



**Community Health
Partnership Services™**

Adult Family Home (AFH)

Claims & Billing Training



CHPS TPA Clearinghouse Team

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Introduction to CHPS



Who we are:

Third-Party Administrator (TPA) supporting the Washington State Health Care Authority (HCA) to handle all claim submissions for AFH services in one place.

CHPS is part of Community Health Plan of Washington (CHPW), a local community-focused Managed Care Organization that serves people across Washington State.

Introduction to CHPS



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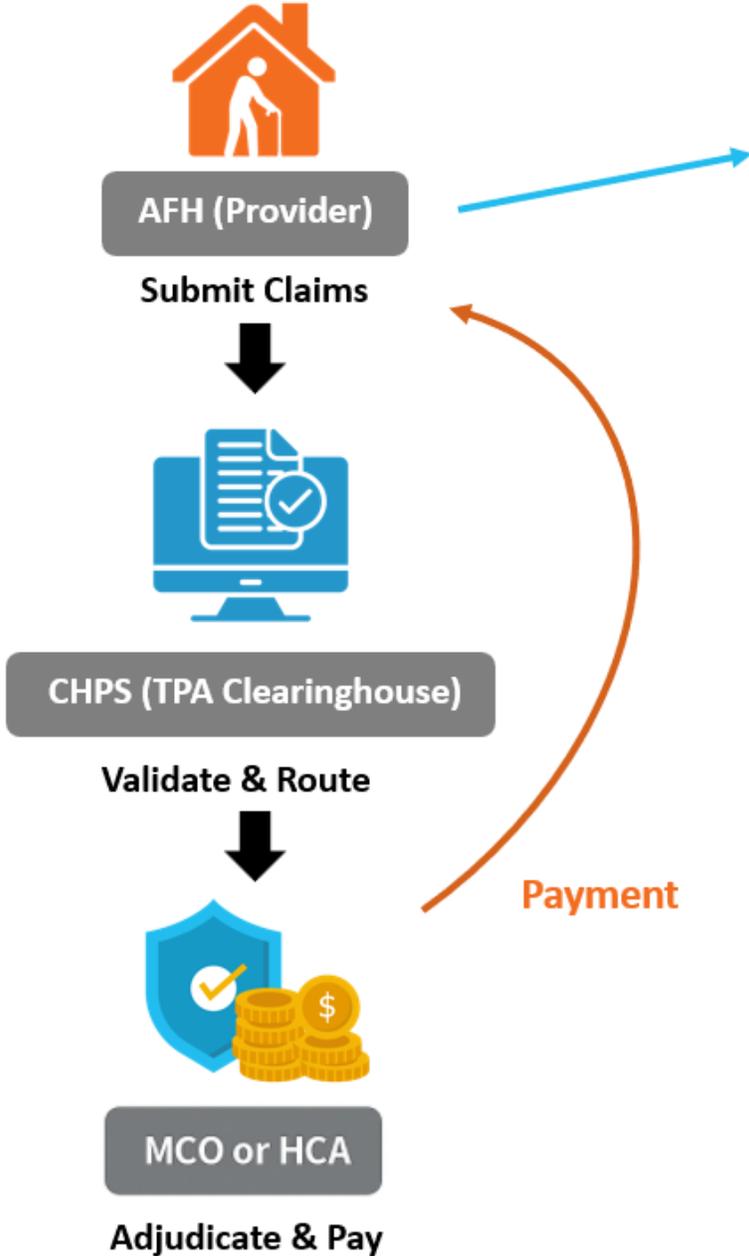
What we do – CHPS will:

- Give you an online system to enter and send your claims.
- Check your claims to make sure they are correct and complete.
- Send your claims to the health plan (MCO) or to the HCA so you can be paid.
- Help you by:
 - Answering questions about claims and fixing problems
 - Giving basic help with credentialing
 - Sharing updates and changes from HCA IBSS/CBHS that affect AFHs

Introduction to CHPS



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Ways to Submit your Claim

Direct Data Entry



Spreadsheet



Paper



Take Action



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1. Sign up for ProviderOne and complete your Core Provider Agreement. This makes you an approved provider with Washington State HCA.
2. Complete your contracts with the MCOs. You need contracts with the managed care organizations before you can send them any invoices or claims.
3. Register with CHPS. CHPS will submit your claims to the MCOs and the HCA on your behalf.

Note: Registering with CHPS does not replace the other steps. You still need to complete ProviderOne enrollment and your MCO contracts.

HCA Provider Enrollment Steps & TPA Registration

- HCA Provider Enrollment – Core Provider Agreement
- HCA Billing Agent Clearinghouse Setup
- Registration with CHPS (TPA Clearinghouse)



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HCA Provider Enrollment – Core Provider Agreement (CPA)

All providers must sign up in ProviderOne. If you haven't completed the Core Provider Agreement (CPA), do this first. You can find instructions on the [HCA website](#).

- If you've already completed the CPA, you're all set – nothing more to do for that part.
- The CPA gives you your Atypical Provider Identifier (API) number.
- When you enroll, choose the enrollment type that matches how you are registered with DSHS. If you choose the wrong type, you will need to start the application again.

If you need help or have a problem, contact our team at chps_tpa_ta@chpw.org or call (800) 709-9901.



HCA Provider Enrollment – Core Provider Agreement (CPA)

COMMUNITY HEALTH PLAN
of Washington™
The power of community

coordinated care.

MOLINA
HEALTHCARE

United
Healthcare
Community Plan

Wellpoint

Completing the Core Provider Agreement

For services provided by ALFs, AFHs, and ESF

Washington State
Health Care Authority



HCA Billing Agent Clearinghouse (BACH) Setup

You only need to do this step if your client is Fee-for-Service (FFS) and you will be sending the bill to the Washington State Health Care Authority (HCA).

The BACH enrollment tells ProviderOne which clearinghouse (CHPS) you want to use for sending electronic claims.

You can follow the step-by-step instructions from HCA by clicking [here](#) for the Billing Agent Clearinghouse setup guide.

You will use this ID as the domain:
2347435

And select the following transactions:

- 271 Eligibility Response
- 277 Claim Status Response
- 277U Unsolicited Claims Status Response
- 835 Healthcare Claim Payment Advice



HCA Billing Agent Clearinghouse (BACH) Setup



Initial Billing Agent Clearing House Setup and Change Process

Index

Initial BACH set up

Change BACH (End date OLD BACH and add NEW BACH)

Initial BACH set up

1. Log into your P1 ID. If you need assistance see website <https://www.hca.wa.gov/billers-providers-partners/providerone/how-do-i-access-providerone>



Registration with CHPS (TPA Clearinghouse*)

Registering with CHPS lets you do three things online:

- Check a client's eligibility
- Send claims
- Get electronic payment information (Electronic Remittance Advice/ERA)

Click [here](#) to create an account

Signing up online is the fastest and easiest way.

Important: CHPS is only for Adult Family Home (AFH) providers. If you are not an AFH provider but you work with clients in the HCA CBHS/IBSS program, you should send your claims directly to each MCO or to HCA. You can do that either by using their online portals or by emailing the billing template.

**The CHPS TPA Clearinghouse is powered by SDS (Smart Data Solutions)*



Registration with CHPS (TPA Clearinghouse*)

Account Registration

Have a verification code? Confirm account [here](#).

This form is to create a provider clearinghouse account with CHPS. This account will allow you to submit claims, receive ERAs, and check claim status and eligibility for a variety of payers. **Before creating an account, please confirm with your office manager that you have permission to do so.** If you are a billing service please contact us Mon-Fri 8-5 US Pacific Time at chps_tpa_ta@chpw.org or 1-800-709-9901 to create an account.

If you have any questions, you may contact CHPS support Mon-Fri 8-5 US Pacific Time at chps_tpa_ta@chpw.org or 1-800-709-9901.

This system is intended exclusively for use by AFH (Adult Family Home) providers. By proceeding with enrollment, I attest that I am an AFH provider.

Provider Details

Name

Tax Identification Number (TIN)

National Provider Identifier (NPI)

[Don't have an NPI? Click here to enter an alternate identifier](#)

**The CHPS TPA Clearinghouse is powered by SDS (Smart Data Solutions)*



Billing Resources & Claim Submission

- Billing Resources (tools/links)
- ZIP+4
- 3 Options to Submit your Claim:

Direct Data Entry



Spreadsheet



Paper



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Billing Resources

HCA Resources

[Provider billing guides and fee schedules](#)

CHPS Resources

[AFH Claims Billing Template](#)

[TPA AFH Provider Billing Guide](#)



ZIP+4

Whether you use Direct Data Entry or a Spreadsheet to enter your claim, ZIP+4 is required for the billing provider address. It is not required for the client address.

What exactly is ZIP+4? It is the basic 5-digit zip code + 4 additional digits indicating a more precise location.

How do I find my ZIP+4? Click [here](#) to look it up on the USPS website.



ZIP+4

USPS.COM® Quick Tools Send Receive Shop Business International Help

English Locations Support Informed Delivery Register / Sign In

Look Up a ZIP Code™

[ZIP Code™ by Address](#) / [ZIP Code™ by City and State](#) / [Cities by ZIP Code™](#) / [FAQs >](#)

ZIP Code™ by Address

Enter a street address along with city and state OR enter a street address and ZIP Code™. ⓘ

*indicate a required field

Company

*Street Address

Apt/Suite/Other

City

State

ZIP Code™

Find

Feedback



Direct Data Entry (DDE)

Option 1

You can submit your claim using Direct Data Entry.

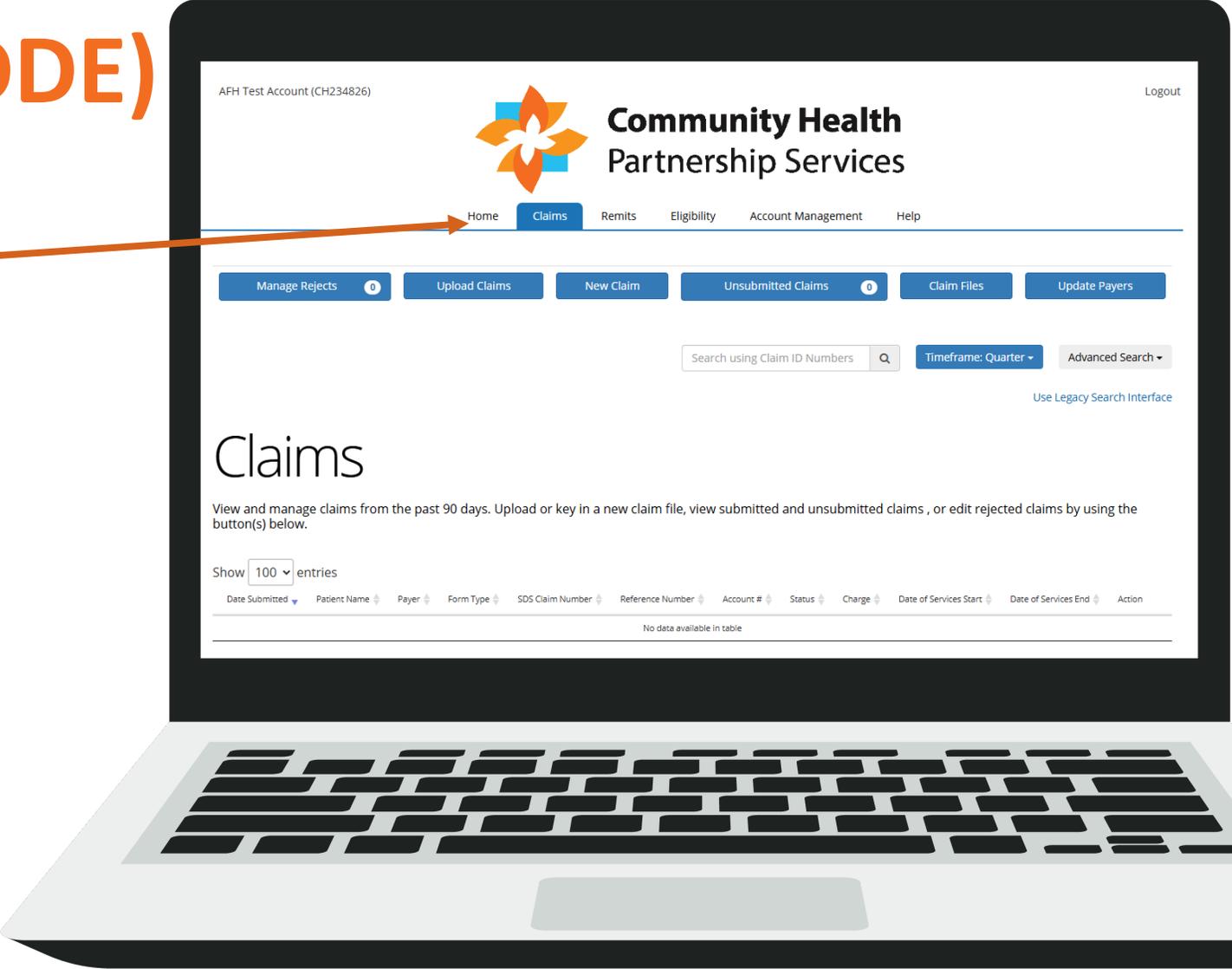
Direct Data Entry is when you enter your billing information directly into our portal.

The [TPA AFH Provider Billing Guide](#) has complete step-by-step instructions.



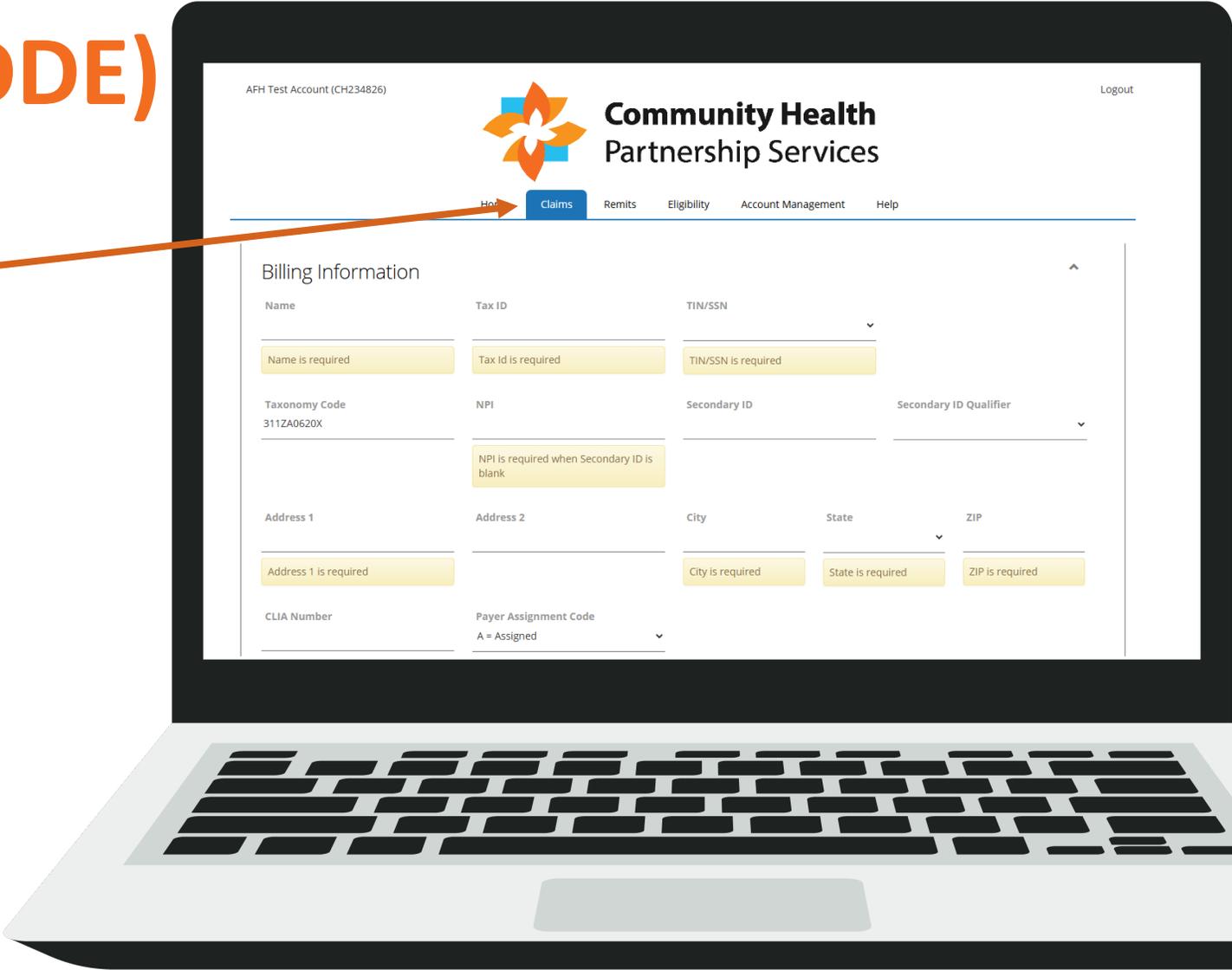
Direct Data Entry (DDE)

Claims Tab:



Direct Data Entry (DDE)

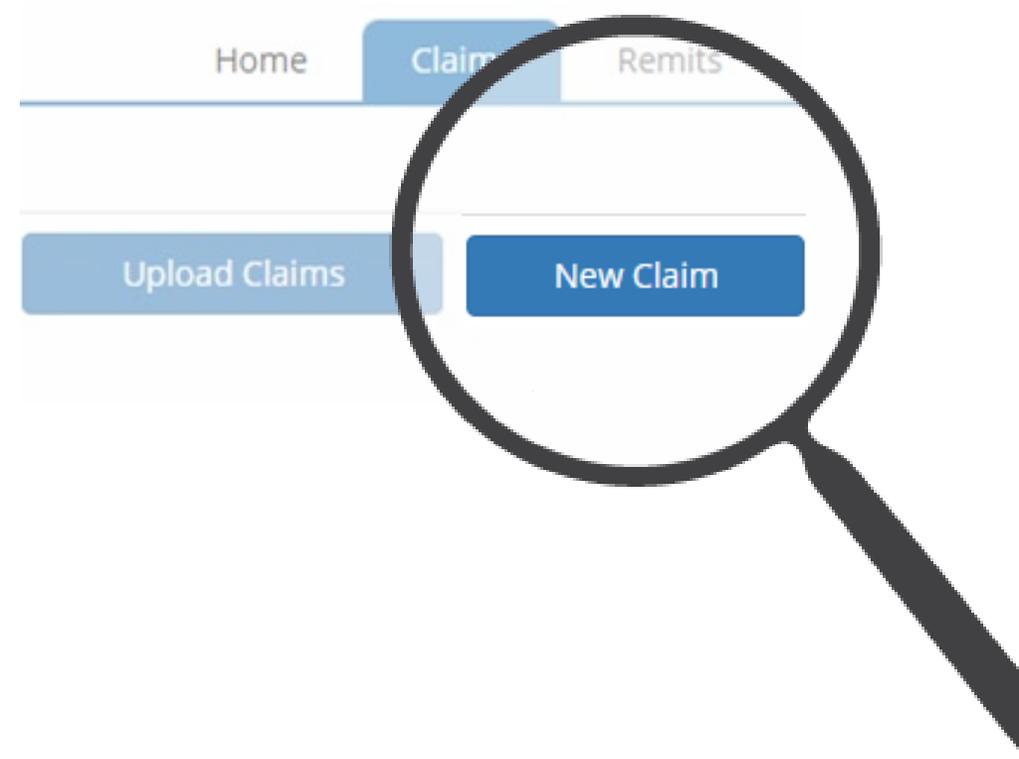
Claims Entry Screen:



Direct Data Entry (DDE) – Live Demonstration

Steps

- Access the portal and create a new claim (Select Professional)
- Complete all required fields
- Create template for future billing (optional)
- Submit claim



Spreadsheet

Option 2

You can submit your claim using a spreadsheet.

Provide the client's service detail on a spreadsheet similar as you may do today and upload to the portal.

Note: Each client will require their own spreadsheet.

The [TPA AFH Provider Billing Guide](#) has complete step-by-step instructions.



Spreadsheet

Spreadsheet template:

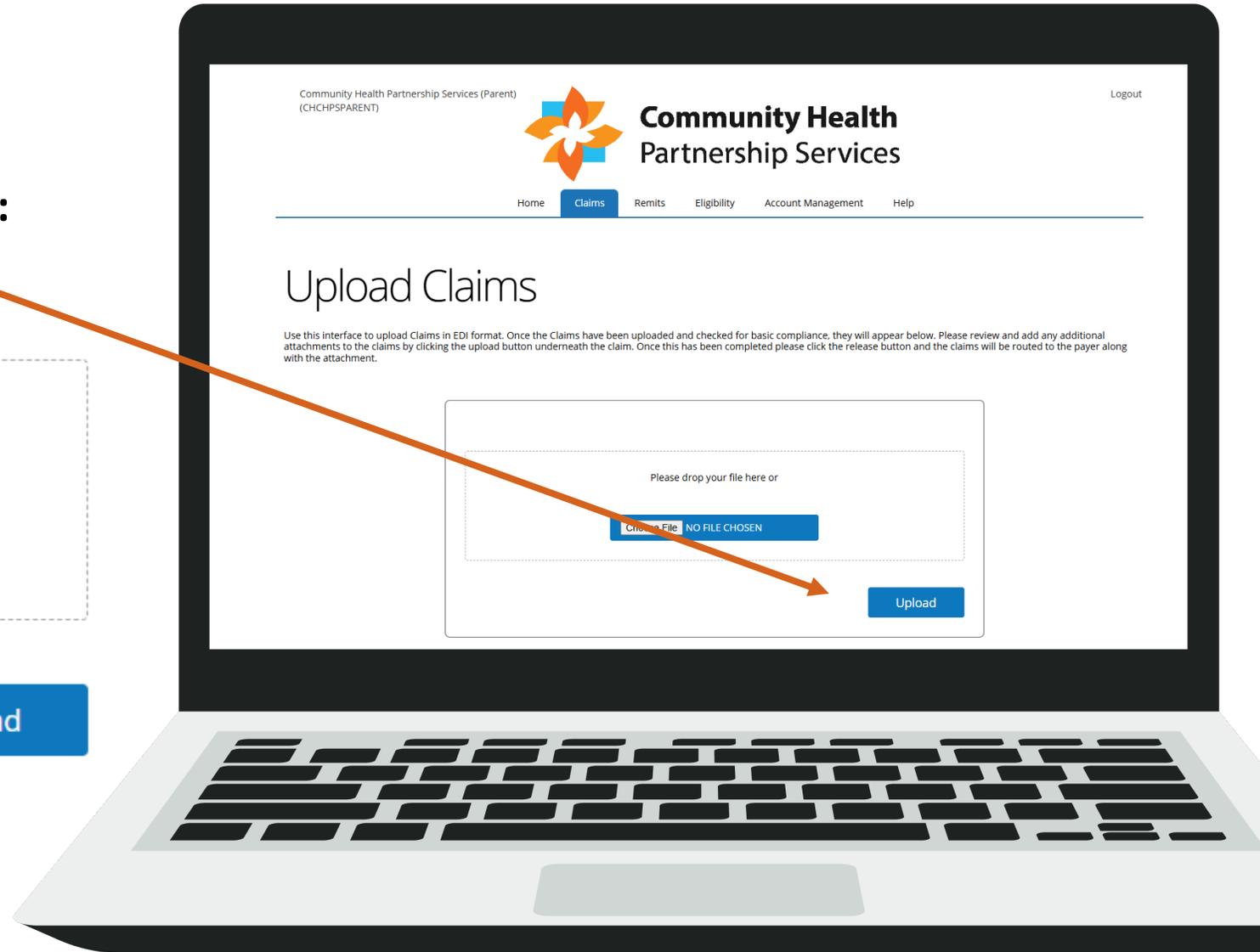
The screenshot shows the Microsoft Excel interface with the following ribbon tabs: File, Home, Insert, Draw, Page Layout, Formulas, Data, Review, View, Automate, Developer, Help, and Acrobat. The Home ribbon is active, showing groups for Clipboard, Font, Alignment, Number, Styles, Cells, Editing, Sensitivity, and Add-ins. The spreadsheet grid has columns A through H and rows 1 through 6. The headers are: A: Payer Name, B: Payer ID, C: Provider Name, D: Provider ID, E: TIN/SSN/EIN, F: Billing Provider NPI/API, G: Billing Provider Taxonomy, H: Billing Provider Street Address. Row 2 contains a dropdown menu in column B with the value 311ZA0620X in column G. A tooltip in cell A2 says "Select payer you wish to bill from list".

	A	B	C	D	E	F	G	H
1	Payer Name	Payer ID	Provider Name	Provider ID	TIN/SSN/EIN	Billing Provider NPI/API	Billing Provider Taxonomy	Billing Provider Street Address
2							311ZA0620X	
3								
4								
5								
6								



Spreadsheet

Upload Claims Spreadsheet Tab in Portal:



Spreadsheet – Live Demonstration

Steps:

- Access the [AFH Claims Billing Template](#) spreadsheet
- Complete all required fields
- Create template for future billing (optional)
- Save file using recommended naming convention:

[MCO/HCA Name] [CBHS/IBSS] [provider name] [Billing month] [client initials].xlsx

- Upload to CHPS portal



Paper Submission

Option 3

You can submit your claim on paper.

Paper claim submission uses the standard [CMS-1500](#) form. Instructions for completing the form can be found [here](#).

Paper claim submissions can be mailed to:

CHP Claims

PO Box 269002

Plano, Texas 75026-9002

or emailed to: fimc.invoice@chpw.org



Referrals

You can find the billing information you need on the client's referral form.

If you have questions about the referral, contact the appropriate MCO or HCA as listed below:

CHPW	bhpc@chpw.org
Coordinated Care	SupportiveServices@centene.com
Molina	cbhsreferrals@molinahealthcare.com
United Healthcare	mpc_etr@uhc.com
Wellpoint	cbhsreferralsandauthorizations@wellpoint.com
WA State HCA	hca1915iservices@hca.wa.gov



Claim Status

After you submit the claim and CHPS sends it to the MCO or HCA, you'll need to sign up for their online portal if you want to check the status of the claim during processing.

- CHPW, Coordinated Care, and the WA State HCA are all accessible through [OneHealthPort](#).
- Molina and Wellpoint can be found on [Availity](#).
- UHC has its own site, the [UnitedHealthcare Provider Portal](#), though they are also available on [Availity](#).



Electronic Remittance Advice (ERA)



Electronic Remittance Advice (ERA) is the digital version of the payment statement (Explanation of Payment/EOP) that the MCO or HCA sends after they finish processing your claim.

For each service you bill, the ERA shows:

- The date of service
- How much you billed
- How much was allowed
- How much was paid

Enrollment Instructions

From the home screen in the [CHPS portal](#), click on the Start Enrollment button to enroll in ERA.

A screenshot of the ERA (835) Enrollment form. The title is "ERA (835) Enrollment". Below the title, there are three steps listed: "1) Continue Enrollment" with a green "Start Enrollment" button next to it, "2) Final Validation", and "3) Enrollment Complete".

ERA (835) Enrollment

1) Continue Enrollment

2) *Final Validation*

3) *Enrollment Complete*

- Complete the Remit Enrollment form (only those fields with a red asterisk * are required).

Electronic Funds Transfer (EFT)



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Electronic Funds Transfer (EFT) is how the MCO or HCA sends payments directly to your bank account.

It replaces paper checks and helps you get paid faster.

To get information about signing up, click the link in the table below:

<u>Community Health Plan of Washington (CHPW)</u>
<u>Coordinated Care of Washington</u>
<u>Molina Healthcare of Washington</u>
<u>United Healthcare Washington</u>
<u>Wellpoint Washington</u>
<u>Washington State Health Care Authority (FFS)</u>

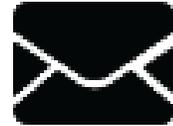
TPA Clearinghouse Contact Information



Community Health
Partnership Services



Phone: (800) 709-9901



Email: chps_tpa_ta@chpw.org



CHPS Website: www.chpswa.org



Please contact us if you have any questions or would like to schedule one on one training

Thank you!



Questions?



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Acronyms



Community Health
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There are numerous abbreviations used throughout this presentation. The table below explains what each one stands for:

AFH	Adult Family Home
API	Atypical Provider Identifier
BACH	Billing Agent Clearinghouse
CBHS	Community Behavioral Health Support
CHPS	Community Health Partnership Services
CHPW	Community Health Plan of Washington
CPA	Core Provider Agreement
DDE	Direct Data Entry
DSHS	Department of Social and Health Services
EFT	Electronic Funds Transfer
ERA	Electronic Remittance Advice
FFS	Fee For Service
HCA	Health Care Authority
IBSS	Intensive Behavioral Supportive Supervision
MCO	Managed Care Organization
NPI	National Provider Identifier
SDS	Smart Data Stream/Smart Data Solutions
TPA	Third-Party Administrator