

# Chorus Community Health Plans

Provider Orientation  
Individual & Family Plans

Presented by: CCHP Provider Relations Team



# About Together with CCHP


- Affiliation with Children's Wisconsin.
- A local health plan for both individuals and families, children and adults.
- Community focused and driven.
- Coverage sold On Exchange and Off Exchange.
- High-quality provider network in Southeast and Northeast Wisconsin
- Administrative Service Agreement with the University Pittsburgh Medical Center (UPMC) Health Plan for provider customer service and claims.

# Service Areas



- Brown
- Calumet
- Dodge
- Door
- Kenosha
- Kewaunee
- Manitowoc
- Milwaukee
- Oconto
- Outagamie
- Ozaukee
- Racine
- Washington
- Waukesha
- Winnebago

# Sample ID Card





**Chorus Silver EPO**  
**SAMPLE MEMBER**  
Member ID: 20000000101  
Group ID: EXD002-896

---

**COST SHARING:**  
Deductible: \$5400/10800      MOOP: \$8700/17400  
PCP: \$50      ER: Ded & Coins  
Specialists: \$100      Urgent Care: Ded & Coins  
RX: \$15/Ded & Coins

[chorushealthplans.org](https://chorushealthplans.org)



Rx BIN 003858  
PCN A4  
Rx Grp# PMDC

**Customer Service:** 1-844-201-4672, Monday-Friday 8 a.m. to 6 p.m. and Saturday from 8 a.m. to 2 p.m.  
Hearing-impaired: 711  
**24/7 Nurseline with MD Consultation Option:** 1-877-257-5861  
**In-network providers:** Visit [chorushealthplans.org/find-a-doc](https://chorushealthplans.org/find-a-doc)  
**Pediatric Vision Customer Service:** 1-800-501-0700

**Providers:** 1-844-202-0117  
**Pharmacists:** 1-844-201-4677  
**Prior Authorization:** 1-844-450-1926 - Hospital admission requires notification within 48 hours.  
**Claims Submission:** Chorus Community Health Plans P.O. Box 106013, Pittsburgh, PA 15230-6013. EDI#: 251CC

**Pediatric Vision Claims:** Professional Vision Services 12000 W. Carmen Ave. Milwaukee, WI 53225.  
**Out-of-network:** No coverage unless there is an emergency or an urgent need.

Please visit [chorushealthplans.org/2022-plan-options](https://chorushealthplans.org/2022-plan-options) for information on plan designs.

\*Copayments are due to providers at time of service. This card must be presented each time services are requested, but does not guarantee eligibility for benefits.  
Issued:07/21/2022

# Pediatric Vision & Pharmacy Benefits

## Pediatric Vision

- Administrated through Professional Vision Services.
- Pediatric vision benefits for children 18 years and younger.
- Discount to parents whose children receive services.
- Provider Directory on website: [Vision Directory](#).

## Express Scripts

- Broad retail pharmacy network: [Express Scripts Pharmacy Location Search](#).
- Prescription drug formulary: [2024 Prescription Medication List](#)
- Convenient mail order services available.
- \$0 preventive prescriptions.

# Out of Network Providers

- Aurora Healthcare
- Thedacare

Please be aware when referring patients to other providers.

# 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 GuidingCare Authorization Tool within 24 hours.
- Prior Authorization list is available online [Prior Authorization List](#).

For Questions or assistance, please  
contact our Clinical Services Department  
at call 414-266-6715

# Provider Portals

**Guiding Care Prior Authorization Portal**



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

**BadgerCare Plus Claims Look-up Tool**



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

**BadgerCare Plus Claims Submission Tool**



This CCHP portal is used to submit claims manually.

**BadgerCare Plus Claims Confirmation Tool**



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

**Individual and Family Plan Tool**



This portal gives you access to the Together with CCHP Portals



# Provider Portal Registration

## Provider OnLine Account Administrator Application

### Understanding the Role of a Provider OnLine Account Administrator

A Provider OnLine Account Administrator has three important responsibilities:

- Managing user access to Provider OnLine for one or more provider offices.
- Ensuring the information accessed via Provider OnLine is only used for Legitimate business reasons.
- Serving as the primary contact for provider office security issues.

A formal statement of all responsibilities will be provided to individuals who are initially approved as Provider OnLine Account Administrator. All responsibilities must be accepted before full Account Administrator access can be granted.

### Primary Account Administrator Applicant

Add

### Associated Practices

An Account Administrator may serve one or more practices. List all practices, (each having a unique tax ID number) that will be associated with the applicant listed above.

no information entered

Add

### Secondary Account Administrator Applicant

A secondary Account Administrator should be assigned to serve the above listed practices. Secondary Account Administrators have the same responsibilities and rights as a primary Account Administrator and can act in the absence of the primary Account Administrator.

Add

The application information above is truthful and complete.

Submit Request

Cancel

## Registering for the Portal

- Registering for the provider portal is needed to access all of our other services.
- You can register by clicking the link on our website here: [Provider Portal Registration](#).

# Individual & Family Plans Provider Portal



Welcome Back: CCHP POL  
Last Login: 9.22.2022 11:34 AM  
[Preferences](#) | [Messages](#) | [Log Off](#)

Provider OnLine

[Home](#)

- > User Guide
- > Eligibility
- > Claim Inquiry
- > Explanation of Payment (EOP)
- > Batch Upload
- > Enter Claims
- > Create Batches
- > File Download
- > Messages
- > Documents
- > Contact Us
- > Security Management



Provider Chat Hours:  
Monday - Friday  
8:00am - 6:00pm CST

## Welcome Center

### Welcome to the Chorus Community Health Plans Provider Portal

[This provider portal is for CCHP's Individual and Family Plan Providers](#)

#### Children's Community Health Plans is now Chorus Community Health Plans

Beginning in September, Children's Community Health Plan will have a new name - Chorus Community Health Plans. We may have a new name, but we are the same health insurance organization that you've come to know and trust. Coverage, benefits and services for members will not be changing.

#### Access your EOP's

If you are currently receiving paper explanation of payment (EOP) documents, you can now access these documents here on the Provider Online Portal. Check out this [Video](#) to learn more about EOP's.

#### What you need to do

Contact your Online Account Administrator, who can grant your staff access to your EOPs. A helpful [user guide](#) is available in the documents and forms section that lists the steps to take to view your EOPs. If you have any questions, please contact your Online Account Admin or call Provider Services.

#### Security Management Tutorial

Security Management is a feature available to users that are designed as Online Account Administrators. Online Account administrators are responsible for:

- Managing user access to Provider OnLine
- Ensuring the information accessed via Provider OnLine is only used for legitimate business reasons
- Servicing as the primary contact for security issues

To get more acquainted with this feature kindly review this [Webinar Video](#) which provides a brief overview of its main features.

As one of our providers, we want you to have the resources and support you need to provide the best possible care to our members. Our portal offers quick and easy access to updated information about member eligibility, claims, prior authorizations, and more.



#### Claims Inquiry

Claims Inquiry allows easy access to view your claims submitted to the Health Plan. Search claims for a specific member or all your members by date range. > [View Claims Inquiry](#)



#### View Eligible Members

View member contract, eligibility and benefit information. > [View Eligible Members](#)



# Claims Submissions

- File Claims Timely
- Submit on appropriate claim forms
- Handwritten claims are not accepted
- Corrected claims should be stamped on claim as “Corrected Claim”.

Electronically

CCHP IFP Claims  
EDI Payer ID#  
251CC

Paper Claims

CCHP  
P.O. Box 106013  
Pittsburgh, PA  
15230-6013

Refunds

CCHP  
P.O. Box 106014  
Pittsburg, PA  
15230-6013

# Claim Payments

- Payments made within 30 days on clean claim.
- Electronic Funds Transfer (EFT)
- Electronic Remittance Advice (ERA)
- Forms available on the Provider Portal.

## Grace Period

If member is terminated due to lack of payment:

- Claims are paid for days 1-30.
- Claims paid during day 31-90 will be recouped.

# Claim Questions

Contact Information	Together with CCHP
Provider Services(UPMC) <i>Providers calling to check benefits, eligibility, or claims issues.</i>	Phone: 1-844-202-0117
Provider Relations (CCHP) <i>Complex claim issues &amp; appeals</i>	Email: <a href="mailto:cchpproviderrelations@chorushealthplans.org">cchpproviderrelations@chorushealthplans.org</a>

# Provider Claim Appeals

- Complete the CCHP Provider Appeal Form located on the Provider Forms page here [Provider Appeal Claim Review Request Form](#)
- Submit form and supporting documentation to: [cchp-providerappeals@chorushealthplans.org](mailto:cchp-providerappeals@chorushealthplans.org).

OR

- Submit the form along with copies of any supporting documentation to:

CCHP  
Attn: Appeals Department  
P.O. Box 1997, MS 6280  
Milwaukee, WI 53201-1997

Please call Provider Services prior to submitting a written appeal to first check if we can research and resolve your claim issues.

# Provider Updates

## Other Examples

Provider demographic changes can be made by using the Provider Update/Change Form available on our website here: [Provider Update and Change Form](#).

Tax Id Change

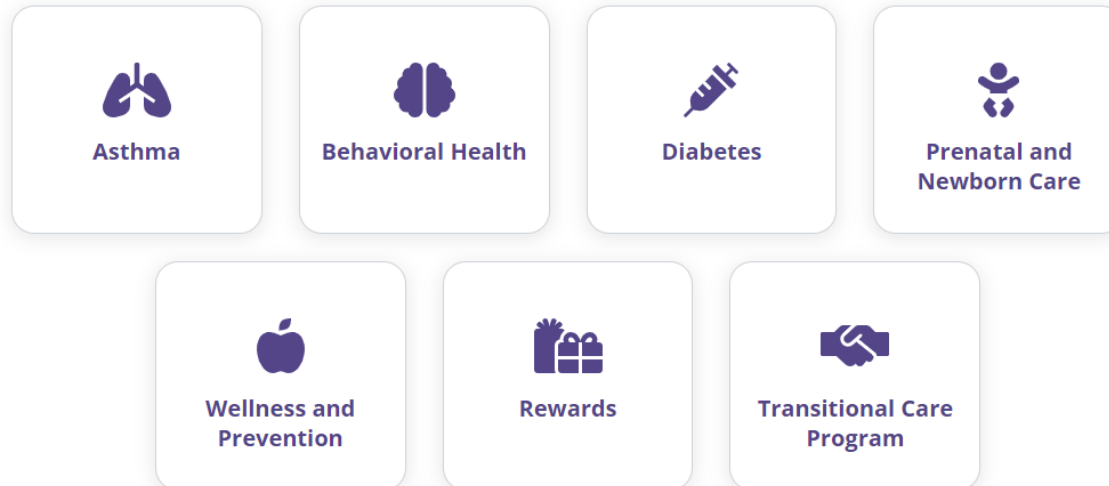
Address Changes

Practitioner Name Changes

Clinic Name Changes

# Health Management Programs

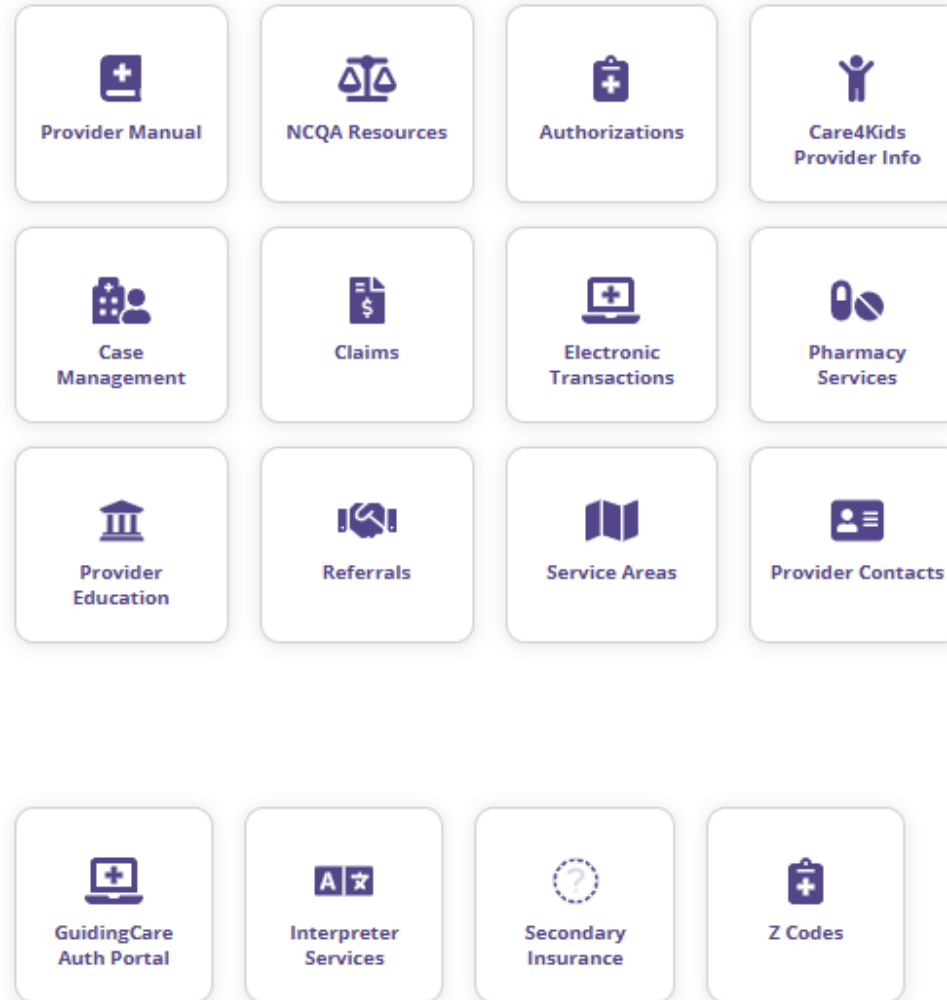
CCHP offers outreach and educational programs to support their members and encourage a healthy lifestyle.



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



# CCHP Website Provider Resources



# CCHP Individual & Family Plans Reference Guide

chorushealthplan.org	Contact Information
Guiding Care Portal Questions	<a href="mailto:chp-portalreg@chorushealthplans.org">chp-portalreg@chorushealthplans.org</a>
Claims	CCHP P.O. Box 106013 Pittsburgh, PA 15230-6013 EDI# 251CC
Credentialing	Email: <a href="mailto:cchp-credentialing@chorushealthplans.org">cchp-credentialing@chorushealthplans.org</a>
Customer Service (UPMC) <i>Providers calling to check benefits, eligibility, or claims issues.</i>	Phone: 1-844-202-0117
Health Management	Phone: 1-414-266-3173 Email: <a href="mailto:cchp-dm@chorushealthplans.org">cchp-dm@chorushealthplans.org</a>
Pharmacy Benefit Questions	Phone: 1-844-201-4677
Prior Authorizations & Notifications	Phone: 1-414-266-6715
Provider Appeals Address	Provider Appeals Attn: Appeals Department P.O. Box 1997, MS 6280 Milwaukee, WI 53201 <a href="mailto:cchp-providerappeals@chorushealthplans.org">cchp-providerappeals@chorushealthplans.org</a> Appeal Status: <a href="mailto:dschneider2@chorushealthplans.org">dschneider2@chorushealthplans.org</a>
Provider Contracting	Email: <a href="mailto:cchp-contracting@chorushealthplans.org">cchp-contracting@chorushealthplans.org</a>
Provider Demographic Updates	Email: <a href="mailto:cchp-providerupdates@chorushealthplans.org">cchp-providerupdates@chorushealthplans.org</a>
Provider Relations Department	Email: <a href="mailto:cchpproviderrelations@chorushealthplans.org">cchpproviderrelations@chorushealthplans.org</a>

