

Provider Communication: Important Billing and Claims Notification

Date: 01/10/19

Dear Provider:

PA Health & Wellness is aware of an issue with participant ID cards sent out that may have an incomplete MA ID (less than 10 digits). We believe this only affects participants with an MA ID with leading zeroes (i.e. 0012345678). We are prioritizing the correction of this known issue and will resend participant ID cards to those impacted.

While PA Health & Wellness is working to resolve this issue, providers must ensure claims submitted by your organization have the correct participant MA ID number. All electronic claims and paper claims submitted to PA Health & Wellness must include a 10 digit MA ID for the participant.

If you have received a card with an MA ID less than 10 digits, please make sure to verify the number with either PA Health & Wellness, or check the DHS Electronic Verification System (EVS). You may also need to manually adjust the MA ID in your system by adding the leading zero(s) for ID cards presented with less than 10 digits.

We apologize for any confusion this has caused, and appreciate your continued partnership in serving the people of Pennsylvania through the Community HealthChoices program.

If you have any questions, please do not hesitate to contact us at 1-844-626-6813, option # 3. Our team is ready to assist you.

Thank you,

Kate McMahan

Director, Provider Relations