Provider Services Contact Information

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>PROVIDER HOTLINE 1-844-292-4211</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilization Management</td>
<td>1-844-292-4211; Press 1 for Service Authorizations</td>
<td><a href="mailto:UM@centersplan.com">UM@centersplan.com</a></td>
</tr>
<tr>
<td>Claims*</td>
<td>1-844-292-4211; Press 2 for Claims</td>
<td><a href="mailto:Claims@centersplan.com">Claims@centersplan.com</a></td>
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<tr>
<td>Member Eligibility</td>
<td>1-844-292-4211; Press 3 for Member Eligibility</td>
<td><a href="mailto:MemberServices@centersplan.com">MemberServices@centersplan.com</a></td>
</tr>
<tr>
<td>Provider Services</td>
<td>1-844-292-4211; Press 4 for any other Provider Services inquiry</td>
<td><a href="mailto:ProviderServices@centersplan.com">ProviderServices@centersplan.com</a></td>
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</tbody>
</table>

*All claims must be received within the time frame specified in your provider agreement. Please be sure to include your NPI and TIN on all claims.

Paper Claims should be mailed to:
Centers Plan for Healthy Living
P.O. Box 21033
Eagan, MN  55121

Electronic Claims Submission:
Payor ID:  CPHL or CPHL1
To set up electronic claims submission directly to CPHL, contact PCS at 1-877-411-7271 or PCSsupport@mckesson.com.

Member Services: 8 AM – 8 PM, Every Day

| Member Services Care Management  | Medicare Advantage Care (HMO)                                                               | 1-877-940-9330                     |
|                                  | Nursing Home Care (ISNP)                                                                     |                                    |
| Enrollment and Intake            | Dual Coverage Care (DSNP)                                                                   |                                    |
|                                  | Managed Long Term Care (MLTC)                                                                | 1-855-270-1600                     |
|                                  | FIDA Care Complete (FIDA)                                                                   | 1-800-466-2745                     |

| Member Services                  |                                                                                           | MemberServices@centersplan.com     |

| Pharmacy Services                |                                                                                           |                                    |
|                                  | Part D drugs are administered through our Pharmacy Benefit Manager, MedImpact. Access our website at www.centersplan.com for our Formulary Listing. |                                    |

www.centersplan.com/providers