



# PROVIDER UPDATE

## ENCORE HEALTH NETWORK

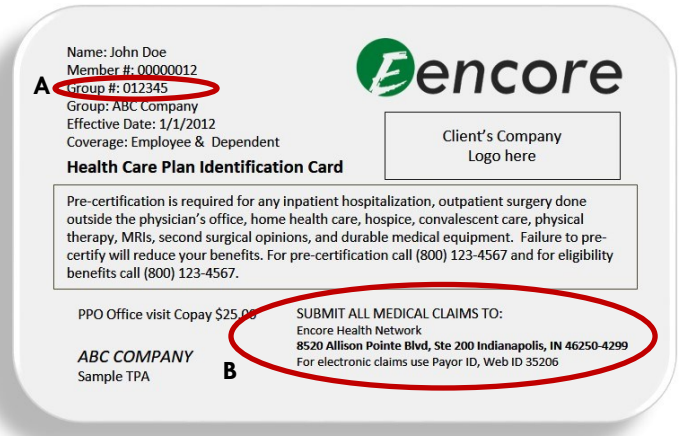
APRIL 2024

Dear Provider Partners,

Due to the continued Electronic Claims flow disruptions with Change HealthCare, Encore is extending its paper claim services at this time. If the Encore member ID card has **35206** EDI submission number on it, you can mail the claims directly to Encore at:

Encore Health Network  
8520 Allison Pointe Blvd, Suite 200  
Indianapolis, Indiana 46250

Please remember that paper claims must contain all information required for Encore to re-price the claim, including the Group Number. Without this information, Encore will return the claim to be resubmitted with the proper information.



**SAMPLE ID CARD.**  
**A. GROUP #**  
**B. CLAIMS MAILING ADDRESS**

If the EDI number listed above is not on the member ID card, you must send the claim to the address on the ID card. For security reasons, Encore will return these claims to the provider to be submitted to the proper address.

If you have recently changed your EDI Claim vendor, please contact Encore and let us know who that vendor is, so Encore can make sure it has a connection with that vendor. If we do not, all claims you submit to them, will be returned to you.

Encore values its partnership with you to serve our mutual customers and patients.

If you need additional assistance or have questions, please feel free to reach out to our Provider Relations team.

**Logan Joyce, RHIA**  
Manager, Provider Relations  
(317) 621-4262  
Email: [ljoyce@encoreppo.com](mailto:ljoyce@encoreppo.com)

**Julie Corbin**  
Provider Relations Analyst  
(317) 621-4271  
Email: [jcorbin3@encoreppo.com](mailto:jcorbin3@encoreppo.com)

**Tandra Tucker**  
Provider Relations Analyst  
(317) 621-4269  
Email: [ttucker@encoreppo.com](mailto:ttucker@encoreppo.com)