



December 14, 2020

Dear Participating Provider,

Liberty Advantage appreciates your participation in our network and the valuable care you provide to our members. As mentioned in previous correspondence Liberty Advantage has delegated Access Health Services (Access) to manage our network services. Additionally, we would like to inform you of a few changes effective January 1, 2020:

Prior Authorization

Phone number 844-857-1601

Fax number 800-413-8347

Appeals and Grievances

Fax number 800-413-8347

Electronically submitted claims will continue to use EDI#: LIB01. If your clearinghouse is returning claims as rejected, please verify the payer path is directed to Change Healthcare. Should your organization submit paper claims please mail to the following mailing address:

**Liberty Advantage
Claims Department
PO Box 3398
Little Rock, AR 72202**

To ensure prompt and timely payment, we ask that you send us your newest or current W9 with a current roster of provider/clinics to networkops@accesshealth.services.

For questions regarding the above notification, status or payment of a claim for services rendered and/or authorization needed to submit a claim please contact 844-854-6884. You may also find answers to many of your questions in our Provider Manual located on the Plan website www.libertyadvantageplan.com.

Sincerely,

Liberty Advantage, LLC