



Health Plan

PROVIDER INSTRUCTIONS After Hours Precertification Process

- Step 1. Please Call 877-234-5550
- Step 2. Press 0 after you listen to the following recording:
- “Thank you for calling the Southcoast Health Plan Customer Service Center administered by Health Plans Incorporated, a Harvard Pilgrim Company. To precertify a hospital stay or medical or surgical service, please press 0. All other calls, our office is closed, if you would like to leave a message, please do so after the beep.”
- Step 3. Leave a confidential message after you listen to the following recording from InforMed Medical Management Services:
- "No agents are available to take your call. Please leave a message including the employer's name, the participant's full name, and identification number, your phone number and a detailed message. If this is regarding a referral or authorization, a registered nurse will contact you within 24 hours. Please be advised this is a confidential mailbox. "