

Customer Service: Three Companies Serve You

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 any 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 Optum Rx[®]: Your Pharmacy Benefits Manager

OptumRx Customer Service: (866) 339-3731

Administers our prescription drug plan. You can create an account by visiting optumrx.com

Customer service contact information
is also on the back of your Member ID Card.



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
OPTUM RX CUSTOMER SERVICE		
Pharmacy benefit questions and appeals	Optum Rx Customer Service	866-339-3731 https://www.optumrx.com/