

# First Choice Next Provider Reference Guide

[www.firstchoicenext.com](http://www.firstchoicenext.com)

## Provider Services

1-833-986-7277  
Fax: 1-833-995-7267

Here is a partial list of the types of assistance you can expect from Provider Services:

- Eligibility checking
- Claims status inquiry
- Electronic data interchange (EDI) technical support
- Reporting demographic data changes
- Filing an informal complaint

## First Choice Next Member Services

- Member Services..... 1-833-983-7272 (TTY 711)
- Member Services fax ..... 1-833-726-7329

Member Services is available Monday through Friday 8 a.m. to 8 p.m.

## Interpreter Services

1-833-983-7272

## South Carolina Behavioral Health Crisis Line

Members experiencing a mental health crisis can call 1-800-950-NAMI (6264) or text "NAMI" to 741741.

## Pharmacy Services (PerformRx<sup>SM</sup>)

### PerformRx Pharmacy Member Services

- PerformRx Member Services..... 1-844-211-0968

### PerformRx Pharmacy Provider Services

Hours of operation: 8 a.m to 6 p.m.

After hours, Saturdays, Sundays, and holidays, please call the 24/7 Pharmacy Member Services number at 1-844-211-0968.

- PerformRx Provider Services..... 1-844-280-9131
- Pharmacy prior authorization fax:..... 1-855-756-9901
- Formulary and forms..... [www.firstchoicenext.com](http://www.firstchoicenext.com)

## Bright Start<sup>®</sup> (maternity services)

1-833-472-7708  
Fax: 1-866-477-7229

- Admission notification of obstetric deliveries and neonatal intensive care
- Referrals

## Rapid Response and Outreach Team

1-833-472-7708  
Fax: 1-866-477-7229

Call Monday through Friday, 8 a.m. to 5 p.m., for support with care coordination and member access to services, including care management and the Let Us Know program.

Mail Health Risk Assessment forms to:

**First Choice Next  
Rapid Response and Outreach Team**

P.O. Box 7418  
London, KY 40742-7418

[www.firstchoicenext.com](http://www.firstchoicenext.com)

## Fraud, Waste, and Abuse Hotline

1-866-833-9718

## Emergency prior authorization

First Choice Next does not require prior authorization for emergency services provided by network or non-network providers when a member seeks emergency care.

## Physical health utilization management

1-877-486-7229  
Fax: 1-833-329-8686

- Prior authorization
- Discharge planning

## Behavioral health prior authorization

1-877-486-7229  
Fax: 1-833-472-3290

## National Imaging Associates (NIA) prior authorization

1-800-424-4792 or  
[www.radmd.com](http://www.radmd.com)

## Concurrent review

1-877-486-7229  
Fax: 1-833-334-7229

## Peer-to-peer

1-844-486-7272

## First Choice Next Provider Reference Guide

### Credentialing

1-833-986-7277

### Arranging electronic claims submission and payment options. First Choice contracts with Change Healthcare for EDI.

**Electronic claims submission:** Contact your practice management or EDI vendor to arrange for electronic claims or remittance transmissions. To submit claims directly to Change Healthcare, sign up for ConnectCenter at **1-800-527-8133, option 2.**

#### Electronic payment options

Change Healthcare partners with ECHO Health Inc. to offer electronic payment options. To sign up for electronic funds transfer (EFT), virtual credit card, or MedPay, contact ECHO at **1-888-492-5579, option 2.**

- Electronic claims submission (EDI)
- Electronic funds transfer
- Electronic remittance advice (ERA)

### EDI Technical Support

1-833-986-7277

### Timely claims filing

#### In network:

- Original submission: no more than 180 days from date of service
- Rejected claims: no more than 180 days from date of service
- Denied claims: 365 days from date of service

#### Out-of-network:

- No more than 180 days from the date of service

### Claims submission

First Choice Next electronic payer ID number: **57103**

#### First Choice Next

**Attn: Provider Claims Processing**

P.O. Box 7186

London, KY 40742-7186

For detailed information, reference the First Choice Next Claims Filing Instructions found at [www.firstchoicenext.com](http://www.firstchoicenext.com).

### Provider appeals (on behalf of a member)

To submit the appeal on behalf of a member:

Mail to:

**First Choice Next**

**Attn: Provider Appeal (on behalf of a member)**

P.O. Box 7100

London, KY, 40742-7100

Fax: **1-833-995-7267**

### Provider complaints and appeals

Providers are encouraged to settle complaints by phone or in person with their dedicated Account Executive, or by calling Provider Services at **1-833-986-7277**.

Submit complaints or appeals by mail to:

**First Choice Next**

**Attn: Provider Complaints and Appeals**

P.O. Box 7201

London, KY 40742-7201

### Claims inquiry

If a provider has concerns regarding any claims issue, claims status information is available by:

- Electronic claims submission
- Visiting the NaviNet provider website, our secure provider portal
- Logging on to <https://www.navinet.net> for web-based solutions for electronic transactions and information
- Opening a claims investigation via NaviNet with the claims adjustment inquiry function
- Calling Provider Services at **1-833-986-7277** and following the prompts
- Calling your account executive for assistance

### NaviNet

1-888-482-8057

<https://www.navinet.net>

Log on to <https://www.navinet.net> for web-based solutions for electronic transactions and information.

### Other important contact information

- South Carolina Department of Insurance.....**1-803-737-6160**  
<https://www.doi.sc.gov/>
- **Mailing address:**  
**South Carolina Department of Insurance**  
1201 Main Street, Suite 1000  
Columbia, SC 29201



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