

## Notice to IDEALCARE Providers Claims Administration Changes

### WHAT IS CHANGING?

- Sendero will transition claims processing and customer service for **IdealCare** providers **effective 1/1/2017**. This change applies to Sendero IdealCare only.

### WHAT IS NOT CHANGING?

- If you are currently a **Sendero STAR/CHIP provider**, continue to use the same claim process for submission of your STAR/CHIP claims. Sendero STAR/CHIP electronic claims will still be submitted using EDI Vendor ID 36426. Sendero STAR/CHIP paper claims and appeals will still be submitted to PO BOX 3869, Corpus Christi TX 78463. Sendero STAR/CHIP Customer Service will still be 1-855-526-7388.

### HOW WILL THIS AFFECT IDEALCARE PROVIDERS?



#### **IdealCare** claims with dates of service **12/31/2016 and before:**

- Continue submitting electronic claims to Sendero **IdealCare** using EDI Vendor ID 36426.
- Continue to submit **IdealCare** paper claims and appeals to :  
Sendero Health Plans  
P.O. BOX 3869  
Corpus Christi, TX 78463
- For claims customer service and eligibility verification, call Sendero's **IdealCare** Customer Service at 1-888-643-3251.



#### **IdealCare** claims with dates of services **1/1/2017 and after:**

- Submit electronic claims to Sendero **IdealCare** using the **new EDI Vendor ID 11440**. **Claims must be submitted through Relay Health.**
- Submit **IdealCare** paper claims and appeals to:  
**Sendero Health Plans**  
**P.O. BOX 301425**  
**Houston, TX 77230**
- For claims customer service and eligibility verification, call the **new Sendero IdealCare Customer Service at 1-844-800-4693**.
- Sendero **IdealCare** will no longer accept electronic claims through EDI Vendor ID 36426 or paper claims/appeals at PO BOX 3869, Corpus Christi TX 78463 for claims with **DOS 1/1/2017 and after**.

Future updates related to the transition will be posted to the **IdealCare** Provider News page here: <https://senderohealth.com/idealcareeng/pnews.html>

We appreciate your patience through this transition. Should you have any questions, please direct them to [providers@senderohealth.com](mailto:providers@senderohealth.com)