



*******ATTENTION – IMMEDIATE ACTION MAY BE REQUIRED TO ENSURE PAYMENT*******

Community Care Inc. (CCI) always strives to pay our valued providers timely and accurately. ***As part of these efforts, EFFECTIVE July 1, 2016, we will only accept and process claims CCI receives electronically through a clearinghouse.***

Paper claims received after July 1, 2016 will not be processed. This memo serves as notification of this change. CCI will not return any non-electronic (paper) claims received on or after July 1, 2016. You will be solely responsible for resubmitting claims in an approved electronic format. As part of these changes, CCI will now allow 365 days for submission of initial claims, corrected claims, and secondary claims (to align with Medicare payment practices). ***In addition, we will only send you electronic remittances (ERA 835) and only issue payment via electronic funds transfer (EFT).*** If you are currently 1) submitting ALL your claims electronically; 2) receiving ALL your remittances electronically; and 3) receiving ALL your payments via EFT, no action is required on your part.

Community Care currently accepts electronic claims and issues electronic remittances through Change Healthcare and Office Ally. If you currently have a relationship with another clearinghouse, you will need to confirm with that clearinghouse if it has a connection with either Change Healthcare or Office Ally for submitting your electronic claims to CCI and receiving ERAs from us. If they currently do not have a connection with either clearinghouse, you will need to instruct them to setup a connection with one of these clearinghouses. If you do not currently have a relationship with a clearinghouse, CCI has contracted with Office Ally. At no cost, you will have the ability to submit electronic claims to CCI through Office Ally's claim submission portal. You will also be automatically enrolled to receive your electronic remittance advices (835) from Office Ally. If you are interested in this option, follow this link to our website to download the Office Ally new provider packet.

<https://www.communitycareinc.org/providers/current-providers/billing-claim-submission>

When submitting claims through a clearinghouse, you will need CCI's Payer ID. The Community Care Inc. Payer ID is: **39126**

For electronic remittance advices:

If you utilize Office Ally, you will be automatically enrolled to receive electronic remittances.

If you utilize Change Healthcare, follow this link and complete the appropriate ERA enrollment form <https://www.changehealthcare.com/>

If you utilize any other clearinghouse, your clearinghouse will need to work with Change Healthcare for enrollment: <https://www.changehealthcare.com/>

To receive payments via EFT, follow this link: <https://www.communitycareinc.org/providers/current-providers/billing-claim-submission> and click on the appropriate word or pdf document under "Get paid faster by signing up for Electronic Funds Transfer".

CCI has a Frequently Asked Questions document at:

<https://www.communitycareinc.org/providers/current-providers/billing-claim-submission>

If your question is not answered in this document, please contact CCI's Provider Hotline at 1-866-937-2783.