

## Use Provider Portal to verify claims information

Claim status, eligibility, benefits and prior authorization requirements can be verified on the Security Health Plan Provider Portal at [www.securityhealth.org/providers](http://www.securityhealth.org/providers). If you do not have access please contact your system administrator, or if an account needs to be created click “Need help” and select “Register.”

If you are not able to find the information you are looking for please contact Provider Customer Service at 1-800-548-1224, via the email addresses listed below or at [www.securityhealth.org/providers/provider-manual/shared-content/contact-information/contact-information?contact-information-group--direct-pay](http://www.securityhealth.org/providers/provider-manual/shared-content/contact-information/contact-information?contact-information-group--direct-pay). **As a reminder, claim status via phone or email will not be checked until claims are at least 30 days old.**

**Subrogation:** [shp.subrogation@securityhealth.org](mailto:shp.subrogation@securityhealth.org)

Phone: 715-221-9443 or 888-213-4883

**Workers Compensation:** [shp.work.comp@securityhealth.org](mailto:shp.work.comp@securityhealth.org)

Phone: 715-221-9503 or 800-548-4831

**COB Inquiries:** [shpcob@securityhealth.org](mailto:shpcob@securityhealth.org)

Phone: 715-221-9503 or 800-548-4831

**Inquiries for Benefits, Eligibility, Claim Information, or General Inquiries:**

Commercial Benefits & Eligibility: [shp.commercial.provider@securityhealth.org](mailto:shp.commercial.provider@securityhealth.org)

Commercial Claims: [shp.commercialclaims@securityhealth.org](mailto:shp.commercialclaims@securityhealth.org)

Medicaid/FHC/Medicare Supplement/Senior Security Claims, Benefits & Eligibility: [shpgovt.claimprocess@securityhealth.org](mailto:shpgovt.claimprocess@securityhealth.org)

SHP Medicare Advantage Claims, Benefits & Eligibility: [advocare.claim@securityhealth.org](mailto:advocare.claim@securityhealth.org)

Insite: [service@insiteTPA.org](mailto:service@insiteTPA.org)

Phone: 1-800-570-8760

**Claims fax numbers:**

Medicare Advantage claims: 715-221-9874

Commercial claims: 715-221-9987

DME (Commercial and Medicaid) claims: 715-221-9918

Medicaid claims and prior authorizations: 715-221-9937

Insite claims: 715-221-9969