Useful Information You Can Find on our Website

If you have questions, you may be able to find the answers to your questions at www.aultcare.com and www.primetimehealthplan.com. We continue to enhance the information available on our websites.

Here's a list of some of information and services you'll find on our websites:

- **Provider Directory**: Our searchable provider directories include information about our network healthcare professionals. You can search by network, by specialty, name, hospital affiliation, languages spoken, gender, zip code, county, and whether or not they are accepting new patients
- **Health & Wellness Tools**: A health library & interactive self-management tools
- **Pharmacy Information**: Access to the pharmacy directory, formularies, recall information, and prior authorization/step therapy/quantity limit information, information on how to request an exception for non-formulary medications
- **Claims Submission Information:** Electronic claims procedures and electronic claims submission enrollment forms
- **Provider Credentialing Information**: Request for application forms, CAQH information, Status change forms, OSHA information, HIPAA information
- **Eligibility, Benefit Verification, & Claims Payment Information** (requires log-in)
- **Provider manuals** (requires log-in): Includes information such as:

- Member Rights & Responsibilities
- Grievance & Appeals
- Provider Credentialing
- Pharmacy Management Procedures
- Practice Guidelines
- Medical Record Guidelines

- Claim Submission Procedures
- Utilization Management Procedures
- Evaluation of New Technology
- Disease & Case Management Programs
- Appointment Availability Guidelines
- Notice of Privacy Practices

If you do not have internet access and would like a written copy of any of the information listed above, please call Provider Relations at 330-363-1160 and a representative will be happy to assist you.