

Customer Service: Three Companies Serve You

Knowing who to call makes it easier to get the help you need.

1 Prime Healthcare: Your Benefits Plan

Prime Customer Service: 877-234-5227

Prime EHP Website: <https://www.primehealthcare.com/EHP>

Prime provides authorization, coordinates referral and clinical care, and oversees inpatient admissions. We also manage discharge planning, transfers, and clinical disputes. Call anytime or email EHP@primehealthcare.com.

For urgent clinical needs, call Prime Customer Service anytime at 877-234-5227.



2 Keenan: Your Benefits Manager

Keenan Customer Service: 888-773-7218

Call Center Support M-F 6:00 am to 5:00 pm PST

Keenan oversees Member eligibility, issues benefit verification for Providers, claims, appeals, copay, co-insurance, deductible, EOB questions, Provider Finder assistance and coordinates requests for duplicate medical ID cards.

Keenan MESA 24/7 Online Access: <https://keenan-mesa.javelinaweb.com>

After access is granted, log in anytime to see claims status, benefit summary, and eligibility status or request a new ID card or printable EOBs. Sign up for access at <https://kenan.com/benefits>

3 EXPRESS SCRIPTS®: Your Pharmacy Benefits Manager

Express Scripts Customer Service: 866-718-7955, TDD 800-899-2114

Administers our prescription drug plan.

Customer Service Topics and Contacts

PRIME CUSTOMER SERVICE		
Confirm or change your PCP, Non-HIPAA related questions	Prime Customer Service	EHP@primehealthcare.com
Referral status, urgent services, eligibility	Prime Customer Service	EHP@primehealthcare.com or 877-234-5227
Benefit-related questions	Benefits	EHPbenefits@primehealthcare.com
Urgent referral status, discharge planning, and hospital transfers	Utilization Management	EHP@primehealthcare.com or 877-234-5227
Tier 1 Provider contracts and directory	Bhavya Manugunta	EHPProvidercontracts@primehealthcare.com
Prime Authorization Service (PAS) tool	Bhavya Manugunta	EHP@primehealthcare.com
KEENAN CUSTOMER SERVICE		
Member eligibility, copay, co-insurance, deductible, EOB questions, benefits fax back for Providers	Keenan Customer Service	888-773-7218
Appeals	Keenan Customer Service	Phone: 310-533-5755, Fax: 888-773-7218
EXPRESS SCRIPTS CUSTOMER SERVICE		
Pharmacy benefit questions and appeals	Express Scripts Customer Service	866-718-7955, TDD 800-899-2114 www.express-scripts.com