



Trilogy Website: www.TrilogyHealthInsurance.com

CONTACT INFORMATION

Customer Service

All departments may be accessed through customer service.
Service Hours: Monday-Friday, 8:00 am to 5:00 pm

Phone: (414) 755-3619 or (855) 530-6790
TTY: (414) 755-3615
Fax: (414) 755-4410
Email: customerservice@trilogycares.com

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 After Hours Line (855) 530-6790 or (414) 755-3619

Provider Relations and Contracting

Phone: (414) 755-3619 or (855) 530-6790
Fax: (414) 755-4410
Email: providerrelations@trilogycares.com

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

CLAIMS SUBMISSION & APPEALS

Medical and Behavioral Health Claims

Trilogy Health Networks
PO Box 1171
Milwaukee, WI 53201
EDI Payor ID: 62777

Medical and Behavioral Health Claim Appeals

Trilogy Health Insurance
Provider Appeals Department
PO Box 70491
Milwaukee, WI 53207
Fax: (414) 755-4410
Email: appeals@trilogycares.com

Dental Claims

DENTAQUEST of WI-Claims
P.O. Box 2906
Milwaukee, WI 53201-2906
Phone: (855) 453-5287 for providers
Electronic claims: via DentaQuest's website
www.dentaquest.com

Dental Claim Appeals

DENTAQUEST of WI-Claims
Attn: Appeals Department
P.O. Box 2906
Milwaukee, WI 53201-2906
Fax: (262) 834-3452

Vision Claims & Appeals

Herslof Opticians
12000 W Carmen Ave
Milwaukee, WI 53225
Fax: (414) 462-9821

Care Management, Prior Authorization and Referrals

Medical and Behavioral Health (delegated to IPN)

Online Referral Form is available on Trilogy website
www.TrilogyHealthInsurance.com/provider/

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

Fax: (414) 771-1159

Email: medicalmanagement@trilogycares.com

Dental (delegated to DentaQuest of WI)

Dental Prior Authorizations Submission

Phone: (855) 453-5287

Fax: (262) 834-3489

Provider Updates

Participating providers who wish to update their demographic information should send the information to DataServices@scasmg.com. These changes can include:

- Adding or removing providers associated with an agreement
- Modifying office/service location information (e.g. address, phone, etc.)
- Changing W-9 information

Current information must be submitted to ensure proper billing and payment.

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.