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


**Resources for Providers Page at** [https://www.commongroundhealthcare.org/for-providers/resources/](https://www.commongroundhealthcare.org/for-providers/resources/)

**Common Ground Healthcare Cooperative Provider Portal**

Providers can access the portal to check member benefits, eligibility and claims status.

- Link to the Portal page: [https://portal.commongroundhealthcare.org/Logon.jsp](https://portal.commongroundhealthcare.org/Logon.jsp)

**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](http://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: 877-825-9293

Prior Authorization Requests – Fax: 715-221-9749


**Prior Authorizations - Specialty Medications Administered by Providers**

MagellanRx Portal Link: [https://specialtydrug.magellanprovider.com/MagellanProvider/do/Login](https://specialtydrug.magellanprovider.com/MagellanProvider/do/Login)

For any questions about PA for Specialty Medications, call Magellan directly at 800-424-8243.

**Prior Authorizations – Pharmacy**


If you cannot submit electronically or if you have an urgent request, please call 877.835.9293.