



Trilogy Website: www.TrilogyHealthInsurance.com

Customer Service Numbers

Customer Service

Phone: 414-755-3619 or 855-530-6790

TTY: 414-755-3615

Fax: 414-755-4410

Email: customerservice@trilogycares.com

24 hour Emergency Line: 855-530-6790

Verification of Eligibility

Phone: 414-755-3619 or 855-530-6790

Email: customerservice@trilogycares.com

Medicaid Member Advocate

Phone: 855-530-6790

Fax: 414-755-4410

Email: advocate@trilogycares.com

24 hour Emergency Line

855-530-6790

Provider Relations and Contracting

Phone: 414-755-3619 or 855-530-6790

Fax: 414-755-4410

Email: providerrelations@trilogycares.com

Behavioral Health

Trilogy Health Insurance

Customer Service: 855-530-6790

Dental

DentaQuest

Customer Service: 855-453-5287

Vision

Routine Eye Exams and Hardware

Herslof Opticians

Phone: 414-462-5800

Transportation

Medical Transportation Management (MTM)

Phone: 866-907-1493 or TTY 711

7:00AM-6:00PM Monday through Friday

Claim Submissions

Medical Claims

Trilogy Health Networks

PO Box 1171

Milwaukee, WI 53201

EDI Payor ID: 62777

Medical Claim Appeals

Trilogy Health Insurance

Provider Appeals Department

PO Box 70491

Milwaukee, WI 53207

Fax: 414-755-4410

Email: appeals@trilogycares.com

Behavioral Health Claims & Appeals

Trilogy Health Networks

PO Box 1171

Milwaukee, WI 53201

EDI Payor ID: 62777

Dental Claims & Appeals

DentaQuest of WI

Attn: Claims (or Appeals)

12121 North Corporate Parkway

Mequon, WI 53092

Electronic claims: via DentaQuest's website

www.dentaquest.com

Claims Fax: 262-834-3589

Appeals: Fax: 262-834-3452

Vision Claims & Appeals

Herslof Opticians

12000 W Carmen Ave

Milwaukee, WI 53225



Trilogy Website: www.TrilogyHealthInsurance.com

Care Management, Prior Authorization and Referrals

Medical (delegated to IPN)

Online Referral Form is available on IPN and Trilogy websites

IPN Website: www.ipn-wi.com

Trilogy Website: www.trilogyhealthinsurance.com/provider/

Phone: 414-755-3619 or 855-530-6790

Fax: 414-771-1159

Email: medicalmanagement@trilogycare.com

Behavioral Health

Behavioral Health Authorization Submission

Phone: 866-364-0892

Authorization Fax: 715-852-5738

Dental (delegated to DentaQuest of WI)

Dental Prior Authorizations Submission

Phone: 855-453-5287

Authorization Fax: 262-834-3589

For more details refer to the Provider Procedure Manual:

<http://www.trilogyhealthinsurance.com/provider/>

Chiropractic and Dental services are provided by Trilogy Health Insurance in Milwaukee, Kenosha, Racine, Ozaukee, Washington and Waukesha counties only.