



Announcing: New Mailing Addresses

CountyCare Health Plan is pleased to announce the implementation of a new mailroom process and solution.

Paper Claims Submission and Medical Appeals and Grievances

Please be advised that CountyCare Health Plan has two new addresses for all paper written communication: One address for all paper claims and appeals and a second address for all Grievances and Medical Appeals. **The new addresses are currently active, and you may begin sending claims and correspondence immediately.** Effective October 1, 2018, the existing addresses will no longer be in service.

	New Addresses (available now)	Old Addresses (only through 9/30/18)
All Claims correspondence, including paper claims and appeals	County Care Health Plan P.O. Box 211592 Eagan, MN 55121-2892	CountyCare P.O. Box 3727 Corpus Christi, TX 78463
Grievances, Medical Appeals, and non-claim correspondence	County Care Health Plan P.O. Box 21153 Eagan, MN 55121	CountyCare ATTN: Medical Appeals PO Box 803758 Chicago, IL 60680 CountyCare ATTN: Claims Appeals PO Box 804417 Chicago, IL 60680

CountyCare has set up mail forwarding with the USPS through October 2018 to ensure all mail received at the current mailing addresses is automatically directed to the new mailroom location. However, **we strongly encourage you to start using the new addresses at your earliest convenience to avoid payment and communication delays.** Any mail sent to the Corpus Christi or Chicago addresses after October 1, 2018 will be returned to sender.

Electronic Claims Submission

Mailroom address changes only affect written communications. Electronic claims should continue to be submitted to our clearinghouse vendor, Change Healthcare (formerly known as Emdeon). **The Payor ID for CountyCare is still 06541.**

Contact Us

If you have any questions about claims or correspondence for CountyCare, please contact your Provider Relations Representative or email us at ProviderServices@countycare.com. You can also call Provider Services at 312-864-8200, Option 6.