



### 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:

(thru 12/31/25)

ISNP/CSNP/MAPD  
(855) 969-5861

#### Submit Claims to:

(thru 12/31/25)

EDI #34525  
Clearinghouse: SSI Claimsnet

#### Provider Portal:

(thru 12/31/25)

<https://ccaprovider.prod.healthaxis.net/login>

#### Required Annual Model of Care Training:

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

#### Medicare:

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

## Partner News!

### New Third-Party Administrator AHS (Access Health Services)

Effective January 1, 2026, we will be partnering with Access Health Services (AHS) to manage your claims and provider portal services. This change is part of our ongoing effort to provide you with improved service quality that aids in our members' health care needs.

#### Claims

*Submit claims digitally*

Clearinghouse: SSI Claimsnet

EDI: #70022

*Submit Claims by mail*

Access Health Services

Attn: Claims - CommuniCare Advantage

PO Box 3398

Little Rock, AR 72202

#### Provider Portal

**Providers who already have** provider portal access through AHS will not have to request additional access.

**Providers who do not have** provider portal access through AHS must request access. So, beginning January 1, 2026, please complete and submit the AHS Provider Portal Access Request form that will be at <https://communicare-advantage.com/providers/>.

Additional instructions are on the form, including AHS stating that they will email the AHS Provider Portal Training manual to you.

For questions before January 1, please contact [providerrelations@communicare-advantage.com](mailto:providerrelations@communicare-advantage.com). After January 1, please send an email to [ppmanagement@accesshealthservices.com](mailto:ppmanagement@accesshealthservices.com) or call (866) 225-8501.

[www.communicare-advantage.com](http://www.communicare-advantage.com)

\*CommuniCare Advantage is the DBA for the legal entity OH CHS SNP, Inc.

## Your Partners at CommuniCare Advantage

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### Email Support

- **Sales Team: [ISNPsales@chs-corp.com](mailto: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](mailto: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](mailto:ISNPPreferral@chs-corp.com)**
  - > For facilities to send referrals to the health plan
- **Compliance: [healthplan-compliance@chs-corp.com](mailto:healthplan-compliance@chs-corp.com)**
- **Utilization Management Team: [um@communicare-advantage.com](mailto:um@communicare-advantage.com)**

### Phone Support

- **Provider Services: (855) 969-5861 (thru 12/31/2025)**
- **Appeals/Grievances: (855) 969-5861 (thru 12/31/2025)**

