

Healthcare Services Team

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Important Telephone Numbers

Clinical Pathology Laboratories (CPL)
702-795-4900

Contracts and Credentialing
contractsandcred@culinaryhealthfund.org
702-892-7313 (option 1)

Culinary Health Centers
702-790-8000

Culinary Pharmacy
702-650-4417 (St. Louis Square)
702-963-9400 (Nellis Health Center)
725-223-2100 (Durango Health Center)
725-332-6464 (Craig Health Center)

Customer Service Office
702-733-9938

EyeMed
866-800-5457

Harmony Healthcare
702-251-8000 (24/7 & ABA Therapy Prior
Authorizations)
702-788-9875 (Rapid Response)

Nevada Health Solutions (NHS)
www.nevadahealthsolutions.org
702-216-1653

Provider Portal:
<https://nhs.acuitynxt.com/providerportal>

OptumRx Prescription Services
866-611-5960 (24/7)
800-791-7658 (Home Delivery)
877-838-2907 (Specialty)

IVR Claims Status Update

MagnaCare is excited to share an enhancement to their **Claims Self-Service IVR** that makes checking claim status faster and more convenient. When you use the IVR to check the status of a claim, you will now receive a **reference number** at the end of your inquiry.

This reference number is the same type of number you would receive if you spoke with a live customer service representative. We encourage you to record this number for your records.

Benefits of Using IVR Self-Service:

Receive a **reference number** for every claim status inquiry.

Check **multiple claims during the same call**.

Access claim status **24 hours a day, 7 days a week**.

Avoid wait times by obtaining the information you need without speaking to a live representative.

If you have a claim adjustment request or another issue that requires additional assistance, our Customer Service team is available to help. However, for routine claim status inquiries, we encourage you to use the IVR Self-Service option as your first resource.

By taking advantage of these new enhancements, you can receive timely claim information, obtain a documented reference number for your records, and reduce the need to wait for a live agent.

The phone number for the Self-Service IVR is 702-733-9938, option 4, then option 1.

Inactive Providers – June

The following is a list of providers* that are **no longer active** as a Plan Provider on the Culinary Health Fund provider network:

LAST NAME	FIRST NAME	TITLE	SPECIALTY
Sporrong	Jeremy	DO	General/Family Medicine
Evolve Gynecology			OB/GYN
Henderson Gynecology			OB/GYN
Nevada Foot Institute			Podiatry
Southern Nevada Family Medicine			General/Family Practice

***List provided monthly**

Notice of Pharmacy Closure

The Culinary Pharmacy at St. Louis Square is moving this summer!

The current location will close end of day July 17, 2026. The new location will be on Tropicana and Decatur – inside the Culinary Health Center – Tropicana and will be open for the first day on August 13, 2026.

Please be aware that the LAST DAY to submit electronic prescriptions to the current location will be July 8, 2026. After that date, no new prescriptions will be accepted for this location. During the transition, new prescriptions can be sent to another Culinary Pharmacy location of the patient's choice or to a retail pharmacy. The other Culinary Pharmacy locations are:

Culinary Health Center – Craig

Phone: 725-332-6464

Fax: 725-332-6454

Culinary Health Center – Durango

Phone: 725-223-2100

Fax: 725-223-2110

Culinary Health Center – Nellis

Phone: 702-963-9400

Fax: 702-963-9401

All Culinary Pharmacies Are Open Monday – Saturday, 8am – 7pm

Provider Reconsideration Requests

If you receive a payment that you disagree with you can submit a Provider Reconsideration Form to have the claim reviewed. These forms are available on our website at www.culinaryhealthfund.org/provider-reconsiderations-and-additional-information-for-claims/. Please fill out and submit the Reconsideration Form indicating the reason you feel the claim was not paid correctly.

Mail the completed form and any supporting documentation to:

Culinary Health Fund
P.O. Box 211471
Eagan, Minnesota 55121

Please do not use any form you find on the MagnaCare website as it is not the correct form. Only use the form found on the Culinary Health Fund website.