

ProCare Advantage (HMO POS I-SNP) is a subsidiary of Cantex Continuing Care Network, LLC. Our “Committed to Excellence” philosophy drives us to realize the best possible outcomes for our Members, emphasizing personalized attention, compassion, outstanding service, access, and exemplary care.

Provider Services

8am – 6pm Local Time

Phone: 1-844-206-3719

Email: procarecustomerservice@allyalign.com

Secure Provider Portal

<https://secure.healthx.com/v3app/publicservice/loginv1/login.aspx?bc=988f9a52-2c62-412f-92ae-eb8426a047e1&serviceid=118712ac-ad96-454c-ac13-cbf49db6f594>

Member Services

8am – 8pm Local Time, 7 days a week

Phone: 1-844-206-3719

Fax: 1-833-610-2390

Email: procarecustomerservice@allyalign.com

Counties Served:

Bexar, Brazoria, Collin, Dallas, Denton, Fort Bend, Hardin, Harris, Jefferson, Orange, Tarrant

Model of Care Training:

The annual required training may be accessed at:

<https://procareadvantageplan.com/model-of-care-training-attestation/>

Select “Start Training”

When complete select “I have completed the training”

Provider Contracting

Visit, <https://procareadvantageplan.com/providers/join-our-network/>

For additional questions please reach out to contracting@procareadvantageplan.com

Prior Authorization and Utilization Management

8am – 8pm Local Time, 7 days a week

Secure Provider Portal:

procareadvantageportal.allyalign.com

Phone: 1-844-206-3719 (TTY 711)

Fax: 1-833-610-2399

Claims

Dental Claims Submission:

- Submit to Liberty Dental
- Payor ID: CX083

Medical Electronic Claims Submission:

- Please utilize Availity
- ProCare Advantage Payor ID: PTX01

Appeals:

- Availity
- Through your clearing house
- Contact our claims team below:

Mailed Claims:

ProCare Advantage

PO BOX 815 Glen

Burnie, MD 21060-0815

For claims other claims questions, contact the Plan at 1-844-206-3719 (TTY 711).

What do we do?

Personalized Attention. Compassionate Care.

- **Preventive Care Visits** – Frequent visits from our Nurse Practitioner(s) in the comfort of the Member’s home
- **Diagnostic Testing & Treatment** – On-site diagnostic test capabilities for early identification and treatment
- **Comprehensive Care Coordination** – Collaborate with all providers to monitor our Member(s) health, and coordinate appointments and referrals
- **Medication Review & Monitoring** – Monitor patient medications to avoid drug interactions and unnecessary hospital visits
- **Centralized Point of Contact** – Help Members and their loved ones take advantage of their benefits, set up appoints and explain plan

**Learn more about who we are at
ProCare:**

procareadvantageplan.com