

# Connected Senior Care Advantage



## Quick Reference Guide



You can save time by using our provider portal. Please access the portal at:

**<https://www.connectedseniorcareadvantage.com>**

The provider portal is available 24/7, and provides the following functions:



Automated Member Eligibility Look-up

Provider Look-up

Provider Orientation

Provider Manual



Claims Status

Health Education Materials

Authorization Submittal

You must register in order to use the provider portal. You can get portal help at [portalsupport@agilonhealth.com](mailto:portalsupport@agilonhealth.com) or 877-875-7329 M-F 8 a.m.–5 p.m. CST

**Customer Service** - Please contact Customer Service for questions about:

- Claim Status (be sure to have your claim number ready)
- Member Eligibility (be sure to have a minimum of 2 identifying factors available)
- Assistance with Prior Auth, Referrals, Provider lookup or other issues

HIPAA Validation will still occur.

**Customer Service:** 737-236-0999 or Toll Free 833-282-8883

### Medical Appeals:

Medical grievances and appeals are handled by the Health Plans. Please contact the health plan that provides coverage for the member in question.

### Pre-authorization requirements:

Requests may be submitted on the Pre-authorization submission area found on the portal. Please submit your requests at [www.connectedseniorcareadvantage.com](http://www.connectedseniorcareadvantage.com)

### Important Fax Numbers:

Utilization Management: 512-872-6910  
Quality Management: 512-782-8535  
Pop Health Management: 512-960-2294  
EFT: 714-616-5305

### Claims filing Information (WellCare Claims):

#### Electronic Submission is Preferred

Payer ID:: AGL03 (zero three)

Phone Number: 737-236-0999

Claims Fax: 512-872-6909

### Important Numbers:

PopHealth Management: 737-236-0999  
Utilization Management 737-236-0999  
UM Toll free Number: 833-282-8883  
TTY: 1-800-750-0750  
Compliance: 1-833-668-8638

#### Paper Claims can be mailed to:

Connected Senior Care Advantage

Attn: Claims Dept.

P.O. Box 70020

Anaheim, CA 92825

### Contracting:

CSCAContracting@connectedseniorcare.com

### Provider Claims Disputes (WellCare Claims)

To submit a dispute, complete the Appeal Form on the portal and fax it with supporting documentation to:

**512-872-6908**

### Credentialing tips:

- Use the current year W9
- Update your attestations
- Update/complete your CAQH file
- Update your liability face sheet
- Re-cred every three years

#### Or mail to:

Connected Senior Care Advantage

Attn: Appeals Dept.

P.O. Box 70021

Anaheim, CA 92825

CSCA Credentialing Fax: 951-280-8209