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Credentialing

Telehealth Credentialing Policy

CCHP has implemented a telehealth credentialing policy. The purpose of the policy is to make sure that CCHP members served through a telehealth platform receive the same quality of care that would be provided via face-to-face contact with a provider.

In addition, the policy is designed to ensure that sites where telehealth services are both given and received meet established standards and that there are safeguards for Protected Health Information that comply with HIPAA regulations. This policy references recommendations made by the American Telemedicine Association. For Medicaid recipients, this policy also is consistent with Wisconsin Department of Health Services policies.
Providers currently offering telehealth services have until June 1, 2018 to demonstrate compliance with the policy. CCHP will be conducting an audit to determine provider compliance.

View the telehealth policy

Provider Manuals

CCHP's Provider Manuals Updated

The BadgerCare Plus - CCHP Manual and Together with CCHP provider manuals have been updated. These manuals can be found on the website in the Provider Section under Provider Resources. The manuals can, also, be found in the provider portal in the menu under Forms / Manuals.

Click to review the manuals

Pages with updated content include:

- **Together with CCHP**
  - Links to Policy updates - Page 2
  - Corrected Claims information - Page 6
  - Claims for Qualified Treatment Trainees - Page 6
  - Balance Billing the member - Page 13
  - Grace Period - Page 13
  - Behavioral Health Non-Covered Services - Page 15
  - Hearing Aid - Page 17
  - Credentialing - Page 21
  - Emergency Care - Page 25
  - Health Management Programs - Page 26
  - Members Rights and Responsibilities - Page 32
  - Pharmacy - Page 33
  - Provider Appeals Process - Page 37
  - Member Complaints - Page 38
  - Plan option - Page 39
  - Member ID Card - Page 40
  - Utilization Management - Page 43
  - Prior Authorizations - Page 45

- **BadgerCarePlus - CCHP**
  - Coverage Map - Page 1
  - Links to Policy Updates - Page 2
  - Contact information - Page 3
  - Primary Clinic - Page 6
  - CCHP defining Primary Care Provider - Page 19
  - Sterilization reporting - Page 20
  - Disease Management Programs - Page 24
  - Utilization Management - Page 27
  - Claims for Qualified Treatment Trainees - Page 38
Authorizations

Authorization Updates
CCHP updated the Authorization lists effective immediately for BadgerCare Plus - CCHP and Together with CCHP.

BadgerCarePlus - CCHP
The BadgerCare Plus - CCHP Prior Authorization list has been updated with home care, genetics, DME, and cardiac mechanical support codes.

- Home Care: T1002
- Genetics: 81105; 81106; 81107; 81108; 81109; 81110; 81111; 81112; 81120; 81121; 81175; 81176; 81238; 81247; 81248; 81249; 81258; 81259; 81269; 81334; 81335; 81361; 81362; 81363; 81364; 81541
- DME: E1012; E8001; L8691; L8694; L6698
- Cardiac Mechanical Support: 33927; 33928; 33929

For questions or assistance with your authorization request, call:
Children’s Community Health Plan - Clinical Services Department
Toll free: 877-227-1142, option 2
Local: (414) 266-5707

View BadgerCare Plus-CCHP Authorization lists

Together with CCHP
Together with CCHP's prior authorization list was updated for genetic codes, cosmetic surgery, durable medical equipment, elective surgeries, medical nutrition therapy and pain management.
Inpatient Admissions

**NICU Notifications**

Effective June 1, 2018, providers will need to create a separate authorization for NICU. All NICU notifications require their own notification submitted via the CCHP CareWeb Qi Authorization Tool. Providers should create an authorization with the mother's ID for the baby's information.

In the notes section the provider enters the baby's date of birth, weight, gestational age, and documentation. CCHP's authorization specialists will then create an episode with the baby temp ID and send you notification of new episode number via CareWeb message system in the original episode created using the mother's information. When looking to add clinical or verification of authorization please reference newly created baby episode as original NICU notification episode will have been canceled. Due to system constraints, CCHP will continue to use the temporary ID for the baby through the entire hospital stay.

The baby will not be assigned a permanent ID until after discharge. When the baby is discharged, please make sure to message the Utilization Management reviewer by attaching clinical and messaging the discharge date. Please make sure to choose the right admission date. In addition, please make sure to check to see the authorization was submitted.
**Admissions Reminder**

Effective February 1, 2018, CCHP will not reconsider services, procedures and inpatient stays that we have not received notification and/or authorization from the provider. Please reference your Provider Agreement that outlines providers are required to notify CCHP within 24 hours of an inpatient admission; and prior authorize elective services and/or procedures prior to providing service.

Notification and prior authorization need to be done via the CareWeb Qi Authorization Tool which can be found in the [CCHP Provider Portal]. If you need more information on how to register and use the Provider Portal please call 414-266-5747. CCHP also offers on-site training on how to use the authorization tool.

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**Member ID Cards**

Please note that the Together with CCHP provider network is different from our BadgerCare Plus / Medicaid provider network.

**BadgerCare Plus - CCHP's card:**

![ForwardHealth ID Card](image)

BadgerCare Plus - CCHP members should carry a ForwardHealth ID card with them every time they receive care. BadgerCare Plus - CCHP is offered in Green Lake, Jefferson, Milwaukee, Kenosha, Ozaukee, Racine, Walworth, Washington, Waukesha, Brown, Calumet, Door, Fond du Lac, Kewaunee, Manitowoc, Outagamie, Rock, Sheboygan, Waupaca, and Winnebago.

**Together with CCHP’s card:**
Together with CCHP's membership ID has a purple logo in the corner and does not reference Forward Health. Together with CCHP is offered in Milwaukee, Washington, Ozaukee, Waukesha, Kenosha, and Racine Counties. In network hospital systems are Froedtert, Children's Hospital of Wisconsin, Ascension, Medical College of Wisconsin, Rogers Memorial Hospital, and United Hospital system.

CCHP Provider Portal

CCHP's Provider Portal Reminder

The CCHP Provider Portal houses tools for checking member's eligibility, filing claims, submitting authorizations and more! If you have questions please call 414-266-5747.

BadgerCare Plus claims look-up tool allows providers to check eligibility, claim status, and claim appeals. The Together with CCHP Provider Portal is used to check member eligibility, search and submit claims and speak with Customer Service.

CareWeb Authorization tool allows access to submit prior authorization requests, receive a reference number, an approval or review notification immediately.

Reminder: Please check in the CareWeb Qi Authorization Tool to see if there are any outstanding authorizations for your group that have been left in draft mode and not submitted. You can search for these by filtering for a submission status of draft.

Click here to learn more about using CareWeb
Mailing Refunds
If Together with CCHP made a payment in error, providers may return the check or write a separate check from their account for the full amount paid in error. Providers should include a copy of the remittance advice, supporting documentation noting the reason for the refund, and the explanation of benefits (EOB) from other insurance carriers, if applicable.

Refund should be mailed to:
Together with CCHP
P.O. Box 106014
Pittsburgh, PA 15230-6014

Together In-Network Reference Labs
Please note that the Together with CCHP lab provider network has different participating reference labs from our BadgerCare Plus / Medicaid provider network. Quest Diagnostic, Wheaton Franciscan Laboratories, and Wisconsin Diagnostic Laboratories are participating reference labs in the Together with CCHP network. By using these in-network reference labs for all lab services, you can help Together with CCHP members avoid out-of-pocket costs. If you have questions please contact 1-844-202-0117.

For more information on these labs please visit their websites:

- Quest Diagnostics
- Wheaton Franciscan Laboratories
- Wisconsin Diagnostic Laboratories

3D Mammograms Reminder
3D mammograms are not covered for Together with CCHP members. Please explain to your patients that this is not a covered benefit. Routine mammograms are covered. If you have questions please call 1-844-202-0117.
Health Programs

**CCHP Diabetes Program**

CCHP has launched a Diabetes Health Management Program. CCHP uses clinical guidelines to support our members and/or their caregivers with management tools and educational opportunities. Our goal is to enhance members’ ability to manage their condition(s) and improve overall health outcomes and quality of life. The program is free and voluntary.

Members have been automatically enrolled if …

- Current member;
- 18 years or older; and
- Had or currently have type 2 diabetes

Benefits of the program include:

- Newsletters every 3 months
- Access to CCHP’s Wellness Portal
- Diabetes tools and resources
- Support from nurses and health care staff
- Access to Community Services

To learn more please call (414) 266-3173 or email us at CCHP-DM@chw.org.

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**Baby Shower educates local families**

CCHP hosted a community baby shower at the United Community Center's Senior Center on April 17.

Mothers and families attended workshops on pregnancy, birth control, breast feeding and infant care. CCHP would like to thank Lifetime OB, St. Joe's, Bayshore Pediatrics, St. Joes NICU, and Planned Parenthood for hosting these workshops. In addition, CCHP's Medical Director's Dr. James Slawson and Dr. Kenneth Schellhase answered questions about pregnancy and infant health.
In addition to the workshops, expectant mothers could speak to a variety of vendors including Enfamil, Froedtert and the Medical College of WI Calhoun Health Center, Planned Parenthood, and Vroom.

NCQA Accreditation

**NCQA has accredited CCHP**

The National Committee for Quality Assurance (NCQA) has accredited Children’s Community Health Plan’s BadgerCare Plus and Together with CCHP plans. The Medicaid product received a Commendable status which is the second highest status possible.

NCQA Accreditation is a comprehensive evaluation that is based on results of clinical performance and consumer experience. As part of the NCQA Provider Network Standards CCHP is required to Survey Providers on access and accessibility. We will continue to survey providers throughout 2018. Thank you for your participation in our surveys!

Care4Kids

**The Polypharmacy Interdisciplinary Case Review**

By Kelly Hodges, MD and Lisa Zetley, MD

Children in foster care have often experienced much adversity in their young lives. Chronic toxic stress often manifests itself in behavioral and mental health challenges for these youth, and statistics show that children in foster care have a higher rate of mental health diagnoses than children not involved in the foster care system. Children in foster care are often prescribed psychotropic medications to help deal with some of their challenging behaviors. However, national studies have shown that overall children in foster care are prescribed a greater number of medications for longer periods of time than other Medicaid children. These medications can often have significant side effects, especially when used in combination, and therefore it is important that there is close monitoring of children taking these medications.

Care4Kids has developed a special Polypharmacy Interdisciplinary Case Review (PICR) process to more closely monitor children taking 4 or more psychotropic medications. Two children identified as having the highest need through this process have a Care4Kids facilitated stakeholder discussion each month. Partners including the child welfare case manager, the foster or biological parent, the therapist, the primary care provider, the psychiatrist, the school, Care4Kids staff, and other stakeholders convene for 45 minutes with a goal of identifying any unmet needs for the child, ensuring the child is linked with all appropriate behavioral health supports and services, and promoting stability for the child. Psychotropic medication dosing is reviewed and potential side effects are discussed with stakeholders.
The PICR process has been in place for a little over 3 years, and thus far has proven valuable to program partners. Examples of feedback given about the PICR process include:

- “It gave me a better understanding of the child's needs and the kind of services I need to put in place for the child.”
- “I thought it was a remarkable experience to see so many people at the table to help one child. The goal is very clear that there is commitment to provide him with any services that may be able to help him and his guardians.”
- “Following this discussion I have made him a priority on my case load.”

In addition to positive feedback from stakeholders, the PICR process has proven impactful in decreasing healthcare utilization and spending in this high risk population as well. These results are encouraging and suggest that the PICR process is improving stakeholder communication and resulting in less need for high cost medical services for children in foster care with high mental health needs.

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