


Important Care N' Care (HMO/PPO) Reminders And Updates For 2023

- **What's NEW:** 24 Hours Nurse Line. Registered nurses are available anytime, day or night, when you call our Nurse Advice Line, 844-209-3635.
- **Preventive Screenings**
 - Preventive care is care you receive to prevent illness, detect medical conditions, and keep you healthy. Medicare Part B covers many preventive services, such as screenings, vaccines, and counseling.
- **Office Closure** - Care N' Care will be closed on December 25th. Care N' Care offices will be closed December 26th but Customer Experience Team phone lines will be open.
- **Member Portal**
 - Have you registered? Register for our Member Portal at mycarencare.com and take advantage of quick access to important information.
 - Did you know you can access your processed claims, request ID cards, and much more?
 - [Click here](#) to download your Care N' Care plan material.
- **Direct Member Reimbursement**
 - Have you paid out of pocket for services that are covered?
 - You can submit for reimbursement for services that are covered by your plan, you have 60 days from the date of service to request for reimbursement. You must complete a Direct Reimbursement form and provide proof of payment.
 - Note:** You must have a \$0 balance to be eligible for reimbursement.
- **Premium due date** – 5th of every month. If the 5th falls on a weekend, payment will be drafted the following Monday.
- **Payment Options:**
 - EFT – Takes one billing cycle (30 days) to be setup. Members are required to make payments via mail or online until EFT has been confirmed.
 - SSA – Can take up to 60 days to start. Members are required to make payments via mail or online until SSA deduction has been confirmed.
 - If members receive a monthly invoice they can visit our website to [pay online](#) or send their payment via mail.
- **Benefits of utilizing an in-network Provider (INN) vs an out-of-network provider (OON)**
 - Your copay will be lower by selecting a provider who is contracted, which means they are INN with Care N' Care than seeing a provider who is not contracted with Care N' Care. Having an out-of-network provider can be subject to additional billing and copays are higher. Note: If you're on an HMO plan, Care N' Care will not cover care from out-of-network providers, except in an emergency.

Have Questions or Need Assistance? Contact your Customer Experience Team.

 **1-877-374-7993 (TTY 711)** October 1 - March 31, 8 a.m. to 8 p.m., CST, seven days a week or April 1 - September 30, 8 a.m. to 8 p.m., CST, Monday through Friday.

 **YourTeam@cnchealthplan.com**