

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	Portal registration instructions guide
Claims & claims status	Portal assistance 877-458-1289
Provider appeals/disputes	
Member eligibility & benefits	
Personalized dashboard	
Explanation of payment (remit)	
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

CCHP MEMBER ADVOCATE **Current*

Address: Chorus Community Health Plans
Member Complaint/Appeals Dept.
PO Box 1997
Milwaukee, WI 53201-1997

Phone: 877-900-2247

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