**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

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**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
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@trilogycares.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, Ozauke, Washington and Waukesha counties only.