



### **Claim Submission Information FAQ's for: Mail Handlers Benefit Plan (MHBP)**

**Also to include information on Coventry Health Care *National Network* (f.k.a First Health *Direct*),  
First Health Network(f.k.a. CCN, HCVM & PPO OK) & other Coventry Health Care payers**

#### **1. Are there any changes to the Mail Handlers Benefit Plan that effect claims submissions?**

NO. Mail Handlers Benefit Plan (MHBP) is unaffected by the network consolidation that took place at Coventry. The Emdeon payer ID for Mail Handlers remains 62413.

#### **Paper claims for Mail Handlers Benefit Plan should be mailed to:**

Coventry Health Care  
P.O. Box 8402  
London, KY 40742

#### **2. New Mail Handlers Benefit Plan member ID cards were recently mailed out to all MHBP covered individuals, with a new 11-digit numeric member number. When do these new member ID numbers take effect?**

On September 8, 2008, the new Mail Handlers member ID cards and corresponding 11-digit numeric member numbers take effect.

#### **3. For EDI or Paper claim submissions, can I still use the previous 7-digit numeric member ID or must I bill using the new 11-digit number?**

Mail Handlers encourages its providers to begin utilizing the new 11-digit numeric Member ID for all claims submissions – EDI or Paper – immediately, but for a period of time Mail Handlers will accept claims submitted using the 7-digit number.

#### **4. Which Emdeon payer ID should I use for my old First Health *Direct* claims?**

For the re-branded Coventry Health Care *National Network* business, EDI claims should be sent to Emdeon payer ID 87043, formerly the payer ID for the First Health *Direct* business.

#### **Paper claims for Coventry Health Care *National Network* (f.k.a. First Health *Direct*) should be mailed to:**

Coventry Health Care  
P.O. Box 8400  
London, KY 40742

**5 For the PPO Networks that are now part of First Health Network—CCN Managed Care, Inc., HCVM, and PPO Oklahoma—which electronic payer ID do I use for my claim submissions, effective 1/1/2007, as CCN & PPO Oklahoma have previously supported separate Payer ID's?**

For the First Health Network (formerly CCN, HCVM, PPO OK), the Emdeon payer ID that applies is 73159—old PPO OK payer ID. If you are currently submitting claims to that payer ID, then continue to do so. Any EDI claims previously submitted to CCN payer ID 33005 should now also be submitted to 73159. Submission information applies when relationship calls for initial claim to be sent to First Health Network.

**6 Sometimes trying to determine where to submit the initial claim for First Health Network (formerly CCN, HCVM, PPO OK) can be very confusing, because of the multiple relationships FHN supports with their TPA/Carrier clients. Is there a way to determine when we should submit a claim to the NEW First Health Network payer ID 73159, as opposed to when we should submit the claim directly to the TPA/Carrier client?**

Some of the relationships between First Health Network (FHN) and the TPA/Carriers require the *initial* claim submission be sent to the TPA/Carrier in question, and NOT to the 73159 Payer ID. Always refer to Member's ID card for specific claim filing instructions as the TPA/Carrier client's submission instructions vary. Please refer to First Health Network TPA/Carrier Client payer ID list, based on the relationship between FHN and the TPA/Carrier Client, to determine which payer ID applies. For a complete First Health Network TPA/Carrier Client Payor ID list, click on link below:

Go to: [www.firsthealth.com](http://www.firsthealth.com) > Doctor or Hospital > [First Health Network Client Payor ID Numbers](#)

If your office does not routinely see member ID cards, be sure to obtain the patient's id number, insurance plan name, group name, and group number, in order to ensure proper claims submission information. For additional claim filing instructions, contact us at 800-937-6824 option 3.

NOTE: TPA/Carrier clients will re-issue ID cards throughout 2007 per their renewal dates. The First Health Network logo will replace all of the other leased network logos: CCN, HCVM, PPO Oklahoma.

**7 For EDI Claims submissions to the NEW First Health Network, which edits and data requirements will apply effective 1/1/2007, as CCN/HCVM (33005)& PPO OK(73159) previously had different payer ID's?**

Effective 1/1/2007, for EDI claims sent to the First Health Network, after 1/1/2007, the edits and data submission requirements remain the same for both payer ID's 33005 or 73159.

Keep in mind, the go forward payer ID for the First Health Network is 73159. For more information, go to: [www.firsthealth.com](http://www.firsthealth.com) > Doctor or Hospital > [First Health Network Client Payor ID Numbers](#)

**8 Mail Handlers Benefit Plan is owned by Coventry Health Care (CHC). Coventry owns many different health plans across the US, each with a unique electronic (EDI) payer ID. Where can I find a complete list of Coventry payer ID's?**

**Emdeon Payer ID's for Coventry Health Care owned health plans are listed below:**

*A complete list of Coventry EDI Payer Fact Sheets can be found at the link below:*

[http://transact.emdeon.com/edi\\_fact\\_sheet\\_CoventryPlans.php](http://transact.emdeon.com/edi_fact_sheet_CoventryPlans.php)

**NOTE:** If a provider office utilizes a different clearinghouse for their EDI claims (i.e. McKesson, Gateway EDI, etc..) please check with that group for the applicable electronic payer ID's.

**Mail Handlers Benefit Plan (MHBP)**

**Payer ID: 62143**

Coventry Health Care traditional health plans:

Advantra Freedom (Medicare PFFS)	Payer ID: 25152
Altius Health Plans	Payer ID: SX113
Carelink	Payer ID: 25139
Carelink Medicaid	Payer ID: 25140
CareNet	Payer ID: 25142
CHC of Delaware	Payer ID: 25130
CHC of Georgia	Payer ID: 25127
CHC of Iowa	Payer ID: 25132
CHC of Kansas	Payer ID: 25133
CHC of Louisiana	Payer ID: 25135
CHC of Nebraska	Payer ID: 25136
Coventry Health & Life of Oklahoma	Payer ID: 25133
Coventry Health & Life – Tennessee	Payer ID: 25141
Diamond Plan (Maryland Medicaid)	Payer ID: 25131
Group Health Plan/CMR	Payer ID: 25141

*Gateway EDI Payer ID: 0340 (HCFA Only)*

HealthAmerica/HealthAssurance/Advantra	Payer ID: 25126
HealthCare USA	Payer ID: 25143

*Gateway EDI Payer ID: 0550 (HCFA Only)*

OmniCare	Payer ID: 25150
Personal Care	Payer ID: 25146
CHC Cares (South Carolina Medicaid)	Payer ID: 25151
Southern Health Services (in VA)	Payer ID: 25128
University of Missouri	Payer ID: 87043
Vista Health Plan of Florida	Payer ID: 55248
WellPath	Payer ID: 25129

**Former First Health Legacy health plans Owned and Operated by Coventry Health Care:**

Coventry Health Care <i>National Network</i> (f.k.a. First Health Direct)	Payer ID: 87043
First Health Network (f.k.a. CCN, PPO OK, HCVM)	Payer ID: 73159*
First Health Network (f.k.a. SouthCare/Healthcare Preferred)	Payer ID 25147*

Go to: [www.firsthealth.com](http://www.firsthealth.com) > Doctor or Hospital > [First Health Network Client Payer ID Numbers](#)

**\* Please reference questions 5, 6 & 7 before determining if this payer ID is the correct electronic ID to submit your First Health Direct claims.**