

GROUP HEALTH COOPERATIVE-EAU CLAIRE
CHANGES TO PROVIDER PORTALS and MEDICAID CLAIMS PROCESSING
COMING OCTOBER 2024

PROVIDER PORTALS:

We are pleased to announce that effective October 1, 2024, we will have an *enhanced* provider portal experience. Some of the features of the new provider portal include the ability to view authorization status, claims status, member eligibility and secure messaging. Providers will need to register for this new provider portal on our website and follow the steps listed to register for your new provider portal account. You will be able to search for your account by Name, Tax ID or NPI. You will need a recent check number to validate your account. You can register for the new provider portal beginning October 1st. Follow the link below to complete your registration. Legacy portals will not be available after October 1st, so timely registration for the new portal is advised.

[Group Health Cooperative - new online provider portal \(group-health.com\)](https://group-health.com)

Questions specific to the Provider Portals can be emailed to: ProviderRelations@group-health.com

MEDICAID CLAIMS PROCESSING:

In January 2024 we shared with you that we were enhancing our claims processing infrastructure to optimize the service we provide to our members and providers. Our Commercial and Medicare Advantage (DSNP) claims have been processed from our new claims system since that time.

We are pleased to share with you that we have been working diligently to bring the Medicaid claims onto our new system. Effective October 1, 2024, Medicaid claims will be processed through our new claims system, and claims payment and Evidence of Payment will flow through our partner, Echo Health Inc. Please see the attached Echo Health FAQ and Enrollment Guide to assist you. These documents can also be found on our website:

[Group Health Cooperative - Forms and Resources \(group-health.com\)](https://group-health.com).

We have been working with our partners to ensure a smooth transition of our Medicaid claims onto our new system, and trust that this transition will be seamless. As part of this transition, there will be a brief pause in loading Medicaid claims onto the new system, but we fully expect to continue to pay claims in a timely manner. If you have questions or if we can assist with any issues during this time, please reach out to our Provider Services team at 866-563-3020.

We are here to serve you.