



Provider Informational Contact Sheet

Department Function	Service	Contact
Provider Data Management	Change Physician/Provider demographic data (adds, deletes, changes to Tax ID#s, etc.)	Email: providercontact@zelis.com Fax: 404-459-4415
Claim Status Inquiry	Check status of claim payments	Plan administrator or insurance company (number found on Member ID card)
Provider Participation (Member Relations)	Obtain information on providers contracted with Zelis	Member Relations, Phone: 888-577-1656, or visit www.zelis.com
Provider Contracting	Obtain copies of provider contracts	Email: providercontact@zelis.com
Precertification or Case Management	Check whether the plan requires pre-certification	See Member ID card for details
Benefit Office Administration	Obtain or verify benefits	See Member ID card for details
Claim Submission	Mailing address for claims	See Member ID card for details
Client Listing	Request a client list	Provider Relations, Phone: 888-266-3053, or email: providercontact@zelis.com
Credentialing	Obtain information specific to credentialing, answer credentialing questions	Credentialing, Phone: 304-720-6283, or email: credentialing@zelis.com
State Mandated Provider Contract Provisions	Request a copy of the state specific provision addendum for your state	Email: providercontact@zelis.com
Provider Nomination	Join the Zelis Network or nominate a provider	Complete form found at Zelis.com , fax: 404-459-9415 or email: providercontact@zelis.com
Provider Inquiries	Other requests	Provider Relations, Phone: 888-266-3053, or email: providercontact@zelis.com