



CHD Provider Portal

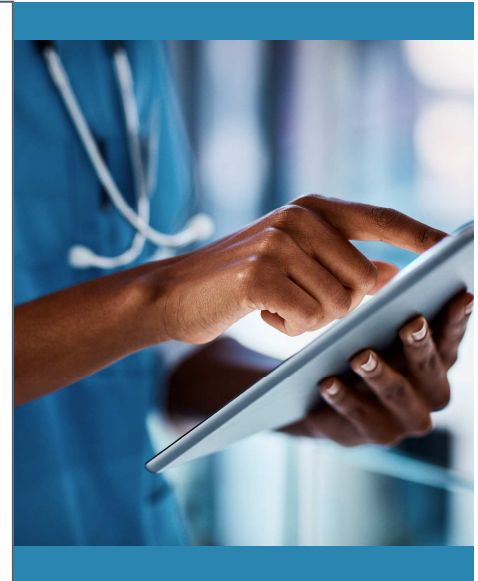
With our Provider Portal, you have the convenience of helpful online services such as reviewing claim status and submitting non-urgent prior authorization requests.

[Community Health Direct Provider Portal](#)

*Please note, if you previously had an ePower login and password, you will need to set up a new login and password for the updated Community Health Direct provider portal.

Review the [Provider Portal registration](#) guide for helpful instructions on how to register for the new provider portal.

Please contact us at CHDProviderRelations@ecommunity.com or 317-621-7581 if you need further assistance.



VISION: We strive to simply deliver an exceptional experience - with every life we touch.

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Monthly Provider Roster Updates:

- NEW providers joining Community Health Direct—Click [HERE](#)
- TERMED Community Health Direct providers—Click [HERE](#)

Credentialing of NEW Providers:

Credentialing through Community Health Direct for ALL new providers takes anywhere from 90 to 120 days from notification until completion. You can find helpful forms and answers to frequently asked questions on our website.

[Provider Credentialing Website](#)

**Community Health Direct
PPO, HDHP and EPO Health Plans
2023 Authorization Quick Reference Guide**

Community Health Direct supports the concept of the PCP as the “medical home” for its members. Services from Encore Combined and out-of-network providers will only be considered for coverage at the in-network level if those services are unavailable with an in-network provider.

Please submit requests as soon as possible to allow time for review. Requests may be faxed to Medical Management or submitted online through the Provider Portal at <https://secure.healthx.com/chn.provider>. Routine requests for authorizations are processed within 3 business days after receipt of all needed clinical information.

Contact Information

Medical Management: 317-621-7575
Provider Relations: 317-621-7581

Medical Management Fax: 317-621-7984
Benefits/ Eligibility: 317-621-7565

Authorizations Required	No Authorizations Required
<p>Requests for Encore Combined or out-of-network services at in-network coverage:*</p> <ul style="list-style-type: none"> Any requests for services not provided by the Community Health Network or in-network providers as listed in directory (an exception that is never covered is out-of-network Preventive Care Services) <p>Durable Medical Equipment</p> <ul style="list-style-type: none"> Durable medical purchases over \$500 –this includes CGM sensors, wheelchairs, CPAP (initial rental/purchase ONLY), hospital beds, insulin pump (initial purchase ONLY) Prosthetics and Custom Orthotics <p>Inpatient Notification</p> <ul style="list-style-type: none"> All inpatient admissions, including clinical updates for continued stay Rehabilitation and Skilled Nursing Facilities <p>Medications</p> <ul style="list-style-type: none"> Spinraza (nusinersen) • Prolia (denosumab) Entyvio (vedolizumab) <p>Outpatient</p> <ul style="list-style-type: none"> Tonsillectomies and Adenoidectomies Cosmetic/Aesthetic Procedures Transplant Requests Genetic Tests and Lab Tests performed by Encore Combined & out-of-network laboratories Focused Ultrasound Thalamotomy Endoscopy services Colonoscopies in patients under the age of 45 & those that are not for colorectal cancer screening Investigational and experimental procedures Clinical trial without Federal approval Infertility Surgeries of the neck and back Rhinoplasties and Septoplasties <p>Radiology</p> <ul style="list-style-type: none"> MRI- Spine (includes cervical) Non-oncology related PET Scans <p>Behavioral Health</p> <ul style="list-style-type: none"> All inpatient admissions for behavioral health treatment – this includes inpatient hospital and partial hospitalizations (PHP) for mental health and substance use disorder 	<p>Urgent Care at Urgent Care Centers, such as Med Check and Community Clinic at Walgreens</p> <p>Laboratory</p> <ul style="list-style-type: none"> Genetic tests performed by in-network providers Lab tests performed by in-network providers <p>Durable Medical Equipment</p> <ul style="list-style-type: none"> Medical purchases less than \$500 Bilirubin blankets for newborns Nebulizers CPAP supplies after initial authorization Insulin pump supplies after initial authorization Catheters Other disposable supplies after initial authorization <p>Outpatient</p> <ul style="list-style-type: none"> Colonoscopies for colorectal cancer screening except for patients under the age of 45 Dialysis and Epogen administration with dialysis <p>Home Health Care</p> <ul style="list-style-type: none"> Home Health Services Hospice Care (Outpatient and Inpatient) Total Parental Nutrition (TPN) Home oxygen <p>Radiology</p> <ul style="list-style-type: none"> All radiology services except MRI(s) Spine (includes cervical) and non-oncology related PET Scans <p>Miscellaneous Services</p> <ul style="list-style-type: none"> Sleep studies performed at in-network sleep labs Sleep studies performed in home under the direction of an in-network sleep lab <p>Behavioral Health</p> <ul style="list-style-type: none"> Neuropsychological testing Applied Behavior Analysis (ABA) <p>Only these pediatric services that are unavailable in-network are covered at in-network levels without a prior authorization**</p> <p>Office visits and office-based testing:</p> <ul style="list-style-type: none"> Pediatric neurosurgery < 15 years old; and for members < 18 years old – pediatric cardiology, pediatric endocrinology, pediatric hematology/oncology, pediatric ophthalmology, pediatric pulmonology, pediatric rheumatology, pediatric urology

*See exception for specific unavailable in-network pediatric services under *No Authorization Required* section

**Pediatric provider must be an Encore Combined provider to qualify for in-network coverage. Out-of-network providers are not included for consideration of in-network coverage for these pediatric services without a prior authorization



EDUCATION CORNER

Useful Resources

Updated for 2023. There is a helpful video that has been put together by dedicated members of our Provider Relations management team. Learn more about our Community Health Direct plans, how to navigate our provider portal, pharmacy benefits, and more.

[2023 CHD Provider Education](#)

The Community Health Direct website provides many helpful resources, answers to common questions, and fillable forms for your convenience. Take a look at the links below!

[Contracting Assistance](#)

[Credentialing Assistance](#)

[Service and Education](#)

[Community Medical Plans](#)

[Provider Manual](#)

Request education for your office by contacting the Service and Education team of provider relations analysts below.

For providers:

- Dawn Widgery - (317) 621-7462 or dwidgery@eCommunity.com
- Carol Boyd - (317) 621-7923 or cboyd@eCommunity.com

For facilities:

- Jerrilyn Dixon - (317) 621-7466 or jdixon3@eCommunity.com

MISSION: We're deeply committed to enhancing health and well-being in the communities we serve.

How To Submit A Change

COMPLETING A CHANGE OF INFORMATION IN SHAREPOINT (Employed CHNw practices ONLY)

- Go to InComm, from the Tools menu, select Provider Onboarding. Click that link to the Provider Onboarding site.
- Once there, you will go the Change of Information link, found on the left side of the page, about 2/3rds down.
- From there, at top left of screen there is a plus sign that says “add new item”. Click the plus sign once and a fillable form asking for all of the details will appear.
- Select the provider and type of change and enter any notes about the change and submit.
- This kicks off the process of changing the information with the payers and it typically take 30—45 days before all payers approve and enter the change.

Feel free to share his information with any practice leadership in any Community employed group, as it’s the same process for many practice changes. If you are an operations leader and do not have access to this site for some reason, SharePoint you can contact Shawn Miller in IT and request access.



2023 CHD Health Plan Member ID Cards

Please see the current member ID cards for the Community Health Direct PPO, HDHP, and EPO Health Plans.

FRONT OF CARDS	Community Health Network PPO Medical Plan Effective: 01/01/2023	Community Health Network HDHP Medical Plan Effective: 01/01/2023	Community Health Network EPO Medical Plan Effective: 01/01/2023
	JOHN TESTMEMBER Member ID: 00012345601 Group #: CHPPO	JOHN TESTMEMBER Member ID: 00012345601 Group #: CHHDHP	JOHN TESTMEMBER Member ID: 00012345601 Group #: CHEPO
	Deductibles (In-Network / Encore Combined) Individual: \$750 / \$1,200 Family: \$1,500 / \$2,400	Deductibles (In-Network / Encore Combined) Individual: \$2,500 / \$3,700 Family: \$5,000 / \$7,400	Deductibles (In-Network / Encore Combined) Individual: \$3,000 / \$5,000 Family: \$6,000 / \$10,000
	Out-of-Pocket Limits (In-Network / Encore Combined) Individual: \$5,250 / \$6,500 Family: \$9,500 / \$12,000	Out-of-Pocket Limits (In-Network / Encore Combined) Individual: \$7,000 / \$7,500 Family: \$14,000 / \$15,000	Out-of-Pocket Limits (In-Network / Encore Combined) Individual: \$8,550 / \$9,100 Family: \$17,100 / \$18,200
	epiphany ^{rx} Rx Member ID: 000123456 Rx Group #: E0065	epiphany ^{rx} Rx Member ID: 000123456 Rx Group #: E0065	epiphany ^{rx} Rx Member ID: 000123456 Rx Group #: E0065
	Rx BIN #: 020040 Rx PCN: AE7271	Rx BIN #: 020040 Rx PCN: AE7271	Rx BIN #: 020040 Rx PCN: AE7271

BACK OF CARDS (same for all)	Community Health Direct	First Health	encore COMBINED
	Send medical claims to: Electronic Payor ID: 35161		
	Community PPO Medical Plan P.O. Box 50407 Indianapolis, IN 46250.0407		
	Community Health Direct: (317) 621-7575 Customer Service: (317) 621-7565 or (800) 344-8672 Pharmacy inquiries: (844) 547-0399		

Provider directories and EOBs available at <https://ecomunity.com/community-health-direct>
 *NOTE: This is not a guarantee of coverage. Prior authorization is required for certain services. See certificate for details.

VALUES: Patients first. Relationships. Integrity. Inclusion. Diversity. Excellence.

DEPARTMENT STAFF

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