



SECUR

Welcome to the SECUR Health Plan 2026 Network! Provider Quick Reference Guide

Our Plans

SECUR is focused exclusively on Medicare Advantage products for the institutional special needs plan (I-SNP) population.

SECUR offers three HMO I-SNP plans:

- SECUR Advantage is designed for people who live in a long-term care or skilled nursing facility.
- SECUR Enhanced is designed for people living in the community who require institutional level of care and have additional financial assistance.
- SECUR Edge is designed for people living in the community who require institutional level of care but may not have any additional financial assistance.

Our Network

In 2026, SECUR's service area includes the following five Florida counties:

- Citrus
- Hernando
- Hillsborough
- Pasco
- Pinellas

Search [here](#) for in-network providers, labs, pharmacies, and facilities.

Connect with us by phone or via email.

- Phone 1.833.76SECUR (1.833.767.3287)
- memberservices@securhealthplan.com.

We are available seven (7) days a week from 8 a.m. to 8 p.m. (ET) from October 1 – March 31. From April 1 – September 30, we are available Monday through Friday from 8 a.m. to 8 p.m. (ET).

- Network Contracting
 - contracting@securhealthplan.com
- Prior authorization
 - Fax Number: 1.833.852.3607
 - Utilization Management Portal (CalypsoLyte) located [here](#).



SECUR

- Risk Management
 - Risk@SECURHealthPlan.com - to report any risk concerns.
 - [Online Incident Report Form](#)
- Case Management
 - Phone Number: 1.833.76SECUR (1.833.767.3287)
- Credentialing Updates and Status Request
 - Credentialing@securhealthplan.com
- Pharmacy
 - [Navitus Prescriber Portal](#)
- Claims
 - Claims@securhealthplan.com

Connect with us Electronically

You can use SECUR's Provider Resources site and Provider Portal to find what you need to work with SECUR Health Plan. We built this landing page to simplify your team's workflows so that you can focus on delivering great care to members.

Go to securhealthplan.com to:

- Request to join the network.
- Browse resources such as:
 - Provider Manual
 - Policies (clinical guidelines, authorization guidelines, etc.) and forms.
 - Video tutorials and How-To-Guides on using the provider portal.
- Search our provider directory for in-network specialists, lab facilities, and more.
- Search our [drug formulary](#) to find out what medications SECUR Health Plan covers.

Go to Provider Web Portal [here](#).

For questions regarding the registration process or assistance with Provider Portal access, you may email SECUR Health Plan Contracting at contracting@securhealthplan.com or call Member Services at 1.833-76.SECUR.



SECUR

Create a Provider Portal account to complete the following tasks online:

- Check member eligibility.
- Review claims status.
- View preauthorization requests
- Review member benefits and clinical information.
- Verify Benefits
 - Go to Member Search (third icon down)
 - Search for a member
 - Click on the segment you want to review.
 - Click on the blue button on the right midway down the page named **Plan Benefits**.
 - This will open an overlay window with the Plan Benefit details.

Electronic Payments

Zelis has been contracted to manage your payments and provide detailed explanations of payment transactions.

For assistance or more information, you can reach Zelis at:

Phone: 1.855.496.1571

Website: [Zelis Provider Enrollment](#)

Zelis offers a range of payment methods to enhance payment clarity and options. It's important to register, as some payment methods may involve associated fees.

Key payment options include:

1. **ACH (Automated Clearing House):** Funds are directly deposited into your account, allowing for quicker access compared to traditional checks.
2. **Virtual Cards:** Secure, single-use cards designed for electronic payments.
3. **Checks:** Traditional paper checks are available for those who prefer this method.
4. **Prepaid Digital and Physical Cards:** These cards provide flexibility for various types of transactions, both online and in-person.



SECUR

Navigate our Member ID Cards

Here are samples of our 2026 member ID cards:

SECUR Health Plan	MedicareRx Prescription Drug Coverage
Member Name: Max Roberts Member ID: 100222 Health Plan (80840): XYZ Effective Date: 1/1/2027 PCP Name: Dr. Mike Turner PCP Phone: 818.867.5309 H3048 SECUR Advantage	RxBIN: 610602 RxPCN: NVTD RxGRP: SCRH3048001 RxDID: <RxDID#>

SECUR Health Plan	MedicareRx Prescription Drug Coverage
Member Name: Maxie Roberts Member ID: 100223 Health Plan (80840): XYZ Effective Date: 1/1/2027 PCP Name: Dr. Sheila Rosen PCP Phone: 818.867.5309 H3048 SECUR Enhanced	RxBIN: 610602 RxPCN: NVTD RxGRP: SCRH3048002 RxDID: <RxDID#>

SECUR Health Plan	MedicareRx Prescription Drug Coverage
Member Name: Maxine Roberts Member ID: 100224 Health Plan (80840): XYZ Effective Date: 1/1/2027 PCP Name: Dr. John Niven PCP Phone: 818.867.5309 H3048 SECUR Edge	RxBIN: 610602 RxPCN: NVTD RxGRP: SCRH3048003 RxDID: <RxDID#>

Member Services: 1.833.767.3287 TTY: 711 24-Hour Nurse Advice: <24-Hour Nurse Advice phone number> Pharmacy Help Desk: 1.866.270.3877 Website: www.securhealthplan.com Claim Inquiry: 1.833.767.3287 TTY: 711 Multi Plan Medicare Advantage Provider Network Access	
Send Medical Claims To: SECUR Health Plan 8761 N. 56th St. P.O. Box 16349 Tampa, FL 33617	Send Pharmacy Claims To: Navitus Health Solutions, P.O. Box 999, Appleton, WI 54912-0999

Claims Submission

Our clearing house options are: Availity, Change Healthcare, and Waystar.

Electronic Payer ID: SECUR

By Mail Correspondence:
SECUR Health Plan
Attention: Claims Department
8761 N. 56th Street
P.O. Box 16349
Tampa, FL 33617

Case Management

For comprehensive case management, including complex case management, refer patients to call **1.833.767.3287**. SECUR's case managers provide dedicated support to our members who request or need extra assistance. This includes assistance with transition planning, DME, medication adherence, disease specific education, and any other case management concerns your patient has.



SECUR

Prior Authorizations

Certain services at SECUR require prior authorization ([click this link for prior authorization guidance](#)). Please submit any elective or pre-service requests in advance to ensure everything is in place for your patients to get the correct care. To confirm requirements for a specific code or service, request authorization, or check the status of an existing authorization, reference the Authorization Procedure Lookup tool within SECUR's Provider Portal or via link <https://um-secur.mirrahealthcare.com/>

To access or sign up for the Provider Portal, [visit online](#), call 1.833.767.3287 or fax the authorization request form found in the Provider Manual to 1.833.852.3607.

Please note that authorization requirements may be updated throughout the year.

LabCorp

LabCorp Courier Services at 1.800.788.3818, select option 1 for routine pickups, or option 2 for urgent (stat) pickups. <https://www.labcorp.com/labs-and-appointments>

Pharmacy Navitus

- Access Prior Authorization Forms at [Navitus Prescriber Portal](#)
- Select "Prescribers" and click on "Prior Authorization."
- Enter your NPI number and State to access the prescriber portal.
- Navitus Health Solutions Pharmacy Helpdesk phone number: 1.866.270.3877 (TTY 711).

SECUR Health Plan Part D Formulary

- Access SECUR Health Plan formulary at [SECUR Formulary](#).
- Select "SECUR HMO I-SNP Formulary (PDF)" or search individual drug.

Mail order Costco (for SECUR Enhanced and SECUR Edge (HMO I-SNP) ONLY)

- [Costco Mail Order Pharmacy Registration](#)
- Mail order pharmacy will deliver 90-day supplies directly to member's home.
- Members must register with Costco Mail Order Pharmacy prior to getting mailed medication.

Provider Disputes

SECUR Health Plan
Attn: Claim Payment Disputes
8761 N. 56th Street
P.O. Box 16349
Tampa, FL 33617
Fax: 833.852.2651

Grievanceandappeals@securhealthplan.com