



A Message from our Chief Medical Officer

The physicians who care for our members comprise a diverse group of individuals, with different backgrounds, ages, medical schools and life experiences. It is this very diversity that is our strength and that allows our members to select a physician that best meets their needs and preferences.

One thing we all have in common is our overriding devotion to providing the best care possible and that is why we are so proud in this issue of our newsletter to spotlight 33 Care N' Care physicians who have achieved FIVE STARS recognition for their outstanding quality performance in 2018. By achieving this honor, these physicians contributed to the overall star rating for Care N' Care and, most importantly, strongly reflect the commitment our physicians and members have to maintaining good health through health screenings and appropriate care management. We applaud these physicians, along with our entire provider network, for your ongoing dedication to exceptional quality of care and for helping our members live life to its fullest.

Continuing with our quality theme, I encourage you to read about our exciting new REACH program which was specifically created to support your practice by providing your patients who have chronic conditions with the added resources they need to better manage their health. The program is also designed as a good reminder of the importance of consistent self-care, something that all of us in the medical community believe in most strongly.

On behalf of all of us in the Care N' Care family, thank you once again for the care and compassion you show our members every day and for the indispensable role you play in making sure that our health plans remain the healthcare partner of choice for more than 10,000 people here in North Texas.

David J Sand, MD MBA FACS
Chief Medical Officer

To learn more about Care N' Care's leadership team [Click Here](#)



5 Star Providers

Care N' Care announces its 2018 5 Star Physicians

The physicians we honor for 2018 performance are.... [Read More](#)



R.E.A.C.H.

Care N' Care has launched a new program called R.E.A.C.H. which is specifically created to support your practice by providing your patients who have chronic conditions with the added resources they need to better manage their health....[Learn More](#)



New Claims Process FAQ's

When calling for claims status use the following prompts:

- #1 for Benefits and Eligibility
- #2 for Claims sent 4/26 or after
- #3 for Claims sent 4/26 or before....[Learn More](#)



At Your Service! Your Provider Concierge Team.

As a Care N' Care in-network provider, you have a personal Provider Concierge who is local and will work closely with you each time you or your office staff needs assistance....[Learn More](#)

Tools You can Use



Catch up on
Provider Alerts



Need Forms?



How to submit claims



Need to update your
information?



Have Questions? Contact your Provider Concierge:
817-687-4004 | providerconcierge@cnchealthplan.com
Monday - Friday, 8 am to 5 pm



Sent by Care N' Care Insurance Company, Inc. 1701 River Run, Suite 402, Fort Worth, TX 76107

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2018 5 Star Physicians

Care N' Care has physicians that have achieved 5 STARS recognition for their outstanding quality performance in 2018. By achieving five stars, these physicians contributed to the overall star rating for Care N' Care and, most importantly, strongly reflect the commitment our physicians and members have to maintaining good health through health screenings and appropriate care management.

Special Recognition to **John Bailey, M.D.; Charles Calvert, D.O.; Ehab Hanna, D.O.; and Sohail Parekh, M.D.** who achieved this high accolade for the second consecutive year.

The physicians we honor for 2018 performance are:

Ashley Unwoo So, M.D.	Megan Dianne Gillem, M.D.
Beth Anne Mewis, M.D.	Megan Jane Conoley, M.D.
Charles Wayne Calvert, M.D.	Michael William Thomas Dotti, M.D.
Chase Parker Moran, M.D.	Mitali Goyal, M.D.
Denise Kay Bruckerhoff, M.D.	Munawar Hayat, M.D.
Ehab Ibrahim Hanna, M.D.	Nisha Gajendra, M.D.
Glenda Marie Kremer, M.D.	Obiora Maduka Ekweani, M.D.
Hector Manuel Lopez, M.D.	Roger Stephen Eppstein, M.D.
Ikechukwu A Osuji, M.D.	Ryan Fiedler Jones, M.D.
James Steven Childers, M.D.	Sakthiraj Subramanian, M.D.
Jessica Danielle Williams, M.D.	Sherif Magdy Rizkalla, M.D.
Joby Thekkumkel James, M.D.	Sohail Parekh, M.D.
John Wesley Bailey, M.D.	Theodore J Lilly, M.D.
Jordan Pastorek, M.D.	Theresa D Stretch, M.D.
Juby Aranathu Joseph, M.D.	Todd Thang Nguyen, M.D.
Mario Gabriel Gonzalez, M.D.	Vijaya Mummadi, M.D.
Mary Margaret Hammack, M.D.	

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R.E.A.C.H

Care N' Care has launched a new program called R.E.A.C.H. which is specifically created to support your practice by providing your Care N' Care patients who have chronic conditions with the added resources they need to better manage their health. The program is also designed as a good reminder of the importance of consistent self-care, something that all of us in the medical community believe in most strongly.

R.E.A.C.H. stands for Resources for Enhanced Access to Community Health. Through this program, your Care N' Care patients now have access to a wide array of resources and services designed to positively impact their health and well-being-- all provided at no additional cost or co-pay. In designing this program, Care N' Care has joined with some of the nation's most widely respected healthcare companies to make sure that your patients get the added resources, education and solutions they need, when they need them most.

Already, four leading healthcare companies have joined the R.E.A.C.H. family to provide qualifying Care N' Care members the following services:

- For your Care N' Care patients who have challenges obtaining their medications or following your recommendations, **AdhereHealth** will provide education regarding proper use of medications, align the delivery of multiple medications, help with coordinating transportation to your office or pharmacy and even help address any financial barriers your patients may be facing with high-cost medications.
- **Connected Health Program by Medtronic** is now on board to provide daily health checks and clinical monitoring for your Care N' Care patients suffering from congestive heart failure, pulmonary disease, diabetes, coronary artery disease or high blood pressure. Identifying potential health issues in a timely manner and providing prompt action we believe can help avoid further worsening, complications and emergency room visits.
- Qualifying members and their caregivers can receive home-based palliative care support from **TurnKey Health/In-Home Supportive Care**. Care N' Care's In-Home Supportive Care program will support your efforts in helping your Care N' Care patients better manage their symptoms, establish care goals and reduce the use of unnecessary healthcare services.
- Personalized support with medical decision-making is now available to qualifying Care N' Care members and their families through **Vital Decisions'** "Living Well" telehealth program. Delivered over the phone or by video session, specialists trained in healthcare decision-making and counseling will help ensure that your Care N' Care patients' feelings and wishes are understood, communicated, and ultimately reflected in their healthcare. Advance Care Planning documents are also available through this process.

Members who qualify for R.E.A.C.H. will be contacted directly by one or more of these new Care N' Care partners, either by phone or mail.

Look for more information in future issues of this newsletter as we welcome new partners and their services into the program.

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NEW CLAIMS PROCESS FAQs

Did Care N' Care implement a new claims process?

Yes. TMG Health is the new delegated claims vendor. TMG specializes exclusively in processing government claims and has the technology, experience and service-oriented approach to keep pace with the changing needs of the government healthcare market. To learn more about TMG Health visit www.tmg-health.com/about.

When did the new claims process start?

May 1, 2019. Providers are to submit current claims and claims with dates of services (DOS) prior to May 1, 2019 however, not prior to April 1, 2018.

Did the Payor ID number change?

Yes. The new Care N' Care Payer ID number is 66010.

What Clearinghouse does Care N' Care use?

Care N' Care uses Change Healthcare as it's clearinghouse. If your clearinghouse is Change Healthcare, update your account to include Care N' Care's new Payer ID# 66010. If it is not, contact your clearinghouse and request to add Care N' Care's new Payer ID to your account. Contact your clearinghouse if you experience any issues.

How do I submit claims?

Claims are accepted both electronically and by paper.

- New Payer ID#: 66010
- New Mailing Address:
Care N' Care Claims
P.O. BOX 4375
Scranton, PA 18505

How do I get status on claims?

Providers are to call 844-806-8216 to obtain claims status and make inquiries.

What payment methods are available?

Claims are paid electronically through Change Healthcare or by mail. Providers will need to register for Electronic Funds Transfer (EFT) with Change Healthcare. If not registered with Change Healthcare for EFT payments, payment method will default to paper checks and mailed via USPS. All claims payments will be distributed once a week.

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How do I register for EFT payments with Change Healthcare?

To register, contact Change Healthcare at:

- Phone: 866-506-2830 (option 2)
- EFT Enrollment Registration link: https://www.changehealthcare.com/docs/default-source/enrollment-services/eft-enrollment-draft.pdf?sfvrsn=49b93116_2

Providers must be enrolled in Change Healthcare's Electronic Remittance Advice (ERA) before enrolling into Change Healthcare's EFT services.

How can I receive Electronic Remittance Advice (ERA)?

Providers currently registered with Change Healthcare will need to add the new Payer ID# 66010.

To register to receive ERA's contact Change Healthcare at:

- Phone: 866-506-2830 (option 4)
- Website: <https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-era-enrollment-forms>

How do I obtain Care N' Care member eligibility and benefit information?

Providers are to call 844-806-8218 for benefits and eligibility.

Be prepared to give the following information:



- Provider or Group/Facility Name
- Name
- Provider NPI/TIN
- Member Last Name, First Initial
- Member DOB
- Member ID# or Medicare#
- Gender

To receive HIPAA Eligibility Transactions (270/271 benefits & eligibility files), contact your IT and clearinghouse to work with Change Healthcare to set up this service.

Will my Care N' Care patients have a new identification (ID) number?

Yes. Care N' Care members new ID number was assigned in May 2019. The member ID number starts with "CC" followed by 7 digits.

Sample of New CNC Member ID card below. New cards are black and white.

HMO	PPO
<p>2019 Care N' Care Classic (HMO)</p> <p>Member Name: PCP: PCP Phone #:</p> <p>Member ID: CC000000 Rx Bin#: 012312 Rx PCN#: PartD Rx Bin# Part B: 009893 Rx PCN# Part B: ROIRX Rx GRP#: H2171001</p> <p>HealthPlan (80840)</p> <p>Copays: In-Network PCP: \$0 Specialist: \$15 ER: \$75</p> <p>MedicareRx Prescription Drug Coverage H2171-001</p>	<p>2019 Care N' Care Choice (PPO)</p> <p>Member Name: Rx Bin#: 012312 Rx PCN#: PartD Rx Bin# Part B: 009893 Rx PCN# Part B: ROIRX Rx GRP#: CNC003</p> <p>Member ID: CC000000 HealthPlan (80840)</p> <p>Copays: In-Network Out-of-Network PCP: \$15 \$50 Specialist: \$36 \$60 ER: \$75 \$75</p> <p>MedicareRx Prescription Drug Coverage H6328 003</p>
<p>In an emergency, call 911 or go to the nearest emergency room. Medicare limiting charges apply.</p> <p>Members: Healthcare Concierge: Pharmacy Customer Service: Toll Free: 877-374-7953 855-791-5302 TTY/TDD: 711 www.onhealthplan.com</p> <p>Providers: Prior Auth/Cert/Service: 855-959-9999 Pharmacy Claims: 855-791-5302 Dental Claims: 833-452-9885 Provider Eligibility & Benefits: 844-806-8216 (Representative) 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</p> <p></p>	<p>In an emergency, call 911 or go to the nearest emergency room. Medicare limiting charges apply.</p> <p>Members: Healthcare Concierge: Pharmacy Customer Service: Toll Free: 877-374-7953 855-791-5302 TTY/TDD: 711 www.onhealthplan.com</p> <p>Providers: Prior Auth/Cert/Service: 855-959-9999 Pharmacy Claims: 855-791-5302 Dental Claims: 833-452-9885 Provider Eligibility & Benefits: 844-806-8216 (Representative) 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</p> <p></p>

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Will I still have access to the Silverback claims portal?

Access to the Silverback TPA Claims portal is no longer available.

How should I send a refund check made payable to Care N' Care?

Mail the refund check to:

Care N' Care Finance
1701 River Run, Suite 402
Fort Worth, TX 76107

I received a check in error and did not deposit. Where should I return the check to?

Mail the check back to Care N' Care at the following address:

Care N' Care Claims
P.O. Box 4375
Scranton, PA 18505

How are in-network disputes handled?

First level, call Claims Customer Service at 844-806-8216

Second level, submit appeal in writing to Care N' Care. Appeal must include:

- A dispute request on your company letterhead
- Copy of original claim form
- Remittance notification of denial
- Clinical/supporting documentation that supports the providers reason for reimbursement

*Second level appeals can be submitted by mail:

- Mail
Care N' Care
Provider Claims Disputes Department
1701 River Run, Suite 402
Fort Worth, TX 76107

How are out-of-network appeals handled?

First level, call Claims Customer Service at 844-806-8216

Second level, submit appeal in writing to Care N' Care. Appeal must include:

- An appeal request on your company letter head
- Copy of the original claim form
- Remittance notification of denial
- Clinical records or other documentation that supports the providers reason for reimbursement
- A completed Waiver of Liability Form: https://www.cnchealthplan.com/wp-content/uploads/2019-0034-Forms-Waiver-of-Liability_v1_Final.pdf

*Second level appeals can be submitted by mail or by fax:

- Mail
Care N' Care
Appeals & Grievances Department
1701 River Run, Suite 402
Fort Worth, TX 76107
- Fax:
817-810-5214
Attention: Appeals & Grievances Department

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AT YOUR SERVICE!



Personal assistance from your Care N' Care Provider Concierge.

As a Care N' Care in-network provider, you have a personal Provider Concierge who is local and will work closely with you each time you or your office staff needs assistance.

Your dedicated Provider Concierge is your partner to assist with:



Inquiries on the health plan



Accessing the authorization portal



Educational material and resources



Quality & Stars programs



Office orientations/Site visits



We work hard to give our physicians and their staff excellent customer service. Whenever you have a question, we are here for you!

Email: providerconcierge@cnhealthplan.com **Phone:** 817-687-4004

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