Aspire Health Plan and MBIPA
QUICK REFERENCE/CONTACT GUIDE
effective 1.1.2022 to 12.31.2022

Aspire Health Advantage (HMO)
Aspire Health Plus (HMO-POS)
Aspire Health Group Plus (HMO-POS)
Aspire Health Value (HMO)

Member and Provider Customer Services
Phone: (831) 574-4938 or (855) 570-1600 (TTY: 711)
Fax: (831) 574-4939 or (855) 519-5769

Prescription Drug Benefits / Prescription Prior Authorizations
MedImpact
www.medimpact.com
(888) 495-3160

Provider Portal Website
id.phtech.com
(503) 584-2169 option 2
support@phtech.com
Log on to check eligibility, review claim status, or submit a prior authorization.

Member Advocate
Rebecca Jacobs — (831) 644-7425 or memberadvocate@aspirehealthplan.org
Please refer members requiring extra assistance with coordinating care or scheduling transportation to visits.

Credentialing and Contracting
Melissa Bates, Provider Networks and Contracting Manager
(831) 644-7437

Eligibility / Plan Coverage Information, Decisions and Appeals
Phone: (831) 574-4938 or (855) 570-1600 (TTY:711)
Fax: (831) 574-4939 or (855) 519-5769

Professional Credentialing and Contracting
Network Management Department
(831) 233-1958 | www.mbipa.org
For assistance, please email Melissa Bates at network_support@aspirehealthplan.org

Updated 1.1.2022
Medical Authorizations

Claims Submission

Services that Require Prior Authorization (Authorization List)

Inpatient admissions
Durable Medical Equipment over $500
Inpatient rehabilitation facility
External Prosthetic Devices over $500
Skilled Nursing Facility
CT, MRI/MRA, PET scan, Nuclear Medicine
  (including SPECT), Angiography
Genetic and Molecular Diagnostic Testing
Mental health partial hospitalization
Radiation Oncology
Outpatient Surgery (including wound care)
Select Part D drugs (see formulary for details)
Non-emergent Ambulance
Non-contracted providers
Intensive Outpatient Substance Abuse services
Any Out-of-Network Referrals
Occupational, Physical, Speech Therapy
  (after 12 visits, per calendar year)
Home Health Services

Paper Submission

Aspire Health Plan
P.O. Box 5490
Salem, OR 97304

For paper claim submission assistance, please call (855) 570-1600