

IdealCare Provider Manual Updated

The Sendero Health Plans IdealCare Provider Manual has been updated effective 6/17/2019. Sendero reviews and revises the Provider Manual at regular intervals throughout the year. Please be sure you are familiar with information in the manual, including the following:

Updated wording to reflect PO BOX change effective 4/1/2019 in:

- Chapter 7.3 Electronic Claims Submission: ANSI-837
- Chapter 7.4 Submitting Paper Claims to Sendero IdealCare
- Chapter 7.21 Filing a Reconsideration or Appeal for Non-payment of a Claim

Paper copies of the Provider Manual are available upon request by contacting Sendero Network Management at 1-855-895-0475.