

Partners Claims Submissions Information

Method	Physical Health Claims Submission	Behavioral Health Claims Submission
Provider Information	Physical Health providers who have been submitting their PH claims to NC Medicaid Direct will submit to Carolina Complete Health (CCH)/Availity.	Behavioral Health providers should continue to submit claims to Partners/Alpha+.
Electronic	ProviderCONNECT: https://id.partnersbhm.org/ then choose Physical Health Claims to submit Physical Health Claims; this brings you to Availity .	ProviderCONNECT: https://id.partnersbhm.org/ then choose Behavioral Health Claims to submit Behavioral Health Claims; this brings you to Alpha+ .
Paper	Carolina Complete Health Attn: Claims PO Box 8002 Farmington, MO 63640-8002	Partners Health Management 901 S. New Hope Road Gastonia, NC 28054
Clearinghouse/SFTP	Provider's Clearinghouse connection to Availity for Claims processing.	Behavioral Health Claims will be submitted to Alpha+.
Payor ID	68069	13141
Claims Submitted in Error	Physical Health Claims submitted as Behavioral Health: Partners Code: CARC 109 RARC N130	Behavioral Health Claims submitted as Physical Health: CCH Code: CARC 109 RARC N130