

April 2019

## New Claims Processing Changes Beginning **May 1, 2019**

Beginning May 1, 2019, please submit ALL Care N' Care claims to TMG Health. 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 beginning May 1st
- Update your practice management systems with the new Payer ID Number
- Electronic Funds Transfer (EFT) will be available. Providers who are already using Change Healthcare will need to add the new Payer ID to their account. Providers not enrolled in Change Healthcare EFT can register at:  
Phone: 866-506-2830 (option 2)  
Website: <https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms>



### How to Submit Claims

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



### Centralized Provider Customer Service

- Call 1-844-806-8216 to verify eligibility, benefits & claims inquiries on May 1st



### New Member Card and ID Number

- Your Care N' Care patients will receive a new black and white Member ID card AND a new Member ID number starting in May. (See sample below)
- The new member ID# will start with "CC" followed by 7 numerical numbers
- Providers are encouraged to verify benefits & eligibility and can obtain the new member ID# by calling 844-806-8216 starting on May 1st
- If need to, providers can bill with the old member ID# to submit claims until the new ID# is obtained

care@care		2019	<b>Care N' Care Classic (HMO)</b>	
<b>Member Name:</b>	PCP:			
	PCP Phone #:			
<b>Member ID:</b> CC0000000		Rx Bin#: 012312		
<b>HealthPlan (80840)</b>		Rx PCN#: PartD		
		Rx Bin# Part B: 009893		
		Rx PCN# Part B: ROIRX		
		Rx GRP#: H2171001		
<b>Copays:</b>	<b>In-Network</b>			
PCP:	\$0			
Specialist:	\$15			
ER:	\$75			
		<b>MedicareRx</b> Prescription Drug Coverage		
			H2171-001	

In an emergency, call 911 or go to the nearest emergency room.  
Medicare limiting charges apply.

<b>Members:</b>	
<b>Healthcare Concierge:</b>	<b>Pharmacy Customer Service:</b>
Toll Free: 877-374-7993	855-791-5302
TTY/TDD: 711	
<a href="http://www.cnhealthplan.com">www.cnhealthplan.com</a>	
<b>Providers:</b>	
<b>Prior Auth/Cert/Service:</b> 855-359-9999	<b>Pharmacy Claims:</b> 855-791-5302
<b>Provider Eligibility &amp; Benefits:</b>	<b>Dental Claims:</b> 833-492-9865
844-806-8216 (Representative)	<b>Vision Claims:</b> 800-521-3605
	<b>Medical Claims Phone:</b> 844-806-8216
	<b>Medical Claims Payer ID #:</b> 66010
	<b>Medical Claims Address:</b>
	P.O. Box 4375, Scranton, PA 18505

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**eye Med**

TMG Health, a Cognizant Company, is widely considered the premier provider of this service for Medicare Advantage plans. TMG specializes exclusively in processing government claims and has the technology, experience and service-oriented approach to keep pace with the changing needs of the government healthcare market. To learn more about TMG Health visit [www.tmg.health.com/about](http://www.tmg.health.com/about).



Have Questions? Contact your Provider Concierge:  
**817-687-4004 | [providerconciierge@cnhealthplan.com](mailto:providerconciierge@cnhealthplan.com)**



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

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