# MED3000 Enrollment, Authorizations, and Claims

For access to enrollment, prior authorizations, and claims statuses, log on to E-InfoSource. Through the link https://cms.einfosource.med3000.com you will be able to

- verify each child's CMS and Early Steps **enrollment**,
- verify approval of **prior authorization**, when required, and
- review the status of your **claims**.

To begin using E-InfoSource, providers will need to obtain a username and password by contacting MED3000 at FL-CustomerService@med3000.com or by phone at 1-800-664-0146. *The first time you sign in, you will be asked to complete a brief tutorial.*

## Prior Authorization

- Identify services that require prior authorization at the following link:

  https://cms.einfosource.med3000.com

  NOTE: *Out-of-Network providers must receive prior authorization for every service.*

- To request prior authorization of services, contact your local area office or other contracted partner. Local area office contacts. (PDF and link to the attached Word Doc named CMS Directory.)

## Claims

**Providers may submit a claim for payment in one of three ways listed below. For a copy of the CMS claim form and instructions on how to complete the form claims submissions, follow this link: How to Complete a Claim Form.**

1. Use the following links and payer codes to submit claims electronically

- Availity http://www.availity.com
- Emdeon http://www.emdeon.com

| Program | Availity Payer Codes | Emdeon Payer Codes |
|---|---|---|
| CMS MMA Specialty Plan | M3FL0012 | EM843 |
| Title XXI | M3FL0014 | EM205 |
| Safety Net | M3FL0011 | EM284 |

2. Manually enter your claims into http://www.availity.com

3. Mail paper claims

| Program | Address for Paper Claims |
|---|---|
| CMS MMA Specialty Plan | CMSN MMA Specialty Plan<br>Title XIX<br>P. O. Box 981648<br>El Paso, TX 79998-1648 |
| Title XXI | MED3000 CMS Title XXI<br>P. O. Box 981733<br>El Paso, TX 79998-1733 |
| Safety Net | MED3000 CMS Safety Net<br>P. O. Box 981728<br>El Paso, TX 79998-1728 |

- **Web portal for claims:**
  https://cms.einfosource.med3000.com

- **Provider Questions about claims:**
  FL-ProviderNetworkSupport@med3000.com or 800-664-0146