



What's Inside

- [Children's Wisconsin Opens Craig Yabuki Mental Health Walk-In Clinic](#)
- [BadgerCare Plus Claims Look-Up Tool Update](#)
- [Understanding Cultural and Linguistic Needs of Our Members](#)
- [CCHP's BadgerCare Plus Confirmation Portal](#)
- [Together with CCHP Claims: Modifier 33](#)
- [Program Integrity Training](#)
- [Important Reminders](#)
 - [View up-to-date COVID-19 information](#)
 - [CCHP Contact Reminders](#)
 - [Subscribe to our Provider Newsletter](#)

Children's Wisconsin Opens Craig Yabuki Mental Health Walk-In Clinic

Children's Wisconsin has announced the official opening of the Craig Yabuki Mental Health Walk-In Clinic. Located on the second level of the Clinics Building at the Children's Wisconsin Milwaukee campus, this clinic is a first-of-its-kind in the state and fills a critical gap in care for kids experiencing a mental health crisis.

Licensed therapists, social workers, and clinic assistants are available to see patients from 3-9:30 p.m. Along with a guardian, children and teens ages 5-18 are welcome to walk in and receive access to care immediately, with no appointment or referral required.

Staff will provide evaluations and determine any immediate safety concerns, and then communicate with a child's existing doctors and therapists to ensure continuing resources are available after the visit. The purpose of the clinic is to provide immediate, temporary support, and is not a replacement for ongoing therapy or care by a mental health provider. The [Mental Health Crisis Response Team](#) in the Children's Wisconsin Emergency Department and Trauma Center (EDTC) will remain a resource for children in life-threatening and emergency situations.

For the clinic schedule and to learn more about services provided, families and providers should visit the clinic website at childrenswi.org/mentalhealthwalkin.

[Back to Top](#)

BadgerCare Plus Claims Look-Up Tool

Children's Community Health Plan continues to look for ways to improve our provider experience.

In September 2020, we introduced the Badgercare Plus Claims Portal. This portal allows providers to check claims status, eligibility, retrieve remits and submit appeals online.

This portal has been an efficient tool for providers which is why we'll be moving to the portal exclusively by the end of 2022. All in-network providers will need to submit appeals through the CCHP Badgercare Plus Claims Look-Up Tool. This will

allow quicker resolution to your issues and ensure that the request is directed to the appropriate party.

Any paper appeals after January 1, 2023 will not be accepted and returned back to provider.

Please [visit our website to register](#). The registration and user guides can also be found using the link above.

Please submit any questions to our [Provider Relations department](#) at CCHPProviderRelations@childrenswi.org.

****** Please note: This is for our Medicaid line of business only******

[Back to Top](#)

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.

[Back to Top](#)

CCHP's Electronic Claims Transmission: BadgerCare Plus Confirmation Portal

What is the Confirmation Portal?

CCHP provides confirmation on all new claims submissions for network providers. For every claim received by CCHP, whether it is filed on paper or through Electronic Claims Transmission (ECT), a receipt confirmation is generated and available to the provider.

Providers who have access to the claims confirmation portal can:

- Confirm if their claims were received by CCHP and entered into the claims processing system, whether submitted on paper or electronically.
- Receive an electronic report of rejected claims.
- Review an up-to-date list of all submitted claims. CCHP generates a nightly report of all received claims for that day.
- Look up coding rationale for claim denials.

Resubmitting a claim:

For each claim that doesn't pass the initial editing process, there is an associated error reason that shows why the claim didn't pass. Based on the error reason, the provider will need to make necessary changes and resubmit the claim within the allotted time frame agreed upon in their contract.

Registering for the Confirmation Portal:

Before a provider can access the portal, a CCHP Provider Relations Representative will need to verify the provider is an in-network provider. Once verified, the Representative will email the provider instructions for registering. Please reach out to your Provider relations Representative at the email below and provide them with the following:

- [CCHP Provider Relations email](#)
- Provider/clinic name
- Address, city, state and zip code
- Tax ID number
- NPI number
- Contact name and email address

Together with CCHP Claims: Modifier 33

Recently we've noticed an increased amount of claims come through that are supposed to be for preventive screening for colonoscopies, or other services that have been processed with member cost-share because of how they're being billed.

Information on how Together with CCHP pays preventative colonoscopies and other services where the diagnosis is considered diagnostic in nature, but the services rendered were intended to be preventive and paid as such, along with the importance of modifier 33 being appended can be reviewed below.

Modifier 33 was created to aid compliance with the ACA which prohibits member cost-sharing. When colonoscopies are billed and the initial reasoning for the visit is preventive screening, but polyps or other complications are discovered, this should be submitted with a primary diagnosis indicating the reason for the visit. If this is done, the claim will be paid as preventive if the reason for the visit was preventive screening and the diagnosis is preventive in nature.

If a diagnosis is considered diagnostic in nature, modifier 33 should be appended if the visit should be paid as preventive. All associated claims should have modifier 33 appended as well as if the primary diagnosis is not considered preventive in nature, but instead diagnostic. Modifier 33 allows for charges to pay as preventive without member cost-share regardless of the diagnosis and tells CCHP that the charge is preventive and should be paid as such.

Overall, if a patient is seen for preventive services, but other complications occur or things are found such as polyps, the reason for the visit should be billed as the primary diagnosis. This will allow the claim to pay preventive if the primary reason for the visit is for preventive screening and the diagnosis coincides with that. If a diagnosis is considered diagnostic in nature and is billed as the primary, then modifier 33 should be appended for the services to pay as preventive.

Program Integrity Training

Children's Community Health Plan offers 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](#)

[Back to Top](#)

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
- **Provider Contracting:**

- assistance.
- CCHP Badger Care Plus (800) 482-8010
 - Together with CCHP (844) 202-0117
 - For claims portal assistance or other concerns email CCHPProviderRelations@childrenswi.org, or call (844) 229-2775
 - **Provider Demographic Updates:**
Complete the appropriate forms and email to the address below:
 - [CCHP Badger Care Plus](#) form
 - [Together with CCHP](#) form
 - CCHP-ProviderUpdates@chw.org
 - **Provider Portal Registration:**
 - 414-266-4522
 - **CareWeb Authorization Tool:**
 - CCHP-PortalReg@chw.org
 - **Member Advocates:**
 - CCHPAdvocates@chw.org
 - New providers: Complete [Letter of Interest form](#) which can also be found on our website
 - Questions regarding your contract? Email CCHP-Contracting@chw.org
 - **Provider Credentialing:**
 - CCHP-Credentialing@chw.org
 - **Clinical Services:**
 - (414) 266-4522
 - CCHP-ClinicalServices@chw.org

[Back to Top](#)

Subscribe to Our Newsletter

Copyright © 2021 Children's Community Health Plan, All rights reserved.

Children's Community Health Plan (CCHP), owned by Children's Hospital of Wisconsin, is an HMO dedicated to providing access to the highest quality health care and services to BadgerCare Plus and Together with CCHP members.

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#)