



Provider Alert

December 2, 2021

Southwestern Health Select (HMO) From Care N' Care

Care N' Care (CNC) has a new plan being offered this coming year called Southwestern Health Select HMO. Members will be able to register for this new plan this coming Annual Enrollment Period (AEP) which runs from October 15th to December 7th with an effective date for January 1, 2022. Providers receiving this notification are In-Network for Southwestern Health Select HMO. Potential beneficiaries can select you as the Primary CareProvider (PCP) under Southwestern Health Select HMO.

Key Points

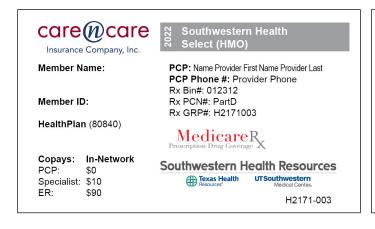
- Effective Date: January 1, 2022 Southwestern Health Select HMO plan.
- **Timely Filing Limit:** Please refer to your provider agreement.
- Reconsideration/Appeal/Retrospective Review Limits: Please refer to your provider agreement.
- Claims Payer ID#: 66010
- Claims Mailing Address: Care N' Care Claims, P.O. Box 4375, Scranton, PA 18505.
- **Claims Status:** Providers have the option of viewing claims status details through provider portal or calling Provider Claims Customer Service.
 - Availity Provider Portal Registration, click here.
 - Claims Provider Customer Services: 844-806-8216
- Claims Information: For additional claims information, click here.
- Prior Authorizations:
 - Referrals are required for Southwestern Health Select HMO from PCP to Specialist.
 - Providers can look up codes, specialty drugs, services that require an authorization in the Prior Authorization Code Lookup search tool, click here.
 - Acuity Connect (Authorization Provider Portal) Registration: 817-632-3033
 - Acuity Connect Provider Portal, click here.
 - Customer Service: 855-359-9999
- **Plan Code:** H2171 003
- Covered Service Areas: Collin, Denton, Dallas, Rockwall and Tarrant Counties
- Benefit Highlights: Southwester Health Select HMO benefit highlights identifies the benefits and copayments for this plan, click here.
- Evidence of Coverage: Southwestern Health Select HMO EOC information, click here.
- Benefits & Eligibility Verification: Providers can verify benefits and eligibility at:
 - Availity Provider Portal Registration, click here.

Who this affects

• In-Network Providers under the new plan Southwestern Health Select HMO.

Participation status

- Network status go to <u>Find a Provider</u> and click on Find a 2022 Provider.
- Sample ID Card:



In an emergency, call 911 or go to the nearest emergency room. Medicare limiting charges apply. Members: **Customer Experience Team:** Pharmacy Customer Service: Toll Free: 877-374-7993 Dental/Vision/Hearing/OTC/Acupuncture TTY/TDD: 711 Customer Service: 833-492-9866 cnchealthplan com TeleHealth Services: mdlive.com/carencare Providers: Prior Auth/Cert/Service: Pharmacy Claims: 855-791-5302 855-359-9999 Dental Claims: 833-492-9865 Provider Eligibility & Benefits: Vision Claims: 800-521-3605 844-806-8216 Medical Claims Phone: 844-806-8216 (Representative and IVR) Medical Claims Payer ID#: 66010 Acupuncture Claims: Medical Claims Address: 800-972-4226 P.O. Box 4375, Scranton, PA 18505

Additional resources

- Find a Provider: click on Find A 2022 Provider
- Benefit Plan Highlight Brochure
- Benefit Plan EOC
- Pharmacy Information
- Care N' Care Additional HMO & PPO Plans
- Care N' Care Website

Contact Provider Concierge

• Provider Concierge Department

• Email: providerconcierge@cnchealthplan.com

Phone: 817-687-4004Fax: 682-687-5427



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









