

Health Plan Participants of HealthCare Partners (HCP)

Following is a summary of our key health plans, including information on billing and claim status.

Plan Name	Line of Business	Bill to	Claims Status * Please allow 30 days from the date of submission for processing
	Medicare Advantage, Medicaid, Commercial	EmblemHealth HCP DIRECT:	 Emblem-Health HCP DIRECT: (800) 877-7587 Available 24/7
		 Availity Payer ID: 11328	
		 HealthCare Partners Attn: Claims 501 Franklin Avenue, Suite 300 Garden City, NY 11530	 claims@hcpipa.com
		EmblemHealth Behavioral Health:	 EZ-Net
		 EmblemHealth Behavioral Health Claim Services P.O. Box 1850 Hicksville, NY 11802-1850	
	Commercial	Anthem BCBS:	 (800) 676-2583 Monday-Friday, 8:00am-8:00pm EST Saturday, 9:00am-5:00pm EST
		 Availity For Professional Billing Payer ID: 00803 For Hospital/Facility Billing Payer ID: 00303	
		 Anthem BCBS P.O. Box 1407 Church Street Station New York, NY 10008-1407	
	Medicare Advantage	Humana:	 (800) 448-6262 Monday-Friday, 8:00am-6:00pm EST
		 Availity Payer ID: 61101	
		 Humana MA HMO c/o: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601	
	Medicare Advantage	Aetna:	 (800) 872-3862 (TTY: 711) Monday-Friday, 8:00am-6:00pm EST
		 Availity Payer ID: 60054	
		 Aetna Medicare P.O. Box 981106 EL Paso, TX 79998-1106	
	Medicaid	Fidelis:	 (888) 343-3547 (TTY: 711) Available 24/7
		 Availity Payer ID: 11315	
		 Fidelis Medicaid-Professional Claims P.O. Box 898 Amherst, NY 14226-0898	
		 Fidelis Medicaid-Facility Claims P.O. Box 806 Amherst, NY 14226-0806	

Plan Name	Line of Business	Bill to	Claims Status * Please allow 30 days from the date of submission for processing
	Medicaid, Commercial	UnitedHealthcare:	 (866) 801-4409 (TTY: 771) Available 24/7
		 Availity Payer ID: 87726	
		 United HealthCare P.O. Box 5240 Kingston, NY 12402	
	Medicaid, Medicare Advantage	CPHL:	 (844) 292-4211 Monday-Friday, 9:00am-5:00pm EST
		 Relay Health Payer ID: CPHL	
		 Centers Plan for Healthy Living PO Box 21033 Eagan, MN 55121	
	Medicaid, Medicare Advantage	VillageCareMAX:	 (800) 469-6292 Available 24/7
		 Change Health Payer ID: 26545	
		 ILS - VillageCareMAX PO Box 21516 Eagan, MN 55121	 ProviderRelations@villagecare.org
			 Villagecaremax.org/providers (additional resources available, e.g. the provider portal, manual, & additional necessary tools)
 (new as of 4/01/2025)	Medicare Advantage	Elderplan:	 Provider Customer Service: (800) 353-3765, option #2 Monday-Friday, 9:00am-5:00pm EST  iEDI Helpdesk for Electronic Submissions: (866) 924-4634 or TransShuttle helpdesk: (602) 439-2525 elderplan.org
		 Optum iEDI or TransShuttle Payer ID: 31625 (Sign up for electronic payments at elderplan.epayment.center)	
		 Elderplan Claims Dept. PO Box 73111 Newnan, GA 30271-3111	 elderplan.org

Please visit HCP's website at healthcarepartnersny.com for detailed information on our health plans. For quick access, type the name of the plan in the Search bar.
For questions, contact your Provider Relations Specialist.