Quick Reference Guide | North Carolina

friday health plans of North Carolina, inc.

Provider Portal:
providers.fridayhealthplans.com
The provider portal will help you:
- Check authorization status
- Access Claims data
- Search the Friday Formulary
- Review the provider manual
- See member eligibility

Submit Paper Claims:
Friday Health Plans
PO Box 194
Sidney, NE 69162

Credentialing Contact:
providers@fridayhealthplans.com

Provider Relations Team:
NC-providers@fridayhealthplans.com

Pharmacy Prior Authorization:
Phone: 844-922-7798
Fax: 833-434-0563

Customer Service:
Phone: 844-465-5500
Email: questions@fridayhealthplans.com

Referrals and Prior Authorization:
Fax: 888-301-9094
Email: NC-medical@fridayhealthplans.com

Provider Payment Information:
- All payments go through our payment vendor, Zelis Payments.
- To update payment and remittance delivery methods, or notification options, please call Zelis Payments Client Service at (877) 828-8770 or visit: zelispayments.com.
- Explanations of Payment (EOP's) are available through the Zelis Provider Portal.

Electronic Claims Submission*:
Friday Health Plans Payer ID – H0657
Clearinghouses used:
- ChangeHealth
- ClaimRemedi
- CortexEDI
- GE Healthcare
- Infinedi
- InsightEDI RelayHealth
- ViaTrack
- Zotec

*additional clearinghouses available, call customer service for a comprehensive list

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Sample ID Cards:

Friday Member:
NELLY A TEST

friday health plans

Plan: **Friday Silver**
ID: **200115558-01**
Group: **Individual OnEx FHP-NC**
Rx Bin: **610852**
Rx PCN: **CHM**
Rx Group: **JD27**
Deductible: **$1,000**

Primary Care Visit: **$0 per Visit**
Specialist Visit: **15% after Ded.**
Mental Health Visit: **$0 per Visit**
Urgent Care Visit: **$50 per Visit**
In-Patient Hospital: **15% after Ded.**
Emergency Room: **30% after Ded.**
Vision: **VSP**
Effective: **01/01/2022**

NC/QHP HMO

Pre-auth is required for all hospital admissions and other additional services. Call 844-465-5500 for pre-auth and full list.

fridayhealthplans.com
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questions@fridayhealthplans.com
Pharmacy--Provider: 844-922-7798
Pharmacy--Member: 844-922-7798
Medical Fax: 888-301-9094

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Call for out-of-network approval. This card does not guarantee benefits or eligibility.

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