



PROVIDER Bulletin



July 1, 2020

This Provider Bulletin applies to the lines of business and provider types checked below:

PHP (Medicare) Primary Care Physicians Specialists
 PHC (Medicaid) Hospitals Ancillary AHF Grants

New Claims Address

Effective July 21, 2020, PHP/PHC Plans have changed the address for claims submission. For all claim matters including professional, institutional, dental claim submissions, claim disputes, and claim appeals; please submit to the following address:

**Claims
P.O. Box 472377
Aurora, CO 80047**

We strongly encourage all providers to submit their claims electronically to expediate your claims payment. *Please ensure that Protected Health Information (PHI) is sent to the Plans via secured/encrypted submissions.*

TO SUBMIT A CLAIM

Option 1: Providers may submit claims electronically via Change Healthcare
PHP & PHC Payor ID: 95411
(preferred method of submission)

Option 2: PHP and PHC's [Provider Web Portal](#)

Option 3: Paper claims for Positive Healthcare members must be sent to the following address:
PHP & PHC Claims
P.O. Box 472377
Aurora, CO 80047

Contracted providers are required to submit claims in accordance with the timeliness provisions set forth in the provider's contract and/or by applicable State Law.

For claim inquiries including claim submission, status, and disputes.

Email (PHI must be securely sent to the Plan):

Claims@positivehealthcare.org

or

Call:

(888) 662-0626

Monday through Friday, 8:30 a.m. – 5:30 p.m. PST.

Closed weekends and holidays.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHC or PHP. If you have any questions contact the Provider Relations Department. Florida providers please email Provider Relations Department FLPR@phcplans.org. California providers please email the California Provider Relations Department at CAPR@aidshhealth.org. Georgia providers please email GAPR@positivehealthcare.org.



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