



# Quick Reference Guide - Nevada

## 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> 844-535-2000 <b>Email:</b> <a href="mailto:questions@fridayhealthplans.com">questions@fridayhealthplans.com</a>
<b>Provider Hub</b> Forms, provider manual, EOCs/SBCs, and more	<a href="http://www.fridayhealthplans.com/en/nv/provider-hub.html">www.fridayhealthplans.com/en/nv/provider-hub.html</a>
<b>Referrals &amp; Prior Authorization</b>	<b>Phone:</b> 844-535-2000 <b>Fax:</b> 888-827-9646 <b>Email:</b> <a href="mailto:NV-medical@fridayhealthplans.com">NV-medical@fridayhealthplans.com</a>
<b>Pharmacy Prior Authorization</b>	<b>Phone:</b> 855-572-2779 <b>Fax:</b> 833-434-0563
<b>Contract &amp; Provider Relations Questions</b>	<b>Email:</b> <a href="mailto:NV-providers@fridayhealthplans.com">NV-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
<b>Appeals</b>	<b>Phone:</b> 844-250-3319 <b>Fax:</b> 844-280-1794 <b>Email:</b> <a href="mailto:appeals@fridayhealthplans.com">appeals@fridayhealthplans.com</a>

## 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
- 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 Nevada, 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:  
**MARIA TESTER**



Plan: **Friday Silver**  
ID: **200000000-01**  
Group: **Individual OnEx FHP-NV**  
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.**  
VSP Vision: **\$0**  
Effective: **01/01/2023**

**EPO** **NV/QHP**

Pre-auth is required for all hospital admissions and other additional services. Call 844-535-2000 for pre-auth and full list.

**fridayhealthplans.com**  
**Customer Service: 844-535-2000**  
**questions@fridayhealthplans.com**  
Pharmacy--Provider: 855-572-2779  
Pharmacy--Member: 855-572-2779  
Medical Fax: 888-827-9646

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 Nevada, Inc.

Member ID cards are expected to be updated around July 1, 2023. This document will be updated at that time.



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