

PROVIDER PORTAL FREQUENTLY ASKED QUESTIONS



Frequently Asked Questions about the new Children's Community Health Plan 2020 Provider Portal

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1. Overview

Children's Community Health Plan is launching the 2020 Provider Portal to replace the current (Legacy) Portal. In the coming weeks, users can continue to use the Legacy Portal, but should begin preparing to transition from the Legacy Portal to the 2020 Portal for 24/7 access to the upgraded applications and new features.

Important dates:

- **Wednesday, Aug. 26, 2020** – Users can begin creating new accounts in the 2020 Portal
- **Thursday, Dec. 31, 2020** – New accounts must be established in the 2020 Portal

1.1. Why is Children's Community Health Plan implementing a new Provider Portal?

A: Children's Community Health Plan is transitioning to a new Provider Portal for a more modern user experience than the current Legacy Children's Community Health Plan Provider Portal. With upgrades based on feedback received from Legacy Portal users, the new 2020 Portal offers multiple account setup options, simplified submissions and inquiries for less administrative burden, and a new Provider Resources page.

1.2. Do I need to start using the 2020 Provider Portal right away?

A: No. Children's Community Health Plan is providing a transitional period until **Thursday, Dec. 31, 2020** for users to move from the Legacy Portal to the 2020 Portal. We strongly encourage Portal users to take advantage of the transitional period to review available account setup options before creating an account. Then work within their organizations to determine the account setup option that best fits their organization's needs and coordinate registration for proper role assignments before starting to use the 2020 Portal.

While the Legacy Portal is being discontinued soon, it will be accessible for a time for historical information.

1.3. I already have a Children's Community Health Plan Provider Portal account. Do I have to create an account in the 2020 Provider Portal?

A: Yes, you will use your 2020 Portal account for the same lines of business you do in the Legacy Portal. New accounts must be established by **Thursday, Dec. 31, 2020**.

2. Registering in the 2020 Provider Portal

2.1. When can I register in the 2020 Provider Portal?

A: You can register in the 2020 Portal starting on **Monday, Aug. 24, 2020**, via the 2020 Portal Login link accessible from the Providers Login link [here](#). Before creating an account and using the 2020 Portal, we strongly encourage Portal users to review available account setup options.

For the step-by-step registration process on creating Organization and Individual Portal accounts, refer to the Registration User Guide accessible from the [CCHP Provider Portal](#) and [Provider Education](#) section on the CCHP website.

2.2. Will we still need a Site Administrator?

A: Yes. Like the Legacy Portal, an Organization account must be registered before Individual users can register and the first individual user to register for an organization automatically becomes the Site Administrator. Be sure to coordinate your organization's account setup to ensure proper role assignments for your organization. Additional Site Administrators can be added after they register.

2.3. How long will it take to approve my 2020 Provider Portal registration?

A: New Organization and initial Site Administrator registrations are reviewed by a Children's Community Health Plan Administrator and confirmed within two business days. Once your registration is confirmed, you can begin using the 2020 Portal for your day-to-day business.

Note: Like the Legacy Portal, new Individual registrations, once an Organization account is established, are reviewed and approved by an organization's Site Administrator.

2.4. Is registration for the 2020 Provider Portal the same as it was in the Legacy Portal?

A: No. While some of the registration process is the same, the 2020 Portal offers exciting new options during the registration process that are not available in the Legacy Portal. Most notably, the 2020 Portal offers customizable account setup options. In the 2020 Portal, users can create one account with multiple Tax IDs and NPIs or split out into multiple accounts depending on their organization's needs. Organizations can even include their third-party biller under their account, if applicable.

2.5. Can I use my Legacy Provider Portal login ID for my 2020 Provider Portal login ID?

A: No. Your login ID is the email address that you use to create your Individual account in the 2020 Provider Portal. In the 2020 Portal it must be your professional, work email address.

2.6. What is Opt In/Opt Out for Electronic Communications in the 2020 Provider Portal registration process?

A: Opt In allows Portal users to receive direct and expedited provider email communications from Children's Community Health Plan. Communications will include electronic versions of the quarterly Provider News newsletters and ad hoc letters about changed or new policies, for example. Opt In will not replace all paper communications.

Email addresses that are provided to Children's Community Health Plan through Opt In will not be shared with outside organizations or used for purposes other than the electronic distribution of health plan communications.

2.7. How will I receive Opt In communications?

A: Children's Community Health Plan will email communications to the email address that was provided during registration. Check your email "junk" or "spam" folders periodically to ensure that communications are not being filtered as spam. Children's Community Health Plan will not send a high volume of emails; however, you may want to consult your IT department if you have not received an email from Children's Community Health Plan after three months of your 2020 Portal registration.

2.8. Can I opt-out from receiving communications after selecting Opt In?

A: While Opt In is available through the 2020 Portal registration process, opting out after selecting Opt In is done through the "Unsubscribe" link at the bottom of email communications that you will receive from Children's Community Health Plan. Once you unsubscribe, your email address is automatically inactivated from the system and further electronic communications cannot be sent to that address.

3. Provider Portal Applications and Transition of Information

3.1. How do I access the 2020 Provider Portal?

A: The 2020 Portal can be accessed through one of the following ways:

- Directly to the [2020 Provider Portal](#) or
- From the [CCHP Provider Portal](#)
 - Select **BadgerCare Plus Provider Portal**
 - Click to access the BadgerCare Plus Claims Lookup Tool

3.2. Does the 2020 Provider Portal have the same functions as the Legacy Portal?

A: The 2020 Portal has the same functions, called applications, as the Legacy Portal. It also offers new features and simplified submissions and inquiries within some of the applications for less administrative burden. The 2020 Portal offers the following:

- Eligibility application – now less fields to complete
- Claim Status application – now less fields to complete

- Claim Payments application – now less fields to complete and upgraded to include EDI 835 Health Care Claim Payment/Advice transactions, Explanation of Payment images, and notes fields
- Claim Appeals application
- Provider Admin application – new application for Site Administrators
- Provider Resources page – new feature with convenient links to provider resources such as medical policies, user guides, provider manuals, and partner portals.

Note: Like the Legacy Portal, users can only access information and perform tasks specific to their assigned Portal role(s) in the 2020 Portal. Depending on the assigned role(s), not all applications may be visible to a user.

3.3. Where can I find more information about the 2020 Provider Portal applications?

A: For more information on applications, refer to the Portal User Guide available on the secure [Provider Education page](#).

3.4. Can I submit claims through the 2020 Provider Portal?

A: No. Please submit claims in the same way they are submitted currently.

3.5. Can I view claim status in the 2020 Provider Portal?

A: Yes. You can view your real-time claim status in the 2020 Portal.

3.6. Can I submit and view claim appeals in the 2020 Provider Portal?

A: Yes. You can submit and view your claim appeals through the 2020 Portal. Claim appeals that were submitted in the Legacy Portal cannot be viewed in the 2020 Portal; however, users can refer to the Legacy Portal to view their claim appeals history.

3.7. Can I view claim payments through the 2020 Provider Portal?

A: Yes. You can view claim payments in the 2020 Portal. The claim payment application in the 2020 Portal is upgraded to include payment information for the EDI 835 Health Care Claim Payment/Advice transactions, Explanation of Payment images, and notes fields. Additionally, six months of claim payment (electronic Remittance Advice) history is copied from the Legacy Portal for viewing in the 2020 Portal.

4. Provider Support and Training

4.1. Where can I find more information about the 2020 Provider Portal?

A: Refer to the Providers Education page on the CCHP website for the following 2020 Portal resources:

- Customizable Account Setup Options – Easy-to-read graphics and recommendations for account setup.
- Complete Registration User Guide – Step-by-step registration process on how to create Organization and Individual Portal accounts.

- Provider Portal User Guide – Available in the secure area of the 2020 Portal to users once an account is created and details how to use the self-service applications.

4.2. Who can I contact if I have questions or need further assistance?

A: Contact your Provider Relations Specialist at CCHPProviderRelations@childrenswi.org with questions.