

Communicating with College Health IPA

The table below lists some common provider requests and the communication channels for reaching the appropriate department at CHIPA.

Provider Request	Communication Channel
Check Patient Eligibility	Call 1-800-779-3825 <ul style="list-style-type: none"> • Select Option 6 then Option 2
Request Authorization/Registration Form	Call 1-800-779-3825 <ul style="list-style-type: none"> • Select Option 6 then Option 2 <p><i>Reminder: If you do not have a separate fax line, be sure to make sure your phone is on fax mode at the time of request.</i></p>
Submit Provider Assessment and Authorization Request Form for Additional Sessions	Complete online using the following link: http://www.chipa.com/Providers/AuthRequest.php OR Fax form to 877-803-3182
Complete Telephonic Case Review	Call 1-800-779-3825 <ul style="list-style-type: none"> • Select Option 6 then Option 2 • Ask to speak with a Case Manager <p>If you get voice mail, please leave information using the Outpatient Review Guidelines found at http://www.chipa.com/Providers/Forms.php</p>
Inquire Regarding Claims Payment	Call 1-800-779-3825 <ul style="list-style-type: none"> • Select Option 5
Fax a Claim to CHIPA	Fax to 877-563-3480
Update Practice Location and/or Billing Information	Call 1-800-779-3825 <ul style="list-style-type: none"> • Select Option 6 then Option 3 OR Fax changes to 877-349-1135
Follow-up on Credentialing or Re-Credentialing Status	Call 1-800-779-3825 <ul style="list-style-type: none"> • Select Option 6 then Option 3
Obtain Copies of CHIPA Forms	Download from http://www.chipa.com/Providers/Forms.php OR Call 1-800-779-3825 <ul style="list-style-type: none"> • Select Option 6 then Option 3
File a complaint regarding CHIPA services	Call 1-800-779-3825 <ul style="list-style-type: none"> • Select Option 6 then Option 3

Our performance goal is to respond to all provider calls or faxes within one business day. If we are not meeting that target, please let us know.