



# Healthcare Highways Health Plan and Network Access Quick Guide

Our members coming to you as an in-network provider will either be participants in Healthcare Highways Health Plan, or in third-party-administered plans that are utilizing the Healthcare Highways Network. We are providing you with a quick guide on what to look for.

## Healthcare Highways Health Plan ID Card



## Network Access Sample ID Card



### Healthcare Highways Health Plan

If members have access to the Healthcare Highways Provider Network, look for our Healthcare Highways Health Plan logo in the upper left of the Healthcare Highways ID Card as well as our network logo that will be displayed on the front of the card towards the upper right side.

### Network Access

If members have access to our network through a third party administrator, the Healthcare Highways network logo will be located on the card and will be referenced as the network or Medical Plan.

This quick guide should be a handy reference in order to familiarize you and your staff with the Healthcare Highways brand!

For Healthcare Highways Health Plan, access eligibility and benefits online, please access the Provider Portal [here](#).

You're there for our members, and we want to be there for you. If you need anything, just ask!

## Quick Reference Guide

### Information Source

### HCH Health Plan Participants with Group Numbers Starting with HCH

### Network Access Plan Only Participants

Group ID

HCHXXXX

Refer to the participant's ID card

Electronic Claim Filing Payor ID	HCHHP	Refer to the participant's ID card
EFT/ERA Payment System	VPay vpayusa.com 1.855.893.3029	Refer to the participant's ID card
Claims Address and Claims Appeals	Healthcare Highways Health Plan PO Box 2476 Grapevine, TX 76099	Refer to the participant's ID card
Customer Service	866.945.2292	Refer to the participant's ID card
Medical Management and Precertification	866.353.8162 or your <a href="#">Provider Portal</a> located at <a href="#">healthcarehighways.com</a>	Refer to the participant's ID card
Online Eligibility and Benefits	<a href="#">healthcarehighways.com</a> To access eligibility and benefits online, please access the <a href="#">Provider Portal</a>	Refer to the participant's ID card
List of Network Providers	<a href="#">healthcarehighways.com/provider-search/</a>	Refer to the participant's ID card, or in Texas, visit <a href="#">healthcarehighways.com/provider-search/</a>
Claims and Eligibility Inquires	866.945.2292 or your <a href="#">Provider Portal</a> located at <a href="#">healthcarehighways.com</a>	Refer to the participant's ID card
Provider Portal	Provider Portal Link: <a href="https://portal.hchhealthplan.com/Account/ProviderLogin/">https://portal.hchhealthplan.com/Account/ProviderLogin/</a>	Refer to the participant's ID card
Provider Demographic Updates	<a href="https://www.healthcarehighways.com/providers">https://www.healthcarehighways.com/providers</a> Under the Helpful Resources section, find the "Update your information" link.	Same as Health Plan
Pharmacy Information	CerpassRx will be the PBM for many accounts. The pharmacy benefit manager will be identified on the front of the ID card.	Refer to the participant's ID card