

# Provider Network News

## PCHP Paper Claim Submission

Providers may submit medical claims on CMS approved paper forms (CMS-1500 or CMS-1450) to Parkland Community Health Plan. Providers must submit paper claims in the appropriate format and should be printed or typed (not handwritten).

### Paper Claim forms mailing address:

Parkland Community Health Plan  
Attn: Claims  
P.O. Box 560327  
Dallas, TX 75356

Handwritten claims are difficult to read; therefore, they can cause delays and errors in processing and slow down time for reimbursement. PCHP's system may misread handwritten information on the claim, resulting in the entry of invalid information for the claim. To ensure timely and accurate processing of claims, PCHP recommends claims be typed, not handwritten.

For more effective claims processing, paper claim forms:

1. Must be submitted on original claim forms (CMS-1500 or CMS-1450/UB-04) with dropout red ink and printed or typed (not handwritten) in a large, dark font.
2. Cannot be submitted with alterations to key billing information; we do not accept claims with information that is marked through, handwritten or whited out.



**PCHP recommends claims be typed, not handwritten.**

**Providers are highly encouraged to submit forms electronically through one of the below methods:**

### Electronic (EDI) Claims Submission

Providers may submit medical claims electronically to Parkland Community Health Plan using EDI X12 837 5010 transactions.

The Parkland Community Health Plan Payer ID for electronic claims is **Payer ID # 66917**.

### TriZetto Provider Solutions: *Our Preferred Electronic Data Interchange (EDI) Source*

Parkland and Cognizant Healthcare Services, LLC (a subsidiary of Cognizant Technology Solutions) are partners. Part of that business venture includes encouraging our providers to submit electronic claims through Cognizant's TriZetto Provider Solutions (TPS).

TPS is more than just a clearinghouse. It provides exceptional service by combining enhanced provider solutions with superior client support. TPS is Parkland's preferred EDI connection.

If you would like to connect directly to TPS at no cost, please complete this form.

If you already use a clearinghouse, such as Availity, Office Ally, Emdeon, Claim Logic, etc., your claims will be sent to Parkland. There will be no changes, and you do not need to complete the form.

For more information, please email [TTPSupport@cognizant.com](mailto:TTPSupport@cognizant.com).

### TexMedConnect

Claims may be submitted electronically to TMHP through TexMedConnect on the TMHP website at [tmhp.com](http://tmhp.com).