

Quick Reference Guide - North Carolina

Provider Portal:

providers.fridayhealthplans.com The provider portal will help you:

- Check authorization status
- Access Claims data
- Search the Friday Formulary
- Review the provider manual
- See member eligibility

Customer Service Benefits, eligibility, member questions, utilization management, and claims	Phone: 844-465-5500 Email: questions@fridayhealthplans.com
Provider Hub Forms, provider manual, EOCs/SBCs, and more	www.fridayhealthplans.com/en/nc/provider-hub.html
Referrals & Prior Authorization	Phone: 844-465-5500 Fax: 888-301-9094 Email: NC-medical@fridayhealthplans.com
Pharmacy Prior Authorization	Phone: 844-922-7798 Fax: 833-434-0563
Contract & Provider Relations Questions	Email: NC-providers@fridayhealthplans.com
Credentialing Contact	Email: providers@fridayhealthplans.com
Claims Address	Friday Health Plans PO Box 21594 Eagan, MN 55121
Appeals	Phone: 844-250-3319 Fax: 844-280-1794 Email: appeals@fridayhealthplans.com

Provider Payment Information:

All payments go through our payment vendor, Zelis Payments.

- To update payment and remittance delivery methods, or notification options, please call Zelis Payments Client Service at **877-828-8770** or visit: zelispayments.com.
- Explanations of Payment (EOP's) are available the Zelis Provider Portal.

Electronic Claims Submission*:

Friday Health Plans Payer **ID-H0657** Clearinghouses used:

- ChangeHealth
- ClaimRemedi
- CortexEDI
- GE Healthcare
- Infinedi
- InsightEDI RelayHealth
- ViaTrack
- Zotec

*Additional clearinghouses available, call customer service for a comprehensive list.

All products, services and policies are issued by or through Friday Health Plans of North Carolina, Inc. and administered by Friday Health Plans Management Services Company, Inc. The Friday name, logo and other Friday marks are owned by Friday Health Plans, Inc. For a full list of benefits, provisions, exclusions and limitations, and to see everything included in Friday's plans and networks, please contact Friday Health Plans.



Sample ID Cards

Friday Member:
NELLY A TEST



Plan: **Friday Silver**
ID: **200115558-01**
Group: **Individual OnEx FHP-NC**
Rx Bin: **610852**
Rx PCN: **CHM**
Rx Group: **JD27**
Deductible: **\$1,000**

Primary Care Visit: **\$0 per Visit**
Specialist Visit: **15% after Ded.**
Mental Health Visit: **\$0 per Visit**
Urgent Care Visit: **\$50 per Visit**
In-Patient Hospital: **15% after Ded.**
Emergency Room: **30% after Ded.**
Vision: **VSP**
Effective: **01/01/2023**

NC/QHP HMO

Pre-auth is required for all hospital admissions and other additional services. Call 844-465-5500 for pre-auth and full list.

fridayhealthplans.com
Customer Service: **844-465-5500**
questions@fridayhealthplans.com
Pharmacy--Provider: 844-922-7798
Pharmacy--Member: 844-922-7798
Medical Fax: 888-301-9094

Submit claims to:
Friday Health Plans
PO Box 21594
Eagan, MN 55121

Call for out-of-network approval. This card does not guarantee benefits or eligibility.

Friday Health Health Plans of North Carolina, Inc.



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