

October 27, 2022

Annual Enrollment Period (AEP) runs from October 15th to December 7th with an effective date for January 1, 2023

Care N' Care is your local Medicare Advantage Health Plan established in 2008 by local physicians. Care N' Care follows the traditional benefits found in original Medicare plus additional benefits and services to our members.

The following plans and additional benefits will be offered for 2023 to our members:

- Care N' Care Choice (PPO)
- Care N' Care Choice Plus (PPO)
- Care N' Care Choice Premium (PPO)
- Care N' Care Choice MA-Only (PPO)
- Care N' Care Classic (HMO)
- Care N' Care Southwestern Health Select (HMO)

Additional benefits include:

- Over-the-Counter Benefits
- Preventive Dental (PPO & HMO)-DentaQuest
- Hearing Aid Coverage (PPO & HMO)-TruHearing
- Eyewear Coverage and Routine Eye Exam (PPO & HMO)-EyeMed
- Customer Experience Team-Member Services Department
- Telehealth Benefit-MDLive
- SilverSneakers

Key Points:

1. Effective Date: January 1, 2023
2. Timely Filing Limit: Please refer to your provider agreement.
3. Reconsideration/Appeal/Retrospective Review Limits: Please refer to your provider agreement.
4. Claims Payer ID#: 66010
5. Electronic Funds Transfer (EFT): Providers can register to receive EFT payments by contacting Change Healthcare Customer Service 866-506-2830 option 2. Providers must enroll in ERA's in order to receive EFT at Change Healthcare.
6. Electronic Remittance Advice (ERA's): Providers may register to receive ERA's at Change Healthcare at 866-506-2830 option 4.
7. Claims Mailing Address: Care N' Care Claims, P.O. Box 4375, Scranton, PA 18505.
8. Claims Status: Providers may obtain claims status with access to Availity Provider Portal or by calling our Provider Claims Support Customer Service.
 - [Availity Provider Portal](#)
 - Provider Claims Support Customer Service: 844-806-8216

9. In-Network Disputes: Providers have 60 days from the date of notification of the claims decision to file a written dispute unless indicated differently in your provider agreement. Disputes must include:
- A written dispute request on company letterhead
 - Copy of the original claim form
 - Provide any clinical records or supporting documentation supporting the reason for reimbursement.
 - Mailing Address: Care N' Care, Attention: Appeals & Grievances Department, 1603 Lyndon B. Johnson Freeway, Ste. 300, Farmers Branch, Texas 75234.

10. [Claims Information](#)

11. Prior Authorizations & Referrals:
- Prior Authorization Code Look-up: To verify if a prior authorization is required for services or specialty drugs, you may utilize the [Prior Authorization Code Lookup search tool](#) (2023 Prior-Auth List coming soon)
 - Acuity Connect (Authorization Portal): Providers are highly encouraged to register and utilize the Acuity Connect (Authorization Provider Portal). To register for Accuity Connect please call SWHR Service Desk at 817-632-3033.
 - [Acuity Connect Provider Portal](#)
 - Referrals: The HMO Classic and HMO Select plans do require a referral for the member to see any physician other than a PCP. Referrals made to an out of network will be reviewed for redirection. PPO plans do not require referrals however, providers are encouraged to submit as notification.
 - Utilization Management Customer Service: 855-359-9999

12. Covered Service Areas:
- HMO Classic and PPO Plans: Collin, Cooke, Dallas, Denton, Erath, Hood, Johnson, Palo Pinto, Parker, Rockwall, Somervell, Tarrant and Wise counties.
 - HMO Select Plan: Collin, Denton, Dallas, Rockwall and Tarrant Counties

13. Benefit Highlight Brochure: The benefit highlight brochures give a quick glance at the PPO plans, HMO Classic and HMO Select, the type of services and copayments.
- [PPO plans, HMO Classic, and HMO Select Benefit Highlight Brochure](#)

14. Evidence of Coverage (EOC's):
- [PPO Choice Premium](#)
 - [PPO Choice Plus](#)
 - [PPO Choice](#)
 - [PPO Choice MA-Only](#)
 - [HMO Classic](#)
 - [HMO Southwestern Health Select](#)

15. Benefits & Eligibility Verification: To verify benefits and eligibility, you may do so at:
- [Availity Provider Portal](#)
 - Automated IVR System: 844-806-8215

16. Sample ID Cards:

care n care Insurance Company, Inc. **2023 Southwestern Health Select (HMO)**

Member Name: _____

Member ID: _____

HealthPlan (0000)

Copays: In-Network

PCP: \$00
Specialist: \$00
ER: \$00
Urgent Care: \$00

PCP: _____
PCP Phone #: 0000000000

MedicareRx
Prescription Drug Coverage

Rx Bin#: 000000
Rx PCN#: 000000
Rx GRP#: H0000000

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H0000-000 Medicare limiting charges apply.

care n care Insurance Company, Inc. **2023 Care N' Care Classic (HMO)**

Member Name: _____

Member ID: _____

HealthPlan (80840)

Copays: In-Network

PCP: \$XX
Specialist: \$XX
ER: \$XXX
Urgent Care: \$XX

PCP: _____
PCP Phone #: _____

MedicareRx
Prescription Drug Coverage

Rx Bin#: 012312
Rx PCN#: PARTD
Rx GRP#: H2171001

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H2171-001 Medicare limiting charges apply.



2023 Care N' Care Choice (PPO)

Insurance Company, Inc.

Member Name:

Member ID:

HealthPlan (80840)

Copays:	In-Network	Out-Of-Network
PCP:	\$X	\$XX
Specialist:	\$XX	\$XX
ER:	\$XXX	\$XXX
Urgent Care:	\$XX	\$XX



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H6328-003 Medicare limiting charges apply.

In an emergency, call 911 or go to the nearest emergency room.

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, Medical & Behavioral Health: mdlive.com/carencare 833-791-2188 24-Hour Nurse Advice: 844-209-3635



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: 833-492-9865 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

Who this affects:

In-Network Providers

Participation status:

- 1. Network & Panel Status:** Providers can view their network status for the PPO plans, HMO Classic, and the HMO Select at cnchealthplan.com/find-a-provider/ then click on 2023 Provider.
- 2. Find a Provider:** To search for a provider in our provider directory click on the 2023 Provider at cnchealthplan.com/find-a-provider/.

Additional resources:

- [Find a Provider](#): click on Find A 2023 Provider
- [Benefit Plan Highlight Brochure](#)
- [Benefit Plan EOC](#)
- [Pharmacy Information](#)
- [Care N' Care Additional PPO, HMO Classic and HMO Select Plans](#)
- [Care N' Care Website](#)
- Partner with our team of Medicare Professionals as a resource for your Medicare patients to help grow and educate your practice: [Sales Menu](mailto:providerconciierge@cnchealthplan.com) Contact: providerconciierge@cnchealthplan.com

Contact CNC Provider Services/ SWHR Provider Engagement:

Provider Services Department
Email: providerconciierge@cnchealthplan.com
Phone: 817-687-4004
Fax: 682-687-5427

Provider Marketing

Medicare and Medicare Advantage Made Easy



Partner with our team of Medicare Advantage professionals as a resource for your Medicare patients to help grow and educate your practice. Our team provides a variety of services to providers to assist with Medicare education and health plan information. We provide Medicare resources based on the needs of your practice. We understand that your focus is on providing quality care to patients. Medicare Education and keeping up with all the annual changes with health plans is not something you have time or resources for. Trust our team to help you and your patients navigate the everchanging Medicare world, making Medicare and Medicare Advantage easy for all.

Our Team Of Medicare Professionals Provide The Following Services:

Medicare Education To Patients And Provider Staff

- Medicare 101 Sessions
 - Offered live and/or virtual
 - Available in English and Spanish
 - Turning 65 information sessions
 - Extra help with drugs
- Annual Enrollment Period (AEP) staff preparation
 - Updates on plan changes so provider staff is prepared prior to AEP
 - Offered live and/or virtual

Medicare Enrollment For Patients

- In person or virtual enrollment consultations for patients
- Plan offerings based on accepted plans by provider office – we help keep your patient with you
- Consultations available inside provider office or location desired by patient (home, coffee shop, restaurant, library, etc.)
- Online enrollment site for patients to access
- Medicare Professional trained and contracted to represent all major health insurance plans
- All plan types available including Medicare Supplement, Medicare Advantage and Part D

Medicare Health Plan Seminars

- Plan specific meetings for your patients
- In-person or Virtual
- Provider determines health plans presented

- Meetings at provider office or preferred location for patient convenience

Panel Growth

- Referrals to provider office from Medicare Professional
- Community events surrounding provider office to promote physician
- Turning 65 informative meetings at provider office or nearby with representation from Provider
- Direct mail and online advertising to attract new Medicare

Health Plan Growth Or Disruption Management

- Development of affiliation letters when a new health plan is accepted
- Reporting of results from campaigns

Dedicated Medicare Professional Assigned To Your Practice

- Every office has an assigned Medicare Professional available to answer Medicare related questions from patients or staff
- English and Spanish speaking consultants available
- Medicare Professional only presents plans accepted by provider
- Manager of Medicare Professional accessible by provider to ensure 100% satisfaction in services delivered

**There Is No Cost For Our Services.
Medicare Professionals Are Paid By The Insurance Carriers When Enrollments Occur.**

Tools You Can Use



Catch Up On
Provider Alerts



Need Forms?



How To Submit
Claims



Need To Update
Your Information?

Have Questions? Contact Provider Service:

817-687-4004 | providerconciierge@cnchealthplan.com

Monday - Friday, 8 a.m. to 5 p.m.



Sent by Care N' Care Insurance Company, Inc. 1603 Lyndon B Johnson Freeway Suite 300, Farmers Branch, TX 75234

Care N' Care is an HMO and PPO plan with a Medicare contract. Enrollment in Care N' Care depends on contract renewal. Care N' Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Care N' Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This information is not a complete description of benefits. Call 1-877-374-7993 (TTY 711) for more information. ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call. 1-877-374-7993.