTY: 711)

Provider Services: 855.645.8448 / mhhp.org/providers
Pharmacy Help Desk: 833.502.3346

Prior Authorization: 855.645.8448 (TTY: 711)

Medical/Behavioral Claims
PO Box 20167
Tampa, FL 33622
To send claims electronically:
EDI Payer ID: MHHNP

Network
 PHCS
 Optum

In emergency situations the PHCS network applies to subscribers/covered dependents.
Optum Network used for Behavioral Health Service.

Refer to your evidence of coverage for complete benefits, limitations and exclusions.

H7115_FLCommIDCard26_C IA 11/5/2025 THIS CARD IS NOT A GUARANTEE OF COVERAGE



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. Thank you!