



Insurance Company, Inc.

Quick Reference Guide

Questions?

Contact your Provider Concierge

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

Website www.cnchealthplan.com
Visit the Provider Center to access quick links to information:

- Online Provider Directory
- Claims Filing Instructions
- Forms
- Provider Alerts

Provider Portal:

- Eligibility & Benefits
- Claims Status
- Portal Registration:
cncproviderportal.tmghealth.com/registration
- Portal Link: cncproviderportal.tmghealth.com/portal/home

Care Management

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

Success is Built on Relationships!

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Benefits & Eligibility

Provider Portal: <https://cncproviderportal.tmghealth.com/portal/home>
IVR (Automated Service): 844-806-8215
HIPAA Eligibility Transactions (270/271 files): For set up, have your IT & clearinghouse contact Change Healthcare (CNC clearinghouse vendor).
Customer Service: 844-806-8216
Benefit Resources: www.cnchealthplan.com/providers/tools-resources

Claims

Claims Customer Service: 844-806-8216
Payer ID Number: 66010
Claims Mailing Address: Care N' Care Claims
P.O. Box 4375
Scranton, PA 18505
Provider Portal: www.cnchealthplan.com/providers/provider-portal/
Claim Disputes & Appeals: Refer to www.cnchealthplan.com/providers
Change Healthcare Customer Service: 866-506-2830

Care Management (Referrals, Authorizations, Utilization)

Care Management Customer Service: 855-359-9999
Fax Authorization Request: 888-965-1964
Acuity Connect Registration (Authorization Web Portal): 817-632-3033

Provider Concierge (Provider Relations)

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

Contracting

Fax: 855-264-9293
Email: contracting@cnchealthplan.com

Customer Experience Team

Phone: 877-374-7993

Pharmacy (Elixir formerly Envision)

Claims & Customer Service: 855-791-5302
Medication Lookup: www.cnchealthplan.com/medication-look-up-2021/
Mail Order Pharmacy: Elixir Pharmacy
Electronic: NCPDP# 36-77361 **Phone:** 866-909-5170
Prior Authorization and Formulary Exceptions:
Online submission (PREFERRED): <https://elixirsolutions.promptpa.com/>
Phone: 855-791-5302 **Fax:** 877-503-7231

Dental: DentaQuest

Customer Service: 800-896-2374

Vision (EyeMed)

Customer Service: 800-521-3605
Website: eyemedvisioncare.com
Join Vision Network: 888-581-3648

Hearing (TruHearing)

Customer Service: 866-581-9462
Join Network: provider.relations@truhearing.com