

Quick Reference Guide



Use this quick reference guide to find important information and resources to help you work with us and care for your Truli for Health (Truli) patients.

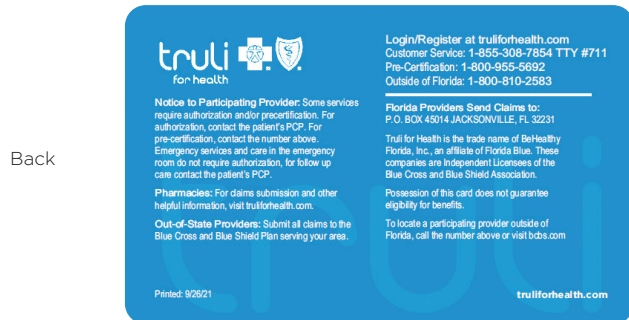
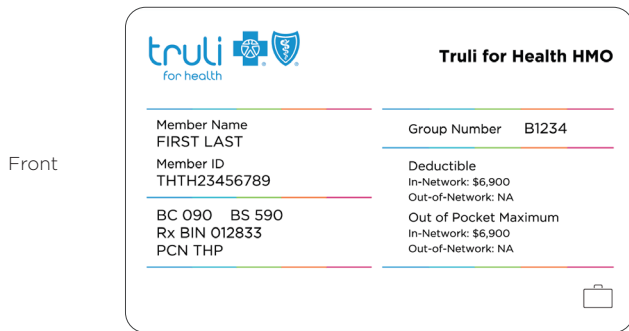
Important Contact Information

Website:	truliforhealth.com
Network Contract Support:	networkcontracting@guidewell.com
Provider Contact Center:	833-238-8144
Hours of Operation:	Monday - Thursday, 8 a.m. to 6 p.m. Friday, 9 a.m. to 12 p.m. IVR Self-Service Options 24/7/365

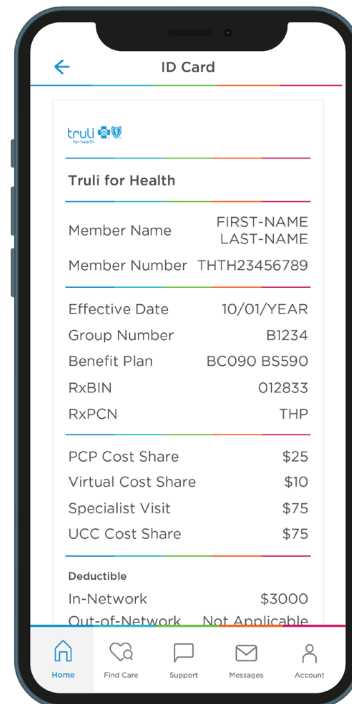
Truli Member ID Card

Below are examples of the Truli member ID card. Members have access to a paper ID card and a digital card. Truli's alpha prefix is **THT**.

Paper



Digital



Health coverage is offered by Truli for Health, an affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.

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Provider Resources

Availity

Our easy-to-use provider portal does the administrative work so you can focus on what you do best—putting patients first. Log in to Availity^{®1} at availability.com and access the Truli for Health Payer Space portal.

Payer Space ID: **TRULI FOR HEALTH**

Manuals and Guides

Find the following manuals and guides at truliforhealth.com/providers. Scroll down to **Manuals and Guides**. There, you can find the Truli for Health Provider Manual, Truli Medication Guides, Medical Policies (Medical Coverage Guidelines) and Truli for Health Companion Guides.

Pharmacy Information

Preferred Retail Pharmacies:

Walgreens
Publix
Walmart
Community Aids Network
Florida Health Care Plan Pharmacies

Community AIDS Network Pharmacy:

Phone: 844-370-6204

CVS Specialty Pharmacy:

Phone: 866-278-5108

Magellan Rx Management:

Phone: 800-424-4947

Specialist Notification Requirement

All specialists, including gynecologists and obstetricians, are required to submit specialist notifications. **Please note: Specialist notifications are not required for virtual visits.** When a Truli member schedules an appointment with a specialist, the specialist should go to Availity at availability.com to determine if there is a referral from the member's PCP. If there is no referral on file, the specialist must submit a notification to the PCP.

For a step-by-step guide to the specialist notification requirement, go to truliforhealth.com/providers, select **What's New** and then select [Specialist Notification Quick Guide](#).

Online Training

Watch the computer-based training (CBT) to get a high-level overview of Truli. Go to Availity at availability.com, click **Applications** and then select **Access Truli for Health Learning and Development** to find the CBT.



¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availability.com. Health coverage is offered by Truli for Health, an affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.