



Annual Enrollment Period (AEP) and 2024 Plan Information

AEP

For Plan Year 2024 Care N' Care is excited to offer four PPO Plans and two HMO Plans, most **offering \$0 deductibles, \$0 premiums, \$0 PCP and \$0 Specialist Copays.**

Annual Enrollment Period (AEP) runs from October 15, 2023 to December 7, 2023 with an effective date of January 1, 2024.

About Care N' Care:

Care N' Care is a local Medicare Advantage plan affiliated with Texas Health Resources and UT Southwestern Medical Center. Your patients receive beneficial access to our robust patient-centered, clinically integrated network that includes 31 hospital locations and more than 7,000 physicians and clinicians committed to your best health. Care N' Care – Medicare Advantage Your Way.



HMO and PPO Plans

PPO Plans:

- Care N' Care Choice Premium (PPO)
- Care N' Care Choice Plus (PPO)
- Care N' Care Choice (PPO)
- Care N' Care Choice MA- Only (PPO)

HMO Plans:

- Care N' Care Classic (HMO)
- Southwestern Health Select (HMO)

Care N' Care's Evidence of Coverage can be viewed [here](#).

Please review our Benefits Highlight Brochures [here](#).

Covered Service Counties

HMO Classic & PPO Plans:

Collin	Erath	Rockwall
Cooke	Hood	Tarrant
Dallas	Johnson	Somervell
Denton	Palo Pinto	Wise
Ellis	Parker	

Southwestern Health Select Plan (HMO):

Collin
 Dallas
 Denton
 Rockwall
 Tarrant

Additional Benefits



Silver Sneakers



Dental Health



Hearing Health



Vision Health



Over-the-Counter



Telehealth



Mom's Meals



Acupuncture

- Fitness Benefit through SilverSneakers
- Dental Health through DentaQuest
- Hearing Health through TruHearing®
- Vision Health through EyeMed
- Over-the-Counter drugs and supplies through Medline
- Telehealth through MDLIVE
- Meal benefit through Mom's Meals
- Acupuncture through American Specialty Health (ASH)

Key Information

Effective Date: January 1, 2024

How to verify Benefits & Eligibility: Availity Provider

- **Portal:** cnchealthplan.com/providers/
- **Automated IVR System:** 844-806-8215
- **Customer Service:** 844-806-8216, Monday - Friday, 7:30 a.m. to 5:00 p.m. CST

Sample ID Cards:

care@care 2024 Care N' Care Classic (HMO)
 Insurance Company, Inc.

Member Name:
 Member ID:
 HealthPlan (0000)
 Copays: In-Network
 PCP: \$00
 Specialist: \$00
 ER: \$00
 Urgent Care: \$00
 H0000-000

PCP:
 PCP Phone #: 0000000000

Rx Bin#: 000000
 Rx PCN#: 000000
 Rx GRP#: H0000000

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care@care 2024 Care N' Care Choice Plus (PPO)
 Insurance Company, Inc.

Member Name:
 Member ID:
 HealthPlan (00000)

Copays: In-Network Out-Of-Network
 PCP: \$00 \$00
 Specialist: \$00 \$00
 ER: \$00 \$00
 Urgent Care: \$00 \$00
 H0000-000 Medicare limiting charges apply.

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In an emergency, call 911 or go to the nearest emergency room.

Members:
 Customer Experience Team: 855-791-5302
 Toll Free: 877-374-7953
 TTY/TDD: 711
 cnchealthplan.com

Pharmacy Customer Service:
 855-791-5302

Dental/Vision/Hearing/OTC/Acupuncture
 Customer Service: 833-492-6686

Telehealth Services: Medical & Behavioral Health, m2live.com/carecare 833-791-2166
 TTY: 833-710-5531
 24-Hour Nurse Advice: 844-208-3635

Providers:
 Prior Auth/Cert/Service: 855-359-9999
 Provider Eligibility & Benefits: 844-806-8216 (Representative and MR)
 Acupuncture Claims: 800-972-4226

Medical Claims:
 Dental Claims: 833-492-6686
 Vision Claims: 800-521-3605
 Medical Claims Phone: 844-208-3216
 Medical Claims Payer ID#: 66010
 Medical Claims Address: P.O. Box 4375, Scantlon, PA 18505

Benefits and Copays: [2024 PPO/HMO Plan Comparison](#)

Prior Authorizations & Referrals:

- **How to verify if prior authorization is required?** To verify if a prior authorization is required for services or specialty drugs, use the **2023 Prior Authorization Code Lookup** search tool [here](#). 2024 coming soon.
- **How to submit a prior authorization request?**
 1. **Acuity Connect (Authorization Portal):** PCP's and Specialists are highly encouraged to register and utilize the Acuity Connect (Authorization Provider Portal). Providers may submit, obtain status, and submit documentation for referrals and prior authorizations.
 2. **Fax** (no access to Acuity Connect) your Prior Authorizations & Referrals:
 - PCPs & Specialists: 888-965-1964
 - DME: 888-965-1964
 - Home Health: 855-446-9982
 - SNF, LTAC & Rehab: 855-446-9981
- **Prior Authorization forms** listed with this section are available at <https://www.cnchealthplan.com/providers/tools-resources/#toggle-id-8>

- **Register for Acuity Connect** (preferred method) managed by Southwestern Health Resources SWHR:
 - PCP Access Request Form: [System Access Request Form for PCP Offices](#)
 - Specialists Access Request Form: [System Access Request Form for Specialty Offices](#)
 - SWHR Service Desk: 817-632-3033
- **Acuity Connect Provider Portal:** <https://acuity.southwesternhealth.org/production/>

Referrals:

- **HMO Classic & HMO Select Plans:**
 1. **REFERRALS ARE NOT REQUIRED** in 2024 in the HMO for the majority of specialists. Referrals are required for cardiac rehabilitation, pulmonary rehabilitation, podiatry, mental health services (individual and group with a psychiatrist or other mental health specialist), physical therapy, speech therapy, occupational therapy, outpatient substance abuse programs, and opioid treatment programs.
 2. Referrals made to an out of network provider or facility will be reviewed for redirection.
- **PPO Plans:** Do not require referrals, however, providers are encouraged to submit as notification.
- **Utilization Management Customer Service:** 855-359-9999, Monday-Friday from 8am-5pm CST
- **Claims Payer ID#:** 66010
- **Timely Filing Limit:** Please refer to your provider agreement.
- **Electronic Funds Transfer (EFT):** To receive EFT payments, register by contacting Change Healthcare Customer Service 866-506-2830 option 2. Providers must enroll in ERA's in order to receive EFT at Change Healthcare.
- **Electronic Remittance Advice (ERA's):** Register to receive ERA's at Change Healthcare at 866-506-2830 option 4.
- **Claims Mailing Address:** Care N' Care Insurance Inc. Attn: Claims, P.O. Box 4375, Scranton, PA 18505.
- **Claims Status:**
 1. **Availity Provider Portal:** To view claims status use the Availity provider portal at <https://www.cnchealthplan.com/providers/>
 2. **Provider Claims Support Customer Service:** 844-806-8216, Monday-Friday from 7:30 a.m.-5 p.m. CST
- **Reconsideration/Appeal/Retrospective Review Limits:** Please refer to your provider agreement.
- **In-Network Disputes:** Providers have 60 days from the date of notification of the claims decision to file a written dispute unless indicated differently in your provider agreement. Disputes must include:
 1. A written dispute request on company letterhead
 2. Copy of the original claim form
 3. Provide any clinical records or supporting documentation supporting the reason for reimbursement.
 4. Mailing Address: Care N' Care Insurance Inc., Attention: Appeals & Grievances Department, 1603 Lyndon B. Johnson Freeway, Suite 300, Farmers Branch, Texas 75234.
- **Claims Information:** For additional claims information go to [cnchealthplan.com/providers/tools-resources/#provider-claims](https://www.cnchealthplan.com/providers/tools-resources/#provider-claims)
- **Pharmacy Information:** <https://www.cnchealthplan.com/pharmacy-information-2024/>
- **Sales Medicare Professional Team:** Primary Care Providers (PCPs) interested in the opportunity to grow their panels and provide Medicare education to your practice, contact agentsupport@cnchealthplan.com
- **Care N' Care website:** [cnchealthplan.com](https://www.cnchealthplan.com)

Who this Effects:

- In-Network Providers

Participation Network Status:

- **Network & Panel Status:** Providers can view their network and panel status for the PPO plans, HMO Classic, and the HMO Select at [cnchealthplan.com/find-a-provider/](https://www.cnchealthplan.com/find-a-provider/).
*Note: Primary Care Providers (PCPs) with Open panels are eligible to be selected as the assigned PCP

providers.

- **Find a Provider:** To search for a provider in our Provider Directory click on cnchealthplan.com/find-a-provider/.

Contact Provider Services/ SWHR Provider Engagement

- Provider Services Department
- Email: providerservices@cnchealthplan.com
- Phone: 817-687-4004
- Fax: 682-687-5427

Care N' Care Insurance Company, Inc. | 1603 Lyndon B. Johnson Freeway, Suite 300, Farmers
Branch,, TX 75234

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