

Section 4 - Providers

4.1 Network and Provider Relations

The Senior Health Partner's 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 orientations to educate providers about Senior Health Partner's 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 complaints, provider reconsiderations, and provider appeals.

Provider Relation's staff members review and update all contracts, as needed, and investigate and resolve all provider-related complaints. If you have any questions, please contact Senior Health Partners Provider Services line at 1-(877) 737-2693.