

## CCH Provider Portal Has a Fresh New Look!

CCH's web-based provider portal provides a 24/7 centralized location for eligibility and claims status.

### To verify eligibility

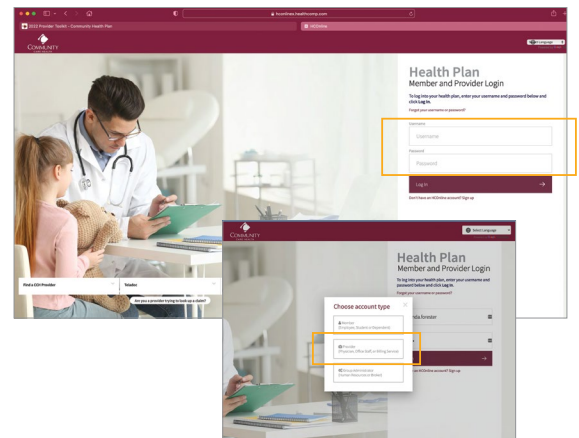
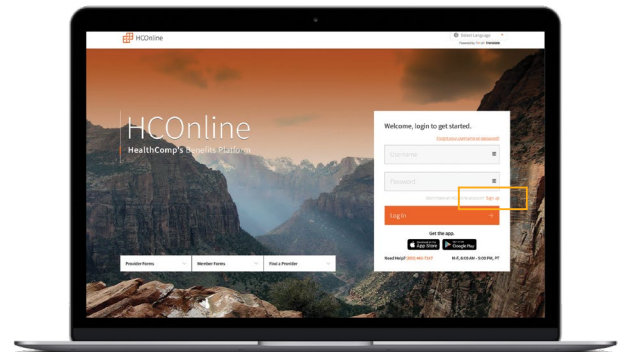
1. In a web browser, navigate to: <https://hconline.healthcomp.com/CCH>
2. Enter your Username and Password and click Log In. If you do not have a HCOonline account, please see section titled "Register on HCOonline" below.
3. In the menu bar, click Verify Eligibility.
4. Enter the member's SSN or Subscriber ID in the textbox; select the corresponding radio button. Click Search.

### Look up a claim

1. Navigate to: <https://hconline.healthcomp.com/CCH>
2. Click on "Are you a provider trying to look up a claim?" on the bottom (effective January 1, 2022).
3. In the bottom menu bar, click Claim Search.
4. Enter your search criteria and click Search.

### Register on HCOonline

1. Navigate to: <https://hconline.healthcomp.com/CCH>
2. Click on "Don't have an HCOonline account? Sign Up."
3. In the upper-right corner, click Sign Up. From the dropdown menu, click Provider. This will open the New User Registration wizard.
4. Follow the step-by-step instructions to create your account.
5. To complete your registration, HCOonline will send a confirmation to your email address. Access your email and click the link within the email confirmation. This will complete the registration process.



**For technical assistance, please contact us at:  
1 (800) 442-7247.**

**Please check for updates to the Provider Portal  
as CCH continues to enhance the tool.**

