

# PROVIDER REFERENCE GUIDE

Information is effective December 15, 2025, unless noted as *\*current*.  
Visit the [FAQ page](#) for more information on new claims and customer service administration.

## CCHP PROVIDER CUSTOMER SERVICE

Claims address:	Chorus Community Health Plan PO Box 359 Menasha, WI 54952-0359	Phone: 877-458-1289
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## CCHP PROVIDER PORTAL

[login.chorushealthplans.org](http://login.chorushealthplans.org)

[Portal registration instructions guide](#)

Portal assistance 877-458-1289

Claims & claims status  
Provider appeals/disputes  
Member eligibility & benefits  
Personalized dashboard  
Explanation of payment (remits)  
In-portal messaging with provider customer service  
CCHP provider resource website links  
FAQ and more

## PAYER NAME AND ID

Chorus Community Health Plans (WI Medicaid)  
ID: 29123

## ELECTRONIC FUNDS TRANSFER (EFT)

Echo Health, Inc.  
Electronic claims submission and EFT  
Phone: 888-834-3511

Zelis Payments  
Phone: 877-828-8770

## GUIDINGCARE AUTHORIZATION PORTAL *\*Current*

For those who need to submit or access authorization as a routine part of your role

[GuidingCare login](#)

[GuidingCare resources](#)

## PROVIDER MANUAL *\*Current*

[Access the Medicaid Provider Manual](#)

## PROVIDER NEWS AND COMMUNICATION *\*Current*

[Keep updated on latest health plan, provider and member news](#)

Access past versions of The Provider Pulse newsletter and CCHP Newsflash emails

[Don't miss out and subscribe to email](#)

## MEMBER RESOURCES

### **FORWARDHEALTH MEMBER SERVICES**    *\*Current*

Phone: 800-362-3002

### **CCHP MEMBER SERVICES**    *\*Current*

Address:	Chorus Community Health Plans PO Box 36 Menasha, WI 54952-0359	Phone: 800-482-8010
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### **CCHP MEMBER ADVOCATE**    *\*Current*

Address:	Chorus Community Health Plans Member Complaint/Appeals Dept. PO Box 1997 Milwaukee, WI 53201-1997	Phone: 877-900-2247
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### **HERSLOF VISION**    *\*Current*

Phone: 414-462-2500 (use in '414' area code)  
Phone: 800-822-7228 (use outside '414' area code)

### **DENTAL PROFESSIONALS OF WI (DPOW)**    *\*Current*

Phone: 877-389-9870