

Gateway Health
444 Liberty
Avenue
Pittsburgh, PA 15222



Provider Update

Special Edition

May 20, 2016

Re: Provider Contact Numbers

Dear Gateway Health Provider:

We're making Gateway a better place for our providers!

Effective June 20, 2016 in an effort to better service you we will transition to one 800# for **Gateway Health's Pennsylvania Medicaid product**. Please refer to the accompanying guide for the phone numbers that will be retired and replaced with one contact number. Along with the transition to one number for the departments providers frequently call we've added two new options to allow direct connection to **Behavioral Health Case Management** and the **Credentialing** department to inquire on applicant status.

Also, to effectively process your call it will be required to enter your 10-digit NPI or 9 digit tax identification number. If you do not have either of these numbers you will need to call us back when you have secured one of these key Provider identification criteria.

Please share this communication with staff who routinely contact Gateway.

Sincerely,

Gateway HealthSM

P.S. Look for future announcements on process improvements!



Pennsylvania Medicaid Provider Contact Number

(Effective June 20, 2016)

RETIRED NUMBERS	
RX Pharmacy Services	1-800-528-6738
IVR (Referrals & Eligibility)	1-800-642-3515
Provider Services	1-800-392-1145
Utilization Management	1-800-392-1146
Care Management	1-800-642-3550

Call the 1 # below to reach the departments/services listed in the yellow box!

1-800-392-1147

Press 2

IMPORTANT NOTE!!

To proceed with your call you must Press 1 to enter your 10-digit NPI or Press 2 to enter your 9 digit tax identification number. If you do not have either of these numbers please call us back when you have secured one of these key Provider identification criteria.

- Press 1** If you are calling regarding **Retail or Specialty Pharmacy** questions you will be connected to **RX Pharmacy Services**.
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- Press 2** If you are calling to **Verify Eligibility** or to **Issue/Confirm a Referral** you will be connected to Gateway's **24/7 Interactive Voice Response System (IVR)**. Participating providers have the capability to verify eligibility and confirm a Referral via NaviNet.
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- Press 3** If you are calling regarding **Claims**, to **Verify Benefits**, or **Authorization** on file questions you will be connected to **Provider Service**. Participating providers have the capability to check claim status and verify benefits via NaviNet.
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- Press 4** If you are calling regarding **Authorization Requests** you will be connected to **Utilization Management**. Participating providers have the capability to submit certain authorization requests electronically via NaviNet.
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- Press 5** If you are calling regarding **Care Management** you will be connected to the **Special Needs Unit**.
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- Press 6** If you are calling regarding **Credentialing Status**.

NEW!

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