

About Reliance Health

Reliance Medicare Advantage was formed by primary care doctors in Southeast Michigan. Reliance prides itself on being made by doctors to meet the needs of their patients. We strive to break down administrative barriers that prevent the primary care physician from delivering the care they know their member needs.

We trust you, our providers, to partner with us on our goal to deliver high quality care to your patients. We are not like other insurance company we are physicians that want to build true partnerships.

Quick Information

Provider and Member Line: 855-959-5855

Website: RelianceMedicareAdvantage.org

PAYER ID: RHP01

Claimsnet clearinghouse

Paper Claims

Reliance Health Plan (RHP)- Claims P.O. Box

P.O. Box 94370

Lubbock, TX 79493

Pharmacy Information:

OptumRX

Pharmacy Line: 844-705-7498

<https://professionals.optumrx.com/>

Payment:

Reliance Health Plan has partnered with VPay® to provide a faster, more efficient way to reimburse your business for services rendered. Payments are distributed via secure fax and settled through your in-office terminal processing functionality, allowing for faster access to each payment. EFT registration is available along with 835/Electronic Remittance Advice election for EOP details and there is an additional option to opt-out of electronic payment methods entirely to receive a standard paper check from the Plan. Note that card processing fees will be assessed at the rate outlined in your merchant agreement with your acquiring bank for any VCard transactions. For EFT, limited transaction fees may apply per the VPay registration agreement.

Important Items to Remember:

There is no immediate action required in order to receive VCard payments from the Plan; however, to receive faster payments in the future a secure fax number will need to be on file at VPay.

On or after 1/1/2020 please contact our Customer Service Department who will connect you directly with VPay for any of the following actions:

- Add a secure fax number on file
- Enroll in EFT payments
- Opt-out of electronic delivery and receive paper check payments
- Enroll to receive 835/Electronic Remittance Advice transmissions through VPay

<https://www.vpayusa.com/healthcare/>

Prior Authorizations (Medical) and Cover Determinations (Pharmacy) Contact info

Prior Authorization for Medical Care – Contact Information	
CALL	(855) 959-5855
FAX	813-472-8203
WRITE	Reliance Medicare Advantage PO BOX 25677 TAMPA, FL 33622
Web	Reliancemedicareadvantage.org- provider portal

Coverage Decisions for Part D Prescription Drugs – Contact Information	
Method	
CALL	844-705-7498
FAX	877-239-4565
WRITE	Optum RX P.O. Box 25184 Santa Ana, California 92799

Provider Services and Tools

Please call, email, fax, talk to your provider concierges or use our comprehensive provider portal to reach us.

This Manual

The provider manual is intended to help you effectively deliver covered services to Reliance beneficiaries. We will modify it over time or CMS will make us, if and when policies change and as we incorporate feedback from you on what would make it more useful.

When to Call

If you have any questions, concerns, or comments, we want to hear from you. Our Provider Services team is here to help you resolve any issues you have.

Provider Portal

The Reliance portal is available to you for quick and easy access for any of the following:

- Look up member eligibility and benefits
- Submit claims and view remittances
- Determine need for an authorization/referral
- Submit and check the status of an authorization/referral

If you have not used the Reliance provider portal before, go to **RELIANCEMEDICAREADVANTAGE.ORG** to register.