



Dear Provider,

Community Care Health (CCH) is pleased to announce that it will begin offering Large Group and Small Group EPO benefit plans in addition to its HMO plans, effective January 1, 2023. EPO benefit plans are different from HMO plans in two primary ways:

- (1) No primary care physician (PCP) selection/assignment is required for EPO; and
- (2) EPO members have open access to specialists within CCH's provider network (no PCP referral is required).

	EPO	HMO
PCP Selection/Assignment Required		X
PCP Referral Required for Specialty Care		X
Access to CCH Participating Providers	X	X
Access to Community Health System and Other Participating Hospitals in the Area	X	X
Services Must be Medically Necessary/Authorized	X	X
Authorized Care Outside of the Area	X	X
All Emergency and Urgent Care Covered at In-Network Benefit Level	X	X

You will be able to identify CCH HMO and EPO members by their member identification (ID) cards. Enclosed for your reference is a sample of the 2023 HMO and EPO ID cards. Please note the product designation on the upper right side of the ID card.

CCH's Provider Tool Kit has been updated to incorporate details regarding our EPO product. To access the following resources, go to [www.communitycarehealth.org/for-providers/](http://www.communitycarehealth.org/for-providers/), Provider Toolkit.

- Provider Quick Reference Guide EPO (attached)
- Provider Quick Reference Guide HMO
- Provider Operations Manual
- Prior Authorization Request Form
- Prior Authorization List

CCH also offers a Provider Portal for you/your office to check on eligibility/benefits and the status of claims. You can register for the provider portal at <https://communitycarehealth.org/for-providers> and scroll down to Portal Log In.

CCH has dedicated staff available to answer your questions Monday through Friday, from 8 am – 5 pm at 1-855-343-2247 or you can email your questions to [providerrelations@communitycarehealth.org](mailto:providerrelations@communitycarehealth.org).

If you and/or your staff would like additional information regarding the EPO Benefit Plan, we will be hosting a CCH EPO Webinar at the below dates/times. If you are interested in attending, please respond to this email and provide the name and email address of the individuals who will be participating and the preferred date. Additional details will be provided prior to the Webinar. If you have additional questions and would like to speak with a CCH Representative please contact Kim Portello at [kportello@communitymedical.org](mailto:kportello@communitymedical.org).

- Thursday March 16, 2023 @10am-11am
- Thursday March 23, 2023 @ 2pm-3pm

CCH looks forward to continuing to partner with you to provide the highest quality care to our members.

Sincerely,

Community Care Health  
Provider Relations