



# UNIVERSITY of MARYLAND HEALTH ADVANTAGE



## Quick Reference Guide

Important Contact Information			
Department Name	Phone Number	Fax Number	Email Address
Provider Services	410-779-9359 or 800-730-8543	410-779-9389	providers@ummshealthplans.com
Health Services Utilization Management & Part C - Coverage Determination	410-779-9359 or 800-730-8543	844-328-5952	ODFax@ummshealthplans.com
Case Management	410-779-9359 or 800-730-8543	410-840-7483	healthservices@ummshealthplans.com
Disease Management	844-283-0271	N/A	
Pharmacy Authorizations	Call CVS/Caremark at 855-344-0930 for PA (Prior Authorization), QL (Quantity Limit), or ST (Step Therapy) review, or Non Formulary Exceptions		
Pharmacy Retail Help Desk	866-693-4620	N/A	
Part D - Drug Claims	University of Maryland Health Advantage C/O CVS Caremark P.O. Box 52066 Phoenix, AZ 85072-2066		
Part D - Member Services	844-386-6762	N/A	
Quality Improvement HEDIS Health Education Services	410-779-9359 or 800-730-8543	410-779-3957	quality@ummshealthplans.com
24/7 Nurse Hotline	844-685-8379	N/A	

Visit [www.ummedicareadvantage.org](http://www.ummedicareadvantage.org) for health plan information and our provider directory.

Provider Portal: [providers.ummshealthplans.com](http://providers.ummshealthplans.com)



# UNIVERSITY of MARYLAND HEALTH PARTNERS



## Quick Reference Guide

Important Contact Information			
Department Name	Phone Number	Fax Number	Email Address
Provider Services	410-779-9359 or 800-730-8543	410-779-9389	providers@ummshealthplans.com
Health Services Utilization Management	410-779-9359 or 800-730-8543	410-779-9336 443-552-7407 443-552-7408	healthservices@umhealthpartners.com
Case Management	410-779-9359 or 800-730-8543	410-840-7483	healthservices@umhealthpartners.com
Disease Management	844-898-9213	N/A	
Pharmacy Authorizations	Call CVS/Caremark at 877-418-4133 for PA (Prior Authorization), QL (Quantity Limit), or ST (Step Therapy) review, or Non Formulary Exceptions		
Mental Health/HIV Pharmacy Authorizations	Call the State of Maryland's Specialty Mental Health System at 800-932-3918 or the Anti-Psychotic Peer Review Line for Children 0-9 years old at 855-283-0876.		
Routine Vision Services: Superior Vision	800-879-6901	N/A	
Dental Services: Adult - Dentaquest	800-341-8478	N/A	
Dental Services: Children - Scion Dental, Inc.	844-275-8753	N/A	
State of Maryland EVS	866-710-1447	N/A	
Newborn Coordinator	410-779-9371	410-840-7483	N/A
Special Needs	410-779-9371	410-840-7483	N/A
24/7 Nurse Hotline	844-685-8379	N/A	
Quality Improvement HEDIS Health Education Services	410-779-9359 or 800-730-8543	410-779-3957	quality@umhealthpartners.com

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