

January 9, 2023

Care N' Care Would Like To Wish Our Providers And Their Staff A Happy And Healthy New Year!

Care N' Care is a local Medicare Advantage health plan servicing North Texas since 2008. Your Provider Services (Provider Relations) Department serves as your liaison for Care N' Care. Provider Services is here to assist, guide and provide resources to our providers and their staff. We would like to provide you with the available provider resources.

Availity Provider Portal:

We are partnered up with Availity for our Provider Portal to verify benefits, eligibility and view claims status.

To register for the Availity Provider Portal, [click here](#).

Pre-Authorizations:

Primary Care Providers and Specialty providers are encouraged to register for the Acuity Connect Authorization Portal. Providers may submit authorizations, referrals, supporting documentation and view status. To register for Acuity Connect call Southwestern Health Resource Help Desk at 817-632-3033. All other providers may obtain Pre-Authorization forms on our website, [click here](#).

To verify if an authorization is required, providers can search on the Prior Authorization [Code Lookup search tool](#).

HMO plans do require a referral from the PCP to Specialist. PPO plans do not require a referral however, are encouraged to submit as informational.

Benefits and Eligibility:

There are several options on how to verify benefits and eligibility.

- [Availity Provider Portal](#)
- IVR (Automated Service): 844-806-8215
- Customer Service: 844-806-8216

Claims Information:

- Payer ID#: 66010
- Mailing Address: Care N' Care Claims, P.O. Box 4375, Scranton, PA 18505
- Register for EFT (Electronic Funds Transfer) at Change Healthcare at 866-506-2830 option 2
- Register for ERA's (Electronic Remittance Advice) at Change Healthcare 866-506-2830 option 4
- For Claims Status, providers may view claims status in the Availity Provider Portal or call Provider Claims Customer Service:
 - [Availity Provider Portal](#)
 - Provider Claims Customer Service at 844-806-8216
- In-Network Disputes: Providers have 60 days from the date of the 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 and Grievances Department, 1603 Lyndon B Johnson Freeway, Ste. 300, Farmers Branch, Texas 75234

Provider Quick Reference Guide:

The [Provider Quick Reference Guide](#) provides contact information for Care N' Care departments and resources.

PPO and HMO Plans:

The following plans and additional benefits are being offered to our 2023 members:

- Care N' Care PPO: Choice, Choice Plus, Choice Premium, and MA-only
- Care N' Care HMO: Classic & Southwestern Health Select

Covered Service Areas:

The covered service areas include:

- Care N' Care PPO Plans and HMO Classic: Collin, Cooke, Dallas, Denton, Erath, Hood, Johnson, Palo Pinto, Parker, Rockwall, Somervell, Tarrant and Wise
- Southwestern Health Select: Collin, Dallas, Denton, Rockwall and Tarrant

Network Participation and Find A Provider:

To search for your network status participation and/or to search for a provider, [click here](#).

Additional Benefits:

- Over-the-counter benefits
- Preventive Dental PPO and Dental (DentaQuest vendor)
- Hearing Aid Coverage PPO and HMO (Tru-Hearing vendor)
- Eyewear Coverage and Routine Eye Exam, PPO and HMO (EyeMed vendor)
- TeleHealth benefit (MDLive vendor)
- SilverSneakers

Visit our website at cnhealthplan.com/providers/ for provider resources and information.

We encourage our providers to pass this alert to their billing agencies, verification departments or outsourcing services to keep them informed of our services and resources available. To register for our alerts and newsletters email providerconciierge@cnhealthplan.com.

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@cnhealthplan.com

Monday - Friday, 8 am to 5 pm

