

General Information

Business Hours: 8:00 AM to 5:00 PM Monday through Friday

Customer Service:	414.847.1776 or 888.999.2404 toll free
After Hours Emergency Help Line:	888.999.2404
Fax:	414.847.1778
TTY:	414.847.1779
Email:	customerservice@abrihealthplan.com
Web site:	www.abrihealthplan.com
Human Resources:	414.847.1783 or humanresources@abrihealthplan.com

Members or Providers: Please Call Customer Service for all inquiries about:

- Eligibility Verification
- PCP Verification or Selection
- Claim Status or Information
- Referral or Authorization Information
- Translation and Interpretation

For Members Only:

Transportation during normal business hours	414.847.1780
Emergency Transportation After Hours	888.999.2404
Member Advocate	414.847.1768
Care Management	414.847.1776 or 888.999.2404
HMO Enrollment Broker (AHSI)	800.291.3002
HMO Ombudsmen	800.760.0001
Information About Medicaid SSI\BadgerCare Plus Programs	800.291.3002
Lost Forward Cards:	800.362.3002
Pharmacy Questions and Concerns	800.362.3002

For Providers Only:

Interactive Voice Response (IVR) Line:	414.847.1790
Use the IVR system to:	
Submit a request for a referral or authorization	
Check the status of a referral or authorization	
Check the status of a claim	
Verify eligibility or check for other insurance coverage	
Provider Relations:	414.847.1765
Behavioral Health :	APS Health Care 866.810.1536