

Chorus Community Health Plans

Provider Orientation
Individual & Family Plans

Presented by: CCHP Provider Relations Team



About Together with CCHP

- Affiliation with Children's Wisconsin.
- A local health plan for both individuals and families, children and adults.
- Community focused and driven.
- Coverage sold On Exchange and Off Exchange.
- High-quality provider network in Southeast and Northeast Wisconsin
- Administrative Service Agreement with the University Pittsburgh Medical Center (UPMC) Health Plan for provider customer service and claims.


Service Areas



Together with CCHP

- Brown
- Calumet
- Dodge
- Door
- Kenosha
- Kewaunee
- Manitowoc
- Milwaukee
- Oconto
- Outagamie
- Ozaukee
- Racine
- Washington
- Waukesha
- Winnebago

Sample ID Card





Chorus Silver EPO
SAMPLE MEMBER
Member ID: 20000000101
Group ID: EXD002-896

COST SHARING:

Deductible: \$5400/10800	MOOP: \$8700/17400
PCP: \$50	ER: Ded & Coins
Specialists: \$100	Urgent Care: Ded & Coins
RX: \$15/Ded & Coins	

chorushealthplans.org



Rx BIN 003858
PCN A4
Rx Grp# PMDC

Customer Service: 1-844-201-4672, Monday-Friday 8 a.m. to 6 p.m. and Saturday from 8 a.m. to 2 p.m.
Hearing-impaired: 711
24/7 Nurseline with MD Consultation Option: 1-877-257-5861
In-network providers: Visit chorushealthplans.org/find-a-doc
Pediatric Vision Customer Service: 1-800-501-0700

Providers: 1-844-202-0117
Pharmacists: 1-844-201-4677
Prior Authorization: 1-844-450-1926 - Hospital admission requires notification within 48 hours.
Claims Submission: Chorus Community Health Plans P.O. Box 106013, Pittsburgh, PA 15230-6013. EDI#: 251CC

Pediatric Vision Claims: Professional Vision Services 12000 W. Carmen Ave. Milwaukee, WI 53225.
Out-of-network: No coverage unless there is an emergency or an urgent need.

Please visit chorushealthplans.org/2022-plan-options for information on plan designs.

*Copayments are due to providers at time of service. This card must be presented each time services are requested, but does not guarantee eligibility for benefits.
Issued:07/21/2022

Pediatric Vision & Pharmacy Benefits

Pediatric Vision

- Administrated through Professional Vision Services.
- Pediatric vision benefits for children 18 years and younger.
- Discount to parents whose children receive services.
- Provider Directory on website: [Vision Directory](#).

Express Scripts

- Broad retail pharmacy network: [Express Scripts Pharmacy Location Search](#).
- Prescription drug formulary: [2024 Prescription Medication List](#)
- Convenient mail order services available.
- \$0 preventive prescriptions.

Out of Network Providers

- Aurora Healthcare
- Thedacare

Please be aware when referring patients to other providers.

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 Guiding Care 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 414-266-6715

Provider Portals

Guiding Care Prior Authorization Portal



This portal is used to submit Prior Authorizations for CCHP and Together with CCHP.

BadgerCare Plus Claims Look-up Tool



This CCHP portal is to view how claims were processed and submit appeals.

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.

Individual and Family Plan Tool



This portal gives you access to the Together with CCHP Portals

Provider Portal Registration

Provider OnLine Account Administrator Application

Understanding the Role of a Provider OnLine Account Administrator

A Provider OnLine Account Administrator has three important responsibilities:

- Managing user access to Provider OnLine for one or more provider offices.
- Ensuring the information accessed via Provider OnLine is only used for Legitimate business reasons.
- Serving as the primary contact for provider office security issues.

A formal statement of all responsibilities will be provided to individuals who are initially approved as Provider OnLine Account Administrator. All responsibilities must be accepted before full Account Administrator access can be granted.

Primary Account Administrator Applicant

Add

Associated Practices

An Account Administrator may serve one or more practices. List all practices, (each having a unique tax ID number) that will be associated with the applicant listed above.

no information entered

Add

Secondary Account Administrator Applicant

A secondary Account Administrator should be assigned to serve the above listed practices. Secondary Account Administrators have the same responsibilities and rights as a primary Account Administrator and can act in the absence of the primary Account Administrator.

Add

The application information above is truthful and complete.

Submit Request

Cancel

Registering for the Portal

- Registering for the provider portal is needed to access all of our other services.
- You can register by clicking the link on our website here: [Provider Portal Registration](#).

Individual & Family Plans Provider Portal

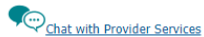


Welcome Back: CCHP POL
Last Login: 9.22.2022 11:34 AM
[Preferences](#) | [Messages](#) | [Log Off](#)

Provider OnLine

[Home](#)

- > User Guide
- > Eligibility
- > Claim Inquiry
- > Explanation of Payment (EOP)
- > Batch Upload
- > Enter Claims
- > Create Batches
- > File Download
- > Messages
- > Documents
- > Contact Us
- > Security Management



Provider Chat Hours:
Monday - Friday
8:00am - 6:00pm CST

Welcome Center

Welcome to the Chorus Community Health Plans Provider Portal

[This provider portal is for CCHP's Individual and Family Plan Providers](#)

Children's Community Health Plans is now Chorus Community Health Plans

Beginning in September, Children's Community Health Plan will have a new name - Chorus Community Health Plans. We may have a new name, but we are the same health insurance organization that you've come to know and trust. Coverage, benefits and services for members will not be changing.

Access your EOP's

If you are currently receiving paper explanation of payment (EOP) documents, you can now access these documents here on the Provider Online Portal. Check out this [Video](#) to learn more about EOP's.

What you need to do

Contact your Online Account Administrator, who can grant your staff access to your EOPs. A helpful [user guide](#) is available in the documents and forms section that lists the steps to take to view your EOPs. If you have any questions, please contact your Online Account Admin or call Provider Services.

Security Management Tutorial

Security Management is a feature available to users that are designed as Online Account Administrators. Online Account administrators are responsible for:

- Managing user access to Provider OnLine
- Ensuring the information accessed via Provider OnLine is only used for legitimate business reasons
- Servicing as the primary contact for security issues

To get more acquainted with this feature kindly review this [Webinar Video](#) which provides a brief overview of its main features.

As one of our providers, we want you to have the resources and support you need to provide the best possible care to our members. Our portal offers quick and easy access to updated information about member eligibility, claims, prior authorizations, and more.



Claims Inquiry

Claims Inquiry allows easy access to view your claims submitted to the Health Plan. Search claims for a specific member or all your members by date range. > [View Claims Inquiry](#)



View Eligible Members

View member contract, eligibility and benefit information. > [View Eligible Members](#)



Claims Submissions

- File Claims Timely
- Submit on appropriate claim forms
- Hand written claims are not accepted
- Corrected claims should be stamped on claim as "Corrected Claim".

Electronically

CCHP IFP Claims
EDI Payer ID#
251CC

Paper Claims

CCHP
P.O. Box 106013
Pittsburgh, PA
15230-6013

Refunds

CCHP
P.O. Box 106014
Pittsburg, PA
15230-6013

Claim Payments

- Payments made within 30 days on clean claim.
- Electronic Funds Transfer (EFT)
- Electronic Remittance Advice (ERA)
- Forms available on the Provider Portal.

Grace Period

If member is terminated due to lack of payment:

- Claims are paid for days 1-30.
- Claims paid during day 31-90 will be recouped.

Claim Questions

Contact Information	Together with CCHP
Provider Services (UPMC) <i>Providers calling to check benefits, eligibility, or claims issues.</i>	Phone: 1-844-202-0117
Provider Relations (CCHP) <i>Complex claim issues & appeals</i>	Email: cchpproviderrelations@chorushealthplans.org

Provider Claim Appeals

- Complete the CCHP Provider Appeal Form located on the Provider Forms page here [Provider Appeal Claim Review Request Form](#)
- Submit form and supporting documentation to: cchp-providerappeals@chorushealthplans.org.

OR

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

CCHP
Attn: Appeals Department
P.O. Box 1997, MS 6280
Milwaukee, WI 53201-1997

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

Provider Updates

Other Examples

Provider demographic changes can be made by using the Provider Update/Change Form available on our website here: [Provider Update and Change Form](#).

Tax Id Change

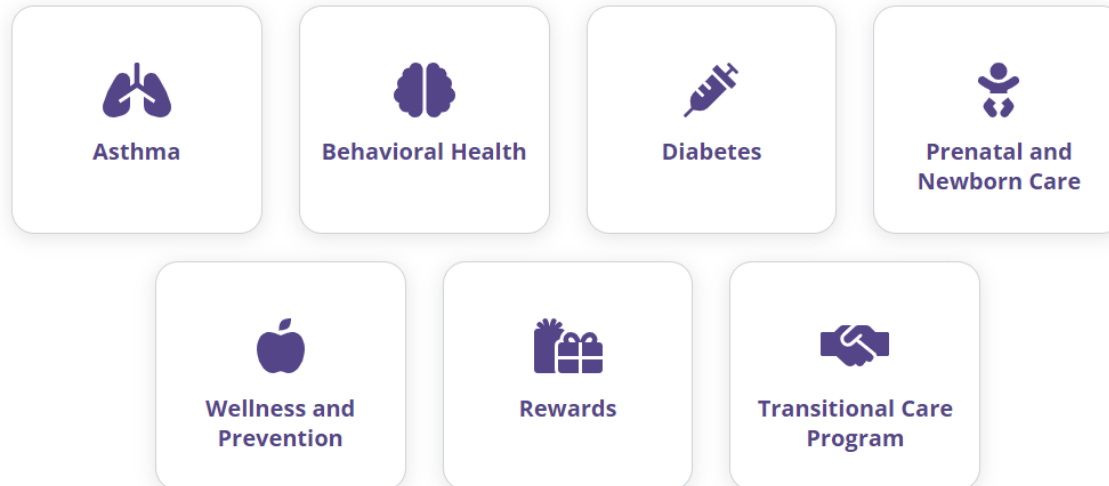
Address Changes

Practitioner Name Changes

Clinic Name Changes

Health Management Programs

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



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

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

CCHP Individual & Family Plans Reference Guide

chorushealthplan.org	Contact Information
Guiding Care Portal Questions	chp-portalreg@chorushealthplans.org
Claims	CCHP P.O. Box 106013 Pittsburgh, PA 15230-6013 EDI# 251CC
Credentialing	Email: cchp-credentialing@chorushealthplans.org
Customer Service (UPMC) <i>Providers calling to check benefits, eligibility, or claims issues.</i>	Phone: 1-844-202-0117
Health Management	Phone: 1-414-266-3173 Email: cchp-dm@chorushealthplans.org
Pharmacy Benefit Questions	Phone: 1-844-201-4677
Prior Authorizations & Notifications	Phone: 1-414-266-6715
Provider Appeals Address	Provider Appeals Attn: Appeals Department P.O. Box 1997, MS 6280 Milwaukee, WI 53201 cchp-providerappeals@chorushealthplans.org Appeal Status: dschneider2@chorushealthplans.org Email: cchp-contracting@chorushealthplans.org
Provider Contracting	Email: cchp-contracting@chorushealthplans.org
Provider Demographic Updates	Email: cchp-providerupdates@chorushealthplans.org
Provider Relations Department	Email: cchpproviderrelations@chorushealthplans.org