



OFFICE MANAGER UPDATES PHYSICIAN MEMO

January 17, 2022

Bulletin 1.5, All Providers, Annual Reminders

Annual Reminders

We'd like to remind you about the various ways you can contact us to improve service for your office and patients. Please share this communication with anyone that manages patient information on your behalf.

Aerial Care:

Aerial Care is an easy way to reset your password, verify eligibility, check claim status, check referral status, view capitation reports, view Initial Health Assessment reports, view Annual Wellness Visit reports, and submit non-urgent referrals online. For Aerial Care questions and password reset, e-mail us at ProviderInfo@prospectmedical.com, or call (800) 708-3230, prompt 1 then 7.

Entering Referral Requests Online:

When submitting referral requests, please ensure that you include detailed information and notes.

Supporting documentation should be attached after submitting the request by reviewing your referral submissions under the Referral tab, and selecting the paper clip icon.

We have **Direct Referrals that auto-approve** for certain specialties. These referrals auto-approve, even when comments or notes are entered. *If a modification is needed on a direct referral, please call us for assistance.* Referral modifications for all other routine referral request types can be done on Aerial Care by entering comments and supporting documentation and will take *5 business days to process*, from date of submission.

Routine Referral Fax Request:

Routine referral requests faxed in can take up to 5 business days before they show in the system. Please contact Customer Service *after the 5th business day* to obtain referral status.

E-mail:

There are no call wait times here! You may contact us by e-mail at

Provider.Services@prospectmedical.com for general questions and non-urgent issues such as multiple claim/referral status requests. ProviderInfo@prospectmedical.com for Aerial Care issues. You will receive an email response from our Customer Service team within 24 - 72 business hours. Please provide your detailed contact information. **HIPAA/PHI Reminder: Do not include Protected Health Information via e-mail.**

Telephone Prompts

Please be advised that our telephone prompts have been updated to better direct our members and providers. Please reference the guide below when calling Prospect Medical: **Main Toll Free Number (800) 708-3230, press 1 for Provider and follow the prompts.**

Provider Services:

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



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January 18, 2021

Bulletin 1.4, All Providers, Annual Reminders

STAT/Urgent Voicemail and Fax

STAT/URGENT: A referral due to potential morbidity, mortality, or serious condition involved that requires a treatment plan or approval within 24 hours.

- Do not fax STAT/URGENT referral requests, unless you are unable to reach us when our phone lines are down.
- Do not e-mail STAT/URGENT referral requests.
- Do not submit STAT/URGENT referrals through Aerial Care.
- If your referral type does not meet the STAT/URGENT criteria outlined above, please do not use the STAT/URGENT line, as you may be delaying care for members in need.

The STAT/Urgent Line is closed between 12:00pm and 1:00pm PST.

When the STAT/Urgent line is closed, a designated STAT/Urgent voicemail and fax line option are available. All requests will be reviewed within 2-3 business hours from submission, with a return call to the provider regarding status.

Two (2) options to choose from during this time:

- Voice message: **(866) 796-4245 - Follow the prompts**
- Fax request: **(714) 560-7617**

Avoid delays in review decisions: Please provide sufficient documentation to support your request, including labs, x-rays and exam results. Documented conservative treatment tried, appropriate procedure codes and required forms must be attached.

STATS/Emergent/Urgent (All Documentation must be present)	24-72 hours
Retro Review (All Documentation must be present)	30 days

We want to thank you for your continued partnership with Prospect Medical.