



CoOpportunity Health Contacts

Administrative Mailing Address

CoOpportunity Health
PO Box 1309
Minneapolis, MN 55440-1309

Claims Mailing Address

CoOpportunity Health Claims
PO Box 38
Minneapolis, MN 55440-9984

CoOpportunity Health has contracted with HealthPartners Administrators, Inc. to provide claims processing, medical management and certain other administrative services.

Provider eServices

Toll Free #	Fax #	Mail
1.855.699.6694 x 1 password reset x 2 Web assistance x 3 EDI assistance	1.952.853.8708	CoOpportunity Health PO Box 1309 Minneapolis, MN 55440-1309 Mail Stop: 21108C

Provider Portal

Providers can locate eligibility and benefits, claim status, and remittance advices, medical providers, medical and administrative policies and much more. To register, visit coOpportunityhealth.com/provider

Provider EDI

Contact with questions relating to electronic connectivity for claims submission, electronic remittances, eligibility inquiry, and claims status inquiry at coOpportunityhealth.com/eservices

Member Services

Contact with questions relating to benefits, eligibility, medical policies, and member complaints.
Hours 7 a.m. – 6 p.m., Central time.

Toll Free #	Fax #	Mail
1.888.324.2064	1.952.967.7192	CoOpportunity Health PO Box 1309 Minneapolis, MN 55440-1309 Mail Stop: 21104G



Provider Training Materials

Claims

Contact with questions relating to claims payment and general coding questions (*not how to bill*).

Toll Free #	Fax #	Mail
1.800.444.4558	1.651.265.1220	CoOpportunity Health Claims PO Box 38 Minneapolis, MN 55440-9984

Contracts and Credentialing

Contact Midlands Choice with questions relating to contracting, credentialing, your network reimbursement rate, or to report demographic changes. If you do not know who your contracting representative is, call the number below. Please do not provide to members.

Phone #	Toll Free #	Fax #	Mail Stop	Web or Email Link
1.402.390.8233 Hours: Monday– Friday, 8 a.m. – 4:30 p.m., Central time	1.800.605.8259	1.402.390.7210	Midlands Choice Attn: Credentialing 8420 W Dodge Rd, Ste 210 Omaha, NE 68114-3492	cs@midlandschoice.com Send notifications 30 days before changes are effective: Demographic Update Form for location and TIN changes E-mail Credentialing to update name, degree, or specialty

CoOpportunity Health Provider Relations

Contact CoOpportunity Health with questions about CoOpportunity Health’s contracted rates or with quality of care complaints.

Mail Stop	Web or Email Link
CoOpportunity Health Provider Relations 2700 Westown Parkway, Suite 345 West Des Moines, IA 50266-1411	coOpportunityhealth.com/provider providerrelations@coOpportunityhealth.com



Provider Training Materials

Medical Management

Use the link below to view CoOpportunity Health Medical and DME Coverage Criteria:

coOpportunityhealth.com/provider

Area	Toll Free #	Fax #	Mail
General Medical Management Line	1.877.499.7888	1.952.853.8713	CoOpportunity Health PO Box 1309 Minneapolis, MN 55440-1309 Mail Stop: 21108T
Medical Policy, Prior Authorization for Procedures, Habilitative, Home Care, Hospice, Rehabilitation, Skilled Nursing Facility (SNF), Personal Care Attendant (PCA)and Durable Medical Equipment (DME)	1.888.467.0774	1.952.853.8713 – <i>Procedures</i> 1.952.853.8712 – <i>Home Care,</i> <i>Hospice, Rehab,</i> <i>SNF, PCA</i> 1.952.853.8714 – <i>DME, HAB</i>	CoOpportunity Health PO Box 1309 Minneapolis, MN 55440-1309 Mail Stop: 21108T medicalpolicy@healthpartners.com
CareCheck – Contact to notify us of any admission to an out-of-network hospital or facility. Out-of-Area Hospital/Facility Inpatient Admission/Discharge Notification Form	1.800.316.9807	1.952.853.8705	N/A
Facility Admissions – In-network hospital and facility admissions and discharge notifications Hospital/Facility Inpatient Admission/Discharge Notification Form	1.888.883.7510	1.952.853.8705	N/A
Disease and Case Management services/HealthPartners Connect	1.800.871.9243	1.952.853.8745	CoOpportunity Health PO Box 1309 Minneapolis, MN 55440-1309 Mail Stop: 21106H



Provider Training Materials

Behavioral Health

Area	Toll Free #	Fax #	Mail
Behavioral Health Prior Authorization	1.866.669.3856	1.952.853.8830	CoOpportunity Health PO Box 1309 Minneapolis, MN 55440-1309 Mail Stop: 21103M
Behavioral Health Case Management/HealthPartners Connect	1.800.871.9243	1.952.853.8745	CoOpportunity Health PO Box 1309 Minneapolis, MN 55440-1309 Mail Stop: 21106H
Personalized Assistance Line (PAL) – Contact with questions or personalized assistance in selecting providers in the HP behavioral health network. This number is also available to members.	1.888.638.8787		CoOpportunity Health PO Box 1309 Minneapolis, MN 55440-1309 Mail Stop: 21104G

Quality Improvement

Contact with questions related to our quality improvement program or medical practice guidelines.

Phone #	Fax #	Mail Stop	Web or Email Link
1.515.777.7050	1.515.288.0386	Health Management and Accreditation 2700 Westown Parkway, Suite 345 West Des Moines, IA 50266-1411	info@coOpportunityhealth.com CoOpportunity Health Quality Improvement Program Description icsi.org/guidelines more/

Pharmacy Administration

Contact with questions relating to formulary exceptions or formulary equivalents.

Toll Free #	Fax #	Mail	Web or Email Link
800.492.7259 Mail order: 800.591.0011	1.952.853.8700 1.888.883.5434	CoOpportunity Health PO Box 1309 Minneapolis, MN 55440-1309 Mail Stop: 22205A	Enhanced RX Drug List
CVS Caremark Specialty Drugs and Growth Hormone	1.800.441.5809	1.888.493.5392	Enrollment forms available at http://cvscaremarkspecialtyrx.com/physicians/enrollment-forms

