



Provider Quick Reference Guide

Common Ground Healthcare Cooperative (CGHC) is the health insurance solution for thousands of individuals, families, small businesses, and nonprofits throughout our 20-county service area in eastern Wisconsin. CGHC is a nonprofit cooperative dedicated to delivering quality, comprehensive health insurance. We are changing insurance by delivering a new and better way to experience quality, comprehensive care. Our approach is simple: we value people above profit.

Customer Service Member and Provider Services: 877-514-2442 – Select Option 2 for Provider Services calls.

IVR Selection: Press 1 for the automated look-up for member eligibility

Press 2 for prior authorizations

Press 3 for member eligibility, benefits, and claim status

Common Ground Healthcare Cooperative Website: www.CommonGroundHealthcare.org

Resources for Providers Page at <https://www.commongroundhealthcare.org/for-providers/resources/>

Common Ground Healthcare Cooperative Provider Portal

Providers can access the portal to check member eligibility, claims status, and confirm prior authorization approval.

Link to the Portal page: <https://portal.commongroundhealthcare.org/Logon.jsp>

Link to the Portal training document: <https://www.commongroundhealthcare.org/wp-content/uploads/2019/10/Provider-Self-Service-Training-Document.pdf>

Electronic Claims Submission and HIPAA Eligibility and Claims Transactions

CGHC has partnered with Smart Data Solutions (SDS) clearinghouse to process all of our EDI claims submissions and receive and respond to all HIPAA 270/271 Eligibility and 276/277 Claims transactions. Providers interested in submitting claims electronically or sending and receiving the HIPAA compliant transactions should contact Smart Data Solutions at 855-297-4436 or by registering on their website www.sdata.us/edi-clearinghouse and clicking Sign up for Provider Registration Assistance. The EDI routing number for CGHC claims is 77170.

Paper Claims Submission

Should your office need to submit a paper claim or attached medical records with your submission, please mail your claims to:

Common Ground Healthcare Cooperative
PO Box 1630
Brookfield, WI 53008-1630

Prior Authorizations – Medical

Prior Authorization Requests – Phone: 877-779-7598

Prior Authorization Requests – Fax: 877-251-0387

Prior Authorizations – Pharmacy

Electronic PA: <https://professoinals.optumrx.com/prior-authorization/rx-pharmacy.html>

If you cannot submit electronically or if you have an urgent request, please call OptumRx at 800-711-4555.