

IdealCare Provider Manual Updated

The Sendero Health Plans IdealCare Provider Manual has been updated effective 8/26/2019. 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:

- Chapter 7.4 Submitting Paper Claims to Sendero IdealCare
 - Existing CMS 5010 billing guidelines added
- Chapter 7.8 Billing Requirements
 - Existing claim submission requirements for member identification number added
- Chapter 7.21 Filing a Reconsideration or Appeal for Non-payment of a Claim
 - Added option to utilize the Claim Reconsideration/Appeal Request Form
- Appendix A
 - Added Claim Reconsideration/Appeal Request Form – 2018 and Claim Reconsideration/Appeal Request Form – 2019

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