



To: Stanford Health Care Advantage Network Providers

From: Stanford Health Care Advantage – Provider Relations

Date: July 1, 2020

Subject: New Third-Party Administrator Effective September 1st, 2020

Dear Valued Provider,

Stanford Health Care Advantage has selected a new third-party administrator, Lumeris, to assume key plan operations effective September 1st, 2020. The decision to move forward with Lumeris was the culmination of an 18-month evaluation process, during which a range of potential administrative partners were considered. Lumeris has more than 10 years of experience as one of the highest performing healthcare service administrators and we have been working hard over the last several months to ensure minimal impact for our providers.

What does this mean for you?

Effective September 1, 2020, Lumeris will assume key operational plan functions including:

- **Claims Processing and Payment**

- For claims with dates of service beginning on or after 9/1/2020, Lumeris will begin processing and paying Stanford Health Care Advantage claims at the rates and terms of your current Stanford Health Care Advantage agreement
 - Electronic Claims Submissions: Stanford Health Care Advantage's electronic Payer ID is not changing. Please continue to submit claims electronically through our plan approved clearinghouse, Change Healthcare Claims (Payer ID: 46407)
 - Paper Claims Submissions: Offices who submit claims manually should mail their claims to the following address:

**Stanford Health Care Advantage Claims
PO Box 5904
Troy, MI 48007**

- **Authorizations**

- As a reminder, Stanford Health Care Advantage members are assigned to a Primary Care Physician in one of our contracted medical groups. Authorizations for most services are issued by the medical group directly. This process will not change through this transition.



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- For services that are not within the scope of the medical group's authority to authorize such as transplant services or behavioral health, submit those authorization requests to **833-955-2446**.
- **Online Provider Portal**
 - A new Online Provider Portal will be available October 15, 2020. This system will provide electronic access to:
 - Check Eligibility
 - Initiate and request authorizations and view authorized services
 - View claim status
 - Access Provider Resources and Education

A Health Plan Administrative Reference Guide will be made available with more information and a copy will be posted on our website in early August. Please refer to our website at: <http://www.stanfordhealthcareadvantage.org> for important updates and more detailed information.

Thank you for your continued support and participation in the Stanford Health Care Advantage network. If you have any questions, please contact us at (844) 986-8422 or email us at advantage@stanfordhealthcare.org.

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