



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 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 about benefits, eligibility and medical policies. Hours 7 a.m. – 5 p.m., Central time.

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	952-883-5666	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	21103R	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 Inquiries CCSEProviderInquiry@healthpartners.com



Senior and Public Programs Plans

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
952-883-7699	888-663-6464	952-853-8746	21103R	rvscproviderinquiry@healthpartners.com rvscproviderinquiry@hpexchg.healthpartners.com

Dental Plans

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
651-265-1000	800-642-1323	651-265-1001	21113A	Contact Us: Claims Inquiries

Network Management

Contact with questions about your medical contract, reimbursement or escalated service issues. To find your contracting representative's name and contact information, click on the appropriate provider type web link or call the number below. Do not provide this information to members.

Phone #	Toll Free #	Fax #	Mail Stop	Web Link to Contracting Representative's Contact Information
Professional Services Network Management (PSNM) 952-883-5589	888-638-6648	952-853-8848	21108J	Specialty Provider Contracts Primary Care Provider & Hospital Contracts
Hospital & Regional Network Management (HRNM) 952-883-5604		952-853-8848	21108P	Ancillary Provider Contracts (to include Treatment Centers, Skilled Nursing Facilities & Surgery Centers)

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 Durable Medical Equipment coverage criteria:
<https://www.healthpartners.com/public/coverage-criteria/>



Finding Care outside the service area

Contact Member Services by plan type: Commercial Plans, Senior Plans or Public Programs
(Please see Member Services listing on prior page)

Area	Phone #	Toll Free #	Fax #	Mail Stop
General Medical Management Line	952-883-7888	877-499-7888	952-853-8713	21108T
Medical Policy, Prior Authorization for Procedures, Habilitative (Hab), Home Care, Hospice, Rehabilitation (Rehab), Skilled Nursing Facility (SNF), Personal Care Attendant (PCA) and Durable Medical Equipment (DME)	952-883-5724	888-467-0774	Procedures: 952-853-8713 Home Care, Hospice, Rehab, SNF, PCA: 952-853-8712 DME, Hab: 952-853-8714	21108T medicalpolicy@healthpartners.com
Disease and Case Management Services/HealthPartners Connect	952-883-5469	800-871-9243	952-853-8745	21106H
Inpatient Case Management	952-883-6277	800-255-1886 X36277	952-853-8748	21106H
Authorized Care Outside Service Area (Contact a Nurse Navigator)	952-883-5000	800-883-2177		

Behavioral Health

Area	Phone #	Toll Free #	Fax #	Mail Stop
Prior authorization for behavioral health services	952-883-7501	866-669-3856	952-853-8830	21103M
Personalized Assistance Line (PAL) – can help find providers in the HealthPartners behavioral health network. This number is also available to members.	952-883-5811	888-638-8787		211046

Quality Measurement and Improvement

Contact with questions about 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	Quality and Measurement Contact: <u>Quality</u>

[Click here to access 2014 quality and cost assessment information online.](#)



Pharmacy Administration

Contact with questions about formulary exceptions or equivalents.

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 about 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 about dental contract, reimbursement or escalated service issues.

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