



Partners in Compassionate Care:

We collaborate with many different providers to deliver personalized, high-quality healthcare seamlessly for our Medicare residents.



Partner News!

Need to know:

CCA Website:

<https://communicare-advantage.com/>

Provider Services:

ISNP/CSNP
(866) 225-8501

Submit Claims to:

EDI: #70022
Clearinghouse: SDS

Provider Portal Access Request Form:

ppmanagement@accesshealthservices.com

Provider Portal:

<https://portal.claims.aproposystems.com>

Required Annual Model of Care Training:

<https://communicare-advantage.com/resources/#provider-resources>

Medicare:

<https://www.medicare.gov/>

New Transfer Form

Effective immediately, please begin using the new **Transfer Form** that is attached to the email from which you received this newsletter.

We have simplified and streamlined our number of forms for when our members transfer to another skilled nursing facility or to hospice. Having only one form will help minimize administrative burdens on you, our provider partners, and can help us work together even better.

DO NOT USE these forms titled:

- SNF to SNF Transfer Form – Notice of Transfer
- Notice of Member Transfer to Hospice/Hospital Care

ONLY USE this new form titled:

- **Transfer Form**

Please contact your Partner Engagement Manager, Member Advocate, or Concierge Manager if you have questions.

Thanks for all you do to take care of our members and all of your residents!

Your Partners at CommuniCare Advantage

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Operations

- **Amy Acker**, Chief Operating Officer
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Email Support

- **Sales Team:** ISNPsales@chs-corp.com
 - > Enrollment applications
 - > SNF to SNF transfer requests
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
 - > Hospice notification
- **ISNP Disenrollment:** ISNPdisenrollment@chs-corp.com
 - > Disenrollment requests
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
- **ISNP Referral:** ISNPPreferral@chs-corp.com
 - > For facilities to send referrals to the health plan
- **Compliance:**
healthplan-compliance@chs-corp.com
- **Utilization Management Team:**
um@communicare-advantage.com

Phone Support

- **Provider Services:** (866) 225-8501
- **Appeals/Grievances:** (866) 225-8501

