

MoreCare Medicare Advantage Plans: Quick Reference Guide

Provider/Member Services	
MoreCare Website Documents and Forms, Important Health Plan Information, Provider and Member Resources	MyMoreCare.com
Provider Portal Important Documents and Forms, Authorization Submission and Status, Claims Status, EOPs	MoreCare.Valence.Care
Member Services 8 am - 8 pm CT Oct 1-Mar 31: 7 days a week Apr 1-Sept 30: Mon-Fri	(844) 480-8528 TTY: 711 Fax: (312) 277-9246
Provider Services 8 am - 5 pm CT Monday-Friday	(844) 865-8033 Fax: (312) 277-9246
Transportation Scheduling	(833) 347-7800
Inpatient Admission Notification	(844) 865-8033
Fraud, Waste and Abuse	(844) 930-0006
Grievances and Complaints	MoreCare Attn: Grievance Department P.O. Box 21994 Eagan, MN 55121 Fax: (888) 345-9110

MoreCare[®]

A Medical Home Network Affiliate

Medical Management	
Preauthorization: Medical and Behavioral Health	
Phone	(844) 865-8033
Fax	(888) 522-6952
Online via Provider Portal	MoreCare.Valence.Care
Mail	P.O. Box 21994 Eagan, MN 55121
Medical Management Appeals	MoreCare Attn: Appeals Department P.O. Box 21994 Eagan, MN 55121 Fax: (888) 345-9110
Dental Preauthorization	(866) 337-1594
Vision Preauthorization	(866) 337-1596
Pharmacy Preauthorization	(888) 495-3166

Claims (Medical and Behavioral Health)	
Clearinghouse Vendor	Change Healthcare (formerly Emdeon) changehealthcare.com
Payer ID	65465
Claims Timely Filing	180 Calendar Days
Paper Claims Mailing Address	MoreCare P.O. Box 21325 Eagan, MN 55121
Claims Appeals	(844) 865-8033 Fax: (888) 345-9110
Claims Appeals Mailing Address	MoreCare Attn: Appeals Department P.O. Box 21994 Eagan, MN 55121