

Providing CHIP and Medicaid services to Tarrant, Denton, Parker, Wise, Hood and Johnson

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Resilience in a Time of Crisis: Coping Skills During COVID-19

Maintain Your Routines

Our emotional well-being is directly tied to the predictability of our daily rhythms. A regular schedule brings a sense of calm and order. Any type of change adds stress. While the world adjusts to the challenges and restrictions of COVID-19, try to keep your regular time every day. Get dressed even if you are working from home. If your everyday tasks require some changes, incorporate some new routines. For example you could do meditation, or make a phone call to a loved one.

Stay Connected With Others

Our relationships with our families, friends, Colleagues, neighbors, and even online connections are critical to our mental health.

Many who feel scared, angry, or sad find that they seek distance. This may only make things worse. The isolation required for managing this virus is another obstacle to staying connected.

- Plan to stay connected even through isolation. This may mean that you have to access your support network in new or different ways. For example, this might be text, phone, video, or messaging.
- Make sure you're in regular contact. Pay attention to how much social interaction you personally need to feel ok. Don't go below that. For some, this may be one contact a day. For most, it will be many more than that.
- Explore organized support networks like online groups.

Take Care of Your Body

Have you ever felt really stressed only to realize later that you were hungry, thirsty, or tired? Your ability to manage stress is directly tied to how well your body is functioning. Focus on eating, drinking water, sleeping, exercising, and keeping on top of any medical conditions.

Practice Stress Management Tools

Stress is a part of life for all of us. You can't always control what happens to you. However, you can often control how you react to it. Prioritize managing your stress. You are no help to yourself or anyone else if you allow stress to take over. You may already have a clear idea of what tools work for you. For some it is exercise, for others, meditation. It could also be hanging out with a pet, taking a nap, etc. Try those strategies and see how they work now. If you need some new ideas, Mindfulness and Meditation are great tools to help you cope with COVID-19.

Limit Your Information Intake

We all want to make sure that we are up to date on the news. The situation seems to change by the day. But with so much information available, it's easy to read too much and get overwhelmed. Limit the times of day and the total amount of time you spend reading the news or social media. Find trusted and credible sources of COVID-19 information.

The sources recommended for COVID-19 are:

- U.S. Centers for Disease Control and Prevention
- U.S. Substance Abuse and Mental Health
- World Health Organization

Get Professional Support

If you are really struggling, professional caregivers may be what you need. You may need to reach out to a therapist or other provider to begin, continue or increase support. For those with limited access, teletherapy may be another option to explore.

Beacon Health Options

CCHP has partnered with Beacon Health Options (Beacon) to manage the delivery of mental health and substance use disorder services for all our Members. The primary goal of the program is to provide medically necessary care in the most clinically appropriate and cost-effective therapeutic settings. In addition, Beacon has a [PCP Toolkit](#) and an [APM Provider Tip Sheet](#) that may assist you with identification of behavioral health conditions. Visit [Beacon Health Options](#) website or you may call 855-481-7045 for more information.

Provider Relations

How can we help you? If you need assistance or would like to know who your Provider Relations Coordinator is please email CCHPPProviderRelations@cookchildrens.org.

Provider Training Webinars

We'd love to have you or a member of your team attend our provider training webinars. The most up to date schedule can always be found under [Education & Training](#) on our website.

Secure Provider Portal

Our new [Secure Provider Portal](#) is live and we encourage all Providers to request access and utilize the portal to verify eligibility, check claim status, submit claim appeals/reconsiderations, and request prior authorization. If you do not have access to the Provider Portal please refer to the [Secure Provider Portal Reference Guide](#) to request account access.

Prior Authorization Submission via the Portal

All Providers should be submitting prior authorization requests on the [Secure Provider Portal](#). Portal training is available to assist with this important initiative. Contact our [Provider Relations](#) team if you are interested in an individual or group training opportunity. You may also view the [Secure Provider Portal Reference Guide](#) to assist you with navigating the portal.

Electronic Fund Transfer (EFT) & Electronic Remittance Advice (ERA)

Providers must sign up for Electronic Fund Transfer and Electronic Remittance Advice. Complete and submit the [Electronic Fund Transfer Form](#).

Following EFT enrollment with the health plan, Providers should enroll with Availity to receive Electronic Remittance Advice. Go to [Availity.com](https://www.availity.com) and register for Provider Portal access if you do not already have an account. Log in to your Availity account to request ERA enrollment. Contact Availity Client Services at 800-282-4548 for assistance.