



Insurance Company, Inc.

**2018 Quick Reference Guide for Care N' Care Provider Network!**

**Benefits & Eligibility**

Interactive Voice Recording: 888-965-1966  
Provider Relations Representative: 844-806-8218  
www.cnchealthplan.com (Providers Section Eligibility Verification)

**Claims**

Customer Service: 844-806-8216  
Claims Web Portal Registration: 844-632-2095 or help@silverbacktpa.com  
Claims & Appeals Mailing Address: Silverback TPA/Care N' Care  
Claims Department  
P.O. Box 961285  
Fort Worth, TX 76161

Payer ID#: 37228  
Emdeon Customer Service: 888-363-3361

ECHO Health, Inc. Customer Service: 844-586-7463  
(EFT, Virtual Card Services & Paper Checks)

**Utilization Management**

(Referrals, Authorizations, Utilization, Disease and Case Management)  
Care Management Customer Service: 855-359-9999  
Fax Authorization Request: 888-965-1964  
Acuity Connect Registration (Authorization Web Portal): 844-632-2095

**Provider Concierge (Provider Relations)**

Provider Concierge Department: 817-687-4004  
Fax: 682-503-5427  
Email: providerconciierge@cnchealthplan.com

**Contracting**

Contracting Department: 817-529-8267  
Fax: 855-264-9293  
Email: contracting@cnchealthplan.com

**Healthcare Concierge (Member Services)**

Customer Service: 877-374-7993

**Dental/Vision/Hearing (Avesis)**

Customer Service: 855-704-0436

**Pharmacy (Envision)**

Customer Service: 855-791-5302

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**Questions?  
Call 817-687-4004**

Provider Concierge Department  
Phone: 817-687-4004  
Fax: 682-503-5427  
providerconciierge@cnchealthplan.com

Eligibility & Benefits Call Center  
Phone: 888-965-1966

Website [www.cnchealthplan.com](http://www.cnchealthplan.com)  
Please visit the Provider Center to find quick links to information:  
• Online Provider Directory  
• Claims Filing Instructions

Provider Claims Customer Service  
Phone: 844-806-8216

Care Management  
Phone: 855-359-9999  
Fax: 888-965-1964

**Success is Built  
on Relationships!**