

Section 4 - Providers

4.1 Network and Provider Relations

The Senior Health Partners Provider Relations department maintains and supports the plan's provider network. The department is responsible for provider recruitment, contracting, credentialing, recredentialing and education. Once providers join the network, Provider Relations staff schedule provider orientations to educate providers about Senior Health Partners programs, policies and procedures, and any other updates on plan information. The Provider Relations staff members work closely with the Claims and Quality Management departments in the review and resolution of grievances, provider reconsiderations and/or provider appeals.

Provider Relations staff members review and updates all contracts, as needed, and investigates and resolves all provider-related complaints. If you have any questions, please contact the Senior Health Partners Provider Services line at (877) 737-2693.

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