

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
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal:

allwell.absolutetotalcare.com

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

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

Questions? Call Provider Services at

1-855-766-1497.

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