

QUICK REFERENCE GUIDE

PROVIDER/DEPARTMENT

CONTACT INFORMATION

Eligibility & Benefits

SOLIS Provider Portal: www.solishealthplans.com
Member Services: 833-615-9262

Member Services

Telephone: 844-447-6547

Provider Services

Telephone: 833-615-9259

Credentialing/Re-Credentialing

Registration for Credentialing Application: CAQH
<https://proview.caqh.org/PR/Registration>
Corrections to Credentialing Application: Email
credentialing@solishealthplans.com
Questions about Credentialing: Email
credentialing@solishealthplans.com
Status of Credentialing: Email
credentialing@solishealthplans.com

Claims Status

SOLIS Provider Portal: www.solishealthplans.com
Provider Services: 833-615-9259

Claims Address

Availity: www.availity.com (SOLIS Payor ID: SOLIS)
Smart Data Solution (SDS): www.sdata.us
(SOLIS Payor ID: 73581)
Paper Claims: SOLIS Health Plans
Attn: Claims
P.O. Box 211486
Eagan, MN 55121

EFT Services (Payment Status, Technical Support, Bank Account Updates, Registration)

Telephone: 877-331-7154, Option #1
Email: providersupport@payspanhealth.com
Website: <http://www.payspanhealth.com>

Provider Portal Help Line

Telephone: 833-615-9259

Grievance & Appeals

Fax: 833-615-9263

Authorization Intake (Utilization Management/Case Management)

Telephone: 833-615-9260

Prior Authorization Fax

Fax: 833-210-8141

SOLIS HEALTH PLANS' EXTERNAL NUMBERS

Case Management/Disease Management Fax	Fax: 833-615-9261
Behavioral Health	Telephone: 833-615-9260
Compliance	Telephone: 833-896-3761 Fax: 305-675-0532
Fraud, Waste & Abuse Hotline	Telephone: 833-896-3762
Centers for Medicare & Medicaid Services (CMS)	Telephone: 800-465-3203
Agency for Health Care Administration (AHCA) consumer complaint hotline	Telephone: 888-419-3456
DME, Home Health, Infusion Services (Coastal Care Services)	Telephone: 833-371-9571
Hearing Services (20/20)	Telephone: 833-371-9573
Dental Services (Liberty Dental)	Telephone: 833-371-9575
Vision Services (Premier Eye)	Telephone: 833-371-9570
Over-the-Counter Benefit (SunScripts)	Telephone: 833-898-7046
Wellness Benefit (Silver & Fit)	Telephone: 833-371-9576
Transportation (EPIC Non-Emergent Transportation)	Telephone: 833-371-9574
Lab Services (Quest)	Telephone: 866-697-8378
24-Hour Nurse Line	Telephone: 833-371-9569

Provider Services
HOURS OF OPERATION:
8:00 a.m. to 5:00 p.m.
Monday through Friday