



OFFICE MANAGER UPDATES PHYSICIAN MEMO

March 13, 2020

Bulletin 3.5, All Providers, Provider Services

Provider Office Vists Temporarily Suspended

Due to the current status of the Coronavirus (COVID-19), we are immediately suspending face to face provider office visits.

During this healthcare emergency, the health and safety of our employees, provider partners, and members remains a top priority. Prospect Medical understands the impact this may have as you provide quality care for our members and will make every effort to support your offices remotely. We want to ensure our provider partners know we are monitoring the rapidly evolving coronavirus situation and are putting resources in place to provide you continued service.

We will continue to service your offices telephonically, fax, e-mail and webinar as needed. We remain available to you in the following methods of communication:

Telephone Prompts

Main Toll-free Number (800) 708-3230, press 1 for Provider and follow the prompts.

Provider Services:

- Hospital Admissions..... Prompt 1
- Referral Status/General Inquiries.... Prompt 2
- DME, Injectables/Chemo/Infusion..... Prompt 3
- STAT/Urgent Authorizations..... Prompt 5
- Eligibility Status..... Prompt 6
- Aerial Care Assistance... Prompt 7
- Claim Status..... Prompt 8

E-mail us at ProviderInfo@prospectmedical.com. Please do not send protected health information via e-mail; use fax instead.

Fax us at (714) 560-7613

You may continue to call, text or e-mail your assigned Network Manager.

Thank you for continuing to provide high quality care for our members and your patients!