

Frequently Asked Questions

As you know, the Culinary Health Fund is transitioning to a new Third-Party Administrator (TPA), MagnaCare, starting on or before January, 2026.

As a reminder, we wanted to let you know that your office may notice temporary delays and disruptions due to the transition. You may notice a longer than usual time for us to process claims and for payments to be made to your office. We apologize for this inconvenience. Throughout this transition period, we will continue to send you regular updates.

What is changing?

As previously communicated, the Fund is transitioning its TPA services to MagnaCare effective 1/1/2026.

What is my payor ID?

Great news – nothing has changed! Your payor ID is # 59144.

What is the customer service phone number?

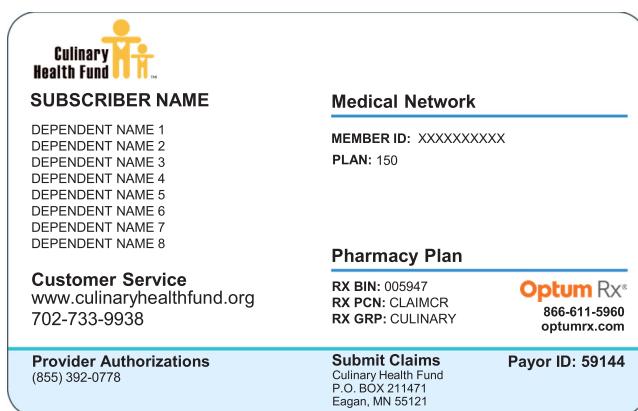
Please call 702-733-9938. Provider prompt is 4.

Where do I submit prior authorization requests?

No change – continue to contact NHS directly. ABA therapy prior authorization requests will go to Harmony effective 1/1.

Is the ID card changing?

For the month of January, the ID cards will remain the same. Starting in February, new ID cards will be issued.



Front of Card



Back of Card



What happened to my claims in process?

Any claims in process will be transferred to MagnaCare during the transition period. At the conclusion of the transition, these claims will be considered for payment.

Can I see my claims?

The Provider Portal is available for 24/7 access to view eligibility, benefits and claim status and can be accessed using this link: <https://clm.magnacare.com/MGProviderClms/Login.aspx>

Check out this video on using the Provider Portal:

<https://www.culinaryhealthfund.org/forms-and-information-providers/>

Please be advised that all claims submitted on or after December 18, 2025 will be held in a controlled status until they are released for payment by MagnaCare upon completion of this transition period.

When will I get paid?

Claim payments will generate in January 2026. Future communications will be shared with updates on definite payment cycles.

As a result, some temporary delays in claims processing may occur during the transition period.

Please be assured that the Fund and MagnaCare are actively working to complete the transition as efficiently as possible and to resume normal claims payment operations.

EFT/ERA Registration Required

Don't forget to sign up for EFT/ERA directly with MagnaCare by signing onto their provider portal.

Questions?

Contact us at **702-733-9938**. Provider prompt is 4.