

Step 1: Click the **In Basket** button on the toolbar.

Step 2: Click the down arrow next to the **New Msg** button, and select CRM from the drop down list.

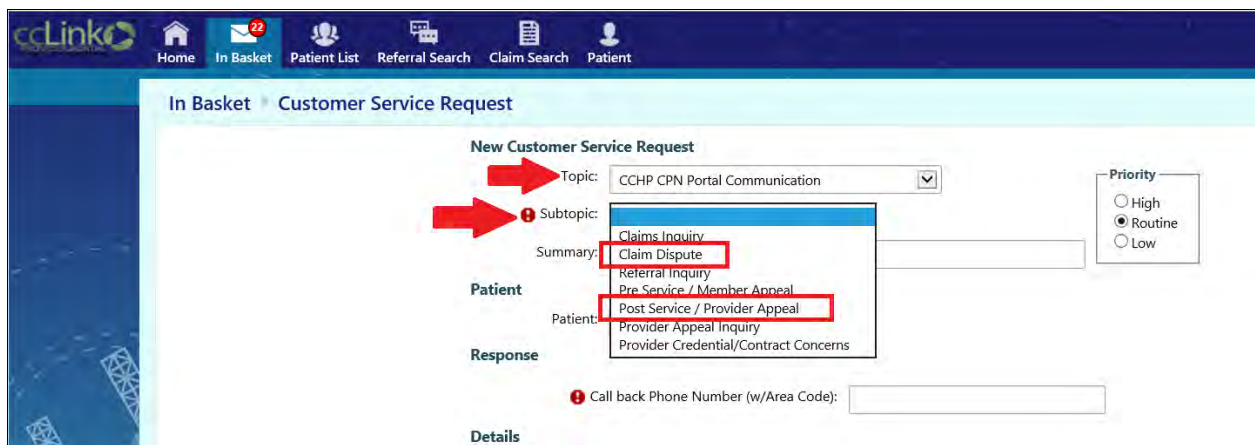


Step 3: Select a Topic and a Subtopic.

Topic: CCHP CPN Portal Communication

Subtopic (select the following based on your request):

- For a provider dispute: Claim Dispute
- For a provider appeal: Post Service Provider Appeal



Step 4: Type a summary of your request in the Summary field.



Step 5: Click the **Select Patient** button to choose the patient for your request.

The screenshot shows the 'New Customer Service Request' form in the cLinko system. The form includes fields for Topic (CCHP CPN Portal Communication), Subtopic (Claim Dispute), and Summary (Service code 12345 was not paid based on the contract). The Priority is set to Routine. The Patient field is highlighted with a red box and contains the text 'Select Patient'. The Response field is empty, and there is a field for Call back Phone Number (w/Area Code).

Step 6: Under Attachments, click **Attach Referrals** button to select the referral ID. And/or click **Attach Claims** button to select the claims ID.

The screenshot shows the 'New Customer Service Request' form in the cLinko system. The Patient field is now populated with 'Bhstest, Km [800002985]'. The Attachments section is highlighted with a red box and contains two buttons: 'Attach Referrals' and 'Attach Claims'. The Response field is empty, and there is a field for Call back Phone Number (w/Area Code).

Step 7: Under Responses, enter the phone number with area code for a call back. If you would like an email response, enter the email address in Details section.

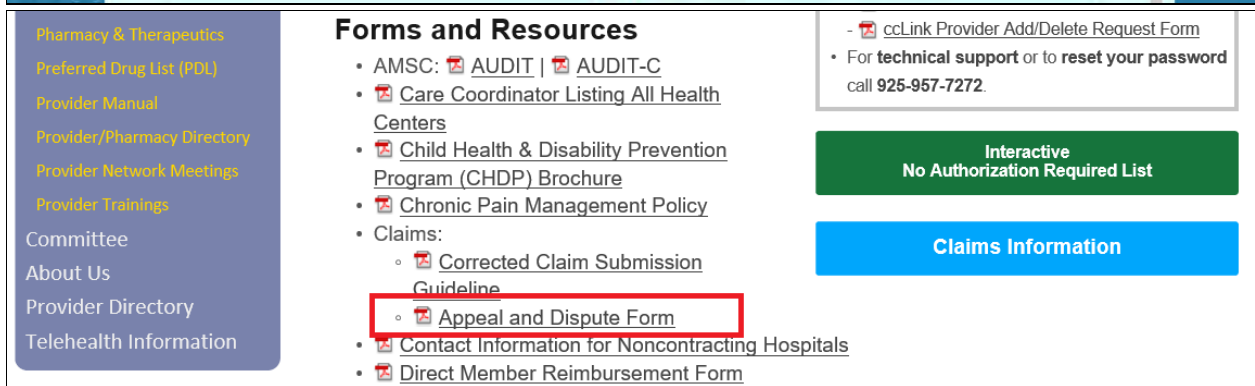
Step 8: Under Details, provide the description of your request.

The screenshot shows the 'New Customer Service Request' form in the cLinko system. The Patient field is now populated with 'McValidate, Tapanthony [80000332]'. The Attachments section is highlighted with a red box and contains a table with the following data:

Claim #	Svc Frm Dt	Clm Rcv Dt	Status	Check #
1599817	10/04/2019	10/04/2019	Processed	

The Response field is highlighted with a red box and contains the text 'Call back Phone Number (w/Area Code): (555)555-1234'. The Details field is highlighted with a red box and contains the text 'Please see attached document for the claim dispute information.'

Step 9: If you're submitting a claim dispute or post service provider appeal, upload your completed Appeal and Dispute Form located on the CCHP website. This can be accessed from the Provider Portal Homepage by clicking on #10 in the CCHP CPN's & PCP's Tip Sheets section.



Step 10: Under Additional Documents, click the **Add files** button to attach the completed Appeal and Dispute Form and other supporting documents. If you are submitting a provider appeal, please be sure to upload the relevant medical records here. Select Type: CCHP Provider Portal Document and then click the **Submit** button.

