



Quick Reference Guide

A quick-reference guide to tools, resources, and training materials for Hometown Health provider partners.

Hometown Health Website & Provider Resource Page

Access Administrative Guidelines, Provider Announcements, Newsletters, and more:

<https://www.hometownhealth.com/provider-partners/>

Authorization Matrices

Guide to authorization requirements:

<https://www.hometownhealth.com/authorization-matrices/>

Electronic Claims Submission – EDI Payer #88023

For electronic claims info, contact your practice management vendor or call the Optum iEDI Support Team at 1-866-OptumGo.

Paper claims (if not submitted electronically) should be mailed to:

Hometown Health Attn: Claims Department 10315 Professional Circle Reno, NV 89521

InstaMed – Patient Payments

- Securely receive patient payments, reduce delays, and improve reimbursements.
- Register for ERA/EFT: <https://register.instamed.com/eraeft>
- Contact InstaMed: 866-945-7990

Provider Portal – EpicCare Link

- A secure, web-based tool for eligibility, claims status, authorizations, and reconsiderations.
- Registration info: <https://www.hometownhealth.com/provider-partners/link/>
- Login or request new account: visit <https://ecl.renown.org>
- EpicCare Link Help Desk: (775) 982-4042

No Surprises Act – Directory Compliance

- Quarterly attestation requests are sent by BetterDoctor.
- Prefer to submit a roster? Register: <https://betterdoctor.com/groups/#group-enrollment>
- Outdated information may lead to provider directory removal.
- Learn more: <https://questanalytics.com/how-we-help/betterdoctor/>



Important Phone Numbers

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

Important Fax Numbers

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

Important Email Addresses

Customer Service	customer_service@hometownhealth.com
Pharmacy Department	Pharmacy-HometownHealth@hometownhealth.com
Provider Relations	hthproviderrelations@hometownhealth.com
Provider Updates	providerupdates@hometownhealth.com
Credentialing	HTHcredentialing@hometownhealth.com
Contracting	HTHcontracting@hometownhealth.com

This form is subject to change. For the most up-to-date version, visit <https://www.hometownhealth.com/provider-partners>