



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
 - The Utilization Management Portal (CalypsoLyte) located at: <https://um-secur.mirrahealthcare.com/>



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 everything you need to work with SECUR. We built these sites 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, reimbursement policies, etc.) and forms.
 - 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 covers.

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

If you have any inquiries about Provider Portal, please send to providerportal@mirrahealthcare.com.



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.

Plan Benefits

Print Eligibility

- 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.



Navigate our Members' ID Cards

Here are samples of our 2026 member ID cards:



Claims Submission

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

Electronic Payer ID: SECUR

By Mail:

SECUR Health Plan
P.O. Box 3600
Spring Hill, FL 34611

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.

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 <https://pm-SECUR.mirrahealthcare.com> or call 1.833.767.3287. Authorization requests may also be submitted by requesting prior authorization online or faxing 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

12470 Telecom Drive, Suite 301

Tampa, FL 33637

Fax: 833.852.2651

Grievanceandappeals@securhealthplan.com