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Important Reminders for Providers

Provider Manual

The updated provider manual for 12/01/2024 and go forward was posted on 10/15/2024 and is available on our [website](#).

Prior Authorization List

Our PA listing has been updated for dates of service 12/01/2024 and go forward. This was also posted on 10/15/2024 and is available on our [website](#).

New & Enhanced Provider Portal - coming soon!

We have a new and enhanced provider portal launching on 12/01/2024. Providers will need to register for the new portal and will need a provider ID. We will be providing your provider ID(s) along with general instructions prior to the launch. Be on the lookout for an email from our Provider Relations team near the end of November.

- **Phase 1 of the portal will go live on 12/01/24**, which will allow providers to:
 - Check member eligibility
 - Submit and check status of Prior Authorizations
- **Phase 2 of the portal will go live on 01/01/25**, which will allow providers to:
 - Check member benefits
 - View and submit claims
 - Historical claims (from 01/01/2023 to present) will be available in the new CGHC provider portal.
 - and more!
- **Retirement of current CGHC provider portals:**
 - PA portal will be retired on 11/30/2024
 - Provider Portal for eligibility, benefits, and claims will be retired on 12/31/2024.

Communicating with CGHC:

We do have some changes to some of our communication methods; however, it is important to note that there are no changes with our provider services phone number.

Please continue to call Provider Services at 1-877-514-2442 about general inquiries such as claims, benefits, portal and more.

- **Roster Adds/Updates/Terms and Changes**

- Effective 1/1/2025, roster adds/updates/terms and changes, the easiest and most preferred method would be to use our new provider portal, but you can also send these updates to:

ProviderMaintenance@CareSource.com

- Note - If your group has a delegated credentialing agreement, then rosters should be sent to

DelegatedRosterSubmission@CareSource.com.

- Be on the lookout for our updated rosters that will be coming soon via email from our Provider Relations team.
- As of 1/1/2025, the ProviderChanges@CommonGroundHealthcare.org email address will no longer be in service and emails sent to that address will not be received by CGHC, so please ensure you update your records/processes as indicated above.

- **Credentialing Materials**

- Effective 1/1/2025 credentialing requests no longer require a credentialing application and can be made by adding your provider using our new provider portal. You can also request to add your provider(s) by sending a request to: ProviderMaintenance@CareSource.com. As a reminder, you will need to authorize CareSource Management Group access to your provider application in CAQH before you submit your request.
- As of 1/1/2025 the credentialing@commongroundhealthcare.org email address will no longer be in service and emails sent to that address will not be received by CGHC, so please ensure you update your records/processes as indicated above.

- **Please review the provider manual for updated fax numbers for requests sent from providers to CGHC.**

Claims Submission:

Please review our updated provider manual as it contains important changes regarding updates to claims submissions. Some important changes are:

- **Paper claims mailing address will change** effective 01/01/2025 to:
 - P.O. Box 1305, Dayton OH 45401
- **We strongly encourage electronic submissions** and claims can be submitted through our new secure, online provider portal.
 - To submit claims electronically, you must work with a clearinghouse. Effective 1/1/2025, CGHC's clearinghouse partner will be Availity (1-800-282-4548 or www.availity.com). **Please provide our EDI payer ID 77170, which remains the same EDI payer ID that you currently submit claims to.**
- **Electronic funds transfer (EFT) will change to ECHO on 01/01/2025.**
 - CGHC offers electronic funds transfer (EFT) and this will change from Instamed to ECHO effective 01/01/2025.
 - Sign up for EFT through Echo at:
<https://enrollments.echohealthinc.com/EFTERAInvitation.aspx?tp=MDAxODk=>
 - We will still use Instamed for claims submitted through 12/31/2024.
- **New CGHC Member ID numbers** effective 01/01/2025
 - All CGHC members will receive new ID numbers effective 01/01/2025 so please ensure that you request their new and updated ID cards to prevent claims processing errors.

Other Claims Topics:

- **Refund / Recovery Process**
 - If a provider receives a payment from another carrier after receiving payment from CGHC for the same items or services and it is determined the other carrier is primary, this is considered an overpayment. Adjustments to the overpayment will be made on subsequent reimbursements to the provider, or providers can issue refund checks to CGHC for any overpayments. Providers should not refund any money received from a third party to a member.
- **PT / ST / OT Providers Billing Modifiers**
 - PT/ST/OT providers are required to bill the following modifiers effective 01/01/25 when submitting services. This also applies to physical and occupational therapy assistants (PTA/OTA):
 - GN Services delivered under an outpatient speech-language pathology plan of care.
 - GO Services delivered under an outpatient occupational therapy plan of care.

- GP Services delivered under an outpatient physical therapy plan of care.

- **Medical Prior Authorizations:**

- Effective 12/01/2024 all prior authorizations under the medical benefit should be submitted in the new CGHC provider portal at <https://providerportal.caresource.com/WI>
 - Important: This link will be available on our website as of 11/15/2024 but will not be active until 12/1/2024.
- For additional information on submitting medical prior authorizations, please see our updated provider manual and/or webpage available at <https://www.caresource.com/wi/providers/provider-portal/prior-authorization/marketplace/>.
- A new form will be used for paper PA requests: https://www.caresource.com/documents/wi-exc-p-2952542_prior-authorization-provider-form-final.pdf
- **The following vendors will be utilized for specific authorizations** and links for submission are available in the new CGHC provider portal; however, these are separate logins, and you will need to create an account or use your already existing account to submit these PA types:
 - Imaging and related services - Evolent
 - Cardiac and Musculoskeletal Surgeries/Procedures - Turning Point
 - Oncology Services - Nant Health
- **EPO Referral Process**
 - Effective 01/01/2025, our EPO Referral Process is changing to an Out of Network Authorization requirement.
 - Members needing to seek care outside the CGHC network will require their in-network provider to initiate an out-of-network prior authorization for care/consult.
 - The Out-of-Network authorization will be reviewed by the plan and a decision communicated to the member, Referring In-Network Provider, and the Out-of-Network provider.
 - Once an initial approval has been granted, if additional services beyond the initial consult are needed the Out-of-Network provider may request additional prior authorization(s) from the plan directly but please understand that ANY out of network service (except in limited circumstances such as Emergent/Urgent care) require Prior Authorization to be considered for reimbursement. Failure to do so may result in complete denial of the claim.
 - The form to be used for requesting/referring for Out-Of-Network

Authorization can be found at:

https://www.caresource.com/documents/wi-exc-p-2952542_prior-authorization-provider-form-final.pdf. Please see our updated provider manual for additional detail.

- **Pharmacy Updates Effective 01/01/2025:**

- **Express Scripts Inc (ESI) PBM**

- CGHC will transition to Express Scripts Inc (ESI) as our Pharmacy PBM, replacing OptumRx.
- Active home delivery service and specialty drug prescription(s) will automatically be transferred to ESI/Accredo Specialty Pharmacy for non-controlled drugs.
 - If a member currently receives a controlled drug via home delivery of specialty pharmacy, they will need to work with their provider to send a prescription to ESI/Accredo.
- **Pharmacy Network Changes:**
 - Luxemburg and Kroger affiliated pharmacies will no longer be part of the CGHC network in 2025.
 - **CVS pharmacies have rejoined the CGHC pharmacy network** beginning on 1/1/2025.
- **Our 2025 formulary is updated** and available on our [website](#) for review.

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