



## 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

MARCH

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

APRIL

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

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## 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 – [www.tksoftwareinc.com](http://www.tksoftwareinc.com)

Phone: 317-228-0857

Email inquiries to [info@tksoftwareinc.com](mailto: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. [CLICK HERE](#) 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.



## Community Health Direct Provider Portal

One of the most helpful tools we have is our Provider Portal! Familiarize yourself with this resource today. For questions, please watch [THIS VIDEO](#) featuring a helpful portal walkthrough. You can also call Provider Relations at 317-621-7581 or e-mail [CHDProviderRelations@eCommunity.com](mailto:CHDProviderRelations@eCommunity.com).

The screenshot displays the Community Health Direct Provider Portal. At the top, there is a navigation bar with the logo and links for MESSAGES, PROFILE, and LOGOUT. Below this is a menu with options: HOME, ELIGIBILITY (selected), CLAIMS, AUTHORIZATIONS, and LINKS TO IMPORTANT RESOURCES. The main content area is titled 'Eligibility' and contains a search form with fields for Member ID, Date of Birth, Last Name, and Member ID and Last Name. A 'Search' button is present. Below the search form, there is a 'Claims' section with a 'Select Provider' dropdown menu showing '350938617'. The 'Claims' section includes a 'Claims' button and a search form with fields for Claim Number(s), Member ID, Date of Birth, Service Date (radio button selected), Paid Date, Begin Date (4/4/2021), End Date (4/4/2024), and Check Number. A 'Search' button and a 'View All Claims' link are also present. The result shows 'No claims found.'



## 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. Please check with your practice manager as soon as possible to ensure compliance.



## 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:

- CHDProviderRelations@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



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