



Dear LINK Participating Provider,

Although we only began serving Idaho this year, Mountain Health CO-OP is already serving more than 22,000 Idahoans, meaning that you may have seen some of our members in your office. Although we offer two provider networks (and you may be a member of both), this letter concerns just the LINK network.

It is critically important that any referrals you make keep your patient inside the LINK network. Using services provided by any out-of-network facility or professional can be extremely costly to your patient! Please help us keep down your patients' costs by referring only to LINK network providers. If you need assistance in locating a specific in-network provider type or service, please call our Member Service department at 855-447-2900.

To have your submitted claims processed quickly and accurately, which will speed our payment to you, please read the following information about our claims submission process.

- Altius, a Coventry Health Care Plan is our third party administrator (TPA) for health services.
- Submit paper claims to Altius at:
 - Mountain Health CO-OP, serviced by Altius, a Coventry Health Care Plan
PO Box 7147
London, KY 40742
- Submit electronic claims by setting up an Emdeon account [here](#).
 - Payer ID 25133
- Please help us populate our database by giving us the best contact for your office. Please send the name, email address and phone number you prefer us to use when we need to contact you. Please send this information to provider@mhc.coop.
- Please continue to submit any changes to your practice (location, phone, email address, website, etc.) to
 - BrightPath
208-381-1564 Choose Option #3
- If you have a claim question or need help submitting claims, please call Altius Customer Service at 1-855-488-0621.
- For electronic records and your direct provider portal, please visit <https://www.directprovider.com/providerPortalWeb/appmanager/coventry/extUsers> If you have a patient that you need to refer, **please use our provider directory to ensure the provider is in the LINK network**, or advise the member to use our provider finder to locate an in-network provider. You may also call customer service at 1-855-488-0621.
 - [Here is a link](#) to our provider finder directories.
- Prior Authorization can be completed through Altius at 1-800-879-0234.

Please feel free to call me with any questions you may have. Thank you for your participation in the MHC network.

Jennifer Howell

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1-855-447-2900 Ext. 1603