Quick Reference Guide

Simplify Office Administrative Tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website: allwell.absolutetotalcare.com
- Patient care forms
- Pre-Auth Check Tool
- Absolute Total Care news

Secure Provider Portal: allwell.absolutetotalcare.com
- Provider Manual
- Preferred Drug List
- Member resources

Check Member Eligibility
- Secure Provider Portal
- Provider Services: 1-855-766-1497
- TTY: 711

Patient Care Gaps
Find recommended services that a member has not completed.
1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

Pre-Visit Planning Checklist

- Verify member eligibility.
- Check for patient care gaps and address them during upcoming office visit.
- Use Pre-Auth Check Tool to determine if prior authorization is needed before appointment.

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**Prior Authorization**

Use the Pre-Auth Check Tool on our website to determine if prior authorization is required.

Submit prior authorization requests via:

- Secure Provider Portal
- Medical Fax: 1-844-503-8866
- Behavioral Health Fax: 1-877-725-7751
- Phone: 1-855-766-1497

**Claims**

Timely Filing guidelines: 365 days from date of service.

Claims can be submitted via:

- Secure Provider Portal
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to:
  Allwell from Absolute Total Care
  P.O. Box 3060
  Farmington, MO 63640-3822

**Other Partners**

To contact our other health services partners:

- Liberty Dental: 1-855-766-1497
- Vision: 1-855-769-6829
- Behavioral Health: 1-855-766-1497

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**Questions? Call Provider Services at**

1-855-766-1497.

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