



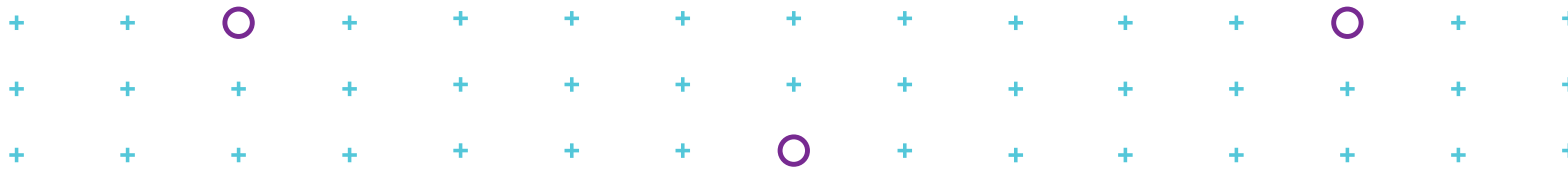
Welcome 2021

Friday Health Plans

Provider Training
COLORADO



friday[®]
health plans



Welcome to Friday Health Plans

- **A company with experience**
- **Headquartered in Denver, Colorado**
with operations in Southern Colorado
- **A consumer-centric approach**
Operational efficiency, top-notch customer service,
and smart technology are at Friday's core.
- **Simple plan designs built for the independent**
- **Continually expanding into new areas**

Member Identification

- **To verify eligibility, call Customer Service at 800.475.8466.**

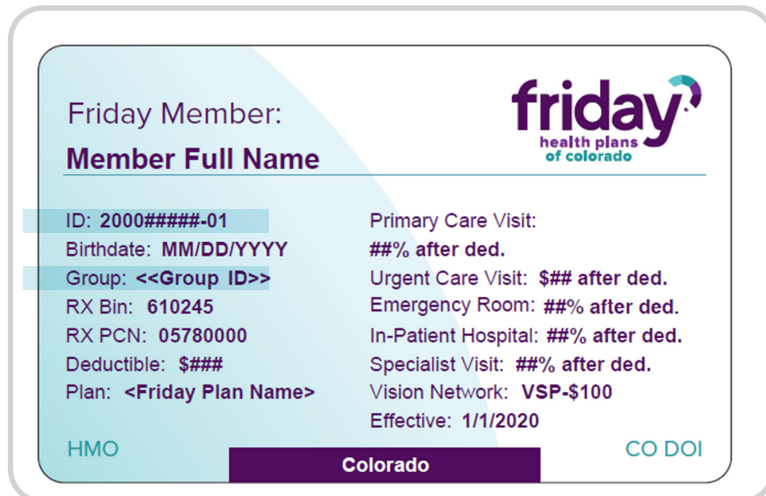
OR


Login to the Friday Health Plans Portal.

<https://providers.fridayhealthplans.com/p/>

- **Possession of the ID card does not guarantee eligibility of coverage.** Provider must verify prior to services being rendered for non-urgent or non-emergent.

ID Card Sample



Friday Member: 

Member Full Name

ID: 2000#####-01	Primary Care Visit: ##% after ded.
Birthdate: MM/DD/YYYY	Urgent Care Visit: \$\$\$ after ded.
Group: <<Group ID>>	Emergency Room: ##% after ded.
RX Bin: 610245	In-Patient Hospital: ##% after ded.
RX PCN: 05780000	Specialist Visit: ##% after ded.
Deductible: \$###	Vision Network: VSP-\$100
Plan: <Friday Plan Name>	Effective: 1/1/2020

HMO **Colorado** CO DOI



Pre-auth is required for all hospital admissions, outpatient surgeries and procedures, physical therapy, MRIs and CT scans. Additional services may require pre-auth as outlined in benefit materials or provider manual.

Customer Service: 800-475-8466	Submit claims directly to:
questions@fridayhealthplans.com	Friday Health Plans of Colorado
Pharmacy Provider: 877-879-9922	c/o Imagenet
Pharmacy Member: 800-424-7361	PO Box 39050
Medical Fax: 719-589-4995	Phoenix, AZ, 85069
Member & Provider Portal: fridayhealthplans.com	

For out of network, call 800-475-8466 for approval.
This card does not guarantee benefits or eligibility.

To identify the type of plan, see the “Group” and “Plan” information on the ID card.

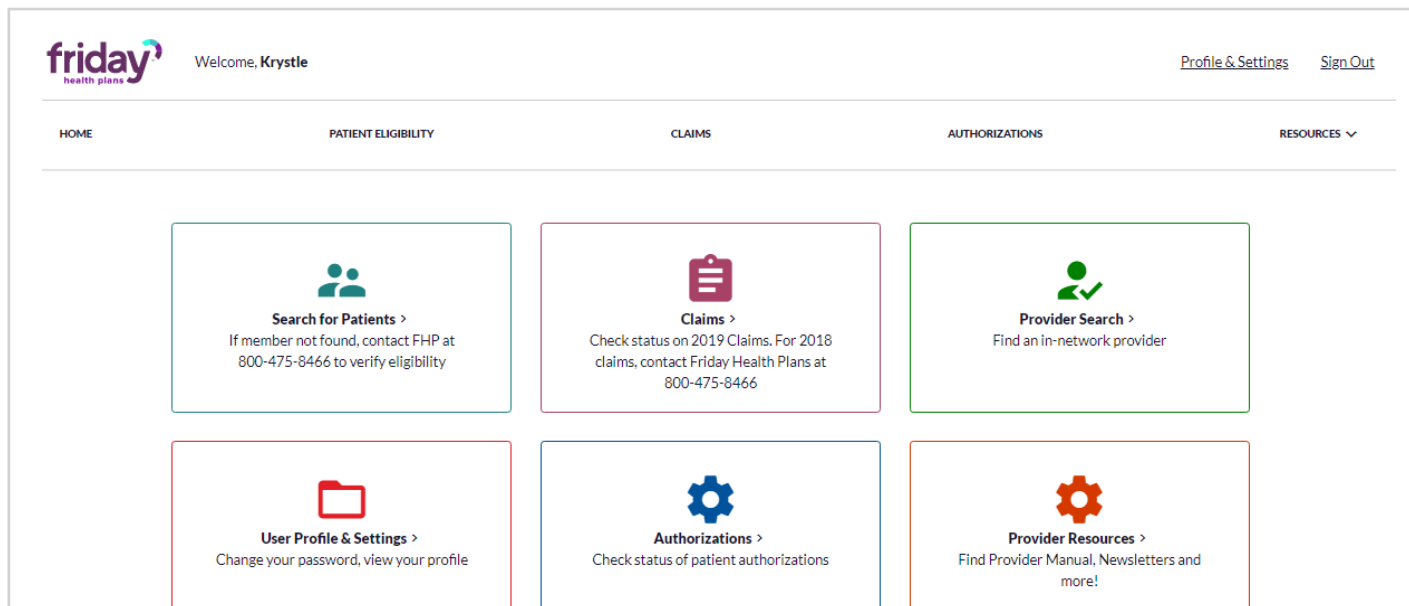


Important contact and claims submission information is on the back of the card.

Provider Portal

- **Register at:**

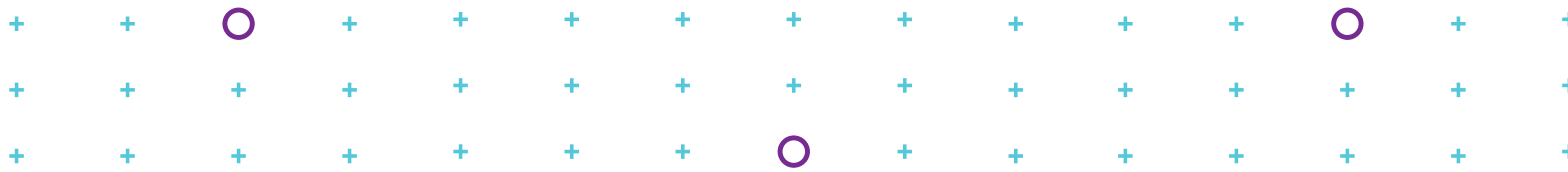
<https://www.fridayhealthplans.com/provider-portal/>



The screenshot shows the Friday Health Plans Provider Portal dashboard. At the top left is the Friday Health Plans logo and the text "Welcome, Krystle". At the top right are links for "Profile & Settings" and "Sign Out". Below this is a navigation bar with tabs: "HOME", "PATIENT ELIGIBILITY", "CLAIMS", "AUTHORIZATIONS", and "RESOURCES" (with a dropdown arrow). The main content area features six colored boxes, each with an icon and a title:

- Search for Patients >** (Icon: two people) - If member not found, contact FHP at 800-475-8466 to verify eligibility
- Claims >** (Icon: clipboard) - Check status on 2019 Claims. For 2018 claims, contact Friday Health Plans at 800-475-8466
- Provider Search >** (Icon: person with checkmark) - Find an in-network provider
- User Profile & Settings >** (Icon: folder) - Change your password, view your profile
- Authorizations >** (Icon: gear) - Check status of patient authorizations
- Provider Resources >** (Icon: gear) - Find Provider Manual, Newsletters and more!

- **Find member eligibility, claims status, auth status, and more.**

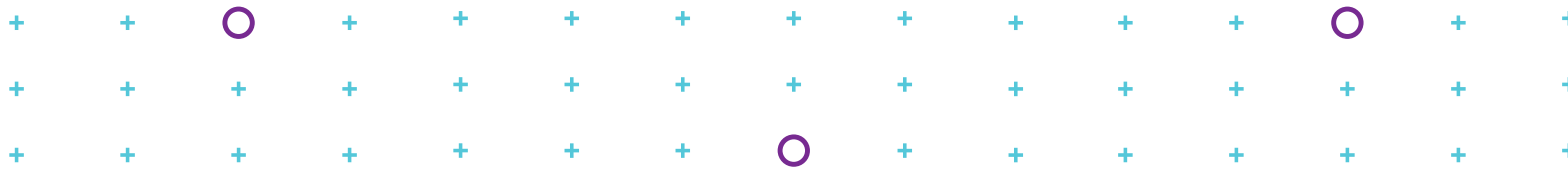


Preauthorization/Referrals

- **If a Specialist will be performing any procedures, they must request authorization by submitting a referral directly to Friday.**
- **Utilization Management review is required and documentation may be requested.**
 - > Request for Authorization Form
 - > Non Covered Services List
 - > Notification Pre Authorization List

Hospital observation over 23 hours is considered in-patient.





Pharmacy Management Program

- **Four-tier co-payment structure**
- **MagellanRx Management**
- **Formulary available online**
 - > Friday Health Plans Formulary
- **List of in-network pharmacies online**
 - > In-network pharmacies
- **Prior Authorization may be required**



Paper Claim Submission

- **Submit paper claims to:**
- **Claims must be on an HCFA1500 or UB-04 with ICD-10 codes**

VIA MAIL

Friday Health Plans
c/o Imagenet
P.O. Box 39050
Phoenix, AZ 85069

OR

VIA FAX

719.589.4901
Attn: Claims

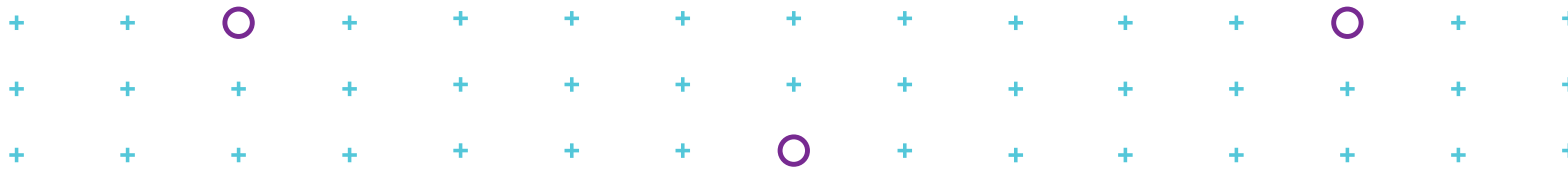
Electronic Claim Submission

- **Friday Health Plans Payer ID – H0657**

- **Clearinghouses used:**

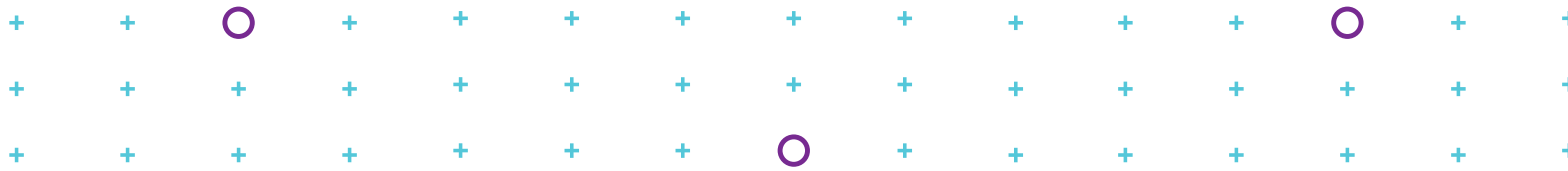


- **And more...call Customer Service at 800.475.8466 for more information.**



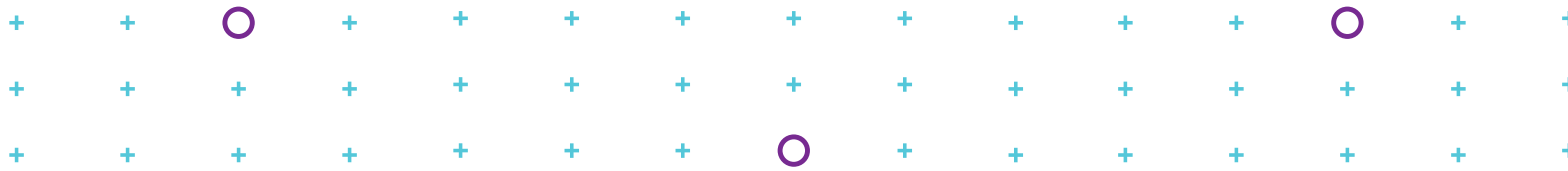
Provider Payment Information

- **All payments go through our payment vendor, Zelis Payments.**
- **This partnership enables us to offer you secure e-Payment options to accelerate settlement of claim payments and add efficiency to your revenue cycle.**
- **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 through the Zelis Provider Portal.**



Credentialing & Recredentialing

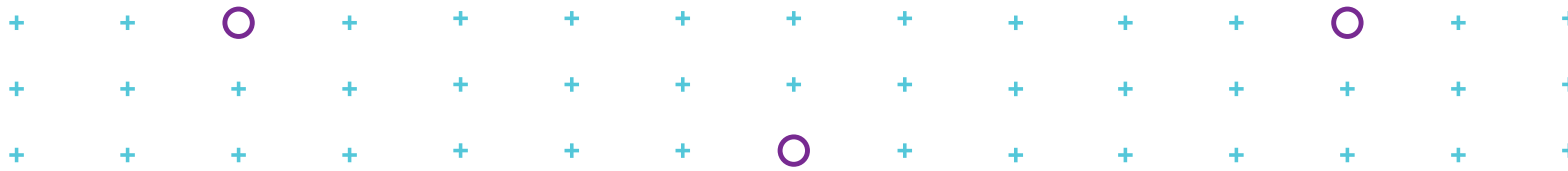
- **All providers must be credentialed with Friday Health Plans prior to rendering services to members.**
- **To initiate the credentialing process on a new provider, please send an updated roster to CO-providers@fridayhealthplans.com.**
- **Ancillary and Facility Providers must complete the Ancillary/Facility Credentialing Application.**



Provider Relations

- **Email CO-providers@fridayhealthplans.com**
- **Personalized training as needed, upon request**
- **Contracting**
- **Credentialing and recredentialing**
- **Physician relationships**
- **Provider Manual requests**
- **Demographic changes**
- **Provider additions/updates**





Customer Service Team

- **800.475.8466**
- **Member eligibility**
- **Claims issues** (timely filing, adjudication, EOB, check/refund/recoupment issues)
- **Authorization requirements**
- **Benefit and member questions**
- **Provider dispute resolution assistance**
- **Referral and authorization status**
- **Formulary questions**

Additional Provider Resources

- **Please visit www.fridayhealthplans.com for more information.** You can download the provider manual, current forms, and learn more about the plans we offer.
- **Provider Relations:**



EMAIL

CO-providers@fridayhealthplans.com

