

HealthPartners Contacts

Corporate Address

HealthPartners
 (Insert Department / Mail Stop here)
 8170 33rd Avenue / PO Box 1309
 Minneapolis, MN 55440-1309

Claims Address

HealthPartners Claims
 PO Box 1289
 Minneapolis, MN 55440-1289

Provider Portal Login

Providers contracted with HealthPartners can locate eligibility and benefits, claim status and referral inquiry, contracted medical providers, medical and administrative policies and much more. If your facility does not yet have access, register now.

Log into the Provider Portal (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 TTY: 888-850-4762	952-967-7192	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	21103R	NA

Claims

Contact with questions relating to claims payment, why an authorization was requested or 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	Contact Us: Claims Question

Senior and Public Programs Plans

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-883-7699	888-663-6464	952-883-7666	25510F	NA

Dental Plans

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-883-5165	800-642-1323	952-883-5160	21113A	Contact Us: Claims Question

Network Management

Contact with questions relating to your Medical 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
PSNM (Professional Services Network Management) 952-883-5589	888-638-6648	952-853-8848	21108J	Contact Us: Reimbursement/Contracting Business Procedures Find my Contract Manager or Service Specialist: Primary Care Specialty Care Hospital
HRNM (Hospital & Regional Network Management) 952-883-5604			21108P	

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	Web: Credentialing Email: Credentialing@HealthPartners.com

Medical Management

Use the link below to view HealthPartners Medical and DME Coverage Criteria:

[Coverage Criteria and Prior Authorization information](#)

Authorized Care Outside the Service Area

(Please see Member Services listing above)

Contact Member Services by plan type: Commercial Plans, Senior Plans or Public Programs

Area	Phone #	Toll Free #	Fax #	Mail Stop
General Triage Line for ALL Service	952-883-7888	877-499-7888	952-853-8713	21108T
Prior Auth for Services and Procedures, Medical, Dental and Habilitative Services	952-883-5724	888-208-8770	952-853-8713	21108T Medicalpolicy@HealthPartners.com
Prior Auth for Home Care, Hospice, Adult Rehab, SNF and PCA	952-883-6333	888-467-0774	952-853-8712	21108T
Prior Auth for DME Items	952-883-5741	800-316-9806	952-853-8714	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 (Contact a Nurse Navigator)	952-883-5000	800-883-2177		

Behavioral Health

Area	Phone #	Toll Free #	Fax #	Mail Stop
Prior auth for Behavioral Health Services	952.883.7501	866-669-3856	952-853-8830	21103M
Personalized Assistance Line (PAL) – Contact with questions or personalized assistance in selecting providers in the HP behavioral health network. This number is also available to members	952-883-5811	888-638-8787		21103M

Quality 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	Measuring Excellence Contact: Quality

You may also access 2011 Quality and Cost Assessment information here:

<https://www.healthpartners.com/files/42635.pdf>

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	Formulary Information

Provider E-Commerce

Contact with questions relating to on-line tools, electronic connectivity for claims submission and electronic remittances or access to HealthPartners Secured Provider Home Page.

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-883-7505 x 1 password reset x 2 Web assistance x 3 EDI assistance	855-699-6694	952-853-8708	21108C	Secured Online Systems Register Now! Electronic Transactions (EDI)!

Dental Administration & Contracting

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

Area	Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
Dental Contracting & Provider Relations Manager	952-883-5168	877-839-8199	952-883-5160	21113A	Dental Provider Contracting, Reimbursement and Network questions
Dental Provider Relations and Network Questions	952-883-7511 or 952-883-6140	NA	952-883-5160	21113A	Dental Provider Network Questions