



Important Phone Numbers:

- Hometown Health Customer Service (775) 982-3232 or (800) 336-0123
- Hometown Health Prior Authorizations (775) 982-3232 or (800) 336-0123
- EpicCare Link Help Desk (775) 982-4042
- Hometown Health Pharmacy Pre-Authorization Requests
 - Senior Care Plus – Optum (844) 368-3139
 - Hometown Health – Hometown (844) 373-0970

Important Fax Numbers:

- Hometown Health Customer Service (775) 982-3741
- Hometown Health Prior Authorizations (775) 982-3744
- Senior Care Plus Medication Authorizations (844) 403-1028
- Hometown Medication Authorizations (866) 521-9916
- Hometown Health Claim Reconsiderations (775) 982-3741
- Hometown Health Network Services (775) 982 -8003

Important Emails:

- Hometown Health Customer Service: customer_service@hometownhealth.com
- Hometown Health Pharmacy Dept: Pharmacy-HometownHealth@hometownhealth.com
- Provider Relations Dept: hthproviderrelations@hometownhealth.com

Electronic Claims Submission – EDI Payer #88023

- If you are interested in information regarding electronic claims submission, please contact your practice management vendor or call the Optum iEDI Support Team at 1-866-OptumGo .
- If your office can not submit claims electronically, please submit paper claims to:

Hometown Health
10315 Professional Circle
Reno, NV 89521

Provider Demographics & Information Changes

Changes should be submitted 60-days in advance on your office letterhead and emailed to providerupdates@hometownhealth.com or by mail/fax to:

Hometown Health
Attn: Network Services
10315 Professional Circle
Reno, NV 89521
FAX: 775-982-8003