Partners in Compassionate Care:

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

Need to know:

CCA Website:  
https://communicare-advantage.com/

Provider Services:  
ISNP (855) 969-5861  
CSNP (855) 969-5869  
1.124, CSNP will change to (855) 969-5861.

Mail Paper Claims to:  
CommuniCare Advantage Claims Dept.  
PO Box 21063  
Eagan, MN 55121

Provider Portal:  
https://ccapprovider.prod.healthaxis.net/login

Required Annual Model of Care Training:  
https://communicare-advantage.com/resources/#provider-resources

Medicare:  
https://www.medicare.gov/

Partner News!

The ISNP Request for Prior Authorization Form has been updated!

Effective January 2, 2024, please begin using the ISNP prior auth form that has updates, such as:

- No prior auth needed for Non-Emergency Medical Transport (NEMT)
- DME (> $500)
- Prosthetics/Orthotics (> $1,000)
- and other $1,000 thresholds

We lifted some prior auth requirements to help remove some unneeded administrative burdens.

PLUS, There’s a New CSNP/MAPD Prior Authorization Form!

Also, effective January 2, you may begin using the new CSNP/MAPD prior auth form for the following 2024 MAPD plans:

- MAPD Sapphire Maryland  
- MAPD Emerald Maryland  
- MAPD Sapphire Indiana  
- MAPD Emerald Indiana  
- MAPD Sapphire Ohio  
- MAPD Emerald Ohio

The 2024 MAPD Summary of Benefits for all three states are on our website:  
https://communicare-advantage.com/resources/

The updated ISNP and new CSNP/MAPD prior auth forms and the 2024 MAPD Summary of Benefits for all three states are attached to the e-mail from which you received this newsletter.

In January, the updated ISNP and new CSNP/MAPD prior auth forms will be on the CCA website at:  
https://communicare-advantage.com/resources/#provider-resources

Please contact your Contracting & Provider Relations Manager if you have questions. We’d like to hear from you.
From all of us at
CommuniCare Advantage

Happy New Year!

Your Partners at CommuniCare Advantage

Network & Provider Relations

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Email Support

- **Concierge**: CHSConcierge@communicare-advantage.com

- **Utilization Management Team**: um@communicare-advantage.com

- **Sales Team and for ISNP Enrollments**: ISNPSales@chs-corp.com

- **ISNP Disenrollments**: ISNPdisenrollment@chs-corp.com

- **ISNP Referrals**: ISNPreferral@chs-corp.com

- **Compliance**: CCACompliance@communicare-advantage.com

- **Prescription Drug Coverage**: acmcghee@communicare-advantage.com

Phone Support

- **Provider Services**: (855) 969-5861

- **Appeals/Grievances**: (855) 969-5861

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