



Colorado Community Health Alliance (CCHA) | Health First Colorado (Colorado's Medicaid Program)

Professional provider enrollment welcome letters added to Availity Essentials

In September 2026, CCHA will add new functionality to the Enrollment, Registration and Network Management application hosted on Availity Essentials to improve the correspondence experience. Professional care providers will start receiving welcome letters related to their enrollment directly in the Correspondence Center section of the provider enrollment dashboard. They will be able to download this correspondence as a PDF.

Exception: Ancillary, facility, institutional, and long-term services and supports (LTSS) providers will continue to receive their enrollment welcome letters as they do today.

How does this help care providers?

- Convenience: reduced time spent sorting through mailed documents
- Faster access: no need to wait for mail delivery
- Ease of access: correspondence available 24/7 digitally
- Environmental benefits: saving paper, ink, and postage

Before you begin

Organizations already using Availity Essentials will automatically be granted access to the provider enrollment application. If your organization is not currently registered for Availity Essentials, the person in your organization designated as the Availity administrator should go to <https://Availity.com> > Get Started > Create Account.

Before staff can use the provider enrollment application, they must be granted the provider enrollment role by their Availity administrator. To find your administrator, go to My Account Dashboard > My Account > Organization(s) > Administrator Information.

Access the Communication Center

- Log in to <https://Availity.com>.
- Select your market.
- Select **Payer Spaces** from the top menu.
- Select the brand that corresponds to your market.
- Accept the User Agreement (once every 365 days).
- On the *Applications* tab, select either:
 - a. **Communication Center**; or
 - b. **Enrollment, Registration and Network Management**, after which you should select **Communication Center** under the *My Communication* option on the side menu.
- Enter your TIN and NPI to get to your letters.

Contact us

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to <https://Availity.com> and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit CCHAcres.com/contact > I am a Provider.