



Provider Questions go to EVHC

This patient's health plan uses a third-party administrator (TPA) to process claims and manage other aspects of their health benefits, including contracting for PPO network access.

EVHC is the TPA for this patient's plan. **[NETWORK'S NAME]** is the PPO network this patient can access for in-network care.

EVHC vs. Network Responsibility

The information below outlines some of the general responsibilities of EVHC and **[NETWORK'S NAME]**.

EVHC's Responsibility

- Answer provider eligibility questions and benefit verification
- Answer provider claims questions
- Receive and process claims
- Manage precertification and appeals
- Provide customer service

[NETWORK'S NAME] Responsibility

- Provide network access
- Resolve provider contract issues

Questions and Claims Submissions

Log in to the EVHC provider portal, **myEVHC.com**, or call EVHC at **[000.000.0000]** for all claims and eligibility questions. This number is also located at the top of the patient's ID card.

Submit all claims to EVHC at the address listed on the patient's ID card under *Medical Claims Submission*:

EDI: Payer ID **[00000]**

Mail: **[NAME]**, **[STREET ADDRESS]**, **[CITY]**, **[STATE]** **[ZIP]**

Do not submit claims or direct questions to **[NETWORK'S NAME].** Submitting claims to the network instead of EVHC will result in payment delays and incorrect denials.

Use myEVHC.com for anytime provider self-service.

