

CCHA Provider Portal

Your practice's secure connection to data and resources to support Health First Colorado (Colorado's Medicaid Program) members!

What is the CCHA Provider Portal?

The CCHA Provider Portal is a secure, consistent method for Colorado Community Health Alliance (CCHA) to share data and resources with you. The CCHA Provider Portal does **not** take the place of other provider portals including the Colorado interChange, Health First Colorado Data Analytics Portal (DAP) or Availity behavioral health claims portal.

What information is available on the CCHA Provider Portal?

The following information and resources are available on the CCHA Provider Portal. Access will vary based on user access level.

Practice Reports

Get access to patient reports specific to your practice as they become available. No more waiting for encrypted email reports or logging into secure FTP sites.

- Daily Admit/Discharge/Transfer
- Monthly High Cost Member

Financial Reports

Get access to your practice's financial reports as they become available. Financial reports are at the legal entity level.

- Monthly Per Member Per Month and Quarterly Key Performance Indicator Payment Summaries
- Electronic Fund Transfer Remittance Advice Statements

Electronic Forms

Complete common CCHA forms online and submit directly through the CCHA Provider Portal.

- Care Coordination Referral Form
- New Provider Application
- Provider/Practice Termination Form
- Data Analytics Portal Access Request

My CCHA Contacts

View information for your key CCHA contacts.

- Care Coordination and Member Support
- Practice Transformation Coach
- Provider Relations Network Manager
- Accountable Care Network Manager

Online Ordering – Patient Education Materials

Preview and order our free patient education materials for delivery directly to your practice. Most items are available in English and Spanish.

Who can access the CCHA Provider Portal?

The CCHA Provider Portal gives practices the flexibility and authority to determine which individuals at their practice should have access, as well as what information they can access. There are four access levels based on the type of information a user will see. The following chart provides an at-a-glance comparison of all access levels, with a more detailed explanation of each on the next page.

	Two-factor Authentication Required*	Authority for Account Delegation & Maintenance	Access to Practice Reports Containing PHI	Access to Financial Reports	Ability to Complete & Submit E-Forms	Ability to View List of CCHA Contacts	Ability to Order Patient Education Materials
Master User	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Financial	Yes	No	No	Yes	Yes	Yes	Yes
PHI	Yes	No	Yes	No	Yes	Yes	Yes
Basic	No	No	No	No	No	Yes	Yes

*Two-factor authentication provides a second layer of security protection to a user account by requiring two types of information from the user. Those who have Master User, Financial and/or Protected Health Information (PHI) level access must complete this process to view reports containing PHI or financial information.

All access levels for the CCHA Provider Portal include the ability to view information for key CCHA contacts, as well as browse and order patient education materials.

Master User

This level of access is available to **no more than two individuals at a legal entity**. Master users are responsible for delegating and maintaining access for other users in their practice. This includes deciding who should have access and level of access for each authorized user, as well as changing and terminating access as needed. In addition to user management functions, master users have access to all other levels of information.

Master users may include: Staff who work directly with CCHA financials and know the information needs of practice staff.

Financial

Users with this level of access will have the ability to see financial reports for their entire legal entity, including each location of a legal entity. It is important to keep in mind that this level of access is at the legal entity level, not individual to each practice location.

Financial users may include: Staff who work directly with a legal entity's financials and currently receive financial reports from CCHA.

NOTICE: Effective May 1, 2021

Financial reports will only be available via the CCHA Provider Portal. CCHA will no longer provide via other methods.

Protected Health Information (PHI)

This level provides access to patient reports containing PHI. The data displayed includes PHI generated at the practice location level and is shared to aid practices and staff in providing optimal care to CCHA members.

PHI users may include: Staff who directly care for or monitor CCHA members.

Basic

This level of access grants practice staff the ability to view information for key CCHA contacts. Users can also browse and order a range of patient education materials, which are available to practices at no cost.

Basic users may include: Staff who need to order patient education materials on behalf of the practice.

How do I get access to the CCHA Provider Portal?

- STEP 1** Notify your CCHA practice transformation coach or email Portal@CCHAcares.com.
- STEP 2** Your practice will receive a CCHA Provider Portal User Agreement through DocuSign. A staff member with signature authority must sign the user agreement.
- STEP 3** Identify who will serve as master user(s) and be responsible for account maintenance at your practice.

CCHA provider support specialists are here to help every step of the way:
Portal@CCHAcares.com.