

NOTICE: Health Choice Generations is now Health Choice Pathway!

On January 1, 2021, our plan name will change from Health Choice Generations to Health Choice Pathway (HMO D-SNP).

What does this mean to you? The good news is that there is nothing that you need to do! We are here to answer your questions. You can call us toll free at **1-800-656-8991 (TTY 711)** or visit our website at www.HealthChoicePathway.com to learn more about this change.

In the meantime, here are some answers to the most commonly asked questions:

How will this affect members? Other than the change in name from Health Choice Generations to Health Choice Pathway, members should not be affected by the change. Members were notified of the plan name change in September.

Will members receive new ID cards? Yes. Health Choice will send members a new Health Choice Pathway ID card this month. You can view a sample ID card on our website at <https://www.healthchoicepathway.com/providers/provider-manual/> beginning 1/1/21.

How will this affect my claims and payment? All claims will continue to be processed for covered services by Health Choice in accordance with the “Billing and Reporting Requirements” outlined in your specific provider contract. As a reminder, Health Choice implemented a policy to enhance the management of claims submissions. All providers are encouraged to submit claims/encounters electronically. Please submit claims with the full and complete Prior Authorization number reported, including leading zeros.

Health Choice Pathway Payer ID# 62180

All paper claims need to be sent to the following mailing address, please update your systems accordingly: Health Choice Pathway, P.O. BOX 52033, Phoenix, AZ 85072-2033

Thank you for your continued commitment to serving our members. If you have any questions, please reach out to your Network Service Provider Performance Representative.

To view this notice for embedded links and content specific to education-related material, please visit us online at www.HealthChoicePathway.com under our “Providers” tab.

