

## Quick Reference Guide

**1. Confirm patient insurance status**

Check member information and date on Land of Lincoln Health ID card or call **1-888-858-9130**

**2. If precertification is required:** **1-877-371-6158** or call **1-888-858-9130** and select prompts 3, 7.

**Services requiring precertification. If you're not sure, call.**

- Inpatient admissions in all facilities
- Outpatient services
  - 23-hour observation
  - Outpatient surgery
  - Infusion therapy
  - Intensive outpatient or partial hospitalization for mental health and/or substance abuse
  - Sleep therapy services
  - Radiology services
    - Nuclear cardiac
    - CT scan (includes CTA)
    - MRI
    - MRA
    - MRS
    - PET scan
    - Nuclear scans
    - Echo-cardiology services
- Radiation therapy services provided at any location
- Transplant services
- Other
  - Renal dialysis
  - Durable medical equipment/prosthetic devices and supplies
  - Specialty drugs
  - Cosmetic
  - Air ambulance
  - Pain management (e.g. joint injection, spinal cord stimulator)

**3. Submit claims within 90 days of service.**

Submit electronically using the EDI number listed on the Member's ID card, or mail to:

HealthLink  
 P.O. Box 419104  
 St. Louis, MO 63141

Questions? Call: **1-877-371-6155** or **1-888-858-9130** and select prompts 3, 5.

## Important Phone Numbers

- Land of Lincoln Customer Service **1-888-858-9130**
- Benefits; Eligibility; Claims **1-877-371-6155** or **1-888-858-9130** and select prompts 3, 5.
- Pharmacy Benefits **1-855-577-6551** or **1-888-858-9130** and select prompts 3, 4.
- Precertification; Case Management **1-877-371-6158** or **1-888-858-9130** and select prompts 3, 7.
- Land of Lincoln Network Management **1-312-906-6094**