

LANDMARK HEALTHPLAN IN-NETWORK REFERENCE GUIDE

We make getting support simple! This reference summarizes basic requirements for serving Landmark Healthplan clients. It is not a substitute for the detailed instructions in your Chiropractic or Acupuncture Practitioner Manual which is available on Landmark Connect (see below).

To verify eligibility and/or obtain claims status, Landmark recommends accessing Landmark Connect. Landmark Connect is Landmark's secure practitioner Web site that is available at your convenience. Visit www.LHP-CA.com and register today! Or you may contact Landmarks Customer Service Dept at (800) 298-4875.

VERIFYING ELIGIBILITY

You can determine whether the member is covered by Landmark by checking the Patient Status tab in Landmark Connect.

Tip 1: Always verify eligibility before providing services. If you are unable to confirm eligibility, have the member sign Landmark's Financial Responsibility Form which is available on Landmark Connect prior to being treated. The form will help you and the member understand financial responsibilities.

Tip 2: Always ask the member whether they have other health care coverage.

Tip 4: Don't be afraid to call Customer Service when in doubt!

Tip 5: Share the benefit information with the member. Now the member is ready to be treated!

CLAIMS SUBMISSION

Claims must be submitted to Landmark on either a CMS 1500 Claim Form or electronically in an 837P format within 90 days from the date of service.

There are two methods to submit your claims, they include:

ELECTRONIC

Clearinghouses facilitate the transfer of electronic transactions (such as claims) between providers and payers. This transfer is known as Electronic Data Interchange (EDI). EDI submissions allow for quicker turnaround of processing and payment. Submission of electronic claims through a clearinghouse is known as an 837 transaction set. If you would like your remittance advice to be returned electronically, this is referred to as an 835 transaction set.

Landmark is contracted with the clearinghouses listed below. These clearinghouses may support you in setting up EDI submissions. To sign up with one of these clearinghouses, or for additional information, contact the clearinghouse directly. Advise the clearinghouse that you are a provider looking to set up an 837 and/or an 835 transaction.

Landmark's Payor ID for electronic claims is **LNDMK**

PNT Data

Web: www.pntdata.com

Email: support@pntdata.com

Phone: (860) 257-2030

Availity

Web: www.availity.com

Phone: (800) 282-4548

US MAIL

Landmark Healthplan of California, Inc.

Type of Mail	Address
Original Claims	PO Box 619, Lake Katrina, NY 12449
COB Claims	PO Box 660, Lake Katrina, NY 12449
Claim Dispute & Corrections	PO Box 637, Lake Katrina, NY 12449
Correspondences	PO Box 759, Lake Katrina, NY 12449

If you have any questions, please contact Landmarks Customer Service Dept at (800) 298-4875, Monday thru Friday 8:30 AM to 5:00 PM.