



## Individual & Family Plans Provider Toolkit

This tool kit includes valuable information about important contacts, policies, and services to help you conduct business with us as efficiently as possible. Provider resources are also available on our website at [chorushealthplans.org](http://chorushealthplans.org).

Our website serves as a more comprehensive resource to include information regarding provider responsibilities, access standards, claims, benefits, prior authorization requirements, credentialing, and other plan components.

### **About Individual & Family Plans**

CCHP is a Wisconsin based health plan that has offered health insurance to individuals and families in our community for over 12 years. In 2017 we expanded to offer Individual & Family Plans through the Marketplace. We are proud to be affiliated with Children's Wisconsin and to offer individuals and families access to high quality healthcare through a variety of plan options on and off the exchange.

Our service area has now expanded to 13 counties:



Brown, Calumet, Dodge, Door, Manitowoc, Oconto, Outagamie, Winnebago, Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha Counties



## **Programs and Services**

Health Management programs within CCHP are designed to improve the health of individuals with specific chronic conditions and to reduce health care service use, such as Emergency Room and Inpatient Admissions, and the costs associated with avoidable complications. Some of our programs and services include:

- Asthma Resources
- Diabetes Resources
- Interpreter Services
- Behavior Health Resources
- Complex Care Management
- Pregnancy Resources

If members would like help managing any concerns related to their health, please have them call 414-266-3173 to reach the Health Management Team. Please complete a referral form on [childrenscommunityhealthplan.org](http://childrenscommunityhealthplan.org). This form can be faxed to 414-266-1715.

## **Covered Benefits**

### Pediatric Vision

Our Individual & Family Plans only covers pediatric vision benefits for members 18 years and younger. There is a discount to parents whose children receive services. There is no cost sharing for exams. This benefit is administered by our Third Party Administrator Professional Vision Services.

### Chiropractic Care

Chiropractic care is a Wisconsin state mandated benefit. Office visits for chiropractic care have the same cost sharing as a Primary Care Physician visit. There are no limits on services and no prior authorizations are required.

### Prescription Drugs

CCHP uses Express Scripts for our pharmacy benefits. There are thousands of pharmacies to choose from and their drug formulary is located on our website. There is a mandatory generic drug substitution and they offer a convenient mail order service. There is no cost for preventative prescriptions.



## Dental Services

CCHP partners with Dental Professionals of Wisconsin to offer a comprehensive dental plan for both adults and children. Benefits include two preventive exams per year at no charge and additional coverage subject to the plan deductible and plan maximums. Our dental plans are available in these counties: Kenosha, Milwaukee, Ozaukee, Racine, Washington, and Waukesha.

## **Provider Demographic Updates**

CCHP provides a Provider Directory to our members to make sure they are receiving the most current information about their providers. Please review your information in our Provider Directory on a regular basis to help ensure the accuracy of the directory information. This can include:

- Hours of Operation
- Provider Roster
- Panel Status
- Address
- Phone Number
- Information that could affect network status

If any of your information has changed or listed in error, please make the appropriate changes by completing our [Provider Update Change Form](#). This form can be returned to our Provider Network Specialists at: [cchp-providerupdates@chorushealthplans.org](mailto:cchp-providerupdates@chorushealthplans.org).

## **Out of Network Providers**

There are a few large healthcare organizations that are not part of the Individual & Family Plans network. These include: Aurora Advocate and Thedacare, Please be aware of this when referring your patient's to other healthcare providers.

## **Provider Portals**

Accessing all of Provider Portals is the key to utilizing our services. Our portals offer services such as submission of prior authorization and a variety of claims related tasks.

- CareWebQI Tool
- Individual & Family Plans Tool

[CareWebQI Authorization Tool](#)



CCHP requires all network providers to submit their prior authorizations and notifications online through the CareWebQI Authorization Tool portal. Prior authorizations must be obtained prior to services rendered. CCHP does not approve retro authorizations. You can include any clinical or supporting documentation through the portal. Our website provides helpful user guides on how to submit prior authorizations for specific services and provides a list of services that require prior authorizations. Click [here](#) for more information.

### Individual & Family Plans Tool

This tool gives you access to **all** of the Portals. This portal includes:

- User Guide
- Eligibility Look Up
- Claims Inquires
- Ability to Enter Claims
- Explanation of Payment
- Provider Service Support featuring real time chat box

Before a provider can access the Portal, providers need to register and complete the following steps:

1. Complete the [Provider Online Account Administrator Application](#)
2. Once you have been approved you can Log In using the [User Log In](#).

From here you will have access to all of the functions within the portal. If you are having issues logging into the portal, please contact 844-202-0117.

### **CLAIMS FILING**

CCHP currently has an administrative services agreement with University of Pittsburgh Medical Center (UPMC) for customer service and claims. To help you get your claims processed as efficiently and quickly as possible, here are a few tips when submitting your claims.

- You may file claims electronically through a vendor of your choice. We do not accept faxes or hand written claims.
- The Individual & Family Plans EDI Payer number is 251CC



- Paper claims can be mailed to:

Chorus Community Health Plans  
P.O. Box 106013  
Pittsburgh, PA 15230-6013

- Please use the Individual & Family Plans appeal form to file your appeal. Please review your contract for timely filing of claims appeals. Email your appeals to: [CCHP-ProviderAppeals@chorushealthplans.org](mailto:CCHP-ProviderAppeals@chorushealthplans.org).
- Our Provider Relations Representatives do not have access to the claims system and are unable to push a claim back for correction. Please call our Customer Services Center at **844-201-4672** for any claim issues.

## **ELECTRONIC CLAIM PAYMENTS (ePayments)**

CCHP supports all HIPAA compliant electronic transactions. EDI transactions also eliminate paper checks being sent through the mail, which allows providers to receive payments sooner. For more information on the standards for EDI or to purchase copies of different EDI companion guides, visit the Washington Publishing Company at: <http://www.wpc-edi.com>. To set up EDI transactions, please enroll with your clearinghouse first. Once enrolled, please access the CCHP Provider Portal to obtain the Electronic Funds Transfer (EFT) Authorization Form. Once completed please fax to: 1-844-549-3744.

### Electronic Remittance Advice

Electronic remittance advice (ERA) provides explanation of payment in HIPAA complaint files. While CCHP offers the option to generate 835 formatted ERA files and make them available for direct download from the CCHP Provider Portal has many automated billing systems interface with payers via a clearinghouse. To request a direct interface of an 835 formatted ERA file, from our Portal or via PGP encrypted file transfer, please complete the [ERA Request Form](#) and send to: [HPEDIRequest@upmc.edu](mailto:HPEDIRequest@upmc.edu).

### Explanation of Payment



Providers can access Explanation of Payment (EOP) documents in the [CCHP Provider Portal](#). This offers providers the opportunity to view these EOPs online instead of waiting for a printed mailing. Administrators must grant a user access to view EOP documents. EOP'S can be searched for by date, EFT or check number, and specific dollar amount. The documents are sorted by run date, time, and EOP type. The EOPs are sorted in descending order. Adobe Acrobat Reader or other software that permits the user view to view a document in PDF format is required. The documents can be saved or printed.

## Contact Information

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| CareWeb QI Authorization Portal   | 414-266-4522<br><a href="mailto:cchp-portalreg@chorushealthplans.org">cchp-portalreg@chorushealthplans.org</a>   |
| Claims Address  | Chorus Community Health Plans<br>P.O. Box 106013<br>Pittsburgh, PA 15230-6013<br>EDI# 251CC  |
| Credentialing   | Phone: 844-229-2776<br>Fax: 414-266-5797<br><a href="mailto:cchp-credentialing@chorushealthplans.org">cchp-credentialing@chorushealthplans.org</a>   |
| Customer Service: <i>Eligibility, Benefits, &amp; General Claim Questions</i> | 844-202-0117   |
| Dental Benefits   | 877-389-9870   |
| Health Management   | 414-266-3173   |
| Interpreter Services  | 844-201-4672   |
| Pharmacy  | 844-201-4677   |
| Prior Authorizations  | 414-266-6715   |
| Provider Appeals  | Chorus Community Health Plans<br>Attn: Appeals Department<br>P.O. Box 1997, MS 6280<br>Milwaukee, WI 53201<br><br><b>OR</b><br><a href="mailto:cchp-providerappeals@chorushealthplans.org">cchp-providerappeals@chorushealthplans.org</a><br><i>Appeal Status:</i><br><a href="mailto:dschneider2@chorushealthplans.org">dschneider2@chorushealthplans.org</a> |



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| Provider Demographic Updates       | <a href="mailto:cchp-providerupdates@chorushealthplans.org">cchp-providerupdates@chorushealthplans.org</a>   |
| Provider Contracting               | <a href="mailto:cchp-contracting@chorushealthplans.org">cchp-contracting@chorushealthplans.org</a>           |
| Provider Relations Representatives | <a href="mailto:cchpproviderrelations@chorushealthplans.org">cchpproviderrelations@chorushealthplans.org</a> |