

PROVIDER REFERENCE GUIDE

Information is effective December 15, 2025, unless noted as *current.

Visit the [FAQ page](#) for more information on new claims and customer service administration.

CCHP PROVIDER CUSTOMER SERVICE

Claims address:	Chorus Community Health Plan PO Box 359 Menasha, WI 54952-0359	Phone: 877-458-1289
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CCHP PROVIDER PORTAL

login.chorushealthplans.org Claims & claims status Provider appeals/disputes Member eligibility & benefits Personalized dashboard Explanation of payment (remits) In-portal messaging with provider customer service CCHP provider resource website links FAQ and more	Portal registration instructions guide Portal assistance 877-458-1289
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PAYER NAME AND ID

Chorus Community Health Plans (WI Medicaid) ID: 29123
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ELECTRONIC FUNDS TRANSFER (EFT)

Echo Health, Inc. Electronic claims submission and EFT Phone: 888-834-3511 Zelis Payments Phone: 877-828-8770

GUIDINGCARE AUTHORIZATION PORTAL **Current*

For those who need to submit or access authorization as a routine part of your role GuidingCare login GuidingCare resources

PROVIDER MANUAL **Current*

Access the Medicaid Provider Manual

PROVIDER NEWS AND COMMUNICATION **Current*

[Keep updated on latest health plan, provider and member news](#)

Access past versions of The Provider Pulse newsletter and CCHP Newsflash emails

[Don't miss out and subscribe to email](#)

MEMBER RESOURCES

FORWARDHEALTH MEMBER SERVICES **Current*

Phone: 800-362-3002

CCHP MEMBER SERVICES **Current*

Address:	Chorus Community Health Plans	Phone: 800-482-8010
	PO Box 36	
	Menasha, WI 54952-0359	

CCHP MEMBER ADVOCATE **Current*

Address:	Chorus Community Health Plans	Phone: 877-900-2247
	Member Complaint/Appeals Dept.	
	PO Box 1997	
	Milwaukee, WI 53201-1997	

HERSLOF VISION **Current*

Phone: 414-462-2500 (use in '414' area code)

Phone: 800-822-7228 (use outside '414' area code)

DENTAL PROFESSIONALS OF WI (DPOW) **Current*

Phone: 877-389-9870