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

**Aetna**

**Products**

Aetna
Aetna Medicare (Medicare Advantage Plan)

**Credentialing**

1. Go to the website 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

**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
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 Senior Blue PPO
- Capital Blue HMO

Credentialing
1. Go to the website: 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

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
Credentialing
1. Go to the website: www.highmarkbluesheild.com
2. Select the tab that says “Provider” (top right section of the webpage).
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

United Health Care

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

Credentialing
1. Go to the website 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

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

**Website**
www.upmchealthplan.com

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**Medicare**

**Credentialing**
1. Go to the website www.highmarkmedicareservices.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
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
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](http://www.pahealthcoverage.com)

1. Select “Health” under Group Insurance.

![Map of PA regions](image)

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

![Map of PA regions](image)

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
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
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