Children's Community Health Plan

Provider Orientation

Presented by: CCHP Provider Relations Team

Provider Relations-Who We Are

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Children's Community Health Plan

About Children's Community Health Plan

- Affiliation with Children's Wisconsin
- A local HMO health plan for both individual and families, children and adults.
- Care4Kids program offering healthcare to kids placed outside of the home.
- Provides coverage for over 150,000 members in 28 counties.
- High quality provider network in Southeast and Northeast Wisconsin.
- Administrative Service Agreement with Dean Health Plan for provider customer service and claims.

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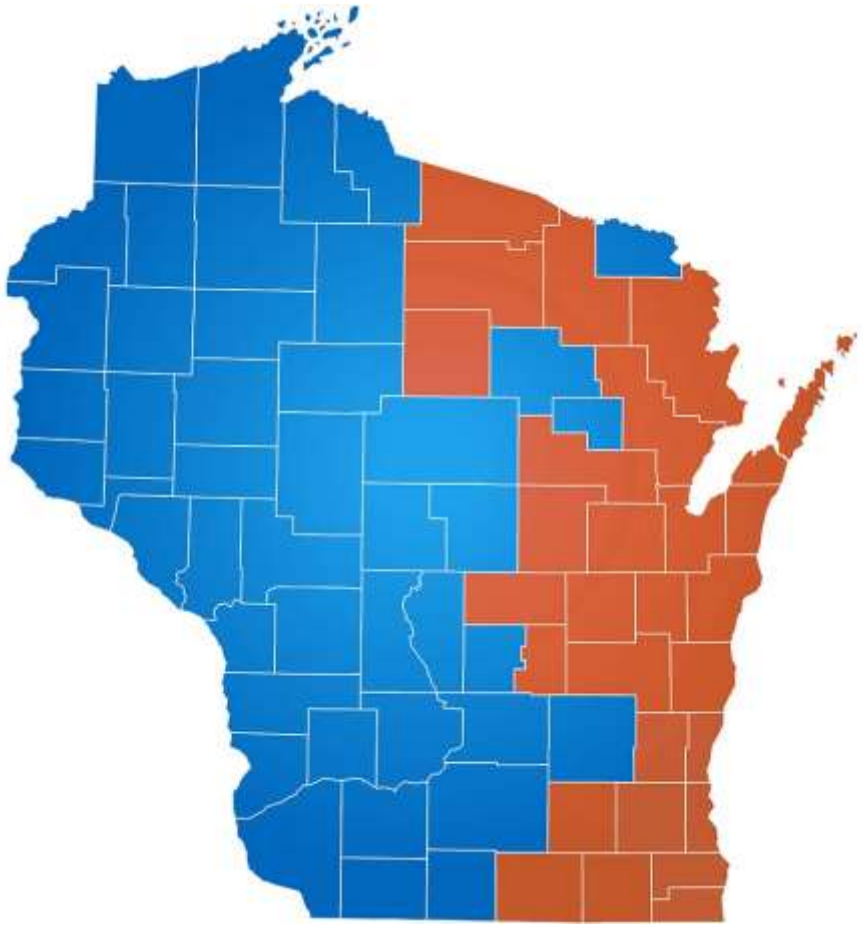
Service Areas-CCHP



Southeast WI Counties

- Green Lake
- Jefferson
- Kenosha
- Milwaukee
- Ozaukee
- Racine
- Walworth
- Washington
- Waukesha

Northeast WI Counties

- Brown
- Calumet
- Door
- Fond du Lac
- Forest
- Kewaunee
- Lincoln
- Manitowoc
- Marinette
- Oconto
- Oneida
- Outagamie
- Rock
- Shawano
- Sheboygan
- Vilas
- Waupaca
- Waushara
- Winnebago

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Service Areas-Care4Kids

Southeast WI Counties

- Kenosha
- Milwaukee
- Ozaukee
- Racine
- Washington
- Waukesha

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Prior Authorizations & Inpatient Notifications

- Providers are responsible for obtaining prior authorizations prior to services.
- Inpatient admissions require notification within 24 hours of admission.
- No retro authorizations.
- Requests are submitted online through our provider portal.
- Clinical documentations should be submitted through CareWeb QI Auto Authorization Tool within 24 hours.
- Prior Authorization list is available online Prior Authorization List.

For Questions or assistance, please contact our Clinical Services Department at call 844-450-1926

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Provider Portals

A Healthcare Network Committed to Caring

Children's Community Health Plan (CCHP), an affiliate of Children's Wisconsin, is an HMO dedicated to providing access to the highest quality health care and services to our members living in Wisconsin.

Children's Community Health Plan is a member of the Association for Community Affiliated Plans (ACAP), which is a national trade association representing more than 70 nonprofit safety net health plans in 28 states. ACAP's mission is to represent and strengthen not-for-profit, safety-net health plans as they work in their communities to improve the health and well-being of vulnerable populations.

Become a Provider

Auto-Authorization Registration

Current Providers

CareWebQI Authorization Tool ← This portal is used to submit Prior Authorizations for both CCHP and Together with CCHP.

BadgerCare Plus Claims Look-up Tool ← This CCHP portal is to check claim status, check eligibility, retrieve EOP's, & submit appeals online.

BadgerCare Plus Claims Submission Tool ← This CCHP portal is used to submit claims manually.

BadgerCare Plus Claims Confirmation Tool ← This CCHP portal is to confirm your claim was received via paper or electronically.

Together with CCHP Tool ← This portal gives you access to the Together with CCHP Portals

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Claims

- All claims must have the providers NPI and Taxonomy codes listed on claims.
- If Taxonomy codes listed on claim is different then what is registered with the State of Wisconsin (ForwardHealth), your claim will reject.
- Please review our CCHP NPI & Taxonomy Billing Requirement Guide and CCHP Taxonomy Quick Reference Guide for any questions.

Electronically

CCHP

EDI Payer ID# 39113

Paper Claims

CCHP

P.O. Box 56099

Madison, WI 53705

Manually

Key in claims through our SDS Clearing House Portal and submit electronically.

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Claim Payments

- Payments made within 30 days on clean claim.
- No faxed claims accepted.
- Electronic Funds Transfer (EFT)
- Electronic Remittance Advice (ERA)
- Contact us for forms. cchpproviderrelations@chw.org

Corrected Claims
To allow our claims system to read and acknowledge corrected claims, please follow these instructions in our CCHP's Corrected Claim Submittal Guide.

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Claim Questions

Contact Information	CCHP
Provider Services(Dean Health Plan) *Providers calling to check benefits, eligibility, or claims issues.*	Phone: 1-800-482-8010 Hours: Monday-Friday 8:00 am to 5:00 pm CST
Provider Relations (CCHP) *Complex claim issues & appeals*	Phone: 1-844-229-2775 Email: cchpproviderrelations@chw.org

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Provider Claim Appeals

Filing a Written Appeal

- Complete the CCHP Provider Appeal Form located on the Provider Forms page here Provider Appeal/Claim Review Request Form.

- Submit form and supporting documentation electronically on the Provider Appeals Portal.

OR

- Submit the form along with copies of any supporting documentation to:

Children's Community Health Plan
Attn: Appeals Department
P.O. Box 56099
Madison, WI 53705

Please call Provider Services prior to submitting a written appeal to first check if we can research and resolve your claim issues.

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Provider Updates

Provider demographic changes can be made by using the Provider Update/Change Form available on our website here: Provider Update/Change Form.

Other Examples

- Tax Id Change
- Address Changes
- Practitioner Name Changes
- Clinic Name Changes

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Health Management Programs

CCHP offers outreach and educational programs to support their members and encourage a healthy lifestyle.

- Asthma Resources
- Diabetes Resources
- Pregnancy Resources
- Case Management Services
- Behavioral Health Resources
- Nutrition Resources
- Wellness and Prevention
- Rewards

If members would like help managing any concerns related to their health, please call 414-266-3173 to reach the Health Management team.

- Please complete a referral form on our website.
- This form can be faxed to 414-266-1715

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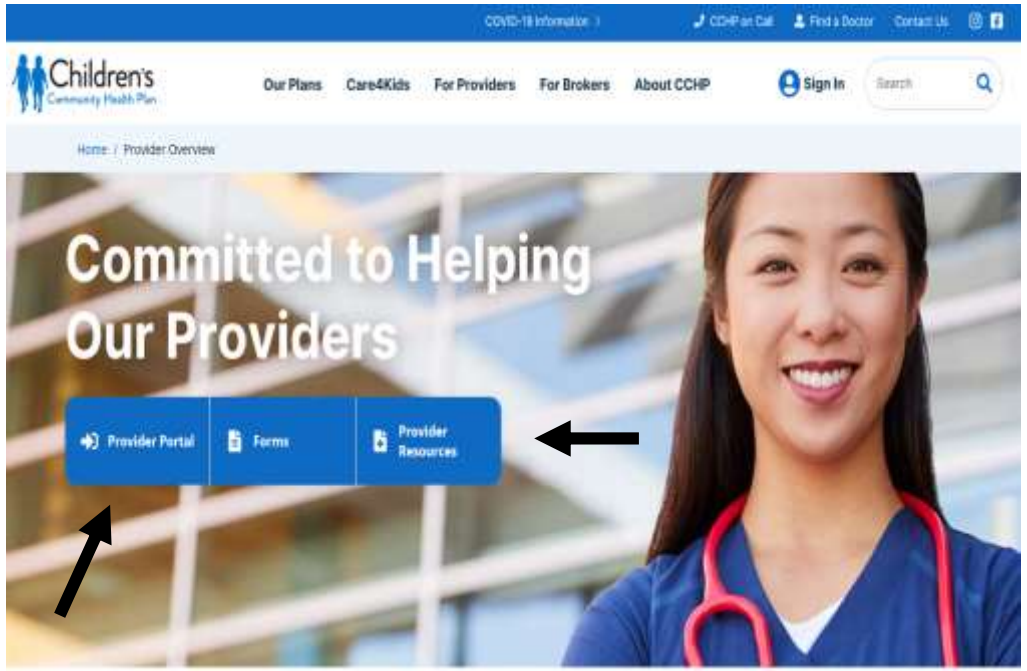
CCHP Website

childrenscommunityhealthplan.org



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CCHP Website Provider Resources

Resources

We are pleased to offer our providers with the resources they need to be efficient in providing excellent care to our members. We have compiled forms, documents, and guidelines frequently requested by our providers. If you cannot find the materials you need, please contact your provider relations representative.

- Provider Manual
- NCQA Resources
- Authorizations
- Care4Kids Provider Info
- Case Management
- Claims
- Electronic Transactions
- Pharmacy Services
- Provider Education
- Referrals
- Service Areas
- Provider Contacts

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Provider Communication

- Quarterly Provider Newsletters
- E-Blasts for Urgent Issues
- Provider Education & Training
- Webinars & Virtual Training
- Assistance is Always Available

Sign up for to receive our Provider Communications via email by completing our sign-up form here Provider Newsletter Sign Up Form.

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CCHP Reference Guide

Children's Community Health Plan childrenscommunityhealthplan.org	Contact Information
Claims Address	Children's Community Health Plan P.O. Box 56099 Madison, WI 53705 EDI# 39113
Credentialing	Phone: 1-844-229-2776 Fax: 1-414-266-5797 Email: cchp-credentialing@chw.org
Customer Service *Providers calling to check benefits, eligibility, or claim issues.*	Phone: 1-800-482-8010 Hours: Monday-Friday 8:00 am to 5:00 pm CST
Health Management	Phone: 1-414-266-3173 Email: cchp-dm@chw.org
Pharmacy Benefit Questions	www.forwardhealth.wi.gov
Prior Authorizations & Notifications	Phone: 1-877-227-1142, Option #2
Provider Appeals Address	Provider Appeals Attn: Appeals Department P.O. Box 56099 Madison, WI 53705 Appeal Status: dschneider2@chw.org
Provider Contracting	Email: cchp-contracting@chw.org
Provider Demographic Updates	Email: cchp-providerupdates@chw.org
Provider Relations Department	Phone: 1-844-229-2775 Email: cchpproviderrelations@chw.org

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Questions?

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