

## Important Information Regarding Claims Submissions

The recent Change Healthcare cyber-attack has impacted how CCHP receives claims. Below is electronic and paper claims submission information for our Medicaid and Individual & Family Plans lines of business.

### Medicaid

1. Are there other electronic claim submission options providers can use to submit claims?
  - a. Yes, for plans under payer ID 39113 individual electronic claims can be submitted via Smart Data Stream Clearinghouse Services, a free EDI claim submission alternative. Register at 855-297-4436 or online. Note: Claim payments for these claims are still affected by the Change Healthcare incident and can't be sent. Change Healthcare just announced an EDI claim submission alternative that they are introducing to payers in phases. This alternative is not being offered to CCHP currently.
2. Does Chorus Community Health Plans accept paper claims?
  - a. Yes. We accept paper claims. Paper claims can be sent to:  
Chorus Community Health Plans  
PO Box 56099,  
Madison, WI 53705.

Note: Claim payments for these claims are still affected by the Change Healthcare incident and can't be sent.

### Individual and Family Plans

1. Are there other electronic claim submission options providers can use to submit claims?
  - a. Yes, providers can submit claim electronically using the payer ID: 251CC through the following clearinghouses:
    - Trizetto (aka GatewayEDI and Cognizant)
    - AllScripts (PayerPath)
    - Experian
2. Does Chorus Community Health Plans accept paper claims?
  - a. Yes. We accept paper claims. Paper claims can be sent to:  
Chorus Community Health Plans  
P.O. Box 106013  
Pittsburgh, PA 15230-6013

Note: There is no disruption in claim payments for CCHP's IFP claims.