



Provider Quick Reference Guide

Healthcare Highways



Challenging healthcare to do better.

INFORMATION SOURCE	HCH HEALTH PLAN PARTICIPANTS WITH GROUP NUMBERS STARTING WITH HCH	HCH HEALTH PLAN PARTICIPANTS WITH GROUP NUMBERS STARTING WITH HH	NETWORK ACCESS PLAN ONLY PARTICIPANTS
Online Eligibility and Benefits	www.healthcarehighways.com Requires a brief initial registration process	www.healthcarehighways.com Requires a brief initial registration process	Refer to the participant's ID card
List of Network Providers	www.healthcarehighways.com	www.healthcarehighways.com	Refer to the participant's ID card or in Texas visit: www.healthcarehighways.com
Claims and Eligibility Inquiries	888.806.3400 or your provider portal located at www.healthcarehighways.com	888.806.3400 or your provider portal located at www.healthcarehighways.com	Refer to the participant's ID card
Customer Service	844-869-5640	888.806.3400	Refer to the participant's ID card
Medical Management and Precertification	866.353.8162 or your provider portal located at www.healthcarehighways.com	866.353.8162 or your provider portal located at www.healthcarehighways.com	Refer to the participant's ID card
Electronic Claim Filing Payor ID	HCHHP	HCH01	Refer to the participant's ID card
EFT/ERA Payment System	VPay	Echo Health	Refer to the participant's ID card
Claims Address	Healthcare Highways Health Plan PO Box 2476 Grapevine, TX 76099	Healthcare Highways Health Plan PO Box 16817 Lubbock, TX 79490-6817	Refer to the participant's ID card
Provider Demographic Updates	www.hch.operations@healthcarehighways.com Fax: 214.390.2139 Healthcare Highways Health Plan Attn: Network Operations 3001 Dallas Parkway Frisco, TX 75034	www.hch.operations@healthcarehighways.com Fax: 214.390.2139 Healthcare Highways Health Plan Attn: Network Operations 3001 Dallas Parkway Frisco, TX 75034	Same as Health Plan
Pharmacy Information	CerpassRx will be the PBM for many accounts. The pharmacy benefit manager will be identified on the front of the ID card.	CerpassRx will be the PBM for many accounts. The pharmacy benefit manager will be identified on the front of the ID card.	Refer to the participant's ID card



Electronic Data Interchange (EDI)

The fastest way HCH HP can communicate with you is electronically. EDI is the preferred method for conducting business transactions with our providers. Using EDI to exchange information with HCH HP has many advantages:

- Send and receive information faster
- Identify submission errors immediately and avoid processing delays
- Exchange information with multiple payors
- Reduce paper, postal costs and mail time
- Cut administrative expenses

If you are not taking advantage of all available electronic transactions, you are not maximizing your savings and experiencing the full benefits of EDI.

Getting Started

- Before submitting your EDI claims add the HCH HP payor ID: HCH01 (HCH zero one) to your profile for electronic claims.
- If you have a practice management or hospital information system, contact your software vendor to determine what electronic transactions are offered.
- Contact clearinghouses to review which electronic transactions can interact with your software system.



Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)

HCH HP partners with ECHO Health for EFT and ERA support. All network providers who are already registered with ECHO can add HCH HP by going to the website below. If you are not currently enrolled with ECHO you can register at the website below, where enrollment instructions will be provided. There is no cost to enroll with ECHO. HCH HP can provide a paper form by request if you prefer to enroll with ECHO in that manner. Helpful information is provided on the website, as well as the form at:

<https://view.echohealthinc.com/EFTERA/EFTERAInvitation.aspx>

If additional assistance is needed, please call HCH HP at **888.806.3400**.

ECHO also provides Electronic Remittance Advices (ERAs); Providers can enroll in this feature and can add HCH HP by following the EFT process.



Healthcare Highways member ID Cards: Texas-based participants

HEALTHCARE HIGHWAYS HEALTH PLAN ID CARDS

FRONT (Sync Network)

Healthcare Highways HEALTH PLAN

Group Logo Goes Here

Member
 Group: Company Name Goes Here
 Group Number: Group Number Goes Here
 Member Name: JOHN SAMPLE Member ID: SMPLO

Medical Plan Network
 HCHsync™
 HEALTHCARE HIGHWAYS®
 EDI / Payor ID: HCHHP

Pharmacy
 RX Group: Rx Name Goes Here
 RX PCN: SMPL Pharmacy Logo Here
 RX BIN: 000000
 Pharmacy Help Desk: ###.###.#####

BACK

Pre-Certification
 Notification of inpatient hospitalization is required prior to admission or within 48 hours of an emergency admission. Certain outpatient procedures may require pre-certification.

Benefit Support
 For benefit support and pre-certification call: **999.999.9999**
 Member Portal: HCHHealthPlan.com
 Provider Portal: HealthcareHighways.com/providers

Submitting Claims
 Healthcare Highways
 P.O. Box 2476
 Grapevine, TX 76099
 or EDI# HCHHP

Possession of this card is not a guarantee of eligibility. Members may be liable for out-of-area non-emergency costs related to balance billing. See plan for details.

MDLive info/logo if applicable | PHCS info/logo if applicable

FRONT (Logix Network)

Healthcare Highways HEALTH PLAN

Group Logo Goes Here

Member
 Group: Company Name Goes Here
 Group Number: Group Number Goes Here
 Member Name: JOHN SAMPLE Member ID: SMPLO

Medical Plan Network
 HCHLogix™
 HEALTHCARE HIGHWAYS®
 EDI / Payor ID: HCHHP

Pharmacy
 RX Group: Rx Name Goes Here
 RX PCN: SMPL Pharmacy Logo Here
 RX BIN: 000000
 Pharmacy Help Desk: ###.###.#####

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NETWORK ACCESS ONLY MEMBER ID CARDS

FRONT

TPA Logo goes here

HCHLogix™
 HEALTHCARE HIGHWAYS®

Member Name: JOHN SAMPLE
Member ID Number: SMPLO
Group Name: ABC Company
Group Number: HHHHH

Pharmacy Benefits
 CerpaxRx
 GRP NUMBER: ####
 Rx BIN: ####
 Rx PCN: ####
 Rx Group: ####
 Pharmacy Help Desk: 888-596-5944
 Customer Service: 888-661-8818