

Customer Care Contact Information*

A companion resource to the WellFirst Health Non-Contracted Provider Guide

WellFirst Health offers a variety of health plan products with designated Customer Care Center resources, as listed in the grid further below.

Please note: WellFirst Health has contracted with Healthrisk Resource Group, LLC (HRGi), an independent healthcare technology and services company, to manage questions regarding NSA claims and reimbursement as well as to manage the open negotiation and independent dispute resolution (IDR) processes, when needed. Providers should contact HRGi (not WellFirst Health's Customer Care Center) for NSA inquiries via the following ways:

- Phone: 888-361-5327
- Email: NSAServices@hrgi.com
- Mail: HRGi, 9711 Washingtonian Blvd., Suite 300, Gaithersburg, MD 20878

Benefit Plan	Phone Number
WellFirst Health & WellFirst Health – Provided by SSM Health Plan Affordable Care Act (ACA) Individual plans	866-514-4194
WellFirst Health Medicare Advantage	877-301-3326
WellFirst Health SSM Health Employee Health Plan Administrative Services Only (ASO)	877-274-4693

*** Contracted providers may refer to our self-service resources available 24/7, including the WellFirst Health Provider Portal and online resources.**