

# QUICK REFERENCE GUIDE



PROVIDER/DEPARTMENT	CONTACT INFORMATION
Solis Provider Services & Help Line	833-615-9259
Member Services	844-447-6547
Credentialing/Re-Credentialing	Registration for Credentialing Application CAQH: <a href="https://proview.caqh.org/PR/Registration">https://proview.caqh.org/PR/Registration</a> For corrections, status updates or corrections about Credentialing: <a href="mailto:credentialing@solishealthplans.com">credentialing@solishealthplans.com</a>
Claims Address	<b>Availity:</b> <a href="http://www.availity.com">www.availity.com</a> (Solis Payor ID: Solis) <b>Smart Data Solution (SDS):</b> <a href="http://www.sdata.us">www.sdata.us</a> (Solis Payor ID: 73581) <b>Paper Claims:</b> Solis Health Plans Attn: Claims P.O. Box 211486 Eagan, MN 55121
EFT Services (Payment Status, Technical Support, Bank Account Updates & Registration)	<b>Providers registered with the ePayment Center:</b> 855-774-4392 <b>Email:</b> <a href="mailto:help@epayment.center">help@epayment.center</a> <b>Website:</b> <a href="http://solis.epayment.center">solis.epayment.center</a>  <b>Providers registered with Zelis:</b> 877-828-8770 <b>Email:</b> <a href="mailto:clientservice@zelispayments.com">clientservice@zelispayments.com</a> <b>Website:</b> <a href="http://provider.zelispayments.com">provider.zelispayments.com</a>
Grievance & Appeals	<b>Fax:</b> 833-615-9263
Authorization Intake (Utilization Management)	833-615-9260
Case Management	833-896-3762
Prior Authorization	<b>Fax:</b> 833-210-8141 Additional Fax numbers: <b>Inpatient:</b> 833-210-8142 <b>CCR:</b> 833-846-0895 <b>Referral:</b> 833-846-0896
Case & Disease Management	<b>Fax:</b> 833-615-9261
Behavioral Health	833-615-9260

PROVIDER/DEPARTMENT	CONTACT INFORMATION
Centers for Medicare & Medicaid Services (CMS)	800-633-4227
Agency for Health Care Administration (AHCA) Consumer Complaint Hotline	888-419-3456
DME, Home Health & Infusion Services	844-968-0353
Hearing Services	833-371-9573
Dental Services	844-968-0354
Vision Services	833-371-9570
OTC (SunScripts)	833-898-7046
Fitness & Wellness	833-371-9576
Transportation	833-371-9574
Lab Services	844-968-0355
24-Hour Nurse Line	833-371-9569
Member Rewards Program	844-732-1688
SSBCI	833-200-9697

## Compliance

Solis provides the following methods for reporting suspected compliance violations or compliance concerns:

**Anonymously:** Via the Compliance Hotline 24 hours a day/7 days a week: **833-720-0006**

**Via Email:** [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com) (Must include company name with report)

**Via Fax:** **215-689-3885** (Must include company name with report)

**In person:** To Management, Compliance Officer or Human Resources Manager

