

July 1, 2026

IMPORTANT PROVIDER NOTIFICATION: DISCONTINUATION OF PC WEB ACCESS AND TRANSITION TO ALTERNATE PROVIDER SERVICE CHANNEL

Dear Provider,

Please be advised that, effective **August 1, 2026**, the PC Web platform will be discontinued and will no longer be available for provider use. As of that date, requests and inquiries previously submitted through PC Web must be submitted through one of the alternate service channels outlined below.

Reason for this change

This change is part of our continued effort to improve the provider experience, streamline administrative processes, and offer more efficient and secure service options. The Provider Portal and other supported channels provide access to key functions such as electronic submissions, status inquiries, and support services.

Available service channels after discontinuation

To prevent interruption in service, please begin using the approved provider service channels listed below for submissions, status inquiries, and other support needs once PC Web is discontinued.

<p>Provider Portal (Highly Recommended): Submit digitally 24/7, upload supporting documents instantly, and track the real-time status of your request</p>	<p>https://providerportal.communityhealthchoice.org/s/login/</p>
<p>Secure Fax: Send your appeal forms and documentation</p>	<p>713-295-5016</p>
<p>Standard Mail: Mail physical appeal packets</p>	<p>Community Health Choice Attn: Appeals Department 4888 Loop Central Dr. Suite 600 Houston, TX 77081</p>
<p>Phone Support: Use our automated phone system 24/7 to check claims, benefits, or authorization status instantly, or contact the Provider Contact Center Monday through Friday during standard business hours for live assistance with complex inquiries or system issues.</p>	<p>STAR/CHIP: 713-295-2295 or 1-888-760-2600 STAR+PLUS: 713-295-2300 or 1-888-435-2850 Medicare: 713-295-5007 or 1-833-276-8306 Health Insurance Marketplace: 713-295-6704 or 1-855-315-5386</p>
<p>Provider portal support: login, password reset, and account access issues at</p>	<p>ProviderPortalAccessRequest@CommunityHealthChoice.org</p>

If you do not already use the Provider Portal, please register at <https://providerportal.communityhealthchoice.org/s/login/> and begin using it for applicable submissions and inquiries as soon as possible.

Assistance and support

If you need assistance with portal registration, navigation, or identifying the appropriate service channel for your request, password reset, or account access issues. Additional training materials and guidance may also be provided upon request.

ProviderPortalAccessRequest@CommunityHealthChoice.org

We appreciate your attention to this important update and your continued partnership in supporting efficient provider operations.

Sincerely,

Community Health Choice