

Where to find us

CareConnect

Corporate Headquarters

2200 Northern Blvd., Suite 104
East Hills, NY 11548

Claims Appeals (Levels 1 & 2)

Attn: Appeals and Grievances
2200 Northern Blvd., Suite 104
East Hills, NY 11548

How to contact us

Provider Services

Phone: **855-706-7545**

Monday–Friday, 8:00 AM–11:00 PM

Saturday–Sunday, 9:00 AM–5:00 PM

TTY: 855-226-7318

Email: providerinquiry@careconnect.com

Preauthorizations

Phone: **855-706-7545**

Monday–Friday, 8:00 AM–6:00 PM

Fax: 844-629-6622

Automated Claims, Eligibility and Cost Share Information

Phone: **855-706-7545**, option 2

Ancillary services

Pharmacy: CVS/Caremark

855-559-5106

Labs: Northwell Health Laboratories

516-719-1100

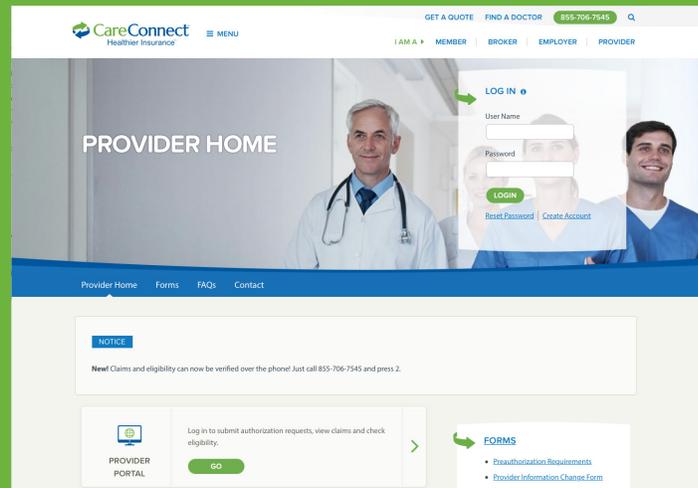
Dental: HealthPlex

888-468-5175

Vision: Davis Vision

800-999-5431

Online Provider Portal



CareConnect.com/provider

- Check claims and eligibility
- Access Summary of Benefits and Coverage
- Update provider demographics
- Submit preauthorization requests

Where to submit claims

Hard Copy

- Facility Paper Form: UB-04-1450 Uniform Bill
- Professional Paper Form: CMS-1500

Send to:

CareConnect

Attn: Claims Department

P.O. Box 830259

Birmingham, AL 35283-0259

Electronic EDI Claims

- Payer ID: 46227
- Emdeon Clearinghouse
- ASC X12 837 Claim Professional
- ASC X12 837 Claim Institutional

