

# POA Third Party Payer Credentialing Guide

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Use the links below to obtain “Payer specific” directions for credentialing, as well as information on the products provided under each Payer umbrella.

**Aetna**  
**Blue Cross Northeastern Pennsylvania**  
**Capital Blue**  
**Cigna**  
**Geisinger**  
**Health America**  
**Independence Blue Cross**  
**United Health Care**  
**UPMC**  
**Medicare**  
**Medical Assistance**

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## Aetna

### Products

Aetna  
Aetna Medicare (Medicare Advantage Plan)



### Credentialing

1. Go to the website [www.aetna.com](http://www.aetna.com)
2. Select “Health Care Professionals” from the menu across the top of the web page.
3. Select “Join Aetna’s Network”.
4. Select “How to Join – Obtain Application”.
5. Select “Medical”.
6. Select “Medical” again.
7. Scroll down and complete the form provided, remember to click submit when complete.

### Phone Numbers

Credentialing 1-800-353-1232

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## Blue Cross Northeastern Pennsylvania

### Products

BlueCare HMO  
BlueCare HMO Plus  
BlueCare EPO  
BlueCare PPO  
BlueCare QHD PPO  
BlueCare Comprehensive  
BlueCare Traditional  
BlueCare Senior (Medicare Advantage Plan)



### Credentialing

You must call Provider Relations to start the credentialing process with BCNEPA

## Website

[www.bcnepa.com](http://www.bcnepa.com)

## Phone Numbers

Provider Relations 1-800-451-4447

# Capital Blue

## Products

Capital Blue Traditional  
Capital Blue PPO  
Capital Blue PPO 1-2-3  
Capital Blue PPO Plus  
Capital Blue POS  
Capital Blue Comprehensive  
Capital Blue Senior Blue  
Capital Blue SeniorBlue PPO  
Capital Blue HMO



## Credentialing

1. Go to the website: [www.capbluecross.com](http://www.capbluecross.com)
2. Select "Providers" in the yellow menu section.
3. Select "General Resources" from the shortcut list on the left side of the web page.
4. Select "Join Our Network" from the shortcut list on the left of the web page.
5. Complete the form provided and submit or call the phone number provided below.

## Phone Numbers

Credentialing 1-800-874-8433 Monday through Friday 8:00am to 6:00pm EST

# Cigna

## Products

Cigna HMO  
Cigna HMO Open Access  
Cigna Network  
Cigna Network Open Access  
Cigna POS  
Cigna PPO  
Cigna Medicare Services (Medicare Advantage Plan)



## Credentialing

Cigna encourages you to submit an application, attestation and authorization form using the Council for Affordable Quality Health Care (CAQH) Universal Credentialing Data Source application at <http://www.caqh.org>. They also ask that you please contact their Customer Service Center first to ask about their need for additional providers in your specialty. 1-800-882-4462 (1-800-88CIGNA)

## Website

[www.cigna.com](http://www.cigna.com)

## Phone Numbers

Credentialing 1-800-882-4462 (1-800-88CIGNA)

# Geisinger

## Products

Geisinger Health Plan  
Geisinger Gold  
Geisinger Health Options  
Geisinger Choice with NO Referral  
Geisinger Choice with Referral



Geisinger Coordinated Care PPO  
Selectus Direct Access PPO

### **Credentialing**

1. Go to the website: [www.thehealthplan.com](http://www.thehealthplan.com)
2. Select "Health Care Providers" from the gold menu bar, mid-lower section of the web page.
3. Select "Join Our Network" the last selection on the lower portion of the web page.
4. Complete the online form or contact Geisinger Health Plan provider relations using one of the phone numbers listed below.

### **Phone Numbers**

If you have questions or need information, please contact your Geisinger Health Plan provider relations representative at the number listed.

Danville: (800) 876-5357  
Harrisburg: (888) 281-5338  
Sayre: (800) 734-3141  
Scranton: (800) 350-6486  
State College: (888) 669-4834

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## Health America

### **Products**

Health America HMO  
Health Assurance Coordinated Care PPO (POS)  
Health Assurance PPO  
Health Pass / Health Assurance PPO  
Advantra Medicare + Choice HMO  
Health Assurance Flex Choice  
Health America One Individual Plans



### **Credentialing**

1. Go to the website: [www.healthamerica.cvty.com](http://www.healthamerica.cvty.com)
2. Select "Providers".
3. Select "Provider Information" from the menu on the left side of the webpage.
4. Scroll down the list of options and select "Credentialing Criteria".
5. You are able to download forms to begin the credentialing process or access the below phone numbers.

### **Phone Numbers**

**Central Pennsylvania** (800) 788-5448 or (717) 540-6325 - Harrisburg office  
**Western Pennsylvania** (800) 735-2202, ext. 7310 or (412) 553-7310 - Pittsburgh Office

**Southeastern Pennsylvania** (866) 522-3886 or (610) 729-7500 - Plymouth Meeting office

**Northwestern Pennsylvania** (814) 878-1700 - Erie Office

### **Contact the Customer Service Organization for Claims, Benefits, and Eligibility:**

(800) 788-5448 - Central Pennsylvania  
(800) 735-4404 - Western Pennsylvania

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## Highmark

### **Products**

Blue Account  
Highmark Blue Shield  
Highmark Security Blue  
Highmark Keystone Blue  
Highmark Classic Blue  
Highmark EPO Blue  
Highmark Direct Blue  
Highmark PPO Blue  
Highmark Select Blue  
Highmark Freedom Blue



Signature 65(Medicare Advantage Plan)

### **Credentialing**

1. Go to the website: [www.highmarkbluesheild.com](http://www.highmarkbluesheild.com)
2. Select the tab that says "Provider" (top right section of the web page).
3. Scroll down the menu on the left side of the webpage and select "Provider Forms".
4. Select "Provider Applications" from either the menu on the left side of page or the menu on the main section of the webpage.
5. Select the appropriate link(s)

### **Central and Eastern Regions:**

Mail or fax the application to: Provider Information Management  
PO Box 898842  
Camp Hill, PA 17089-8842

Fax: 1-800-236-5907

**Providers whose main practice is located in the Northeastern Pennsylvania Region (Tioga, Bradford, Susquehanna, Wayne, Lackawanna, Wyoming, Sullivan, Lycoming, Clinton, Luzerne, Carbon, Monroe, or Pike county) please contact 1-800-451-4447 to obtain an application.**

## Independence Blue Cross



### **Products**

Personal Choice  
Personal Choice 65 (Medicare Advantage Plan)  
Personal Choice PPO  
Keystone Healthplan East HMO  
Keystone Direct POS  
Keystone POS  
CHIP (Keystone Health Plan East HMO)  
Keystone Mercy (Medical Assistance)  
Adult Basic (low-cost Keystone Healthplan East HMO)  
Special Care (low-cost Keystone Healthplan East HMO)  
Keystone 65 (Medicare Advantage Plan)  
Traditional Indemnity  
Security 65 (Medicare Advantage Plan)

### **Credentialing**

Call (215) 241-4120 Provider Credentialing Services. (Note: Independence Blue Cross accepts the application, attestation and authorization form using the Council for Affordable Quality Health Care (CAQH) Universal Credentialing Data Source application at <http://www.caqh.org>.)

### **Website**

[www.ibx.com](http://www.ibx.com)

## United Health Care



### **Products**

Mega Life  
United Health Care  
Golden Rule (co-pay)  
Golden Rule High Deductable  
Golden Rule Short Term Medical  
United Health Care Student Coverage

### **Credentialing**

1. Go to the website [www.unitedhealthcare.com](http://www.unitedhealthcare.com)
2. Select "Physicians" from the blue menu at the top of the webpage

3. Select “Join Our Network” from the drop down menu that appears below Physicians.
4. Scroll to the bottom of the page and select the hyperlink “www.UnitedHealthcareOnline.com)
5. Click on “New User” on the far right, upper portion of the webpage. Follow the prompts.
6. Or, contact United Healthcare’s National Credentialing Center at 1-877-842-3210

**Phone Numbers**

Credentialing 1-877-842-3210

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## UPMC

**Products**

UPMC PPO  
UPMC for Life(Medicare Advantage Plan)  
UPMC EPO  
UPMC Small Business Directed  
UPMC HMO  
UPMC EAPOS  
UPMC Consumer Directed  
UPMC for You (Medical Assistance)  
UPMC for Kids

**UPMC HEALTH PLAN**  
**Where you belong.**

**Credentialing**

Contact Erica Getz at 1-412-454-6148 to ask for the packet to become in network.

**Website**

[www.upmchealthplan.com](http://www.upmchealthplan.com)

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## Medicare

**Credentialing**

1. Go to the website [www.highmarkmedicare.com](http://www.highmarkmedicare.com)
2. Select “Accept” at the bottom of the webpage
3. Select the tab “Physicians/Providers [PART B]”
4. Hover over “Provider Information” from the menu on the left side of the webpage, next hover over “Provider Enrollment”, then select “Enrollment Forms”
5. Scroll to the lower portion of the webpage and select the appropriate 855 form. If you are unsure contact Provider Services at 1-866-488-0549

DME MAC Jurisdiction A DURABLE MEDICAL EQUIPMENT MEDICARE ADMINISTRATIVE CONTRACTOR

**Credentialing**

1. Go to the website [www.cms.hhs.gov](http://www.cms.hhs.gov)
2. Select the “Medicare” tab at the top of the webpage
3. Scroll down to mid-page and choose “CMS forms”
4. Select “CMS forms” from the menu on the right side of the webpage
5. Select the radio button “show only items containing the following words” and type “855S” in the space provided. Select “show items”
6. Scroll down, and select “CMS 855S”
7. Scroll down, under downloads select “CMS 855S”

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## Medical Assistance

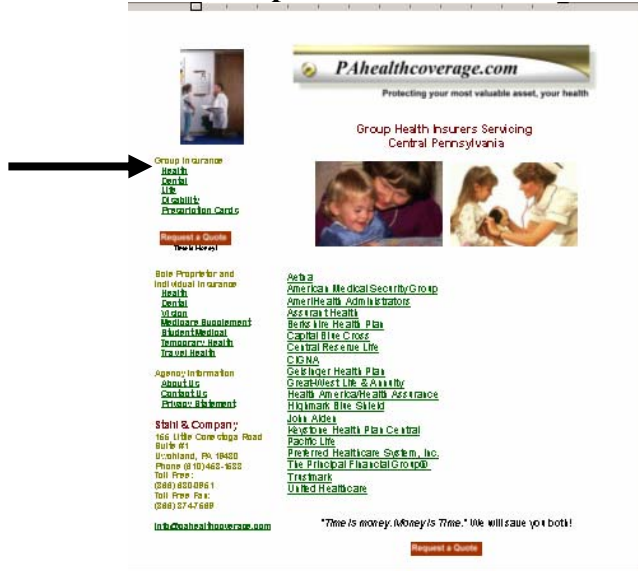
**Credentialing**

1. Go to the website [www.dpw.state.pa.us/omap/promise/omappromise.asp](http://www.dpw.state.pa.us/omap/promise/omappromise.asp)
2. Scroll down to the middle of the webpage and select “Provider Enrollment Information”.
3. Scroll down the page to select “Optometrist” (the selections are numbered, Optometrists is #18).
4. Select and download the appropriate form and information.

If you are unsure of the Payers within your business region, or you are interested in finding more information on a specific Payer you may find the below website helpful.

Website: <http://www.pahealthcoverage.com>

**1. Select “Health” under Group Insurance.**



**2. Using your mouse double click the region on the map that is relevant to your practice.**



**3. In this example Central PA was chosen and the following Insurer list is displayed.**

- [Aetna](#)
- [American Medical Security Group](#)
- [AmeriHealth Administrators](#)
- [Assurant Health](#)
- [Berkshire Health Plan](#)
- [Capital Blue Cross](#)
- [Central Reserve Life](#)
- [CIGNA](#)

[Geisinger Health Plan](#)  
[Great-West Life & Annuity](#)  
[Health America/Health Assurance](#)  
[Highmark Blue Shield](#)  
[John Alden](#)  
[Keystone Health Plan Central](#)  
[Pacific Life](#)  
[Preferred Healthcare System, Inc.](#)  
[The Principal Financial Group®](#)  
[Trustmark](#)  
[United Healthcare](#)

**4. In this example Southeastern PA was chosen and the following Insurer list is displayed.**

[Aetna](#)  
[American Medical Security Group](#)  
[AmeriHealth](#)  
[AmeriHealth Administrators](#)  
[Assurant Health](#)  
[Central Reserve Life](#)  
[CIGNA](#)  
[Health America/Health Assurance](#)  
[Great-West Life & Annuity](#)  
[Guardian](#)  
[Independence Blue Cross](#)  
[John Alden](#)  
[Oxford](#)  
[Pacific Life](#)  
[The Principal Financial Group®](#)  
[Trustmark](#)  
[United Healthcare](#)

**5. In this example Northeastern PA was chosen and the following Insurer list is displayed.**

[Aetna](#)  
[American Medical Security Group](#)  
[AmeriHealth Administrators](#)  
  
[Assurant Health](#)  
[Blue Cross of Northeastern PA](#)  
[Central Reserve Life](#)  
[CIGNA](#)  
[Geisinger Health Plan](#)  
[Great-West Life & Annuity](#)  
[Guardian](#)  
[Health America/Health Assurance](#)  
[John Alden](#)  
[Pacific Life](#)  
[The Principal Financial Group®](#)  
[Trustmark](#)  
[United Healthcare](#)  
[Valley Preferred](#)

**6. In this example Western PA was chosen and the following Insurer list is displayed.**

[Aetna](#)  
[American Medical Security Group](#)  
[AmeriHealth Administrators](#)  
[Assurant Health](#)  
[Central Reserve Life](#)  
[CIGNA](#)  
[Great-West Life & Annuity](#)  
[Guardian](#)  
[Health America/Health Assurance](#)  
[Highmark Blue Cross Blue Shield](#)  
[John Alden](#)  
[Pacific Life](#)  
[The Principal Financial Group®](#)  
[Trustmark](#)  
[UPMC Health Plan](#)  
[United Healthcare](#)