

INFORMATION SOURCE	<b>Plan 1 - LEGACY</b> <b>HCH HEALTH PLAN</b> PARTICIPANTS WITH GROUP NUMBERS STARTING WITH <b>HH</b>	<b>Plan 2 - NEW</b> <b>HCH HEALTH PLAN</b> PARTICIPANTS WITH GROUP NUMBERS STARTING WITH <b>HCH</b>	<b>NETWORK ACCESS PLAN</b> ONLY PARTICIPANTS
Group ID	<b>HH</b>	<b>HCH</b>	Refer to the participant's ID card
Electronic Claim Filing Payor ID	<b>HCH01</b>	<b>HCHHP</b>	Refer to the participant's ID card
EFT/ERA Payment System	<b>Echo Health</b> <a href="http://www.view.echohealthinc.com/EFTERA/EFTERAInvitation.aspx">www.view.echohealthinc.com/EFTERA/EFTERAInvitation.aspx</a> 1-888-834-3511	<b>VPay</b> <a href="https://www.vpayusa.com/">https://www.vpayusa.com/</a> 1-855-893-3029	Refer to the participant's ID card
Claims Address	<b>Healthcare Highways Health Plan</b> <b>PO Box 16817</b> <b>Lubbock, TX 79490-6817</b>	<b>Healthcare Highways Health Plan</b> <b>PO Box 2476</b> <b>Grapevine, TX 76099</b>	Refer to the participant's ID card
Customer Service	888.806.3400	888.806.3400	Refer to the participant's ID card
Medical Management and Precertification	866.353.8162 or your provider portal located at <a href="http://www.healthcarehighways.com">www.healthcarehighways.com</a>	866.353.8162 or your provider portal located at <a href="http://www.healthcarehighways.com">www.healthcarehighways.com</a>	Refer to the participant's ID card
Online Eligibility and Benefits	<a href="http://www.healthcarehighways.com">www.healthcarehighways.com</a> Requires a brief initial registration process	<a href="http://www.healthcarehighways.com">www.healthcarehighways.com</a> Requires a brief initial registration process	Refer to the participant's ID card
List of Network Providers	<a href="http://www.healthcarehighways.com">www.healthcarehighways.com</a>	<a href="http://www.healthcarehighways.com">www.healthcarehighways.com</a>	Refer to the participant's ID card or in Texas visit: <b><a href="http://www.healthcarehighways.com">www.healthcarehighways.com</a></b>
Claims and Eligibility Inquiries	888.806.3400 or your provider portal located at <a href="http://www.healthcarehighways.com">www.healthcarehighways.com</a>	888.806.3400 or your provider portal located at <a href="http://www.healthcarehighways.com">www.healthcarehighways.com</a>	Refer to the participant's ID card
Provider Demographic Updates	<a href="mailto:www.hch.operations@healthcarehighways.com">www.hch.operations@healthcarehighways.com</a> Fax: 214.390.2139  <b>Healthcare Highways Health Plan</b> <b>Attn: Network Operations</b> <b>3001 Dallas Parkway</b> <b>Frisco, TX 75034</b>	<a href="mailto:www.hch.operations@healthcarehighways.com">www.hch.operations@healthcarehighways.com</a> Fax: 214.390.2139  <b>Healthcare Highways Health Plan</b> <b>Attn: Network Operations</b> <b>3001 Dallas Parkway</b> <b>Frisco, TX 75034</b>	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