



## How you work with VillageCareMAX Summary of Changes 2025

Effective for all dates of service, please refer to this document for a quick overview of administrative functions. For more detail, please see the 2025 Provider Manual which is available on our website at [www.villagecaremax.org/provider-manual](http://www.villagecaremax.org/provider-manual)<sup>1</sup>.

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### Confirm Member Eligibility

	FOR ALL DATES OF SERVICE
Confirm Member Eligibility	<a href="#">Availity Portal</a> <sup>2</sup> If you are a new user of Availity, create a free account from the above link, or log in with the same information you may use for other Plans.
Member ID	Use the Member ID on the member's card/portal. Please note: <ul style="list-style-type: none"><li>• Members renewing their Plan from 2024 will have the same Member ID as 2024.</li><li>• Members newly enrolling in 2025 will have a new number in the format of the letter M followed by eight numbers.</li></ul>
View Your Panel Members (PCPs)	PCPs on a capitated arrangement will receive their panel list with the monthly payment remittance. PCPs can request a list of their panel members by submitting an inquiry at <a href="http://www.villagecaremax.org/providersupport">www.villagecaremax.org/providersupport</a> <sup>3</sup> . To view information about a specific member, please use the <a href="#">Availity Portal</a> <sup>2</sup> .

### Request Authorization

	FOR ALL DATES OF SERVICE
Authorization Requests	Use the <a href="#">VillageCareMax Authorization Portal</a> <sup>4</sup> or Call the appropriate number based on the member's Plan <ul style="list-style-type: none"><li>• Medicare: 1-855-296-8800</li><li>• Medicaid Managed Long Term Care: 1-800-469 6292 or</li></ul> For fax numbers, see the <a href="#">Provider Manual</a> <sup>1</sup>

	FOR ALL DATES OF SERVICE
Member ID	<p>Use the Member ID on the member's card/portal.</p> <p>Please note:</p> <ul style="list-style-type: none"> <li>Members renewing their Plan from 2024 will have the same Member ID as 2024.</li> <li>Members newly enrolling in 2025 will have a new number in the format of the letter M followed by eight numbers.</li> </ul>
View Authorizations	Use the <a href="#">VillageCareMax Authorization Portal<sup>4</sup></a> to search and view pending and processed requests.

## Submit Claims

	FOR ALL DATES OF SERVICE
MEDICAL CLAIMS	
Electronic Claims Submission	<p>Starting on January 1st, 2025:</p> <ul style="list-style-type: none"> <li>Submit ALL claims, regardless of date of service, using the Availity clearinghouse (no charge to you). <ul style="list-style-type: none"> <li>If you received separate authorization numbers for 2024 vs 2025, make sure to attach the correct authorization number to each claim.</li> </ul> </li> <li>Use VillageCareMAX Payer ID: 26545 (no change)</li> <li>Electronic Claims must be submitted in 837I or 837P format.</li> </ul>
Paper Claims Submission	<p>Mail original and corrected claims to:</p> <p>VillageCareMAX Claims PO Box 3238 Scranton, PA 18505</p>
Review Claims Status	<ul style="list-style-type: none"> <li>Use the <a href="#">Availity Portal<sup>2</sup></a> to search and view claims.</li> <li>Download 835 files from the Availity clearinghouse.</li> </ul>
Electronic Funds Transfer (EFT) Enrollment or Changes	<ul style="list-style-type: none"> <li>Complete the EFT Form available on our <a href="#">website<sup>5</sup></a>.</li> <li>Submit to <a href="mailto:ProviderRelations@villagecare.org">ProviderRelations@villagecare.org</a>.</li> </ul>
Electronic Remittance Advice (ERA) Enrollment or Changes	<ul style="list-style-type: none"> <li>Starting January 1st, 2025, enroll for ERA through the <a href="#">Availity Portal<sup>2</sup></a>.</li> </ul>
DENTAL, VISION, AND BEHAVIORAL HEALTH CLAIMS	
Claims Submission and Appeals	<p>No change - Submit claims to the applicable delegated vendor. See the <a href="#">Provider Manual<sup>1</sup></a>.</p> <ul style="list-style-type: none"> <li>Dental: Liberty Dental</li> <li>Vision: Superior Vision</li> <li>Behavioral Health: Carelon</li> </ul>

## Submit a Claims Inquiry or Dispute/Appeal

	FOR ALL DATES OF SERVICE
Submit Claims Inquiries	Call Provider Services at 1-855-769-2500, and when prompted, select the option for applicable date of service.
Submit Claims Disputes/ Appeals	<ul style="list-style-type: none"> <li>• Mail original and corrected claims to: VillageCareMAX Claims PO Box 3238 Scranton, PA 18505 or;</li> <li>• Fax to: (855) 864-7385</li> <li>• Ensure you include all required supporting documentation, as described in the <a href="#">Provider Manual<sup>1</sup></a>, to avoid processing delays.</li> </ul>

## Update Your Information/Contract

	FOR ALL DATES OF SERVICE
Demographic Changes e.g. Tax ID number, NPI number, specialties, provider types (practicing as a PCP, Specialist, Dual), open or closed panels, corporate name, office name, service/correspondence/billing addresses, phone/fax number, email address, provider adds/changes/terminations under a participating group/IPA/organization, etc.	<ul style="list-style-type: none"> <li>• Verify your demographic information is still correct on our Provider Online Search tool at <a href="http://providersearch.villagecaremax.org">providersearch.villagecaremax.org</a><sup>6</sup></li> <li>• If you need to update demographic information or submit a provider termination, please use Provider Inquiry webform on our website at <a href="http://www.villagecaremax.org/providersupport">www.villagecaremax.org/providersupport</a><sup>3</sup>.</li> <li>• Please allow thirty (30) business days for provider record updates.</li> </ul>
Termination Appeals	<p>To appeal termination of a provider contract or individual providers within a group:</p> <ul style="list-style-type: none"> <li>• Make the request in writing within thirty (30) days of receipt of notice.</li> <li>• Send to “Provider Relations/Credentialing (URGENT)” at: VillageCareMAX Attn: Provider Relations 120 Broadway, Suite 2840 New York, NY 10271</li> <li>• NEW: Or email the request to <a href="mailto:ProviderRelations@villagecare.org">ProviderRelations@villagecare.org</a></li> </ul>

## Contact VillageCareMAX

	FOR ALL DATES OF SERVICE
Authorization Requests and Inquiries Care Management Inquiries	<ul style="list-style-type: none"> <li>• Use the <a href="#">VillageCareMax Authorization Portal</a><sup>4</sup> or</li> <li>• Call the appropriate number based on the member's Plan <ul style="list-style-type: none"> <li>▪ Medicare: 1-855-296-8800</li> <li>▪ Medicaid Managed Long Term Care: 1-800-469 6292 or</li> </ul> </li> <li>• For fax numbers, see the <a href="#">Provider Manual</a><sup>1</sup>.</li> </ul>
Provider Services	<ul style="list-style-type: none"> <li>• Call Provider Services at 1-855-769-2500, and when prompted, select the option for applicable date of service.</li> </ul>
Provider Relations	<ul style="list-style-type: none"> <li>• Provider Inquiry webform: <a href="http://www.villagecaremax.org/providersupport">www.villagecaremax.org/providersupport</a><sup>3</sup></li> <li>• Provider Relations Email: <a href="mailto:ProviderRelations@villagecare.org">ProviderRelations@villagecare.org</a></li> <li>• Fax: (718) 517-2698</li> </ul>
Delegated Vendors for Dental, Vision, Behavioral Health, and Pharmacy, Transportation, Audiology/Hearing, Laboratory, and DME	<ul style="list-style-type: none"> <li>• No change. See the <a href="#">Provider Manual</a><sup>1</sup>.</li> </ul>

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<sup>1</sup> VillageCareMAX Provider Manual: <https://www.villagecaremax.org/provider-manual>

<sup>2</sup> Availity Portal: <https://apps.availity.com>

<sup>3</sup> VillageCareMax Provider Inquiry Webform: <https://www.villagecaremax.org/providersupport>

<sup>4</sup> VillageCareMax Authorization Portal: <https://vcm.guidingcare.com/AuthorizationPortal>

<sup>5</sup> VillageCareMAX Website: <https://www.villagecaremax.org/providers>

<sup>6</sup> Provider Online Search tool: <https://providersearch.villagecaremax.org/>