

COVID-19 NOTICE

GUAM ONLY

PCOR3 OPERATING HOURS

CUSTOMER SERVICE & MEDICAL MANAGEMENT (REFERRALS)
MONDAY – FRIDAY 8AM-5PM (APPOINTMENTS MONDAY – FRIDAY 8AM-12PM)

CLAIMS, CONTRACTING/CREDENTIALING & FINANCE DEPARTMENT
BY APPOINTMENT ONLY – MONDAY – FRIDAY 11AM-3PM

Drop Box Available – A drop box for documents and payments is available at TakeCare's Customer Service offices in Tamuning

Pay Online Service Available – Members may visit our website on www.takecareasia.com to make payments on Medical and/or Dental Premiums

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- For Customer Service appointments, call or email TakeCare Customer Service
Tel: **647-3526** Email: customerservice@takecareasia.com
 - For Medical Management appointments, call or email TakeCare MRS
Tel: **300-5995** Email: tc.mrs@takecareasia.com
 - For Claims, Contracting/Credentialing and Finance appointments, please call
487-7139, 686-3678 or 688-3069.
All checks prior to January 31st release will be mailed. For checks released after January 31st, pick-up can be arranged by scheduling an appointment, otherwise checks will be mailed if no prior appointments were made.
For providers that submits manual claims to our office, you may submit through appointments only or by secure e-mail to Claims_team@takecareasia.com

****Office Visits Available By Appointment Only****

We apologize for any inconvenience and thank you for your understanding.