

# CHANDA CENTER FOR HEALTH REMOTE SERVICES PROGRAM

*Participant Guide to Finding a Provider*



# FINDING A VENDOR/PROVIDER RESOURCE

If you do not yet have a vendor/provider in mind to enroll in this program, you will need to recruit one. As the program grows, we will work to develop a list of approved vendors/providers open to accepting additional Chanda Center for Health Remote Services participants. If interested in seeing this list, speak to the Palco account manager or customer support for a copy.

To find a vendor/provider, we recommend you use your community (ask a friend!) and online resources.

Click [here](#) to find a massage therapist near you and type in your zip code.

Click [here](#) to find a chiropractor near you and type in your zip code.

Click [here](#) to find an acupuncturist near you and type in your zip code.

Before calling or visiting a prospective vendor/provider, please review the suggested talking points and interview questions below to ensure you find a good fit. See the suggested script below.

## Suggested script:

Hi, my name is \_\_\_\_\_ and I am looking for a \_\_\_\_\_ (service type: massage therapist, acupuncturist, chiropractor) to provide me services through the Complementary and Integrative Health Waiver (CIH) program, which is a state funded program. As a consumer of the program, I am authorized to receive integrative therapies to assist with my diagnosis/disability. In order to make these services available to me, the Chanda Center for Health and Palco developed this program to alleviate any barriers with you having to become a Medicaid provider. If you are willing, can we schedule a time to talk about my condition/disability and the details of the program, in hopes you will enroll as a provider and serve me ongoing? You will need to complete a Vendor Engagement Packet to enroll and sign an agreement that specifies the details of the services including the rate of payment. This program is legitimate and the first of its kind. I am happy to email you more details, and if you enjoy this work, there is a lot of opportunity for you to service more clients needing services in our community.

## Materials to take to your visit or email:

- Chanda Center Remote Program Brochure
- Vendor Engagement Packet

# SUGGESTED QUESTIONS TO ASK WHEN INTERVIEWING/VISITING PROVIDERS:

1. Have you treated someone with my type of disabilities before? *(Explain your condition/disability fully to ensure they understand the uniqueness of treating you and that they do not have any concerns)*
2. Are you licensed and insured in your treatment? If yes, can you provide me with a copy of these documents for my request to Palco/The Chanda Center for Health?
3. How long have you been in practice *(5+ years is usually what you want to find)*
4. Is your office wheelchair accessible? If not, will you do home visits at the same price?
5. What is the scheduling process like?
6. Are you willing to provide services to me at the current program reimbursement rates? *(Explain that The Chanda Center for Health and Palco are always advocating for an increase in rates and changes typically happen each July. Should provider reimbursement rates increase, a revised agreement would be executed to provide the vendor with a higher rate.)*

Service	Current Reimbursement Rate to Providers* (Price Per Session)
Acupuncture (97810 U1 SC)	\$68.95 per 60 minutes (4 units)
Massage Therapy (97124 U1 SC)	\$71.33 per 60 minutes (4 units)
Chiropractic (98942 U1 SC)	\$44.37 per 30 minutes (2 units)

*\*Last Updated 07/01/2024*

7. Do you have a cancellation policy? *(The program cannot pay for missed sessions, so make sure you communicate with providers and verify their individual cancelation policies.)*
8. Are you able to provide the basic required enrollment documents for submission to Palco such as your W-9 and ACH payment details?



# VENDOR/PROVIDER ENROLLMENT

Once you have selected a vendor/provider to provide you services, direct them to complete the Vendor Engagement Packet located at [www.palcofirst.com/chanda](http://www.palcofirst.com/chanda).

Palco will process the submitted packet and let you know once the vendor/provider is approved to provide you with services. There is an agreement within the consumer packet and vendor/provider packet that both you and the vendor/provider will need to complete and sign. It is important that services are not provided until you receive an official approval to start services via email from Palco. Palco cannot pay for any services provided prior to this date.

Should you need any assistance during this process, please contact a friendly Palco customer support representative at 1.866.710.0456 or via email at [chandacenter@palcofirst.com](mailto:chandacenter@palcofirst.com).

