

Quick Reference



INFORMATION SOURCE	Plan 1 - LEGACY HCH HEALTH PLAN PARTICIPANTS WITH GROUP NUMBERS STARTING WITH HH	Plan 2 - NEW HCH HEALTH PLAN PARTICIPANTS WITH GROUP NUMBERS STARTING WITH HCH	NETWORK ACCESS PLAN ONLY PARTICIPANTS
Group ID	HH	HCH	Refer to the participant's ID card
Electronic Claim Filing Payor ID	HCH01	HCHHP	Refer to the participant's ID card
EFT/ERA Payment System	Echo Health www.view.echohealthinc.com/EFTERA/EFTERAInvitation.aspx 1-888-834-3511	VPay https://www.vpayusa.com/ 1-855-893-3029	Refer to the participant's ID card
Claims Address and Claims Appeals	Healthcare Highways Health Plan PO Box 16817 Lubbock, TX 79490-6817	Healthcare Highways Health Plan PO Box 2476 Grapevine, TX 76099	Refer to the participant's ID card
Customer Service	866.945.2292	866.945.2292	Refer to the participant's ID card
Medical Management and Precertification	866.353.8162 or your provider portal located at www.healthcarehighways.com	866.353.8162 or your provider portal located at www.healthcarehighways.com	Refer to the participant's ID card
Online Eligibility and Benefits	www.healthcarehighways.com Requires a brief initial registration process	www.healthcarehighways.com Requires a brief initial registration process	Refer to the participant's ID card
List of Network Providers	www.healthcarehighways.com	www.healthcarehighways.com	Refer to the participant's ID card or in Texas visit: www.healthcarehighways.com
Claims and Eligibility Inquiries	866.945.2292 or your provider portal located at www.healthcarehighways.com	866.945.2292 or your provider portal located at www.healthcarehighways.com	Refer to the participant's ID card
Provider Demographic Updates	www.hch.operations@healthcarehighways.com Fax: 214.390.2139 Healthcare Highways Health Plan Attn: Network Operations 3001 Dallas Parkway Frisco, TX 75034	www.hch.operations@healthcarehighways.com Fax: 214.390.2139 Healthcare Highways Health Plan Attn: Network Operations 3001 Dallas Parkway Frisco, TX 75034	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