



**URGENT NOTICE: Change in Claims Submission Process Effective June 1, 2025**

Dear Provider,

We have important news to share regarding the submission of claims to Archcare Senior Life. Effective June 1, 2025, Archcare Senior Life will be partnering with Collabrios Health for TPA/Claims Processing Services. This change requires immediate attention as claims will no longer be accepted or considered received if sent to the previous claims processor.

To ensure a smooth transition, please submit your claims using one of the following methods:

1. Electronic Submission: EDI Payor ID: R3495 with Availity
2. Vendor Portal:
  - Request access to the vendor portal via email to [tpasupport@collabrios.com](mailto:tpasupport@collabrios.com).
  - Your request should include a W9, NPI #, and reference Archcare Senior Life - PACE.
  - Access to the portal will enable you to download your EOBs and claims, as well as check claims status.
3. US Mail:
  - Archcare Senior Life - PACE  
c/o Collabrios Health TPA  
511 South Church Street, Suite 106  
Mooresville, NC 28115

We strongly encourage receiving payment through EFT. To set up EFT, please use the support email above, reference Archcare Pace EFT, and include your W9 and the email of the individual at your organization who has access to the banking information.



Please note that any claims submitted to the previous claims processor after June 1, 2025, will not be accepted or considered received. It is crucial to update your records and processes accordingly to avoid any disruptions in claims processing.

Thank you for your immediate attention to this matter.

Sincerely,

ArchCare Senior Life Claims Department

**If you have any questions, please contact Collabrios Health TPA, via phone at (701)566-9255 or via email at [tpasupport@collabrios.com](mailto:tpasupport@collabrios.com).**