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October 7, 2025

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If you're skimming.

- Prior-authorization and claims – Submission steps and reminders
  - Pharmacy information and formulary updates
  - Continuing Education Credits Opportunity
  - Member Advocates are here to help
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## Prior-authorization and claims submission steps

OhioHealth has recently identified that some claims and prior-authorization requests are still being submitted to **Contigo**, our previous third-party administrator (TPA) from 2023. Please be advised that **Contigo is no longer the correct point of submission for any claims or prior-authorization requests.**

**Submitting requests to the incorrect TPA may result in claims denial and more importantly, may impact timely access to care for patients.**

**As a reminder, when submitting claims to OhioHealth please use the following:**

- Claims EDI Number – 48116
- Claims Mailing Address – OhioHealth, PO Box 4278, Clinton, IA 52733-4278

### Tips for Successful Electronic Claim Filing

- **Stay Updated:** Keep abreast of changes in billing regulations, codes and payer requirements.
- **Use Practice Management Software:** Utilize software that integrates electronic claims submission for efficiency.
- **Maintain Documentation:** Keep thorough records of claims submitted, including confirmations and payment receipts.
- **Educate Staff:** Ensure all staff members involved in billing are trained on electronic claim submission processes, EDI information and compliance.

## Prior-Authorization Submission Methods

To ensure efficient processing and avoid unnecessary delays, please review and follow the current prior-authorization submission guidelines outlined below. **We ask that all provider offices share this information with their teams to ensure compliance with the correct process.**

1. **Provider Portal**
  - a. Use the message center within the Luminare Health provider portal to submit authorization requests.
  - b. You can register for the portal [here](#). Once logged in, you can submit, track and manage authorizations online.
2. **Phone**
  - a. For urgent or specific cases, call the provider services number on the patient's ID card.
3. **Fax**
  - a. For individual medical provider pre-certification, fax supporting documentation to 717-295-1208.

Note: The instructions outlined above apply to providers located within the following 17 counties: Coshocton, Delaware, Fairfield, Franklin, Guernsey, Hocking, Licking, Madison, Marion, Morgan, Morrow, Muskingum, Noble, Perry, Pickaway, Richland, Union.

Authorization forms can be found on our [website](#).

***Requests for specialty medications through the medical benefit should continue to go to Archimedes.***

For Fax or Mail use the forms below:

Medical Drug Prior authorization and appeals form: [Archimedes Specialty Drug Authorization Form \(PDF\)](#)

Prior authorization and appeal requests can be submitted by:

- PHONE: (888) 504-5563
- MAIL: Archimedes, LLC 278 Franklin Rd. Ste 245 Brentwood, TN 37027
- FAX: (866) 491-6971

Questions on medical Benefit Drugs? Contact Archimedes Customer Service (888) 504-5563.

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## Pharmacy information

The formulary and prior authorization lists for both medical specialty drugs and pharmacy benefit drugs are posted on <https://www.ohiohealthyplans.com/providers/pharmacy/> under Medical Drug Formularies for medical benefit drugs or in the [Navitus Prescriber Portal](#) for the pharmacy benefit drugs.

- 1) **Formulary change to Humira Biosimilars** – OhioHealthy will no longer cover the biosimilars Hadlima or Simlandi. All other biosimilars for Humira remain covered.
- 2) **COVID vaccines** -

- a. We understand there have been recent headlines and updates regarding COVID-19 vaccinations. We want to assure you there will be no changes to our COVID-19 vaccine coverage.
  - b. COVID-19 vaccines will continue to be covered as they are today. Our approach remains guided by the latest clinical guidelines and current public health recommendations to ensure safe and effective access for all members.
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## Continuing Education Credits Opportunity

Interested in learning more about continuous glucose monitoring (CGM) and earning free continuing education credits (ACCME, ACPE, ANCC, AAPA)?

Join us live on [Wednesday, November 5](#) (Meeting ID: 253 668 445 147 Passcode: tT77ur3V) and [November 12](#) (Meeting ID: 229 869 486 750 4 Passcode: nt3tP9FGfrom) 5:30-6:30 pm for virtual continuing education: *Continuous Glucose Monitoring in Primary Care: Empowering Better Management of Type 2 Diabetes*.

This continuing education is brought to you by OhioHealthy, in partnership with Partners for Advancing Clinical Education, the International Diabetes Center and HealthPartners Institute. **The activity is intended for physicians, nurse practitioners, physician assistants, pharmacists, or diabetes educators who care for patients with diabetes.**

During the initial presentation on November 5, faculty will provide an overview of CGM and focus on clinician CGM guided management (CCGM) for people with T2D on insulin. The subsequent session on November 12 will review practical aspects of integrating CGM technology into the clinic and a CGM-based case study.

For more information on the events, [click here](#).

Unable to attend the live sessions? Click [here](#) to access recordings of the sessions after the live events have ended.

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## Member Advocates are here to help

**Experienced. Knowledgeable. And with you every step of the way.**

OhioHealthy Member Advocates are your ally throughout the healthcare journey. They are health plan experts fully equipped to quickly resolve routine and complex inquiries any time you need them. Just refer to the number on the back of the member ID card.

Here are just a few of the things a Member Advocate provides:

- Assistance with claims, billing, and benefits
  - Cost estimates for common services
  - In-call language and translation services for over 250 languages
  - Claims and billing analysis for complex projects — including offline research and personal follow-up call and resolution
  - Assistance with the fully functional, web-based provider portal for provider self-service
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## Visit our provider portal or reach out to us directly

- Visit [OhioHealthyPlans.com](https://OhioHealthyPlans.com) to register for the new provider portal.
- Here you can connect with provider services and access self-service information to review claims, access patient coverage and check patient eligibility.
- Register for the portal by selecting the appropriate option under the login box.
- For more information on how to register for the provider portal click [here](#).

**Any questions regarding the topics in this newsletter or any other can be directed to our Provider Relations team at: [ProviderRelations@OhioHealthyPlans.com](mailto:ProviderRelations@OhioHealthyPlans.com)**

**Credentialing questions can be emailed directly to: [OhioHealthCredentialing@OhioHealth.com](mailto:OhioHealthCredentialing@OhioHealth.com)**

You can also follow us on [LinkedIn](#) for news and updates on OhioHealthy!

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