

**Alignment Healthcare North Carolina
Provider Quick Reference Guide**

	Humana Gold Plus (HMO)	FirstMedicare Direct (HMO)
Provider Services	(844) 215-2442	(844) 215-2442
Claims	Alignment Healthcare P.O. Box 14010 Orange CA 92863	Alignment Healthcare P.O. Box 14010 Orange CA 92863
Claims Phone Number	(844) 215-2442	(844) 215-2442
Payor ID	CCHPC	CCHPC
EDI Support	(844) 460-2556 AHCEDI_support@ahcusa.com	(844) 460-2556 AHCEDI_support@ahcusa.com
EFT and Electronic EOB	<u>Payspan</u> (877) 331-7154, Option 1 Email: providersupport@payspanhealth.com Website: https://www.payspanhealth.com/nps/Support/Index	<u>Payspan</u> (877) 331-7154, Option 1 Email: providersupport@payspanhealth.com Website: https://www.payspanhealth.com/nps/Support/Index
Member Eligibility	(800) 448-6262	(844) 499-5630
Member Services	(800) 457-4708	(844) 499-5630
To change PCP	(800) 448-6262	(844) 201-4957
Authorizations/ Referrals	(844) 215-2442	(844) 215-2442
Authorizations Fax #	(562) 207-4628	(562) 207-4628
To schedule Jump Start	(844) 215-2443	(844) 215-2443
Pharmacy Prior Approval	(800) 555-2546	(844) 499-5629
Over the Counter (OTC) Benefit	(855) 211-8370	(855) 219-2585
Mail Order Pharmacy	(800) 379-0092	(800) 552-6694
Transportation Services	<u>CareCar</u> Reservations: (844) 344-2936	<u>American Logistics</u> Reservations: (844) 227-7613
Specialist Network	Website: https://providers.ahcusa.com The specialist directory is located on the home page in the News box	
Dental Benefits	<u>Humana Dental</u> (800) 669-6614 - Op 2	<u>Liberty Dental Plan</u> (888) 700-1246 https://www.libertydentalplan.com/Find-a-Dentist/Find-a-Dentist.aspx
Vision Benefits	<u>Eye Med Vision</u> (866) 939-3633	<u>VSP</u> (800) 877-7195 https://www.vsp.com/find-eye-doctors.html?id=guest&WT.ac=fad-guest
Hearing Aid Benefits	<u>TruHearing (for D-SNP Plan)</u> (844) 255-7146	<u>Hearing Care Solutions</u> Patients (866) 344-7756 Providers (877) 583-2842 http://hearingcaresolutions.com/locations
Meals On Wheels – After Hospital Discharge	<u>Humana Well Dine Program</u> (866) 966-3257 20 days / 40 meals	

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Fitness Benefit	<u>Silver Sneakers</u> (888) 423-4632	<u>Silver and Fit</u> (877) 427-4788 https://www.silverandfit.com
Nurse Advice Line (24 hour access to speak with a nurse)	<u>HumanaFirst</u> (800) 622-9529	<u>First Medicare Direct</u> (844) 323-2247
Preferred Lab Provider (Humana patients can also use LabCorp)	<u>Rex Hospital Lab Services</u> 11200 Governor Many Way Raleigh NC 27614 (919) 570-7640 1515 SW Cary Pkwy # 120 Cary NC 27511 (919) 387-3240 300 Health Park Dr # 230 Garner NC 27529 (919) 250-5150 3050 Duraleigh Rd # 121 Raleigh NC 27612 (984) 215-6970 4414 Lake Boone Trail # 111 Raleigh NC 27607 (919) 784-6010 6602 Knightdale Blvd # 106 Knightdale NC 27545 (919) 747-5240 781 Avent Ferry Rd # 108 Holy Springs NC 27540 (919) 567-6210	<u>Rex Hospital Lab Services</u> 11200 Governor Many Way Raleigh NC 27614 (919) 570-7640 1515 SW Cary Pkwy # 120 Cary NC 27511 (919) 387-3240 300 Health Park Dr # 230 Garner NC 27529 (919) 250-5150 3050 Duraleigh Rd # 121 Raleigh NC 27612 (984) 215-6970 4414 Lake Boone Trail # 111 Raleigh NC 27607 (919) 784-6010 6602 Knightdale Blvd # 106 Knightdale NC 27545 (919) 747-5240 781 Avent Ferry Rd # 108 Holy Springs NC 27540 (919) 567-6210
Alignment Healthcare Centers	<u>Phone # for all (919) 803-4820</u> 2610 New Bern Avenue Raleigh NC 27610 103 Baines Ct Suite 100 Cary, NC 27511	<u>Phone # for all (919) 803-4820</u> 2610 New Bern Avenue Raleigh NC 27610 103 Baines Ct Suite 100 Cary, NC 27511
Office Ally	(360) 975-7000, Option 1	Support@officeally.com

Report potential issues of non-compliance and/or Fraud, Waste and Abuse (FWA) to:

- Alignment Healthcare Compliance and Regulatory Affairs Department – (844) 310-2247, Press 0 or compliance@ahcusa.com
- Compliance Hotline (used to report confidentially or anonymously) – (844) 297-5948 or www.alignmenthealth.ethicspoint.com