

# Frequently Asked Questions (FAQ)

## General

### **Who is the target user for the CHPS portal?**

The CHPS portal is for providers that need a method to enter and submit claims manually.

Please note: If you can generate an 837 claim file (e.g. you already have billing software/employ a billing service), you can submit claims directly to the applicable payer ID without a CHPS portal account.

### **What is an 837 claim file?**

837 files are written in a very specific format. The 837 format is like a universal digital invoice for healthcare. It's used by providers to send billing info to insurance companies in a way that's consistent, compliant and understood nationwide. Every insurance company and billing system in the U.S. understands the 837 format. It's like speaking a common language across the entire healthcare industry.

### **What activities am I able to perform using the CHPS portal?**

The CHPS portal allows you to verify patient eligibility (270/271 transactions), submit claims (via direct data entry/CMS-1500 entry option) (837 transactions), and sign up for electronic remittance advice (ERA; 835 transactions).

### **Is there any cost associated with using the CHPS portal?**

There is no cost for billing the five participating MCOs (managed care organizations) or the HCA (Health Care Authority) who are part of the program.

### **Who is SDS (Smart Data Stream)?**

SDS is a data solutions company that CHPS partners with to enable providers to submit and manage claims efficiently.

### **Who are the participating payers/what payer ID should I use?**

For users of the CHPS portal, there will be a drop-down menu of payers to select from.

For providers submitting claims directly, please refer to the table below:

<b>Payer Name</b>	<b>Payer ID Number</b>
Community Health Plan of Washington (CHPW)	CHPWA
Coordinated Care of Washington	68069
Molina Healthcare of Washington	38336
United Healthcare Washington	87726
Wellpoint Washington	WLPNT
Washington State Health Care Authority (FFS)	AIDWA

### **Do you have a website?**

Yes, please visit [chpswa.org](http://chpswa.org).

### **Can I get one on one assistance?**

Yes! Contact our team at [claims.chps@chpw.org](mailto:claims.chps@chpw.org) or 1-800-461-0305, Option 1.

## Prerequisites

### **What do I need to get started?**

You will need to have your NPI, be enrolled as a provider with the HCA, and if you will be using the CHPS portal, you will need to complete your BACH (Billing Agent Clearing House) set up prior to creating your portal account. See below for detailed information on completing these steps.

### **How do I get an NPI/enroll as a provider with the HCA?**

Please click [here](#) for comprehensive instructions located in the HCA Reentry Initiative Policy and Operations Guide.

### **How do I set up my BACH (Billing Agent Clearing House) preferences?**

Please refer to the Initial Billing Agent Clearing House Setup and Change Process instructions [here](#).

### **What is the P1 (domain) ID for setting up BACH?**

The domain ID for registration with CHPS is **2347435**.

### **Which transactions do I need to sign up for when completing my BACH?**

You will need to sign up for:

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

## Account Setup

### **How do I create an account with CHPS?**

Click [here](#) to register. Click [here](#) for additional instructions on setting up your account.

### **Is there a user guide?**

Click [here](#) to view or download a current copy of the CHPS Provider Portal User Guide

### **I have an account, where do I log in?**

Once you have received your credentials, you may log in at [portal.smartdatfastream.us](https://portal.smartdatfastream.us).

## Claims Billing

### **Is the CHPS portal HIPAA compliant?**

The CHPS portal is fully HIPAA-compliant and uses encrypted data transmission. Users are required to follow secure login procedures.

### **What is FFS (fee for service)?**

FFS is Apple Health (Medicaid) coverage without a managed care plan. Washington Medicaid fee-for-service claims are managed by the Washington State Health Care Authority (HCA).

**What services are covered under the program? Is there a billing guide?**

Click [here](#) to access the HCA Provider billing guides and fee schedules for Reentry services.

**Where can I find more information about ICD-10-CM diagnosis coding?**

Please see the following free resources for ICD-10-CM coding information: [CDC ICD-10-CM](#) and [CMS ICD-10](#).

**What is the turnaround time for claim processing?**

Claims processing timelines are determined by the payer that you have submitted your claim to and will vary.

**Who do I contact for claim denials?**

Click [here](#) for MCO contact information.

**How do I sign up for EFT (electronic funds transfer) payments?**

Click on the link in the table for each payer:

<b>Payer Name</b>
<a href="#">Community Health Plan of Washington (CHPW)</a>
<a href="#">Coordinated Care of Washington</a>
<a href="#">Molina Healthcare of Washington</a>
<a href="#">United Healthcare Washington</a>
<a href="#">Wellpoint Washington</a>
<a href="#">Washington State Health Care Authority (FFS)</a>

## Additional Resources

The HCA has also published a list of FAQs for the Reentry Initiative. Click [here](#) to view.

## Help

If you have any further questions, please contact the CHPS Claims & Billing Team at [claims.chps@chpw.org](mailto:claims.chps@chpw.org) or 1-800-461-0305, Option 1.