

MEMORANDUM

Date:	1/1/2025
To:	QualCare Provider Network
From:	QualCare IPA
Subject:	Summary Guide

Dear Provider & Staff:

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

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.

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

**AETNA | CENTRAL HEALTH PLAN | HUMANA
UNITED HEALTHCARE | IMPERIAL HEALTH PLAN**

Centric Healthcare Services Provider Accounts – Online Services

Please register at <https://portal.centricmso.com/> 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 | HEALTH NET | BLUE SHIELD OF CALIFORNIA

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	
<u>Anthem Blue Cross</u> Provider Services: 800.677.6669	<u>Health Net</u> Provider Services: 800.641.7761
<u>Blue Shield of California</u> Provider Services: 800.541.6652	

Contracted Health Plans managed by Centric Healthcare Services:

Medicare Advantage Plans	
<u>Aetna</u> Provider Services: 800.624.0756	<u>Central Health Plan</u> Provider Services: 866.314.2427
<u>Humana</u> Provider Services: 844.330.7799	<u>United Healthcare</u> Provider Services: 800.721.0627
<u>Imperial Health Plan</u> Provider Services: 800.838.8271	

Eligibility Verification and Authorization Request Submission

Authorization Requests for Anthem Blue Cross, Blue Shield of California, and HealthNet: Submit Authorizations via DHMSO Online Portal: https://portal.dignityhealthmso.org
Authorization Requests for Aetna, Central Health Plan, Humana, United Healthcare, and Imperial Health Plan: Submit Authorizations via https://portal.centricmso.com

PART B CLAIMS SUBMISSION

Part B Claims Submission for Anthem, Blue Shield of California, and HealthNet

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

**Part B Claims Submission for Aetna, Central Health Plan, Humana,
United Healthcare, and Imperial Health Plan**

For Part B Electronic Billing		
Billing Address	Claim Type	Clearinghouse
Centric Healthcare Services PO Box 7640 La Verne, CA 91750	Part B (Professional)	Office Ally: QCP01

*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.*

PART A (INSTITUTIONAL/FACILITY) CLAIMS SUBMISSION

**Part A Claims Submission for Aetna, Blue Shield of California, Central Health Plan,
United Healthcare, and Imperial Health Plan**

For Part A Electronic Billing	
Claim Type	Clearinghouse
Aetna Part A (Institutional)	Please continue to submit Part A claims to Health Plan: <u>Aetna</u>
Blue Shield of California Part A (Institutional)	Please continue to submit Part A claims to Health Plan: <u>Blue Shield of California</u>
Central Health Plan Part A (Institutional)	Please continue to submit Part A claims to Health Plan: <u>Central Health Plan</u>
United Healthcare Part A (Institutional)	Please continue to submit Part A claims to Health Plan: <u>United Healthcare</u>
Imperial Health Plan Part A (Institutional)	Please submit Part A claims to Health Plan: <u>Imperial Health Plan</u>

Part A Claims Submission for Humana

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

Part A Claims Submission for Anthem and Health Net

For Part A Electronic Billing		
Billing Address	For Electronic Billing	
Dignity Health Management Services PO Box 752 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.*