

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 *Please allow 30 days from the date of submission for processing
	Medicare Advantage, Medicaid, Commercial	EmblemHealth HCP DIRECT:	
		 Availity Payer ID: 11328	 HCP Customer Service: (800) 877-7587 Available 24/7
		 HealthCare Partners Attn: Claims 501 Franklin Avenue, Suite 300 Garden City, NY 11530	@ claims@hcpipa.com
		EmblemHealth Behavioral Health: (Managed by Carelon Behavioral Health)	
		 Carelon Behavioral Health P.O. Box 1850 Hicksville, NY 11802-1850	 Call Carelon Behavioral Health at (800) 888-3944 for claims-related questions
	Medicare Advantage	Humana:	
		 Availity Payer ID: 61101	 (800) 448-6262 Monday-Friday, 8:00am-6:00pm EST
		 Humana MA HMO c/o: Humana Claims Office P.O. Box 14601 Lexington, KY 40512-4601	
	Medicare Advantage	Aetna:	
		 Availity Payer ID: 60054	 (800) 872-3862 (TTY: 711) Monday-Friday, 8:00am-6:00pm EST
		 Aetna Medicare P.O. Box 981106 EL Paso, TX 79998-1106	
	Medicaid	Fidelis:	
		 Availity Payer ID: 11315	 (888) 343-3547 (TTY: 711) Available 24/7
		 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, Medicare Advantage, 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	VillageCareMAX:		 (800) 469-6292 Available 24/7
		 Change Health Payer ID: 26545	 ProviderRelations@villagecare.org	
		 ILS - VillageCareMAX PO Box 21516 Eagan, MN 55121		
		 Villagecaremax.org/providers (additional resources available, e.g. the provider portal, manual, & additional necessary tools)		
Note: HCP leases our provider network to VCM, allowing VCM members to select HCP Primary Care Physicians as their PCPs and access HCP's participating specialists.				
	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.