

New Claims Processing Changes Extended to May 1, 2019

To ensure the transition to the new claims vendor, TMG Health, runs smoothly

Until the transition is complete, providers are to continue to submit claims to Care N' Care's current delegated claims vendor, Silverback TPA accordingly:



Payer ID Number for Care N' Care Claims until May 1

- Payer ID Number: 37228



Verify Eligibility, Benefits & Claims Inquiries until May 1

- Provider Support Claims Customer Service, Call 1-844-806-8216
- IVR for Eligibility & Benefits, Call 1-888-965-1966
- Provider Support Benefits & Eligibility Team, Call 1-844-806-8218



Mailing Address for Claims until May 1

- Silverback TPA/Care N' Care
Claims Department
P.O. Box 961285
Fort Worth, TX 76161

Additional information will be forthcoming for the transition to TMG Health effective, May 1, 2019.

Visit our website at cnchhealthplan.com/providers for updated information on the transition.



Have Questions? Contact your Provider Concierge:
817-687-4004 | providerconcierge@cnchealthplan.com