# Chorus Community Health Plans

Provider Orientation

Medicaid BadgerCare Plus Plan

Presented by: CCHP Provider Relations Team



# **About Chorus Community Health Plans**

- Affiliation with Children's Wisconsin
- A local HMO health plan for both individual and families, children and adults.
- Care4Kids program offering healthcare to kids placed outside of the home.
- Provides coverage for over 132,000 members in 27 counties.
- High quality provider network in Southeast and Northeast Wisconsin.
- Administrative Service Agreement with Dean Health Plan for provider customer service and claims.



## **Service Areas-CCHP**



#### Southeast WI Counties

- Dodge
- Green Lake
- Jefferson
- Kenosha
- Milwaukee
- Ozaukee
- Racine
- Walworth
- Washington
- Waukesha

#### **Northeast WI Counties**

- Brown
- Calumet
- Door
- Fond du Lac
- Forest
- Kewaunee
- Lincoln
- Manitowoc
- Marinette
- Oconto

- Oneida
- Outagamie
- Rock
- ShawanoSheboygan
- Vilas
- Waupaca
- Waushara
- Winnebago

Western WI Counties

- Eau Claire
- Grant



## **Service Areas-Care4Kids**



#### Southeast WI Counties

- Kenosha
- Milwaukee
- Ozaukee
- Racine
- Washington
- Waukesha



## Prior Authorizations & Inpatient Notifications

- Providers are responsible for obtaining prior authorizations prior to services.
- Inpatient admissions require notification within 24 hours of admission.
- No retro authorizations.
- Requests are submitted online through our provider portal.
- Clinical documentations should be submitted through CareWeb QI Auto Authorization Tool within 24 hours.
- Prior Authorization list is available online Prior Authorization List.
- 0.

For Questions or assistance, please contact our Clinical Services Department at call 414-266-4155



## **Provider Portals**

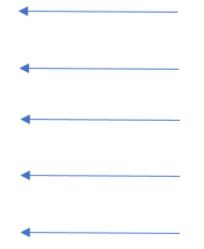
**Guiding Care Prior Authorization Portal** 

BadgerCare Plus Claims Look-up Tool

BadgerCare Plus Claims Submission Tool

BadgerCare Plus Claims Confirmation Tool

Individual and Family Plan Tool



This portal is used to submit Prior Authorizations for CCHP and Together with CCHP.

This CCHP portal is to view how claims were processed and submit appeals.

This CCHP portal is used to submit claims manually.

This CCHP portal is to confirm your claim was received via paper or electronically.

This portal gives you access to the Together with CCHP Portals



## Claims

- All claims must have the providers NPI and Taxonomy codes listed on claims.
- If Taxonomy codes listed on claim is different then what is registered with the State of Wisconsin (ForwardHealth), your claim will reject.
- Please review our <u>CCHP NPI and Taxonomy Billing Requirement Guide</u> and <u>Taxonomy Quick Reference Guide</u> for any questions.

CCHP EDI Payer ID# 39113

Paper Claims

CCHP

P.O. Box 56099

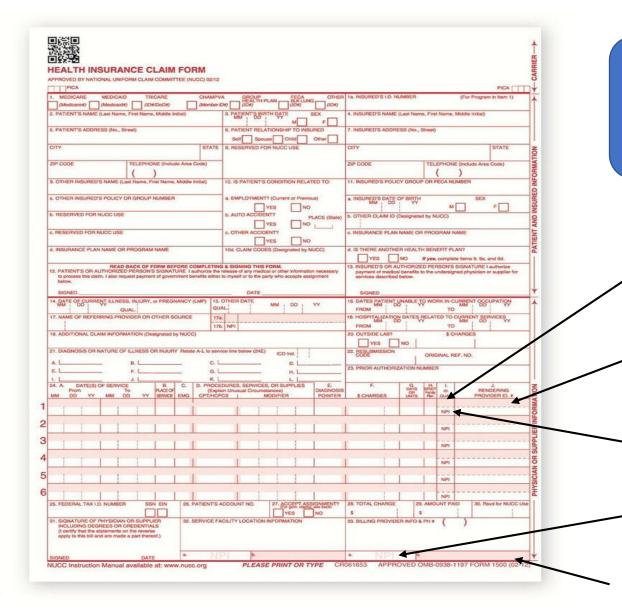
Madison, WI 53705

Manually

Key in claims through our SDS Clearing House Portal and submit electronically.



## **HCFA Claim Forms**



Billing Providers must have a valid NPI & Taxonomy code on file with ForwardHealth (State Medicaid).

24 I- Must have a "ZZ" or "PXC" qualifier.

<u>Box 24 J (shaded)</u>-This box should have the rendering providers Taxonomy number.

**<u>24 J</u>**-This box should have the rendering providers NPI number.

**Box 33a**- This box should have the billing providers NPI Number.

<u>**Box 33b**</u>- This box should have the billing providers Taxonomy code.



## Claim Payments

- Payments made within 30 days on clean claim.
- No faxed claims accepted.
- Electronic Funds Transfer (EFT)
- Electronic Remittance Advice (ERA)
- Contact us for forms.
   <u>cchpproviderrelations@chorushealthplans.org</u>

Corrected Claims

To allow our claims system to read and acknowledge corrected claims, please follow these instructions in our <a href="#">CCHP</a>
<a href="#">Corrected Claim Submittal Guide</a>



## **Claim Questions**

Contact Information	ССНР
Provider Services (Dean Health Plan) Providers calling to check benefits, eligibility, or claims issues.	Phone: 1-800-482-8010 Hours: Monday-Friday 8:00 am to 5:00 pm CST
Provider Relations (CCHP) Complex claim issues & appeals	Email: <a href="mailto:cchpproviderrelations@chorushealthplans.org">cchpproviderrelations@chorushealthplans.org</a>



## **Provider Claim Appeals**

Please call Provider
Services <u>prior</u> to
submitting an appeal
to first check if we can
research and resolve
your claim issues.

Filing a Claims Appeal
Submit an appeal
and supporting
documentation
electronically on
the provider claims
portal.



#### **Member Grievances**

CCHP members can file a grievance regarding their services with CCHP or their health care provider that is not related to benefits by calling a CCHP member advocate at 1-877-900-2247 or write to us at:

Chorus Community Health Plans Attn: Complaint/Appeal Department P.O. Box 1997, MS6280 Milwaukee, WI 53201-1997

CCHP members can file a grievance with BadgerCare Plus to the following address:

BadgerCare Plus Managed Care Ombuds P.O. Box 6470 Madison, WI 53716-0470 1-800-760-0001

#### State of WI HMO Ombuds Program

The state has designated individuals who provide neutral, confidential, and informational assistance and can CCHP members with any questions or problems The Ombuds can help CCHP members solve problems or complaints by calling 1-800-760-0001.



## **Member Appeals**

CCHP members have the right to appeal any benefit issues they feel were wrongly denied. Members must first appeal to CCHP. The request for an appeal must be made no more than 60 days after a notice of services being denied, limited, reduced, delayed or stopped.

If CCHP members need help writing a request for an appeal, please call a CCHP Member Advocate at 1-877-900-2247 or the BadgerCare Plus and Medicaid SSI Ombuds at 1-800-760-0001, or the HMO Enrollment Specialist at 1-800-291-2002.

- If a member disagrees with the CCHP appeal decision, they can request a fair hearing with the Wisconsin Division of Hearing and Appeals. The request must be made no more than 90 days after CCHP makes a decision about the appeal.
- If a member wants a fair hearing they can send a written request to:

Department of Administration
Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875

 If a member needs help writing a request for a fair hearing, call either the BadgerCare Plus and Medicaid SSI Ombuds at 1-800-760-0001 or the HMO Enrollment Specialist at 1-800-291-2002.



# **Provider Updates**

Provider demographic changes can be made by using the Provider Update & Change Form and emailing it to our Provider Data Management team here: <a href="mailto:cchp-providerupdates@chorushealthplans.org">cchp-providerupdates@chorushealthplans.org</a>

Other Examples

Tax Id Change

Practitioner Name Changes Address Changes

Clinic Name Changes



## Health Management Programs

CCHP offers outreach and educational programs to support their members and encourage a healthy lifestyle.

















If members would like help managing any concerns related to their health, please call 414-266-3173 to reach the Health Management team.

- Please complete a referral form on our website.
- This form can be faxed to 414-266-1715



# BadgerCare Plus Reference Guide

chorushealthplans.org	Contact Information
Guiding Care Portal Questions	cchp-portalreg@chorushealthplans.org
Claims Address	Chorus Community Health Plans P.O. Box 56099 Madison, WI 53705 EDI# 39113
Credentialing	Email: cchp-credentialing@chorushealthplans.org
Customer Service Providers calling to check benefits, eligibility, or claim issues.	Phone: 1-800-482-8010 Hours: Monday-Friday 8:00 am to 5:00 pm CST
Health Management	Phone: 1-414-266-3173 Email: cchp-dm@chorushealthplans.org
Pharmacy Benefit Questions	www.forwardhealth.wi.gov
Prior Authorizations & Notifications	Phone: 1-414-266-4155
Provider Appeals	Appeal Status: <u>dschneider2@chorushealthplans.org</u>
Provider Contracting	Email: cchp-contracting@chorushealthplans.org
Provider Demographic Updates	Email: cchp-providerupdates@chorushealthplans.org
Provider Relations Department	Email: cchpproviderrelations@chorushealthplans.org

