

July 28, 2020

**PROVIDER NOTICE - IMPLEMENTATION DELAY**  
**New Electronic Claims System: Paramount Advantage Medicaid**


To our provider partners,

Our new electronic claims system was originally set to launch on August 1, 2020. However, we are delaying this launch until September 1, 2020. Paramount Advantage claims for dates of service on or after September 1, 2020 will be processed in the new system. This launch will affect our Advantage Medicaid product line, only. Our Elite Medicare and commercial product lines will be activated in the new system at a later date. The claims submission process remains the same for all three product lines.

Each Advantage member will be assigned a new 11-digit member identification number which will start with the number 1, i.e., 123456789-01. The new Advantage member identification numbers will be effective on September 1, 2020. Beginning August 25, 2020, members will be mailed new insurance cards with updated identification numbers. Please note that Medicare Elite and commercial members' identification numbers, which start with the letter P, will remain the same until they are transitioned to the new claims system.

**IMPORTANT:** Advantage Medicaid members' legacy identification numbers, which start with the letter A will remain active. In the event that you inadvertently bill for services with the member's old ID number, or bill for services rendered prior to September 1, 2020, we will still accept your submission. Explanations of Payment (EOPs) generated by the new system will use new member ID numbers.

**Please do not turn Advantage members away or cancel services on or after September 1, 2020 if they do not have their new member ID cards. You can still see them and submit claims for payment with their old member ID number.**

 PARAMOUNT ADVANTAGE www.paramountadvantage.org	MEMBER ID 10000000-01 GROUP NUMBER ADV0010011 EFF. DATE 01/01/2018 MMIS NUMBER 000000000000 MEMBER PORTAL MyParamount.org
	<b>PROVIDER AREA</b> PROVIDER PORTAL: <a href="http://MyParamount.org">MyParamount.org</a> PROVIDER INQUIRY: 1-855-522-8075 PROVIDERS CALL FOR PRIOR AUTH:

<b>MEMBER SERVICES</b> 1-800-462-3589 • TTY 1-888-740-5670 • Mon.-Fri. • 7am - 7 pm Call for eligibility, claims, transfer, benefit & services, provider information, prescription information, questions & concerns.
<b>EMERGENCY SERVICES, URGENT CARE, PCP VISIT</b> In case of an emergency medical condition call 911 for get to the nearest emergency room. If you are unsure if you should use the ER, Urgent Care, or your PCP, call your PCP or Paramount's 24-hour Nurse Hotline first.
<b>24-hour Nurse Hotline</b> 1-800-234-8773 • TTY 1-800-750-0750 • 24 Hours, every day PCP: If the PCP listed on this card is incorrect or changes, contact Member Services first so that you can register your new PCP immediately. Before seeing a specialist, you should always contact your PCP first.
<b>HOSPITAL ADMISSIONS:</b> Prior authorization must be obtained by the hospital prior to all non-emergency admissions.
<b>MAILING ADDRESS:</b> P. O. Box 928 • Toledo, OH 43697-0928 <b>OFFICE ADDRESS:</b> 1901 Indian Wood Circle • Maumee, OH 43537
<b>TRANSPORTATION SCHEDULING</b> 1-866-837-8817 • TTY 1-800-750-0750 • Mon.-Fri. • 7am - 7 pm

The claims filing address, P.O. Box 497, Toledo, OH 43697-0497 remains the same and Paramount's clearinghouse Payer IDs also remain the same.

If you have questions about the launch of our new claims system, additional details and updates will be posted on Paramount's website: [paramounthealthcare.com/providers](http://paramounthealthcare.com/providers). You can also contact Paramount's Provider Inquiry Department at 888-891-2564 or your Provider Relations representative.

Thank you,

David Bishop  
 Manager, Provider Relations

If you have questions about this notice or other issues, please call your provider relations representative. Or, call Paramount provider relations at 800-891-2542.