

**MEMORANDUM**

|          |   |
|----------|---|
| Date:    | 10/10/2023  |
| To:      | QualCare Provider Network   |
| From:    | QualCare IPA  |
| Subject: | <b>UPDATE:</b> United Healthcare Medicare Advantage Health Plan Affiliation with QualCare IPA |

Dear Provider & Staff:

Please be advised that effective October 1, 2023, QualCare IPA now accepts **United Healthcare** as a contracted Medicare Advantage health plan in addition to the following existing Medicare Advantage plans: **Anthem, Health Net, Brand New Day, Humana, Blue Shield of California, and Aetna.**

QualCare accepts the following Medicare Advantage from United Healthcare:

- Standard MAPD, including option benefit plans:
  - AARP SecureHorizons;
  - AARP Patriot

We ask you to please verify member eligibility for these patients by contacting QualCare IPA Member Services at **661-371-2790**.

Please inform QualCare IPA of all United Healthcare admissions through fax notification at **661-308-0149**.

We thank you for your continued support and cooperation. Please find below pertinent information regarding the submission of authorization requests, claims, and member eligibility verification. Please feel free to contact our Provider Services team at (661) 371-2790 with any questions or concerns.

This memo provides important information related to QualCare IPA's contracted Medicare Advantage health Plans. Please note that QualCare IPA still retains Dignity Health Management Services (DHMSO) and Centric Healthcare Services (CHS) for the administrative management of its contracted health plans.

**Centric Healthcare Services will provide administrative services (authorization requests through CHS EZ-NET portal and claims processing) for the following contracted health plans:**

**AETNA | BRAND NEW DAY | HUMANA | UNITED HEALTHCARE**

**Centric Healthcare Services Provider Accounts – Online Services**

Please register at <https://portal.centricmso.com/EZ-NET60> to access EZ-NET online provider portal accounts. If you have any questions regarding provider account registration, please contact Centric Healthcare Services at 661-371-2790.

**Please note that Dignity Health Management Services will continue to provide administrative services (authorization requests through MCS/DHMSO Online Provider portal and claims processing) for the remaining QualCare IPA contracted Health Plans:**

**ANTHEM BLUE CROSS | BLUE SHIELD OF CALIFORNIA | HEALTH NET**

**Dignity Health Management Services Provider Accounts – Online Services**

Please register at <https://portal.dignityhealthmso.org> to access DHMSO online provider portal accounts. If you have any questions regarding provider account registration, please contact Dignity Health Management Services at 661-716-7100.

We thank you for your continued support and cooperation during this transition process. Please feel free to contact our Provider Service team at (661) 371-2790 with any questions or concerns.

**PLEASE SEE BELOW FOR THE QUICK SUMMARY GUIDE FOR**

- **ELIGIBILITY VERIFICATION**
- **AUTHORIZATION REQUESTS**
- **CLAIMS SUBMISSION**

## QUICK SUMMARY GUIDE

### Contracted Health Plans managed by Dignity Health Management Services:

| Medicare Advantage Plans   |   |
|--|---|
| <b><u>Anthem Blue Cross</u></b><br>Provider Services: 800.677.6669 | <b><u>Health Net</u></b><br>Provider Services: 800.641.7761 |
| <b><u>Blue Shield of CA</u></b><br>Provider Services: 800.541.6652 |   |

### Contracted Health Plans managed by Centric Healthcare Services:

| Medicare Advantage Plans                                |  |
|---|--|
| <b><u>Aetna</u></b><br>Provider Services: 800.624.0756  | <b><u>Brand New Day</u></b><br>Provider Services: 866.255.4795     |
| <b><u>Humana</u></b><br>Provider Services: 844.330.7799 | <b><u>United Healthcare</u></b><br>Provider Services: 800-721-0627 |

### Eligibility Verification and Authorization Request Submission

|   |
|---|
| <b>Authorization Requests for Anthem Blue Cross, Blue Shield of CA and HealthNet Plans:</b> <ul style="list-style-type: none"> <li>○ Continue to Submit Authorizations via DHMSO Online Portal:<br/> <a href="https://portal.dignityhealthmso.org">https://portal.dignityhealthmso.org</a></li> </ul> |
| <b>Authorization Requests for Aetna, Brand New Day, Humana Plans, and United Healthcare:</b> <ul style="list-style-type: none"> <li>○ Submit Authorizations via <a href="https://portal.centricmso.com/EZ-NET60">https://portal.centricmso.com/EZ-NET60</a></li> </ul>                                |



5080 California Avenue, Suite 415  
 Bakersfield, CA 93309  
 (661) 371-2790

**PART B CLAIMS SUBMISSION**

**Part B Claims Submission for Anthem, Blue Shield, and HealthNet**

| Billing Address   | For Electronic Billing |                 |
|---|------------------------|-----------------|
| Dignity Health Management Services<br>PO Box 752<br>Bakersfield, CA 93302 | Clearinghouse          | Payer ID Number |
|   | Change Healthcare      | 27133           |
|   | Zirmed                 | 030412082       |
|   | Office Ally            | MCS03           |

**Part B Claims Submission for Aetna, Brand New Day, Humana, and United Healthcare**

| For Part B Electronic Billing                                    |                              |                           |
|--|------------------------------|---------------------------|
| Billing Address  | Claim Type                   | Clearinghouse             |
| Centric Healthcare Services<br>PO Box 7640<br>La Verne, CA 91750 | <b>Part B (Professional)</b> | <b>Office Ally: QCP01</b> |

*All QualCare financial risk claims must be submitted to the appropriate entity within **90 days** of the date of service to be eligible for payment.*



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**PART A (INSTITUTIONAL/FACILITY) CLAIMS SUBMISSION**

**Part A Claims Submission for Aetna, Blue Shield, Brand New Day, and United HealthCare**

| For Part A Electronic Billing            |  |
|--|--|
| Claim Type                               | Clearinghouse  |
| Aetna Part A (Institutional)             | Please continue to submit Part A claims to Health Plan:<br><b><u>Aetna</u></b>                     |
| Blue Shield Part A (Institutional)       | Please continue to submit Part A claims to Health Plan:<br><b><u>Blue Shield of California</u></b> |
| Brand New Day Part A (Institutional)     | Please continue to submit Part A claims to Health Plan:<br><b><u>Brand New Day</u></b>             |
| United Healthcare Part A (Institutional) | Please continue to submit Part A claims to Health Plan:<br><b><u>United Healthcare</u></b>         |

**Part A Claims Submission for Humana**

| For Part A Electronic Billing   |                           |
|---|---------------------------|
| Claim Type  | Clearinghouse             |
| <b>Humana Part A (Institutional)</b><br><b>Billing Address:</b><br>Healthy Valley Provider Network<br>PO Box 7640<br>La Verne, CA 91750 | <b>Office Ally: HVPNI</b> |

**Part A Claims Submission for Anthem and Health Net**

| For Part A Electronic Billing   |                        |                 |
|---|------------------------|-----------------|
| Billing Address   | For Electronic Billing |                 |
| Dignity Health Management Services<br>PO Box 752<br>Bakersfield, CA 93302 | Clearinghouse          | Payer ID Number |
|   | Change Healthcare      | 27133           |
|   | Zirmed                 | 030412082       |
|   | Office Ally            | MCS03           |

*All QualCare financial risk claims must be submitted to the appropriate entity within **90 days** of the date of service to be eligible for payment.*