

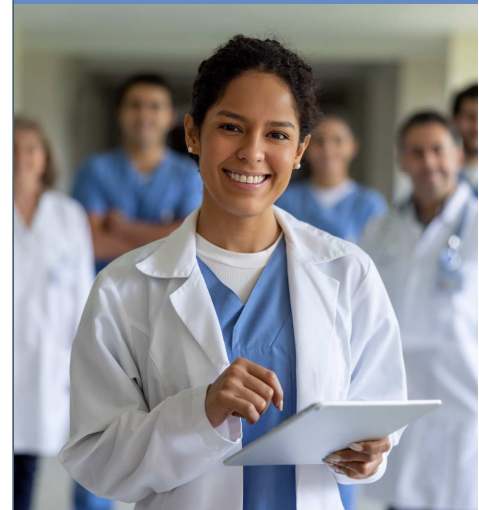


## Provider Portal

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](mailto:CHDProviderRelations@ecommunity.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

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## At Your Fingertips

We have several great resources that can provide guidance and answer common questions. Get to know our tools, and our team, by walking through the information below!



### **CHD Provider Portal**

- Check claim status
- Check eligibility
- Submit authorizations
- Find in-network providers

### **Provider Relations Website**

- Contracting assistance
- Credentialing assistance
- Service or education request
- View provider manual

### **Community Medical Plans**

- Pharmacy information
- Payment Process Help
- Prior authorizations info
- Provider Directories

### **For Assistance, Contact...**

Providers:

- Carol Boyd, cboyd@ecommunity.com
- Dawn Widgery, dwidgery@ecommunity.com

Facilities:

- Jerrilyn Dixon, jdixon3@ecommunity.com

### **For Assistance, Contact...**

Contracting:

- Jenna White, jwhite2@ecommunity.com

Enrollment & Credentialing:

- April Woodruff, awoodruff@ecommunity.com

Payer Relations:

- Lori White, lwhite4@ecommunity.com
- Salena Woodson, swoodson2@ecommunity.com

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



## **New Process for CGM**

There is a new prior authorization process for continuous glucose monitors (CGM's) and CGM supplies. All CGM and CGM supplies require prior authorization through the Medical Management department. These orders are typically sent to a DME company who forwards them for authorization. All requests should be sent to Medical Management on the regular PA form along with supporting clinical. If the request is approved, we will then send the approval information to Navitus (Epiphany) so that the item may be picked up at Walgreens. It will take Navitus about 2 business days to receive the information and place the approval in their system. As usual, we suggest that patients check with Walgreens before presenting to pick up their order to make sure it is ready.



## **Electronic Payer ID Change**

As of 1/1/24 the electronic payor ID # for our CHD members has changed. Please reference the December provider newsletter [HERE](#) for more detailed information. Please share this information with the appropriate members of your organization.

### **Send medical claims to:**

Electronic Payor ID: 77153  
Community PPO Medical Plan  
PO Box 704  
Columbus, IN 47202-0704

*\*Only dates of service for 2024 should be submitted to the information above. DOS from 2023 and earlier should still be submitted to CHD at PO Box 50407, EDI payer ID 35161 for processing.*

Please use these links to view full instructions for enrolling in and using the ePAYMENT CENTER:

- [SIHO—Zelis Payments Notice](#)
- [ePAYMENT CENTER Welcome Kit Brochure](#)

**Community Health Direct  
PPO, HDHP and EPO Health Plans  
2024 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**

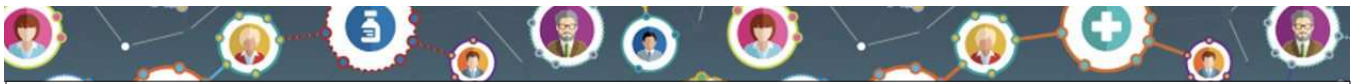
Medical Management: 317-621-7575  
Provider Relations: 317-621-7581

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

Authorizations Required	No Authorizations Required
<p><b>Requests for Encore Combined or out-of-network services at in-network coverage:*</b></p> <ul style="list-style-type: none"> <li>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)</li> </ul> <p><b>Durable Medical Equipment</b></p> <ul style="list-style-type: none"> <li>Durable medical purchases over \$500 –this includes CGM sensors, wheelchairs, CPAP (initial rental/purchase <b>ONLY</b>), hospital beds, insulin pump (initial purchase <b>ONLY</b>)</li> <li>Prosthetics and Custom Orthotics</li> </ul> <p><b>Inpatient Notification</b></p> <ul style="list-style-type: none"> <li>All inpatient admissions, including clinical updates for continued stay</li> <li>Rehabilitation and Skilled Nursing Facilities</li> </ul> <p><b>Medications</b></p> <ul style="list-style-type: none"> <li>Spinraza (nusinersen) • Prolia (denosumab)</li> <li>Entyvio (vedolizumab)</li> </ul> <p><b>Outpatient</b></p> <ul style="list-style-type: none"> <li>Tonsillectomies and Adenoidectomies</li> <li>Cosmetic/Aesthetic Procedures</li> <li>Transplant Requests</li> <li>Genetic Tests and Lab Tests performed by Encore Combined &amp; out-of-network laboratories</li> <li>Focused Ultrasound Thalamotomy</li> <li>Endoscopy services</li> <li>Colonoscopies in patients under the age of 45 &amp; those that are not for colorectal cancer screening</li> <li>Investigational and experimental procedures</li> <li>Clinical trial without Federal approval</li> <li>Infertility</li> <li>Surgeries of the neck and back</li> <li>Rhinoplasties and Septoplasties</li> </ul> <p><b>Radiology</b></p> <ul style="list-style-type: none"> <li>MRI- Spine (includes cervical)</li> <li>Non-oncology related PET Scans</li> </ul> <p><b>Behavioral Health</b></p> <ul style="list-style-type: none"> <li>All inpatient admissions for behavioral health treatment – this includes inpatient hospital and partial hospitalizations (PHP) for mental health and substance use disorder</li> </ul>	<p><b>Urgent Care at Urgent Care Centers, such as Med Check and Community Clinic at Walgreens</b></p> <p><b>Laboratory</b></p> <ul style="list-style-type: none"> <li>Genetic tests performed by in-network providers</li> <li>Lab tests performed by in-network providers</li> </ul> <p><b>Durable Medical Equipment</b></p> <ul style="list-style-type: none"> <li>Medical purchases less than \$500</li> <li>Bilirubin blankets for newborns</li> <li>Nebulizers</li> <li>CPAP supplies after initial authorization</li> <li>Insulin pump supplies after initial authorization</li> <li>Catheters</li> <li>Other disposable supplies after initial authorization</li> </ul> <p><b>Outpatient</b></p> <ul style="list-style-type: none"> <li>Colonoscopies for colorectal cancer screening except for patients under the age of 45</li> <li>Dialysis and Epogen administration with dialysis</li> </ul> <p><b>Home Health Care</b></p> <ul style="list-style-type: none"> <li>Home Health Services</li> <li>Hospice Care (Outpatient and Inpatient)</li> <li>Total Parental Nutrition (TPN)</li> <li>Home oxygen</li> </ul> <p><b>Radiology</b></p> <ul style="list-style-type: none"> <li>All radiology services <b>except</b> MRI(s) Spine (includes cervical) and non-oncology related PET Scans</li> </ul> <p><b>Miscellaneous Services</b></p> <ul style="list-style-type: none"> <li>Sleep studies performed at in-network sleep labs</li> <li>Sleep studies performed in home under the direction of an in-network sleep lab</li> </ul> <p><b>Behavioral Health</b></p> <ul style="list-style-type: none"> <li>Neuropsychological testing</li> <li>Applied Behavior Analysis (ABA)</li> </ul> <p><b>Only these pediatric services that are unavailable in-network are covered at in-network levels without a prior authorization**</b></p> <p>Office visits and office-based testing:</p> <ul style="list-style-type: none"> <li>Pediatric neurosurgery &lt; 15 years old; and for members &lt; 18 years old – pediatric cardiology, pediatric developmental clinic, pediatric endocrinology, pediatric hematology/oncology, pediatric ophthalmology, pediatric pulmonology, pediatric rheumatology, pediatric urology</li> </ul>

\*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



## **Department Staff**

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