



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@ecomunity.com or 317-621-7581 if you need further assistance.

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

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](#)

Monthly Provider Roster Updates:

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

IN THIS ISSUE:

PAGE 1

- Monthly Provider Roster Updates
- New Provider Credentialing

PAGES 2

- Medical Imaging Update

PAGE 3

- Helpful Resources
- How to Submit a Change

PAGE 4

- Anthem: Using Availity

PAGE 5

- Staff Directory



Message from Community Health Network Medical Imaging Leadership

NEW • CT Protocol Change – PO Contrast Update

Radiology of Indiana made a CT protocol update effective August 1 related to the use of positive PO contrast (iodine-based & barium) on routine exams. There are three diagnoses (ovarian cancer, suspected bowel obstruction or perforation) that will continue to receive positive PO contrast; all others will be instructed to drink 32 oz. of water (negative contrast) over the hour prior to their appointment. If you have a diagnostic reason for requesting positive PO contrast for a diagnosis, other than the three listed above, you will be asked to enter a reason for PO contrast use when placing the order.

CT Orderable Exams Affected by PO Contrast Protocol Change

1. CT ABDOMEN PELVIS W AND WO IV CONTRAST
2. CT ABDOMEN PELVIS W IV CONTRAST
3. CT ABDOMEN PELVIS W IV CONTRAST RESEARCH
4. CT ABDOMEN PELVIS WO IV CONTRAST
5. CT ABDOMEN THREE PHASE ADRENAL PROTOCOL
6. CT ABDOMEN W AND WO IV CONTRAST
7. CT ABDOMEN W AND WO IV CONTRAST AND PELVIS W IV CONTRAST
8. CT ABDOMEN W AND WO IV CONTRAST AND PELVIS WO IV CONTRAST
9. CT ABDOMEN W IV CONTRAST
10. CT ABDOMEN WO IV CONTRAST
11. CT CHEST ABDOMEN PELVIS W IV CONTRAST
12. CT CHEST ABDOMEN PELVIS W IV CONTRAST RESEARCH
13. CT CHEST ABDOMEN PELVIS WO IV CONTRAST
14. CT CHEST ABDOMEN PELVIS WO IV CONTRAST RESEARCH
15. CT CHEST ABDOMEN W AND WO IV CONTRAST PELVIS WITH
16. CT CHEST ABDOMEN W AND WO IV CONTRAST PELVIS WITH RESEARCH
17. CT CHEST ABDOMEN W IV CONTRAST
18. CT CHEST ABDOMEN WO IV CONTRAST
19. CT CHEST W ABDOMEN W AND WO PELVIS W
20. CT LIVER MULTIPHASE W AND WO CONTRAST
21. CT LIVER MULTIPHASE WITH IV CONTRAST
22. CT PANCREAS DUAL PHASE WITH IV CONTRAST
23. CT PELVIS W AND WO IV CONTRAST
24. CT PELVIS W IV CONTRAST
25. CT PELVIS WO IV CONTRAST



Helpful Resources

There is an informational video that has been put together by dedicated members of our Provider Relations 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

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

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.

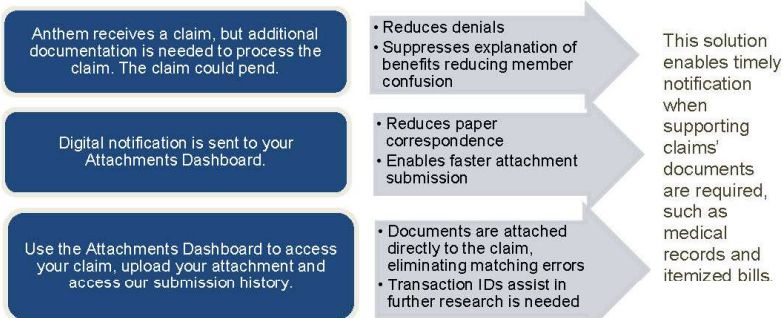
Feel free to share his information with any practice leadership in any Community employed group, as it’s the same process for many practice changes. If you are an operations leader and do not have access to this site for some reason, SharePoint you can contact Shawn Miller in IT and request access.



Digital Notifications and Attachment Submission through Availity.com



The fastest, easiest, and most efficient way to submit needed documentation to process your claim is through the Digital Request for Additional Information process. We will notify you digitally if documents are needed - making it 50 times faster¹ than any other method to submit documents, which in turn, reduces claims processing time. Digital Request for Additional Information takes the guess work out of attachment submission – notifications provide the exact documents needed to process the claim.



Start by taking this required one-hour introduction and training session

[Use this link to access the on-demand introduction session.*](#)

- Learn the benefits of submitting medical records electronically
- [Learn how to enroll in Medical Attachments and assign the necessary role assignments*](#)
- Learn how to use the Medical Attachments dashboard, find notifications, and submit records.

*Use your Chrome Browser

Sign up for Participation in the Digital Request for Additional Information process

- [Use this link to sign up to receive and submit digital notifications.](#)
- Use your billing NPIs and TINs to sign up.
- Enroll for the next available enrollment date.

Have Questions? Attend an Ask the Expert Session

Use the link below to join us **any Friday at 2 p.m. Eastern time** to have your questions answered.

Join on your computer, mobile app, or room device

[Click here to join the meeting](#)

¹ Internal research: Digital RFAI post-launch survey

How to register to use Availity.com

- ▶ Registration for and using Availity Essentials is **free** to our providers
- ▶ A separate registration is required for Medical Attachments. Take the learning session for instructions.

Use this link to access the [Provider Learning Hub](#).

Use this link to learn more about Availity.com: [Multi-payer Secure Platform](#).

Use this link to [register for Availity.com](#)

For help registering, reach out to Availity Client Services at www.Availity.com/contact-us

Anthem Blue Cross and Blue Shield is the trademark of: In Colorado: Rocky Mountain Hospital and Medical Services, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Services, Inc. HMO products underwritten by HMO Colorado, Inc. aka HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as: Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 120. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCSWI), underwriter or administrator PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compare Health Services Insurance Corporation (Compare) or Wisconsin Collaborative Insurance Corporation (WIC). Compare underwriter or administrator HMO or POS policies. WIC underwriter or administrator: Well Priority HMO or POS policies. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.



Anthem, powered by Availity
Focus on patients, not paperwork

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



DEPARTMENT STAFF

Provider Relations Management Team:

April Woodruff - awoodruff@ecommunity.com
Jenna White - jwhite2@ecommunity.com
Lori White - lwhite4@ecommunity.com
Salena Woodson - swoodson2@ecommunity.com

Business Information Coordinator:

Lydia Houk - lhouk@ecommunity.com

Provider Relations Analysts:

Carol Boyd - cboyd@ecommunity.com
Dawn Widgery - dwidgery@ecommunity.com
Jerrilyn Dixon - jdixon3@ecommunity.com

Credentialing Coordinators:

Amy Walls - awalls@ecommunity.com
Denise Smith - dasmith6@ecommunity.com
Dianne Castillo - dcastillo@ecommunity.com
Ebony Starks - estarks2@ecommunity.com
Lori Jones - ljones@ecommunity.com
Michael Starks - mstarks@ecommunity.com
Sonja Threat - sthreat@ecommunity.com
TaSheka Surney - tsurney@ecommunity.com
Tracy Davis - tdavis4@ecommunity.com



COMMUNITY HEALTH DIRECT

6626 E. 75th Street, Suite 500

Indianapolis, IN 46250-2890

Phone: 317-621-7581

CHDProviderRelations@ecommunity.com