

November 5, 2021

TMG Provider Portal

Care N' Care has partnered up with Availity to provide Provider Portal services. The current TMG Provider Portal will no longer be available after December 31, 2021.

Providers can presently register for an Availity Provider Portal account to view Care N' Care benefits, eligibility and claims details at availity.com/provider-portal-registration.

Providers will also be able to reset their passwords as needed without having to contact Care N' Care. **Providers with an existing Availity Portal account will need to add Care N' Care's Payer ID# 66010.** If you need assistance to add the Payer ID to your Availity account contact Availity Customer Service at 1-800-282-4548 Monday through Friday, 8am-8pm Eastern Time.

Having access to the Availity provider portal is the prompt method to verify benefits, eligibility and obtain claims status.

[TMG & Availity Provider Portal FAQ's](#)



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



TMG & Availity Provider Portal FAQ's

TMG has been the Provider Portal service for Care N' Care (CNC) since 2019. This portal will expire on December 31, 2021 and will no longer be available. The new Provider Portal service is Availity and is presently available. Providers must register for an Availity Provider Portal account at availity.com/provider-portal-registration to verify CNC's Benefits, Eligibility and Claims information.

FAQ's

1. How soon can I register for an Availity Provider Portal account?

Providers can already register for an Availity Provider Portal account. We encourage providers to register as soon as possible, definitely prior to 12/31/21.

2. Where do I register for an Availity Portal Account?

Providers can register at availity.com/provider-portal-registration. This information is also found on our website under the Provider section at cnchealthplan.com/providers/provider-portal/. Providers can also call Availity at 1-800-282-4548.

3. What if I already have an Availity Provider Portal account?

Providers must add CNC's Payer ID# 66010 to their Availity account to verify CNC Benefits, Eligibility and Claims detail information.

4. What if I need help to add CNC's Payer ID to my existing Availity account?

Providers can call Availity at 1-800-282-4548.

5. When will TMG Portal account expire?

TMG Portal accounts will not be available after 12/31/21.

6. What if I have a TMG Provider Portal account, what should I do next?

As of now, Providers can register for an Availity Provider Portal account at availity.com/provider-portal-registration. If Provider has an existing Availity account, then add CNC Payer ID#66010 to account.

7. What features are available on the Availity Provider Portal?

Features include to verify CNC's Benefits, Eligibility and Claims details similar to TMG Provider Portal.

8. Will I be able to see my TMG account history (claims, payments, eligibility, etc.) in my Availity account?

Yes, history will be available in Availity account.

9. Why is CNC switching from TMG to Availity for the Provider Portal services?

CNC has partnered up with Availity to be CNC's Provider Portal vendor service provider.

10. What if I couldn't automatically reset my Availity password, who can assist me?

Providers can call Availity at 1-800-282-4548 option #3.

11. Who will be my contact if I have any questions about Availity Provider Portal?

Providers can contact Availity at 1-800-282-4548.