



## Quick Reference Guide

### Questions?

Contact your Provider Services

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

Website: [www.cnchealthplan.com](http://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: [www.availity.com/provider-portal-registration](http://www.availity.com/provider-portal-registration)
- Portal Link: [www.availity.com/provider-portal](http://www.availity.com/provider-portal)

### Care Management

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

*Success is Built on Relationships!*

## Southwestern Health Resources



### Benefits & Eligibility

Provider Portal: [www.availity.com/provider-portal](http://www.availity.com/provider-portal)  
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

### 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.availity.com/provider-portal](http://www.availity.com/provider-portal)  
Claim Disputes & Appeals: Refer to [www.cnchealthplan.com/providers](http://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 Services (Provider Relations)

Provider Services: 817-687-4004  
Fax: 682-503-5427  
Email: [providerconciierge@cnchealthplan.com](mailto:providerconciierge@cnchealthplan.com)

### Contracting

Email: [contracting@cnchealthplan.com](mailto:contracting@cnchealthplan.com)

### Customer Experience Team

Phone: 877-374-7993

### Pharmacy (Elixir)

Claims & Customer Service: 855-791-5302  
Medication Lookup: <https://www.cnchealthplan.com/pharmacy-information-2023>  
Mail Order Pharmacy: Elixir Pharmacy  
Electronic: NCPDP# 36-77361 Phone: 866-909-5170  
Prior Authorization and Formulary Exceptions: <https://www.cnchealthplan.com/pharmacy-information-2023/formulary-restrictions-2023/>  
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](http://eyemedvisioncare.com)

### Hearing (TruHearing)

Customer Service: 866-581-9462