

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 Care Provider (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:** Southwestern 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 [Find a Provider](#) and click on Find a 2022 Provider.
- **Sample ID Card:**

carencare Insurance Company, Inc.	2022 Southwestern Health Select (HMO)
Member Name:	PCP: Name Provider First Name Provider Last PCP Phone #: Provider Phone Rx Bin#: 012312
Member ID:	Rx PCN#: PartD Rx GRP#: H2171003
HealthPlan (80840)	
Copays: In-Network PCP: \$0 Specialist: \$10 ER: \$90	MedicareRx Prescription Drug Coverage Southwestern Health Resources   H2171-003

In an emergency, call 911 or go to the nearest emergency room. Medicare limiting charges apply.	
Members:	
Customer Experience Team: Toll Free: 877-374-7993 TTY/TDD: 711 cnchealthplan.com	Pharmacy Customer Service: 855-791-5302 Dental/Vision/Hearing/OTC/Acupuncture Customer Service: 833-492-9866 TeleHealth Services: mdlive.com/carencare
Providers:	
Prior Auth/Cert/Service: 855-359-9999 Provider Eligibility & Benefits: 844-806-8216 (Representative and IVR) Acupuncture Claims: 800-972-4226	Pharmacy Claims: 855-791-5302 Dental Claims: 833-492-9866 Vision Claims: 800-521-3605 Medical Claims Phone: 844-806-8216 Medical Claims Payer ID#: 66010 Medical Claims Address: 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: 817-687-4004
- Fax: 682-687-5427



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

