

# Quick Reference Guide - North Carolina

## Provider Portal:

[providers.fridayhealthplans.com](http://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

<b>Customer Service</b> Benefits, eligibility, member questions, utilization management, and claims	<b>Phone:</b> 844-465-5500 <b>Email:</b> <a href="mailto:questions@fridayhealthplans.com">questions@fridayhealthplans.com</a>
<b>Provider Portal</b>	<a href="http://www.fridayhealthplans.com/provider-hub/NC/">www.fridayhealthplans.com/provider-hub/NC/</a>
<b>Referrals &amp; Prior Authorization</b>	<b>Phone:</b> 844-465-5500 <b>Fax:</b> 888-301-9094 <b>Email:</b> <a href="mailto:NC-medical@fridayhealthplans.com">NC-medical@fridayhealthplans.com</a>
<b>Pharmacy Prior Authorization</b>	<b>Phone:</b> 844-922-7798 <b>Fax:</b> 833-434-0563
<b>Contract &amp; Provider Relations Questions</b>	<b>Email:</b> <a href="mailto:NC-providers@fridayhealthplans.com">NC-providers@fridayhealthplans.com</a>
<b>Credentialing Contact</b>	<b>Email:</b> <a href="mailto:providers@fridayhealthplans.com">providers@fridayhealthplans.com</a>
<b>Claims Address</b>	Friday Health Plans PO Box 21594 Eagan, MN 55121

## 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](http://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 | • GE Healthcare          | • ViaTrack |
| • ClaimRemedi  | • Infinedi               | • Zotec    |
| • CortexEDI    | • InsightEDI RelayHealth |            |

\*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**




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Plan: <b>Friday Silver</b>	Primary Care Visit: <b>\$0 per Visit</b>
ID: <b>200115558-01</b>	Specialist Visit: <b>15% after Ded.</b>
Group: <b>Individual OnEx FHP-NC</b>	Mental Health Visit: <b>\$0 per Visit</b>
Rx Bin: <b>610852</b>	Urgent Care Visit: <b>\$50 per Visit</b>
Rx PCN: <b>CHM</b>	In-Patient Hospital: <b>15% after Ded.</b>
Rx Group: <b>JD27</b>	Emergency Room: <b>30% after Ded.</b>
Deductible: <b>\$1,000</b>	Vision: <b>VSP</b>
	Effective: <b>01/01/2022</b>

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.

<a href="http://fridayhealthplans.com">fridayhealthplans.com</a>	Submit claims to:
<b>Customer Service: 844-465-5500</b>	Friday Health Plans
<a href="mailto:questions@fridayhealthplans.com">questions@fridayhealthplans.com</a>	PO Box 21594
Pharmacy--Provider: 844-922-7798	Eagan, MN 55121
Pharmacy--Member: 844-922-7798	
Medical Fax: 888-301-9094	

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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