

Provider Bulletin

Senior Whole Health, LLC

September 2024



Senior Whole Health Member ID Update

This is a notification to Senior Whole Health (“SWH”) Providers. Effective 9/1/24 new members enrolling will receive ID #'s that will begin with “83” and be a 13-digit member ID number. This is a change on a rolling basis for any new members enrolling 9/1 and thereafter. Member IDs will exceed the standard 6-digit ID that you see for existing members.

Why is this happening?

As part of continuous improvement efforts, SWH is moving to standardize member IDs across all core operation systems to ensure more seamless processing of authorizations and claims. As a result of this effort, you may notice SWH IDs expand beyond the standard 6-digit IDs. Please ensure that you reference the provided SWH ID, found on the member’s ID card or via Availity, for all submissions to the Plan.

We thank you for your continued support for our joint members.

Any questions please reach out to your Provider Services Manager or contact (855) 838-7999.

Senior Whole Health
BY MOLINA HEALTHCARE

Member Information:
LOB: Medicare
Member: Your Name
Member #: MemID
PDP: PDPNAME
PDP Tel: xxx-xxx-xxxx

Member Services: xxx-xxx-xxxx
24-Hour Nurse Advice Line in English: xxx-xxx-xxxx or TTY: 711
24-Hour Nurse Advice Line in Spanish: xxx-xxx-xxxx

Providers/Hospitals: For prior authorization, eligibility and general information, please call Member Services (see above).
Submit Claims To:
Medical/Hospital: PO Box 20811, Long Beach, CA 90801
Please call Member Services (see above).
Pharmacy: 7000 Union Park Center, Suite 200, Midvale, UT 84047
Please call Member Services (see above).

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