

# HealthPartners Contacts

## Corporate Address:

HealthPartners  
8170 33rd Avenue South  
Bloomington, MN 55425

## Corporate Mailing:

HealthPartners (specify dept)  
PO Box 1309  
Minneapolis, MN 55440-1309

## Claims Address:

HealthPartners Claims  
PO Box 1289  
Minneapolis, MN 55440-1289

## Provider Portal Login:

Locate membership and eligibility, claim status inquiry, contracted medical providers, medical and administrative policies and much more. If you do not have an account established, please refer to the Provider Electronic Commerce section of this contact list.

[www.healthpartners.com/provider](http://www.healthpartners.com/provider)

## Member Services:

Contact with questions relating to benefits, eligibility and medical policies.

### Commercial Plans:

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-883-5000 TTY: 952-883-5127	800-883-2177	952-883-5666	21104G	NA

### Senior Plans:

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-883-7979 TTY: 952-883-6060	800-233-9645 TTY: 800-443-0156	952-883-7666	23301J	NA

### Public Programs:

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-967-7998 TTY: 952-883-6060	866-885-8880 TTY: 800-443-0156	952-883-7666	23301J	NA

## Claims:

Contact with questions relating to claims payment, why an auth was requested / needed and general coding questions (not how to bill).

### Commercial Plans:

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-967-6633	866-429-1474	651-265-1230	25510F	<a href="#">Contact Us - Claim Question</a>

### Senior and Public Programs Plans:

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-883-7699	888-663-6464	952-883-7666	See address above	NA

### Professional Services Network Management:

Contact with questions relating to your contract, reimbursement or escalated service issues. If you do not know who your contracting representative is, call the number below. Do NOT provide to members.

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-883-5589	888-638-6648	952-883-5799	21108A	<a href="#">Contact Us – Reimbursement/Business</a>

### Credentialing:

Contact with general questions relating to credentialing.

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-883-5755	866-630-0188	952-853-8702	21107Q	<a href="http://www.HealthPartners.com/credentialing">www.HealthPartners.com/credentialing</a>

### Medical Management:

Use the link below to view: Medical Procedures and DME Coverage Criteria and procedures and DME Items Requiring Pre-Authorization, Transplant Centers of Excellence and Designated Weight Loss Surgery Network.

<https://www.healthpartners.com/policies/>

Area	Phone #	Toll Free #	Fax #	Mail Stop
General Triage Line for ALL Service	952-883-7888	877-499-7888	NA	21108T
Prior Auth for Services and Procedures requiring Medical Director Review	952-883-5724	888-208-8770	952-883-5700	21108T
Prior Auth for Home Care, SNF and Habilitative Services	952-883-6333	888-467-0774	NA	21108T
Prior Auth for DME Items	952-883-5741	800-316-9806	952-883-5780	21108T
Outpatient Case Management	952-883-6983	877-499-7888	952-883-6664	21106H
Inpatient Case Management	952-883-6277	877-499-7888	952-883-6975	21106H
Authorized Care Outside the Service Area	952-883-5724	NA	952-883-5795	21108T
Prior auth for Behavioral Health Services	952.883.7501	866.669.3856	952.883.6952	21103M
Behavioral Health Case Management	952.883.7774	866.443.0928	952.883.6952	21103M

### Performance Measurement and Improvement:

Contact with questions related to quality improvement, Clinical Indicators, HEDIS, medical practice guidelines, site surveys, complaint reporting or At Risk Registry program:

Phone #	Toll Free	Fax #	Mail Stop	Web or Email Link
952-883-5777	NA	952-883-6150	21108X	<a href="http://www.healthpartners.com/quality">www.healthpartners.com/quality</a> <a href="mailto:Quality@healthpartners.com">Quality@healthpartners.com</a>

### Pharmacy Administration:

Contact with questions relating to formulary exceptions or formulary equivalents or formulary exceptions:

Phone #	Toll Free	Fax #	Mail Stop	Web or Email Link
952-883-5813	800-492-7259	952-853-8700 888-883-5434	21111B	<a href="http://www.healthpartners.com/formulary/index.jsp">http://www.healthpartners.com/formulary/index.jsp</a>

### Behavioral Health:

Contact with questions or personalized assistance in selecting providers in the HP behavioral health network. This number is also available to members.

Phone #	Toll Free	Fax #	Mail Stop	Web or Email Link
952-883-5811	NA	NA	21103M	See below

### Provider Electronic Commerce:

Contact with questions relating to electronic connectivity for eligibility, claims status, referrals, claims submission, electronic remittances or access to HealthPartners Secured Provider Home Page.

Phone #	Toll Free	Fax #	Mail Stop	Web or Email Link
952-883-7505 x1 password/account x2 Web assistance x3 EDI assistance	NA	952-853-8708	21108C	<b>Provider Portal:</b> <a href="http://www.healthpartners.com/provider">www.healthpartners.com/provider</a>  <b>Register now!</b> (link to online registration form) <a href="https://www.healthpartners.com/providerregistration/">https://www.healthpartners.com/providerregistration/</a>  <b>EDI:</b> <a href="http://www.healthpartners.com/electronicconnectivity">www.healthpartners.com/electronicconnectivity</a>

### Dental Administration & Contracting:

Contact with questions related to your contract, reimbursement or service issues and questions.

Phone #	Toll Free	Fax #	Mail Stop	Web or Email Link
952-883-7511	NA	952-883-5160	21113A	<a href="#">Contact Us – Reimbursement/Business</a>