1700 Bent Creek Blvd.
STE 200
Mechanicsburg, PA 17050
Provider Services
1-844-626-6813
711 (TTY)

9/18/2023

IMPORTANT Change Regarding HHAeXchange Servicing Zip Codes

We wanted to make you aware of an update that was made recently by HHAEXchage. An HHAeXchange update has stopped provider entered servicing zip codes from syncing to MCOs. All MCOs will be responsible for updating the provider servicing zip codes for the payer side of HHAeXchange, to ensure all contracted PAS providers are sent new participant placements via broadcasting, based on the areas they are contacted for with PHW.

Providers can still update servicing zip codes in their HHAeXchange profiles and are encouraged to do so. PHW is working with HHAeXchange to pull all provider entered zip codes and load them to the PHW profiles. In the event you need to update your contracted servicing areas, please outreach phwproviderdata@pahealthwellness.com to communicate any changes you may need to make, so we can then have them correctly reflected in your profile. For any questions that you may have, please contact your provider relations representative. In the event you do not know who your provider representative is, please contact phwproviderrelations@pahealthwellness.com.