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Provider Orientation

Presented by: CCHP Provider Relations Team

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Provider Relations-Who We Are

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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.

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Service Areas

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

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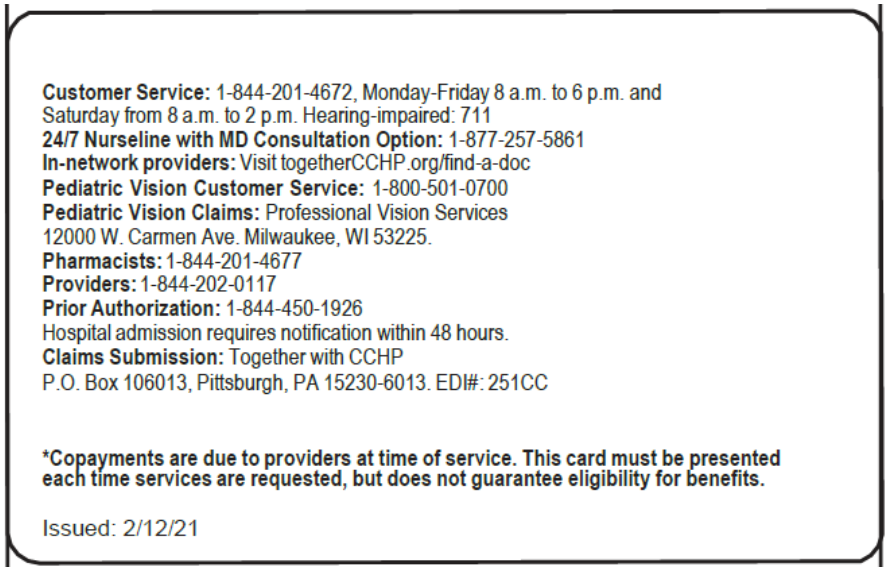
Sample ID Card



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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: 2021 Prescription Medication List.
- Convenient mail order services available.
- $0 preventive prescriptions.

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Out of Network Providers

- Aurora Healthcare
- Thedacare
- Prevea
- Hospital Sisters Health System (HSHS)

Please be aware when referring patients to other providers.

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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 CCHP and Together with CCHP.

BadgerCare Plus Claims Look-up Tool ← This CCHP portal is to view how claims were processed.

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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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 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**.

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Together with CCHP Provider Portal

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Welcome Back CCHP POL
Last Login: 9.21.2016 12:27 PM
Preferences | Messages | Log Off

Provider Online | Home

- User Guide
- Eligibility
- Claim Inquiry
- Enter Claims
- Create Batches
- Messages
- Documents
- Contact Us

Chat with Provider Services

Provider Chat Hours:
Monday - Friday
8:00am - 5:00pm ET

Welcome Center

Welcome to the Together with Children's Community Health Plan Provider Portal

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 Children's Community Health Plan. You can search for a specific member or all your members. » More...

View Eligible Members

View member contract, eligibility and benefit information. » More...

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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

Together with CCHP
EDI Payer ID# 251CC

Paper Claims

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

Refunds

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

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Claim Payments

- Payments made within 30 days on clean claim.
- Electronic Funds Transfer (EFT)
- Electronic Remittance Advice (ERA)
- Contact us for forms.

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.

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Claim Questions

Contact Information	Together with CCHP
Provider Services(UPMC) *Providers calling to check benefits, eligibility, or claims issues.*	Phone: 1-844-202-0117
Provider Relations (CCHP) *Complex claim issues & appeals*	Phone: 1-844-229-2775 Email: cchpproviderrelations@chw.org

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Provider Claim Appeals

Complete the Together with 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@chw.org.

OR

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

Together with 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.

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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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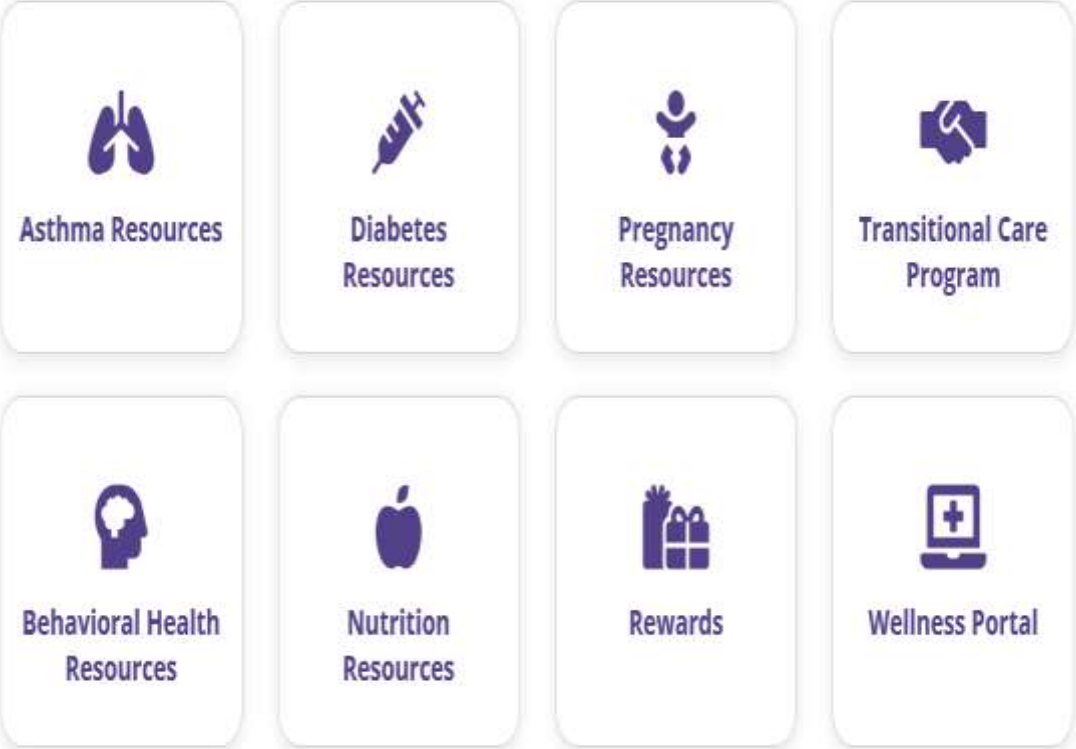
Health Management Programs

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



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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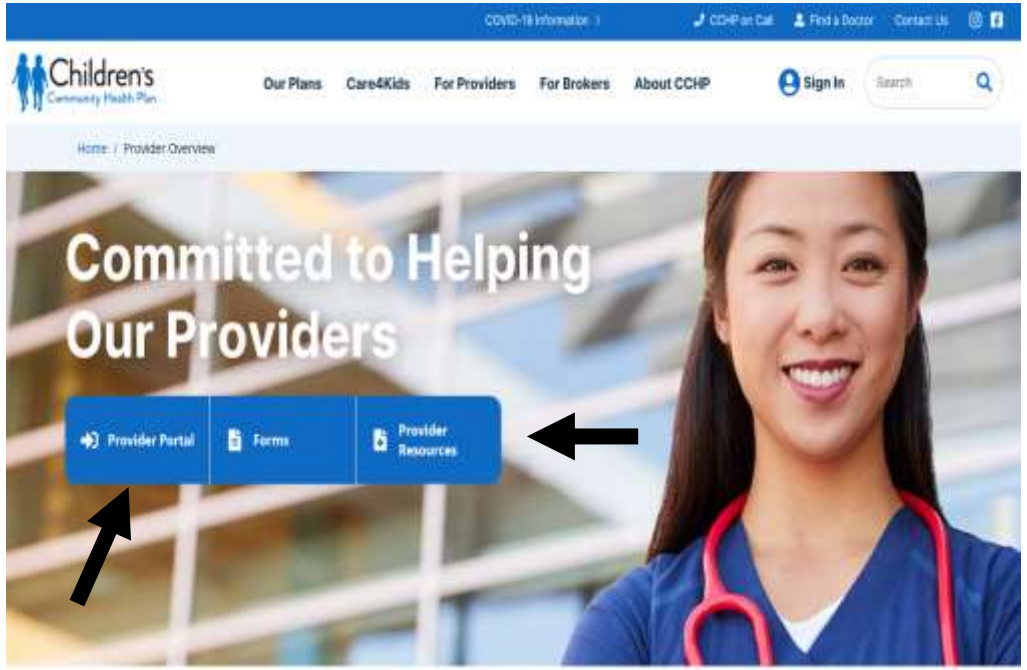
CCHP Website

childrenscommunityhealthplan.org



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CCHP Website

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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Together with CCHP Reference Guide

Together with CCHP childrenscommunityhealthplan.com	Contact Information
Claims	Together with CCHP P.O. Box 106013 Pittsburgh, PA 15230-6013 EDI# 251CC
Credentialing	Phone: 1-844-229-2776 Fax: 1-414-266-5797 Email: cchp-credentialing@chw.org
Customer Service (UPMC) *Providers calling to check benefits, eligibility, or claims issues.*	Phone: 1-844-202-0117
Health Management	Phone: 1-414-266-3173 Email: cchp-dm@chw.org
Pharmacy Benefit Questions	Phone: 1-844-201-4677
Prior Authorizations & Notifications	Phone: 1-844-450-1926
Provider Appeals Address	Provider Appeals Attn: Appeals Department P.O. Box 1997, MS 6280 Milwaukee, WI 53201 cchp-providerappeals@chw.org 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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