



Fidelis Care Contact Information

Provider Call Center	1-888-FIDELIS (1-888-343-3547) - then follow the prompts
Member Services	1-888-FIDELIS (1-888-343-3547) - then follow the prompts
Case Management	1-888-FIDELIS (1-888-343-3547) - then follow the prompts
DentaQuest	1-800-341-8478
Davis Vision	1-800-773-2847
Magellan NYRx Pharmacy	1-877-309-9493, and follow prompts for area needed (Prior Authorizations, Clinical Concerns, PDP Questions, etc). Open daily, 24 hours.
Fidelis Care Website	www.fideliscare.org

AVAILITY ESSENTIALS

Providers can now validate eligibility and benefits, submit first time claims, check claim status, submit authorizations, and access Fidelis Care payer resources via Availity Essentials. To register for an Essentials account, visit [Register and Get Started with Availity Essentials](#).

VERIFYING MEMBER ELIGIBILITY *These suggestions are not a guarantee of coverage*

- Check the member's ID card and log in to our provider portal, Provider Access Online, to verify current eligibility and coverage details: <https://providers.fideliscare.org>.
- Contact the Fidelis Care Provider Call Center and use the automated eligibility tool.

AUTHORIZATIONS

Prior authorization is required for certain services. To determine which services require authorization, please refer to the **Authorization Grids**, which can be found at <https://www.fideliscare.org/Provider/Provider-Resources/Authorization-Grids>.

Prior-authorization requests are processed by the Fidelis Care Utilization Management (UM) Department. We recommend that requests be sent at least five (5) calendar days before the anticipated date of service. Standard requests are responded to within three (3) business days, as long as additional information is not necessary.

Provider submission of service authorization requests, can be accomplished as follows:

- Online via Provider Access Online (provider portal) at: <https://providers.fideliscare.org/Login>
- Telephonically: 1-888-FIDELIS (1-888-343-3547)
- Fax: 1-800-860-8720 (Medical)
- Fax 1-833-561-0094 (Behavioral Health)
- Fax: 1- 800-268-2990 (Magellan NYRx Pharmacy)

Note: Use this link to locate the Medical Treatment/Service Request Forms for fax submission: [Forms and Applications](#) or this link for [NYRx pharmacy PA forms](#)

Authorization Request Contact Information		
Authorization Type	Phone	Fax
Medical	1-888-FIDELIS (1-888-343-3547), and follow the prompts	1- 800-860-8720
Behavioral Health	1-888-FIDELIS (1-888-343-3547), and follow the prompts	1-833-561-0094

CLAIMS

- All claims must be submitted within ninety (90) days from the date of service.
- Claim are processed within thirty (30) days after receipt of a clean claim submitted electronically and forty-five (45) days after receipt of a clean paper claim (Note: A "**Clean Claim**" is a claim for health care services that contains all required data elements).
- Participating providers may not, under any circumstance, bill a Fidelis Care member for any covered services except for applicable copayments, deductibles or coinsurances.
- To obtain the status of a claim, please visit Provider Access Online at <https://providers.fideliscare.org/Login> or contact the Provider Call Center anytime Monday through Friday, 8:30 AM to 5:00 PM at the number above.
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First Time Claim Submissions		
Availity Essentials	Providers can now submit claims via Availity Essentials. To register for an Essentials account, visit Register and Get Started with Availity Essentials.	
Electronic Claims	Fidelis Care Payer ID # 11315 - For more information visit fideliscare.org	
Paper Claims	Professional - CMS1500	Fidelis Care Corporate Claims Department P.O. Box 898 Amherst, NY 14226-0898
	Facility – UB04	Fidelis Care Corporate Claims Department P.O. Box 806 Amherst, NY 14226-0806

REMITTANCES

Claims Remittances are available through Fidelis Care's Provider Access Online at <https://providers.fideliscare.org>. If you do not have a logon and password to access this resource, please contact your Provider Engagement Account Manager. Remittances are also available via a HIPAA-mandated 835 Electronic Remittance Advice through the clearinghouse of your choice

APPEALS AND REQUESTS FOR ADMINISTRATIVE REVIEWS

Medical Necessity Appeals

Clinical appeals must be received within sixty (60) business days of the adverse determination and can be submitted:

- Online: [Fidelis Care Provider Portal](#)
- Fax: (833) 710-2226
- Phone: (888) 343-3547
- Mail: Fidelis Care Medical Appeals Unit, PO Box 1208, Amherst, NY 14226

Requests for Administrative Review of Previously Processed Claim

Requests for administrative claim reconsiderations must be submitted within sixty (60) calendar days of the date of the remittance advice. Requests for administrative review must be submitted through the [Fidelis Care Provider Portal](#) or mailed to the P.O. Box address as indicated in the grid below.

Correspondence Type*	Product	Mailing Address
<ul style="list-style-type: none"> Claim Administrative Reconsiderations Adjustments 	Medicaid Managed Care Child Health Plus Fidelis Care at Home (MLTC) HealthierLife (HARP)	Fidelis Medicaid P.O. Box 10500 Farmington, MO 63640-5001
<ul style="list-style-type: none"> Claim Appeals 	Qualified Health Plans Essential Plan	Fidelis MarketPlace P.O. Box 10600 Farmington, MO 63640-5002
<ul style="list-style-type: none"> Claim Invoices Customer Service Representative (CSR) Documentation (if using paper version) 	Medicare Advantage Dual Advantage Medicaid Advantage Plus	Fidelis Medicare P.O. Box 10700 Farmington, MO 63640-5003

*Excludes New and corrected claims. Please continue to send these as indicated in our provider manual.

DEMOGRAPHIC CHANGES

Submit your demographic changes online through Fidelis Care's Provider Access Online at <https://providers.fideliscare.org> and select the **Your Directory Information** menu option on the Home page. Or, you can email data maintenance changes to the Provider Relations Department, using the [Demographic Change Form](#), at least thirty (30) days prior to the effective date of the change (i.e. tax identification number, office hours, address, telephone number, and panel status). Failure to submit changes in a timely manner may result in claim denials.

PHARMACY SERVICES

Effective 4/1/2023, Medicaid members enrolled in mainstream Managed Care (MC) plans, Health and Recovery Plans (HARPs), and HIV-Special Needs Plans (SNPs) receive their [pharmacy benefits](#) through NYRx (provided through Magellan), the Medicaid Pharmacy program.

FAMILY PLANNING SERVICES

Fidelis Care covers family planning services and certain other reproductive health care services. Fidelis Care covers prescription birth control drugs and devices, including IUDs, diaphragms and other kinds of birth control; emergency contraception; sterilization for men and women; pregnancy testing; medically-necessary abortions; HIV and sexually transmitted disease (STD) testing, treatment and counseling. Fidelis Care members do not need a referral from their doctor and should use their Fidelis Care member ID card to get these services from participating network providers and pharmacies. Providers should submit these claims directly to Fidelis Care. Members who do not want to use one of our network providers for these services will still be able to get these services from any provider that accepts Medicaid. If a member does not use one of our network providers for these services, the member should use their New York State (NYS) Medicaid card. Members can call the NYS Growing Up Health Hotline (1-800-522-5006) to ask about clinics near them.

Please visit Fidelis Care's website, [fideliscare.org](https://www.fideliscare.org), for a complete Fidelis Care Provider Manual, Authorization Grids, educational resources, announcements, participating provider search engine, and other helpful tools.

Albany Regional Office
 25 British American Blvd.
 Latham, NY 12110
 (518) 427-0481

New York City Regional
 25-01 Jackson Ave.
 Long Island City, NY 11101
 (718) 896-6500

Syracuse Regional Office
 5010 Campuswood Drive
 E. Syracuse, NY 13057
 (315) 437-1835

Buffalo Regional Office
 480 CrossPoint Parkway
 Getzville, NY 14068
 (716) 564-3630

Rochester Regional Office
 100 WillowBrook Office Park
 Fairport, NY 14450
 (585) 383-8104