

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	Submit to	Claims Status
	Medicare Advantage, Medicaid, Commercial	EmblemHealth HCP DIRECT:	*Please allow 30 days from the date of submission for processing  HCP Customer Service: (800) 877-7587 Available 24/7  claims@hcpipa.com  EZ-Net
		 Availity Payer ID: 11328	
		 HealthCare Partners Attn: Claims 501 Franklin Avenue, Suite 300 Garden City, NY 11530	
		EmblemHealth Behavioral Health: (Managed by Carelon Behavioral Health)	
		 Carelon Behavioral Health 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	Submit 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)
	Medicare Advantage	Elderplan HCP-Contracted PCPs: (new as of 1/01/2026)		HCP Customer Service: (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
				EZ-Net
		Elderplan HCP-Contracted Specialists:		Elderplan 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

For questions, call our Customer Engagement Center at (800) 877-7587, available 24/7, or contact your Provider Relations Specialist.