

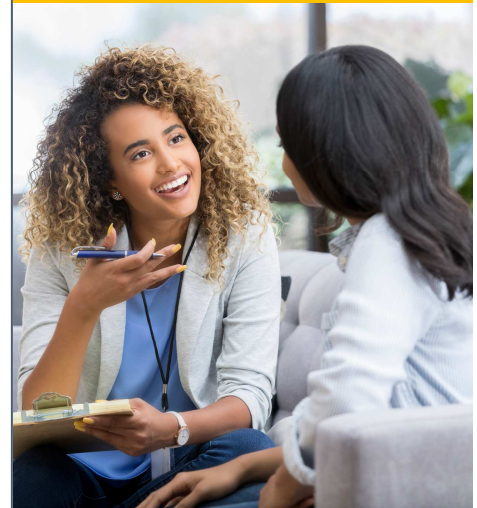


Provider Portal

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](#)

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
- [TERMED](#) Community Health Direct providers

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](#)



President Biden terminated the public health emergency concerning the COVID-19 pandemic on May 11, 2023. The current telehealth coverage and payment for CHD members remains unchanged by the ending of the PHE. Any change to telehealth coverage, payment, or requirements will be communicated to providers prior to becoming effective.

Important Payer Updates

Anthem

- [Correct coding for hospital outpatient clinic visits for Medicaid](#) (eff. 7/1/2023)

MHS

- [Payment Review Program Changes - Optum CPI](#) (eff. 7/1/2023)
- [Payment Policy Change](#) (eff. 8/1/2023)

United Healthcare

- [More Claim Letters Going Digital](#) (Medicare Advantage, eff. 7/14/2023)

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

Educational Resources

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](#)

For contracted providers and facilities, there are forms on our website that you can access to report changes of information. This allows us to keep your information accurate and up-to-date.

- For Providers:
[Non-Employed Provider Change of Information](#)
- For Facilities:
[Facility/Ancillary Change of Information](#)

To request education for your staff, please reach out to our Provider Relations Analysts.

- 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



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.

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

DEPARTMENT STAFF

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