

November 22, 2024

Earlier this year following a thorough analysis of the current landscape for Medicare Advantage plans, Care N' Care (HMO/PPO) elected not to participate in the 2025 CMS Medicare Advantage bid submission process. The updated CMS Advanced Notice and Rate Announcement requirements, coupled with increasing market pressures, resulted in an untenable environment for smaller MA plans like Care N' Care.

This means that your patients that are currently members of Care N' Care (HMO/PPO) received a notification regarding changes to their coverage in advance of the annual Medicare Open Enrollment Period. Starting January 1, 2025 they will no longer have Care N' Care as their Medicare Advantage plan. Their coverage will remain the same through the end of 2024.

Our members' and your patients' health is our top priority. To ensure members maintain Medicare Advantage coverage, the notification they received included information about plans available in their area and how to sign up for them. If your patients need assistance in finding the best coverage for them, please have them call 1-800-994-1076.

Thank you for your partnership and support of Care N' Care over the years. We are honored to have worked with you to care for North Texans.

Sincerely,



Leslie Young  
Health Plan Operations Officer

## FAQ's

### **When is the cutoff date for the Care N' Care (CNC) to accept Claims?**

CNC will accept and process claims through 12/31/25. Timely filing deadlines still apply.

### **Where should claims be sent after 12/31/24 for processing?**

There will be no changes to existing processes. CNC will continue to accept claims throughout the runout period ending 12/31/25.

Our EDI payer ID# 66010 will remain the same.

Paper Claims can be sent to:  
Care N' Care Insurance Company  
Attention-Claims  
P.O. Box 4375  
Scranton, PA 18505

### **Will providers have view access to Acuity (Authorization Portal) in 2025 for any requests pertaining to 2024 dates of services?**

Yes, Providers will have access to Acuity Connect until August of 2025.

### **What is the last day to request an authorization?**

The last day to submit an authorization request is 12/31/24 with the exception of acute inpatient admissions.

### **Will CNC website be available for providers in 2025?**

Yes, the CNC website will continue to have the Provider section with the core information for providers.

### **Will EFT continue to be available in 2025 for providers for claim payments?**

Yes, EFT will continue to be available the process will remain the same in 2025.

### **For any questions providers can contact which department in 2025?**

Providers can email [providerservices@cnhealthplan.com](mailto:providerservices@cnhealthplan.com) . For any claims questions, please call 844-806-8216.

## **Prior-Authorizations & Referrals**

### **How to confirm if an authorization is required?**

Providers can search our 2024 Prior-Authorization List at:

[https://pal.cnhealthplan.com/codes?\\_gl=1\\*18580nn\\*\\_gcl\\_au\\*MTkwNzk4MzQzNi4xNzIxNzY0Nzg3](https://pal.cnhealthplan.com/codes?_gl=1*18580nn*_gcl_au*MTkwNzk4MzQzNi4xNzIxNzY0Nzg3)

### **How to submit your authorization requests?**

Acuity Connect (Authorization Portal)

Fax:

- PCP's & Specialists: 888-965-1964
- DME: 888-965-1964
- Home Health: 855-446-9982
- SNF, LTAC & Rehab: 855-446-9981

## **Patient Experience**

Thank you for your continued partnership.

Believing that we are better together, our collaboration helps ensure your members experience exceed their expectations. As a clinician, you have an opportunity to shape the trajectory and change the way our members perceive their care. Take a moment to review the reminders outlined below. Together, we are building a better way to care together.

[Getting Needed Care & Getting Care Quickly](#)

[Access to Specialist](#)

## **Provider Directory**

We are asking for your cooperation in validating your provider directory information is listed correctly until 12/31/24.

As a requirement, the Texas Department of Human Services, the Texas Department of Insurance, and the Center for Medicare & Medicaid Services all require that providers review and update their information quarterly or upon a significant change to ensure provider directory has the most current information.

It is vital to keep provider information as accurate as possible in our provider directories. It's critical for our members to rely on this information in our provider directories to locate your practice information, when searching for medical, vision, dental, acupuncture and behavioral health services. This also benefits providers when needing to refer to other specialty providers within the network.

Providers can review their information listed in our provider directories at <https://www.cnhealthplan.com/find-a-provider/> .

For any demographic changes, fill out the Provider Demographic Information Update Form located on our website at <https://www.cnhealthplan.com/providers/provider-update/> .

If you participate with Care N' Care through an Independent Practice Association (IPA), and your information is incorrect, please contact your IPA Representative.

If you have any questions, you may contact Provider Services at 817-687-4004 or email [providerservices@cnhealthplan.com](mailto:providerservices@cnhealthplan.com).

## **Provider Services**

Thank you to our providers and their staff for all that you've done for our members. We truly appreciate you being part of our provider network!

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[Catch Up On  
Provider Alerts](#)

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[Need To Update  
Your Information?](#)

**Have Questions? Contact Provider Service:  
817-687-4004 | [providerconciierge@cnchealthplan.com](mailto:providerconciierge@cnchealthplan.com)  
Monday - Friday, 8 a.m. to 5 p.m.**



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

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