## Provider Services

**For routine inquiries** such as claim status checks, member eligibility, benefit verification, or confirmation of referrals/prior authorization check our website at [www.essencehealthcare.com](http://www.essencehealthcare.com) or call (314) 209-2700 or 1 (866) 597-9560 Option 5, Option 3.

**For other more complex issues** select Option 5, Option 2.

**Provider Services e-mail address:** customerservice@essencehealthcare.com

**Fax:** (314) 770-6096 or 1 (888) 480-2577

**Provider correspondence/claims mailing address:**

Essence, P.O. Box 12488, St. Louis, MO 63132-0188

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## Client/Provider Technical Support

Assistance with technical questions relating to registration, login or web application access call:

1 (866) 397-2812

**Technical Support e-mail address:** customersupport@lumeris.com

Available from 7 am to 6 pm CT

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## Web/Provider Portal

Assistance with Member Eligibility, Claims Inquiry and Referral Inquiry:

Go to [www.essencehealthcare.com](http://www.essencehealthcare.com) then to Provider Portal. Sign up for a secure log in.

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## Non-Emergent Transportation Services

Contracted provider is: Medical Transportation Management (MTM) Members can call: 1 (888) 513-0705 to schedule. Limited to 20 one-way trips to approved locations at no cost for all plan members except for the CoxHealth Medicare Plus Plan

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## Preventive Dental Care

**Contracted providers for Routine Dental Services can be found by calling:** Advantica at 1 (800) 501-3471. No referral is needed. Member can self-refer.

**Claims mailing address:** Advantica P.O. Box 8510 St. Louis, MO 63126

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## Routine Eye Care

**Contracted providers for Routine Eye Exams are listed in the back of the Essence Provider Directory or you can call:** Eye Med at 1 (866) 723-0514. No referral is needed. Member can self-refer.

Submit claims through Eye Med’s on-line system at: [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com)

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## Behavioral Health Services

**Contracted providers for inpatient and out patient mental health/substance abuse services can be found by calling:** Mercy Behavioral Health at 1 (877) 405-7612 No referral is needed. Member can self-refer.

**Claims Questions:** Call our Provider Services number listed above (314) 209-2700 or 1 (866) 597-9560

**Claims mailing address:** Essence, P.O.Box 12488, St. Louis, MO 63132-0188

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## Medical Services / Prior authorization

Assistance with case management, pre-authorization of procedures, benefit determination, notification Call: (314) 209-2700 or 1 (866) 597-9560 Option 5, then Option 1

**Fax:** 1 (877) 755-7715 for Medical Requests Only OR 1(877) 899-0825 for Inpatient Clinical Only

**Pharmacy Prior Authorization for Part B Drugs Call:** (314) 209-2700 or 1 (866) 597-9560 Option 1

Pharmacy Prior Authorization for Part D Drugs – forms are on the Provider Portal

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## SilverSneakers

Complimentary fitness program/classes can be found by calling: 1 (888) 423-4632 or on-line at [www.silversneakers.com](http://www.silversneakers.com). No referral needed. Member can self-refer

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11/2016 LRB
Referrals are Required for:
- Participating Specialists including Chiropractor and Podiatry Care
- Home Health Care -does not include HH Aides – requests must be called into Medical Management
- Outpatient Therapies – PT, OT, Speech, Cardiac/Pulmonary Rehab

Prior Authorization/Notification is Required for These Services:
- All Inpatient Admissions (Notification required within 1 business day)
- Elective Hospital Admissions (Notification required within 5 days prior to admission)
- Observation (Notification required when greater than 48 hours)
- SNF, Inpatient Specialty Care Programs (Acute Rehab/LTAC)
- Medical Rehabilitation Day Program
- Referrals to Non Par Providers for Advantage and Advantage Plus Members
- Non-Emergency Ambulance Transfers EXCEPT those between hospital and SNF inpatient
- DME/ Orthotic and Prosthetic Devices. Please refer to the listing on the provider portal for specifics. This includes non-covered items and up-grades for equipment and supplies.
- Radiation Therapy and Advanced Imaging (CT, CTA, MRI, MRA, PET & Cardiac Nuclear) – contact HealthHelp Phone 888-285-6772 Fax 888-285-6851 Web http://healthhelp.com/essence
- Unlisted Procedure Codes
- Emerging technology, services and procedures
- Genetic Testing including associated lab work
- Aquatic Therapy
- Bio-engineered Skin Substitute
- Peripheral Tibial Nerve Stimulation/Interstim

Surgeries that Require Prior Authorization:
- Bariatric Surgery
- Blepharoplasty
- Uvulopalatopharyngoplasty (UPPP)
- Artificial disc
- Autologous Chondrocyte Implantation Procedures
- Nasal Reconstruction/Rhinoplasty
- Bone Anchored Hearing Device/Cochlear Implant
- Veins (ablation, ligation, stripping, sclerotherapy)
- Breast Reduction/Reconstruction/Augmentation, Mastectomy for Gynecomastia
- Facial Osteotomy, Genioplasty, Orthognathic Surgery, Maxillofacial Surgery
- Percutaneous Image-Guided Lumbar Decompression for Lumbar Stenosis
- Transgender Surgery


Miscellaneous Information:
- Laboratory – No referral or prior authorization required unless related to genetic testing, see above. Selected tests may be performed in the specialist office – see Essence Provider Manual for listing.
- Audiology Evaluations – No referral or prior authorization required.
- Hospice – Any Medicare approved agency can be used, notify Medical Management of admission.

The information above is subject to change periodically throughout the year. For the most up-to-date list of services and drugs requiring prior authorization please check for updated versions of the Provider Quick Reference Guide on the Provider Portal.