

May 28, 2019

New Claims Processing Now Live!

Effective May 1, 2019, submit ALL claims to Care N' Care. This includes claims with dates of services (DOS) prior to May 1, 2019, however, not prior to April 1, 2018 (timely filing applies accordingly).



New Payer ID Number for Care N' Care Claims

- New Payer ID Number: 66010- Must be used when submitting claims as of May 1st
- Care N' Care uses Change Healthcare as it's clearinghouse.
- Update your clearinghouse to ensure they can file with Change Healthcare.
- Currently have a profile with Change Healthcare?- Update your profile to include your Care N' Care payment preference for Payer ID number 66010.
- To set-up a profile with Change Healthcare, [click here](#) to get started.
- Electronic Remittance Advice (ERA) must be set-up with Change Healthcare before enrolling in Change Healthcare's Electronic Fund Transfer (EFT)
 - Set-up your ERA by [clicking here](#), or calling 866-506-2830, option 4
 - Set-up your EFT by [clicking here](#) or calling 866-506-2830, option 2



How to Submit Claims

- Electronic
New Payer ID#: 66010
- New Mailing Address:
Care N' Care Claims
P.O. Box 4375
Scranton, PA 18505



Verifying Eligibility and Benefits

- 270/271 Eligibility and Benefit Inquiry and Response through your clearinghouse
- Provider Customer Service, 1-844-806-8216



New Member ID Number for Care N' Care Members

- Your Care N' Care patients have received a new Member ID card AND a new Member ID number as of May
- The new Member ID number will start with "CC" followed by 7 numbers
- You can bill using the Members' old ID number to submit claims until you have obtained the new ID number



Have Questions? Contact your Provider Concierge:
817-687-4004 | providerconcierge@cnhealthplan.com



Sent by Care N' Care Insurance Company, Inc. 1701 River Run, Suite 402, Fort Worth, TX 76107

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