## **PROVIDER RELATIONS**

**APRIL 2024** 

#### NEWSLETTER





Community

Health Direct

#### **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 <u>Provider Portal registration</u> guide for helpful instructions on how to register for the new provider portal. Please contact us at <u>CHDProviderRelations@ecommunity.com</u> 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**

#### MARCH

- <u>NEW</u> providers joining Community Health Direct
- <u>TERMED</u> Community Health Direct providers APRIL
- <u>NEW</u> providers joining Community Health Direct
- <u>TERMED</u> Community Health Direct providers

#### IN THIS ISSUE:

#### PAGE 1

- New Provider Credentialing
- Monthly Provider Roster Updates
   PAGE 2

- Note from Compliance
- Payor Information Change PAGE 3
- CHD Provider Portal

#### PAGE 4

- Information at Your Fingertips
   PAGE 5
- Staff Directory

#### **Claim Submission Help**

SIHO is still accepting electronic claims. If providers are having issues submitting claims through their clearinghouse due to the Change Healthcare Cyber Attack, they can sign up through TK Software to submit claims free of charge during this outage.

TK Software in Carmel IN is offering their services to help during the Change Healthcare outage. The contact info is below if interested.

TK SOFTWARE – WEBSITE – <u>www.tksoftwareinc.com</u> Phone: 317-228-0857 Email inquiries to info@tksoftwareinc.com **SUBMITTER ID is 77153** 

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

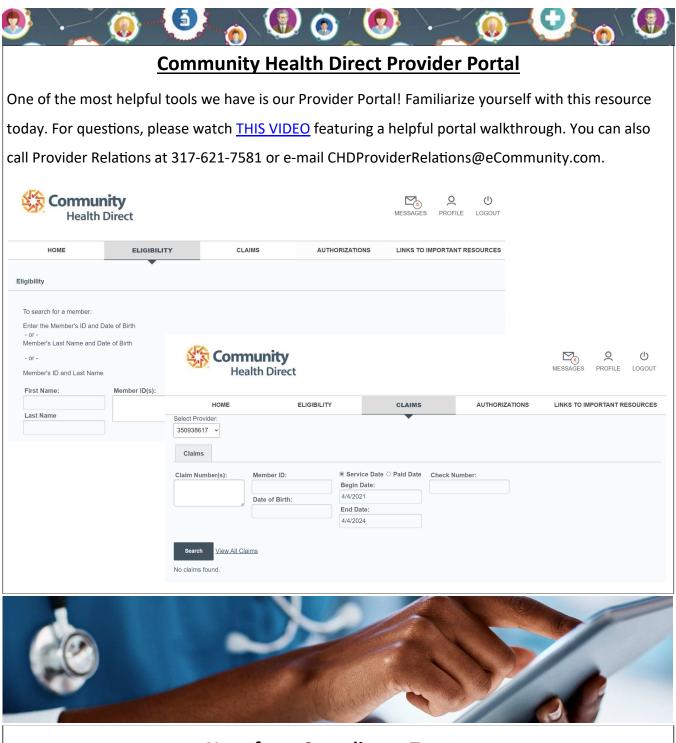
#### **Electronic Payor ID Change**

As of 1/1/24 the electronic payor ID # for our CHD members has changed. All member ID numbers have changed for this plan year as well, so it is important that the most current member ID card is verified prior to providing care.

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.

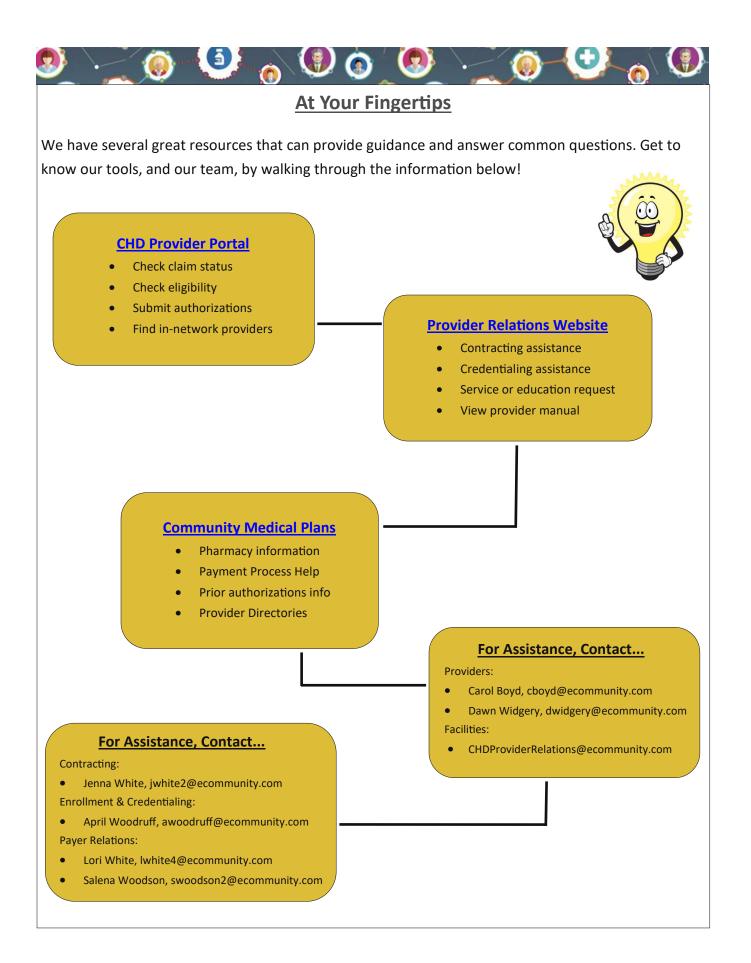
Providers who are not already set-up for EFT/ERA payments with Zelis Payments will need to enroll. <u>CLICK HERE</u> to view full instructions for enrolling in and using the ePAYMENT CENTER. If you have general questions or concerns related to the transition of electronic payments, contact Provider Services at 855-774-4392.



#### Note from Compliance Team

Community Health Network employed providers only:

Please ensure you have privileges for each facility you render services at. If you provide services at a facility (hospital or surgical center) without having the appropriate privileges, monies will have to be refunded. Pleases check with your practice manager as soon as possible to ensure compliance.



#### **Department Staff**

#### **Provider Relations Management Team:**

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