

We accept Clover Health!

Quick Reference Guide

cloverhealth.com/providers is the simplest, quickest way to check member eligibility and benefits, submit or check on a pre-authorization request, check the status of a claim, find other Clover providers, access documents and forms, and much more. Be sure to have your National Provider Identification (NPI) handy.

FREQUENTLY USED SERVICES	QUICK LINKS	
To submit a claim If you need to make any changes to an original claim, you can resubmit a corrected claim using one of the channels to the right.	interconnect via Change Healthcare: Payer ID#: 13285	via mail: Clover Health P.O. Box 981704 El Paso, TX 79998-1637
To find an in-network provider	cloverhealth.com/findprovider	
To view pre-authorization criteria	cloverhealth.com/preauth	
To dispute a payment	cloverhealth.com/paymentdispute	
	via fax: 1-888-240-7243	via mail: Attn: Grievance Dept. Clover Health, P.O. Box 471 Jersey City, NJ 07303
To verify patient eligibility, benefits, and copays	navinet.navimedix.com	
For all other routine forms and documents	cloverhealth.com/providerforms	
For Part D pre-authorization criteria	https://www.cloverhealth.com/en/members/formulary (under relevant links)	
To submit a Part D pre-authorization	https://www.covermymeds.com/main/	
For any Clover Assistant Inquiries/Support	call: 1-800-619-5541 email: cloverassistantsupport@cloverhealth.com	

If you need additional assistance, you can call or fax using the numbers below.

DEPARTMENT	CONTACT	
Provider Services	T: 1-877-853-8019	F: 1-866-201-3008
Care Management	T: 1-888-995-1689	
Authorization Requests (UM)	T: 1-888-995-1690	F: 1-800-308-1107
Pharmacy (CVS/Caremark®)	T: 1-855-479-3657 (PPO) 1-844-232-2316 (HMO)	F: 1-855-633-7673
CVS/Caremark Coverage Determinations & Appeals	T: 1-855-344-0930	
Appeals & Grievances	T: 1-888-657-1207	F: 1-732-412-9706 (Appeals)
		F: 1-551-227-3962 (Grievances)
Member Services	T: 1-888-778-1478	