

THE Check-In



Provider Quick Reference Guide



CCH Participating Provider Quick Reference Guide

The Community Care Health (CCH) Quick Reference Guide provides an overview of key information for participating providers when treating CCH members. For more detailed information, please refer to the CCH Provider Operations Manual.

Service **Contact Information**

Prescription Drugs CCH has partnered with Mediscript for pharmacy benefit management services. For more information on prescription coverage, please refer to CCH website at www.communitycarehealth.org. CCH utilizes Mediscript's Healthform Formula, which can be downloaded from the website at www.mediscript.com. For prior authorizations, the prescribing provider must complete and submit the "Prescription Drug Prior Authorization Form" (Form #10002) to CCH along with supporting medical documentation to Mediscript. The form is available at www.mediscript.com. For questions on the formulary or prior authorization process, please contact Mediscript: 1 (800) 320-2649.

Behavioral Health CCH has partnered with Manheim Behavioral Health, located in HealthPoint. Members have direct access to partial hospitalization, inpatient hospitalization, and outpatient services for pre-authorization of services. The telephone number is 1 (877) 919-8339.

PhysMetrics CCH has partnered with PhysMetrics. PhysMetrics specialists in managing obesity and weight loss. Call 1 (877) 919-8339.

Provider Credentialing & Data Management For demographic changes, or to request a new provider ID, please contact CCH at 1 (877) 919-8339. For all other inquiries, email: CODE@CCH.org.

Provider Relations For assistance with any other issues, please contact CCH at 1 (877) 919-8339.

CCH Provider Directory To locate a CCH Participating Provider, visit the CCH Provider Directory at www.communitycarehealth.org. You can also search for providers who have such a request.

Language Assistance Services Tools & Resources CCH offers language assistance services for members, whose primary language is not English. Services include: • 24/7 Secure Web Portal • 24/7 Telephone Interpreter • Healthier Living/Weigh Loss

Sample ID Card for CCH Members

communitycarehealth.org

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Provider Quick Reference Guide:

<https://www.communitycarehealth.org/wp-content/uploads/2022/11/CCH-Provider-Quick-Reference-Guide-111122.pdf>.

View Online:

From the CCH homepage, Provider Tab > Provider Tool Kit > Provider Quick Reference Guide

For more detailed information, please reference the CCH Provider Operations Manual:

https://www.communitycarehealth.org/wp-content/uploads/2021/11/CCH-Provider-Operations-Manual_2022.pdf

View Online:

From the CCH homepage, Provider Tab > Provider Tool Kit > Provider Operation Manual

Community Care Health's Responsibilities

Community Care Health is committed to serving its Members' and Providers with the highest quality of service. Participating Providers have the right to expect the following:

- Respect
- Professional courtesy
- Orientation and in-service training
- Information about changes in policies
- Prompt responses to requests
- Accurate and timely claim processing
- Fairly resolutions of disputes
- Accurate representation in Community Care Health's Service Area

Service Area

Service Area means the geographic area in which arrangements are made for the provision of health care services. Management Care, Community Care, CHP, Family Managed Care, and KIDS Community Care Health's Service Area, please visit our website at www.communitycarehealth.org.

Compliance Program

Community Care Health has a comprehensive integrity and accountability, which affects how Health's business operations are conducted.

Community Care Health recognizes that its Providers are committed to providing services in accordance with its contractual obligations, and on requirements.

Health Care Fraud, Waste, and Abuse

Community Care Health complies with applicable contractual requirements related to health plan waste, and abuse.

I Capitalized terms not defined in this Provider Manual are defined in the Participating Provider Agreement.

COMMUNITY CARE HEALTH | PROVIDER OPERATIONS

Provider Operations Manual

January 1, 2022