


## Quick Reference Guide

### Questions?

Contact your Provider Services

 Phone: 817-687-4004  
 Fax: 682-503-5427  
 providerservices@cnhealthplan.com

Website: [www.cnhealthplan.com](http://www.cnhealthplan.com)



Click "Providers" at top right corner of home page to access:

- Online Provider Directory
- Claims Filing Instructions
- Forms
- Provider Alerts

### Provider Portal:

- Eligibility and Benefits
- Claims Status
- Portal Registration: [www.availity.com/provider-portal-registration](http://www.availity.com/provider-portal-registration)
- Portal Link: [www.availity.com/provider-portal](http://www.availity.com/provider-portal)

### Care Management

 Phone: 855-359-9999  
 Fax: 888-965-1964  
 Acuity Connect Portal:  
<https://acuity.southwesternhealth.org/production/>

*Success is built on relationships.*

### Benefits and Eligibility

Provider Portal: [www.availity.com/provider-portal](http://www.availity.com/provider-portal)  
 IVR (Automated Service): 844-806-8215  
 HIPAA Eligibility Transactions (270/271 files): For set up, have your IT & clearinghouse contact Change Healthcare (CNC clearinghouse vendor).  
 Customer Service: 844-806-8216 (7:30 a.m. to 5 p.m., Monday - Friday)

### Claims

Claims Customer Service: 844-806-8216  
 Payer ID Number: 66010  
 Claims Mailing Address: Care N' Care Claims  
 P.O. Box 4375  
 Scranton, PA 18505

Provider Portal: [www.availity.com/provider-portal](http://www.availity.com/provider-portal)  
 Claim Disputes & Appeals: Refer to [www.cnhealthplan.com/providers](http://www.cnhealthplan.com/providers)  
 Change Healthcare Customer Service: 866-506-2830

### Care Management (Referrals, Authorizations, Utilization)

Care Management Customer Service: 855-359-9999  
 Fax Authorization Request: 888-965-1964  
 Acuity Connect Registration (Authorization Web Portal): 817-632-3033  
 Acuity Connect Portal (Pre-Cert and Referral Portal):  
<https://acuity.southwesternhealth.org/production>

### Provider Services (Provider Relations)

Provider Services: 817-687-4004  
 Fax: 682-503-5427  
 Email: [providerservices@cnhealthplan.com](mailto:providerservices@cnhealthplan.com)

### Contracting

Email: [contracting@cnhealthplan.com](mailto:contracting@cnhealthplan.com)

### Customer Experience Team

Phone: 877-374-7993

### Pharmacy (Elixir)

Claims and Customer Service: 855-791-5302  
 Medication Lookup: <https://www.cnhealthplan.com/pharmacy-information-2024/medication-look-up-2024/>  
 Mail-Order Pharmacy: Elixir Pharmacy  
 Electronic: NCPDP# 36-77361 Phone: 866-909-5170  
 Prior Authorization and Formulary Exceptions: <https://www.cnhealthplan.com/pharmacy-information-2024/formulary-restrictions-2024/>  
 Online submission (PREFERRED): <https://elixirsolutions.promptpa.com/>  
 Phone: 855-791-5302 Fax: 877-503-7231

### Dental: DentaQuest

Customer Service: 800-896-2374

### Vision (EyeMed)

Customer Service: 800-521-3605  
 Website: [eyemedvisioncare.com](http://eyemedvisioncare.com)

### Hearing (TruHearing)

Customer Service: 866-581-9462