



**Provider Quick Reference Guide**  
*Working with OhioHealth in 2024*

**NEW in 2024!**

- OhioHealth has simplified the provider experience in 2024 through the transition to a single claims administrator, effective January 1, 2024
- OhioHealth has introduced a new Pharmacy Benefit Manager for both retail and specialty pharmacy, effective January 1, 2024
- For a printable version of this document click [here](#)

**2023 dates of service claims submission details (OhioHealth and Huntington Bank Members)**

<p><b>Processing 2023 Claims</b></p>	<ul style="list-style-type: none"><li>• The 2023 EDI number for electronic submission is 34158*</li><li>• The 2023 claims mailed address for paper claims is P.O. Box 2582, Hudson, OH 44236-2582</li></ul> <p>All claims with dates of service in 2023, including inpatient hospital admissions with admission dates in 2023 that extend into 2024, should be submitted to the 2023 EDI number or claims mailing address.</p> <p><b>*Effective January 1, 2024 EDI number 34158 will no longer display as OhioHealth. Instead, it will display as Contigo Health.</b></p>
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<b>Provider Portal</b>	<ul style="list-style-type: none"> <li>• Visit <a href="https://OhioHealthyPlans.com">OhioHealthyPlans.com</a> to access the provider portal for 2023</li> <li>• Here you can connect with provider services and access self-service information to review claims, access patient coverage and check patient eligibility</li> </ul>
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**2024 dates of service claims submission details**

<b>Processing 2024 Claims</b>	<ul style="list-style-type: none"> <li>• 2024 Claims EDI Number – 48116</li> <li>• 2024 Claims Mailing Address – OhioHealthy, PO Box 4278, Clinton, IA 52733-4278</li> </ul> <p style="text-align: center;"><b>Are you connected to ECHO Health?</b></p> <p style="text-align: center;">ECHO Health is the payment processor for OhioHealthy.</p> <p style="text-align: center;">Here’s what you need to know. <a href="#">ECHO FAQ</a></p>
<b>New ID Cards</b>	<p style="text-align: center;">ID Card (example image only)</p> <div style="text-align: center;"> </div> <p style="text-align: center;"><b>*Huntington Colleagues will continue to use Express Scripts as their PBM for 2024</b></p>
<b>Provider Portal</b>	<ul style="list-style-type: none"> <li>• Visit <a href="https://OhioHealthyPlans.com">OhioHealthyPlans.com</a> to register for the new portal</li> <li>• Here you can connect with provider services and access self-service information to review claims, access patient coverage and check patient eligibility</li> <li>• Register for the portal by selecting the appropriate option under the login box</li> </ul>
	<p style="text-align: center;"><b>What you need to know about Medical Prior Authorizations (PA) for 2023 and 2024 (OhioHealth Corporation and Huntington Bank Members)</b></p> <ul style="list-style-type: none"> <li>• Providers can continue to follow the current process for 2023 authorizations.</li> </ul>

<p><b>Medical Prior Authorizations</b></p>	<ul style="list-style-type: none"> <li>• This process will include all Prior Authorization (PA) requests through December 31, 2023 (including services requiring PA for early 2024 dates of service that needed to be completed prior to January 1, 2024).</li> <li>• These authorizations will be processed to completion, and be based on the 2023 PA list and individual benefit plan design. Open authorizations approved in 2023 will remain in effect until the PA expiration date.</li> <li>• Claims for dates of service in 2024 resulting from the open authorizations noted above, should be submitted to, and will be processed under the new claim vendor/platform for 2024.</li> <li>• As of January 1, 2024, prior authorizations are being reviewed and processed by the new claim vendor/platform. Information pertaining to where to call/obtain PAs is on the 2024 member ID cards.</li> </ul>
<p><b>Member Eligibility/Benefit Verification</b></p>	<ul style="list-style-type: none"> <li>• Log into the provider portal at <a href="http://OhioHealthyPlans.com">OhioHealthyPlans.com</a>.</li> <li>• You can also contact Provider Services at the number on the member's ID card Monday-Friday 8 a.m. to 5 p.m.</li> </ul>
<p><b>Pharmacy Benefit Manager</b></p>	<div data-bbox="808 898 1192 970" data-label="Image"> </div> <p>We have partnered with Navitus in 2024 as our new Pharmacy Benefit Manager (PBM). Further drug cost reduction can be delivered by adhering to our high-performance formulary that offers lower-cost alternatives like generics or less expensive brand name drugs when clinically appropriate.</p> <p>To simplify the pharmacy benefit, we will be utilizing a single PBM for both retail and specialty prescription drugs. As of 1/1/24, providers have access to our formulary and prior authorization criteria by logging into our provider portal at <a href="http://Prescriber Portal - home (navitus.com)">Prescriber Portal - home (navitus.com)</a></p> <p><b>*Huntington Bank members will continue to have a different PBM, a different medication authorization processes, a different specialty pharmacy and a different mail order pharmacy. Now, and in the future, review all members' ID cards for their pharmacy information.</b></p> <p><b>**Please note the change above impacts specialty and non-specialty medications filled through the Pharmacy Benefit. Medications approved through the medical benefit (i.e. specialty medication infusions) are still approved through Archimedes.</b></p> <p><b>***The entire pharmacy FAQ can be found <a href="#">here</a>.</b></p>

<b>Care/Disease Management</b>	Visit our <a href="#">Health Condition Management</a> page for information on care and disease management
<b>Credentialing</b>	<p>Credentialing key contact information:</p> <ul style="list-style-type: none"> <li>• (614) 566-0010</li> <li>• OhioHealthCredentialing@OhioHealth.com</li> </ul> <p>Additional resources related to contracting and credentialing are available in the <a href="#">provider section</a> of our website.</p>
<b>Important Phone Numbers</b>	Please refer to the telephone contact number on the back of the member ID card for all provider related inquiries.

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