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Clarification of CPAP Prior Authorization Process

Chorus Community Health Plans remains committed to ensuring our members with Obstructive Sleep Apnea have the DME supplies needed to manage this condition. CCHP covers CPAP, APAP and BiPAP machines, and supplies both rentals as well as purchases in certain situations. CCHP will authorize a three month rental

of a CPAP, APAP or BiPAP machines and supplies for trial treatment purposes without a prior authorization requirement.

The rental will be covered for a maximum 3 month duration without a prior authorization requirement. Following the trial/rental period, prior authorization is required for the purchase of the CPAP, APAP, or BiPAP machine and supplies. This purchase will be authorized if evidence of adequate member usage of the equipment verifies policy criteria are met. Members who do not meet purchase criteria based on the first three month trial may be eligible to undergo a second trial if certain criteria are met. A prior authorization must be submitted for a subsequent three month trial period beyond the initial trial.

If you have questions or need further clarification on this process, please contact a CCHP Authorization Specialist at 877-227-1142.

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Provider Portal Announcement for Medicaid

As a reminder to our providers, beginning **January 1, 2023, Chorus Community Health Plans Medicaid** will accept appeals via the portal *only*. This change will help expedite your appeal and should help avoid issues that can occur with a paper copy.

We will **no longer accept paper appeals and they will be returned to provider** instructing you to submit via the portal after January 1, 2023.

Please be sure you register for the portal by December 1, 2022. Portal access and Information can be found on our website at <https://chorushealthplans.org>:

- Select "Providers," then provider portal in the dropdown.
- Choose Badgercare Plus Claims Look-Up Tool and select "sign up."

Registration guide and user guide can also be found on the portal page.

****Please note:** Administrators will be responsible for setting up their organization's prior to individual users registering. Once Chorus Community Health Plans approves the administrator, they can then have their individual users register. The administrators will be responsible for approving their individual users. Individual users will not have access until their administrator approves.

If you have any questions, please send a detailed email with your user name, NPI number, and tax ID number to CCHPPProviderRelations@ChorusHealthPlans.org.

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Chorus Community Health Plans Access Standards

To maintain the best possible care for our members, we have established standards — ensuring our members have continuous access to quality health care services. Chorus Community Health Plans is committed to maintaining a network of practitioners that is able to meet the needs of the members we serve, which is why we offer an opportunity to review our [Access Standards on our website](#) at any time.

We want to ensure quality standards for our providers and our members. We promise:

- Our network providers' hours of operation do not discriminate against BadgerCare Plus Standard or Benchmark members.
- Translation services if a provider does not speak the member's language.

[Visit our website to learn more about Chorus Community Health Plans Access Standards.](#)

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Understanding Cultural and Linguistic Needs of Our Members

CCHP is committed to maintaining a network of practitioners that is able to meet the needs of the diverse members we serve.

Members feel more comfortable with practitioners who share their language and racial/ethnic background. They are more likely to share information and enhance the relationship which allows a higher quality of care.

Annually, CCHP collects data about the languages that our practitioners and members speak. We analyze this data to identify opportunities to improve access to care and to meet the cultural needs and preferences of our members.

[Visit our website to learn more](#) about the language preferences of our members with supporting data.

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CCHP and Foodsmart Partnership: Nutrition Education for Our Members

Chorus Community Health Plans is partnering with Foodsmart to provide virtual nutrition counseling and food security resources to members. Foodsmart is the world's largest telehealth provider of registered dietitians (RDs), built to change eating behavior and improve food security over the long-term. Over 3,000 CCHP members have worked one-on-one with a Foodsmart registered dietitian through no cost virtual appointments to set personalized goals, create meal plans, receive support with SNAP enrollment and develop healthy habits. Foodsmart pairs their RD visits with a platform where members can order food online and plan nutritious, cost-effective meals for their household.

Foodsmart is clinically proven in [peer-reviewed publications](#) to make food as medicine a reality:

- >33% of members with obesity lose >5% of their weight
- 39% of those with diabetes return to normal HbA1c levels
- 33% with hypertension achieve blood pressure control
- 36% with dyslipidemia return to normal lipid levels

To learn more, visit [Foodsmart](#). Members who participate in the program can [receive up to \\$50 in grocery gift cards](#).

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Program Integrity Training

Chorus Community Health Plans offer providers an opportunity to review Program Integrity Training resources. The resources below will help ensure required compliance and provide education around Medicaid program integrity.

For more information regarding Program Integrity Training, visit the links below:

- [Medicaid Integrity Program Educational Resources](#)
- [MACPAC Program Integrity](#)

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Attention Providers - Changes in Medicaid for Members

Changes in Medicaid are coming! The Public Health Emergency (PHE) could be ending as soon as December 2022, and this could affect many of your patients and their health insurance coverage.

Please join Chorus Community Health Plans in helping our members and other

BadgerCare Plus/Medicaid recipients keep their health benefits by reminding patients to keep their contact information updated. Contact information such as phone numbers and mailing addresses can be updated by visiting www.access.wi.gov or by contacting the patient's [local agency](#) to update info.

Any CCHP member can always reach out to our Member Advocates for assistance by calling 1-877-900-2247 or emailing CCHPMemberAdvocates@chorushealthplans.org.

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Cultural Competency Resources for Providers

The importance of cultural competence is not irrelevant, it is as important to the outcome of your patients as the mortality and morbidity rates and anything that you do in terms of pharmacology or surgical procedures that are done for patients. In order to treat the patient effectively you need to develop a treatment plan that the patient understands and is motivated to follow. For that to happen it takes a relationship that is built around trust and the cultural competence of the provider.

The US Department of Health and Human Services offers free, continuing education e-learning programs designed to help you provide culturally and linguistically appropriate services. There are many opportunities designed for most health care providers such as:

Licensed Alcohol and Drug Counselors, Nurses, Psychiatrists, Psychologists and Social Workers

This program will help behavioral health professionals to become more aware of their cultural identity and the cultural identity of their clients to increase their ability to engage, assess and treat clients from diverse backgrounds. A small group option to help you deliver the content as an in-person training session is also available.

Physicians, Nurse Practitioners and Physician Assistants

This program will teach you key elements of culturally and linguistically appropriate services (CLAS) and ways to incorporate CLAS into your daily work. Topics covered

include patient-centered care and effective communication.

Health Care Administrators and Providers

This Communication Guide will help you and your organization interact more effectively with culturally and linguistically diverse individuals. The Guide covers strategies for communicating in a way that considers the cultural, health literacy and language needs of your patients and their families.

Oral Health Professionals

This program will offer you the knowledge and awareness necessary to provide culturally and linguistically appropriate services (CLAS) to your patients. Topics covered include practice management and effective communication. A small group option to help you deliver the content as an in-person training session is also available.

Please [visit our website](#) and select "Physician's Practical Guide to Culturally Competent Care" to learn more.

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Important Reminders

Review CCHP's Telehealth Policy & COVID-19 Updates

CCHP is working hard to stay up-to-date with the latest Telehealth and COVID-19 information for our providers. Remember to review our designated [Telehealth and COVID-19 web page](#) for important information and updates. You may also reference our [Telehealth Billing Guide](#).

CCHP Contact Reminders

To better assist our Providers please use the following contact information and

resources regarding any questions you may have:

- **Provider Relations:** Please contact customer service first for assistance.
 - Medicaid (800) 482-8010
 - Individual and Family Plan (844) 202-0117
 - For claims portal assistance or other concerns email CCHPProviderRelations@chorushealthplans.org or call (844) 229-2775
- **Provider Demographic Updates:** Complete the appropriate forms and email to the address below:
 - [Medicaid](#) form
 - [Individual and Family Plan](#) form
 - CCHP-ProviderUpdates@chorushealthplans.org
- **Provider Portal Registration:**
 - 414-266-4522
- **CareWeb Authorization Tool:**
 - CCHP-PortalReg@chorushealthplans.org
- **Member Advocates:**
 - CCHPAdvocates@chorushealthplans.org
- **Provider Contracting:**
 - New providers: Complete [Letter of Interest form](#) which can also be found on our website
 - Questions regarding your contract? Email CCHP-Contracting@chorushealthplans.org
- **Provider Credentialing:**
 - CCHP-Credentialing@chorushealthplans.org
- **Clinical Services:**
 - (414) 266-4522
 - CCHP-ClinicalServices@chorushealthplans.org

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