

# Simplify office administrative tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

## Pre-visit planning checklist

- ✔ Verify member eligibility.
- ✔ Check for patient care gaps and address them during upcoming office visit.
- ✔ Use pre-auth needed tool to determine if prior authorization is needed before appointment.

### Website

[www.ascensioncomplete.com](http://www.ascensioncomplete.com)

- Patient care forms
- Pre-auth needed tool
- Ascension Complete news
- Provider manual
- Preferred drug list
- Member resources

### Secure provider portal

[www.ascensioncomplete.com](http://www.ascensioncomplete.com)

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

### Claims

Timely filing guidelines: 180 days from date of service.

Claims can be submitted via:

- Secure portal
- Clearinghouses:  
EDI Payor ID 68069
- Mail paper claims to: Ascension Complete  
Attn: Claims  
P.O. Box 8050 Farmington, MO  
63640-8050

### Patient care gaps

1. Find recommended services that a member has not completed.
2. Visit the secure provider portal.
3. Review patient information for any gaps in care.
4. Plan to address care gaps during future appointment.

## Check member eligibility

Secure Web Portal

Provider Services:

Use Numbers below by state:

- AL: 833-623-0771 / VDN: 6035087 PBX 1
- FL: 833-603-2971 / VDN: 6075300 PBX 1
- IL: 833-293-5966 / VDN: 6075301 PBX 1
- IN: 833-525-0824 / VDN: 6035122 PBX 1
- KS: 833-816-6623 / VDN: 6075302 PBX 1
- MI: 833-431-1356 / VDN: 6035299 PBX 1
- TN: 833-906-2876 / VDN: 6035147 PBX 1
- TX: 833-705-1358
- Toll Free TTY: 711

## Prior authorization

Use the pre-auth needed tool on our website to determine if prior authorization is required.

Submit prior authorization requests via:

- Secure provider portal
- Medical fax: listed below by state
- Behavioral Health fax: listed below by state
- Phone:  
Use numbers to the left by state

## Other partners

To contact our other health services partners:

### AL:

Medical Fax: 1-833-350-1163  
Behavioral Health Fax: 1-833-577-0925  
Dental: 1-833-993-2104  
Vision: 1-833-993-2104

### FL:

Medical Fax: 1-844-901-0069  
Behavioral Health Fax: 1-844-901-0069  
Dental: 1-833-910-0117  
Vision: 1-833-910-0117

### IL:

Medical Fax: 1-844-996-0202  
Behavioral Health Fax: 1-844-684-1679  
Dental: 1-833-910-0117  
Vision: 1-833-910-0117

### IN:

Medical Fax: 1-833-350-1164  
Behavioral Health Fax: 1-833-577-0930  
Dental: 1-833-330-0797  
Vision: 1-833-330-0797

### KS:

Medical Fax: 1-844-973-0051  
Behavioral Health Fax: 1-844-973-0051  
Dental: 1-833-910-0117  
Vision: 1-833-910-0117

### MI:

Medical Fax: 1-833-704-0355  
Behavioral Health Fax: 1-833-577-0928  
Dental: 1-833-905-2671  
Vision: 1-833-905-2671

### TN:

Medical Fax: 1-833-577-0932  
Behavioral Health Fax: 1-833-577-0932  
Dental: 1-833-410-0381  
Vision: 1-833-410-0381

### TX:

Medical Fax: 1-833-441-2410  
Behavioral Health Fax: 1-833-516-1586  
Dental: 1-833-993-2104  
Vision: 1-833-993-2104

Questions? Call Provider Services through the numbers listed above.

[www.ascensioncomplete.com](http://www.ascensioncomplete.com)