



Subject: Provider Services

Scope: All Unison Lines of Business

Please be aware that you can verify PCP and/or eligibility, check the status of a claim, check the status of an authorization and review appeal information through the provider portal located on our website. The on-line portal is an efficient way to obtain key member and provider information. If you are not registered for an on-line provider portal account, you may register by logging onto www.unisonhealthplan.com. Select your state. Choose a plan. Then click on “For Providers”. Instructions are listed under “account information”.

Our Interactive Voice Response Line (IVR) is another option for verification of member and/or PCP eligibility. Simply dial 1-888-586-4766 anytime 24 hours 7 days a week and follow the prompts.

Please keep in mind that *prior to* calling into our Provider Services Department with questions regarding claim status, you should have the following information *readily* available;

- Member Identification Number
- Date of Service
- Amount Billed
- NPI or Unison Provider Id

Should you have any further questions, please contact Provider Services at 1-800-600-9007.

Unison utilizes several clearinghouses including Emdeon, aka WebMD, RelayHealth, MedAvant Healthcare Solutions and Payerpath, to receive electronic claims from providers and send electronic remittance advices to providers. Please contact your Provider Services Representative or access our website at www.unisonhealthplan.com to obtain more information regarding EDI.