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

## Seamless Provider Enrollment and Network Management Through Availity Essentials Optimizes the Care Provider Experience

As of May 1, 2025, we expanded functionality to our Provider Enrollment and Network Management application in Payer Spaces within Availity Essentials, a multi-payer secure portal, at <https://Availity.com>. We added digital care provider enrollment to ancillary, facility, and institutional care provider types, and all care provider types now benefit from being able to submit specific requests for contract changes online.

The Provider Enrollment and Network Management application within Availity Essentials offers significant benefits to care providers by providing streamlined access to vital information and insights.

### Features of the Provider Enrollment and Network Management application include:

- **Simplified enrollment process:** Enrolling as a new care provider in our network is now available for ancillary, institutional, and facility care providers, just like our professional care providers. After reviewing a contract, it can be sent back to you digitally for an electronic signature. This eliminates the need for paper applications or contracts and enables you to view the real-time status of submitted applications.
  - **Note:** This functionality is exclusively for care providers directly managed by the health plan. The application is not meant for use by vendors or other third-party entities. This ensures that only the appropriate care providers within our network can access the integrated features offered by Availity Essentials.
- **Streamlined contract changes:** Ability to easily submit specific requests for contract changes through Availity Essentials, including contract or network terminations, change of ownership, amendments (add a network or line of business), and TIN changes.
- **Real-time tracking:** Care providers can track the status of their requests in the **My Dashboard** section of the Provider Enrollment and Network Management application.

### Accessing the Provider Enrollment and Network Management application:

- Log on to Availity Essentials and select Payer Spaces > CCHA > Applications > Provider Enrollment and Network Management to begin the enrollment or contract change process.
- If your organization is not currently registered for Availity Essentials, the person designated as the Availity Essentials administrator should go to <https://Availity.com> and select **Register**.
- For organizations already using Availity Essentials, your organization's Availity Essentials administrator should go to the My Account Dashboard from the Availity Essentials homepage to register new users and update or unlock accounts for existing users. Staff who need access to the Provider Enrollment and Network Management application need to be granted *Provider Enrollment* role.

Availity Essentials and user administrators will automatically be granted access to Provider Enrollment and Network Management. If you are using Availity Essentials today and need access to Provider Enrollment and Network Management, work with your organization's administrator to update your Availity Essentials role. To determine who your administrator is, go to My Account Dashboard > My Administrators.

## How to use the digital Provider Enrollment and Network Management application

The online application will guide you throughout the care provider enrollment and contract changes process, providing status updates in the **My Dashboard** section of the Provider Enrollment and Network Management application. As a result, you can now track your enrollment or contract changes process without needing to call or email for a status update.

Step-by-step guidance explaining how to use the Provider Enrollment and Network Management application for enrollment or contract changes can be found in our Digital Solutions Learning Hub > CCHA > Provider Enrollment and Network Management Submission Guide.

**Note:** Care providers should use the Provider Data Management (PDM) application on Availity Essentials to submit any changes to their practice profiles and demographics electronically. Availity Essentials administrators and assistant administrators can access it by going to Availity Essentials > My Providers > Provider Data Management.

## 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 the *Contact Us* section of our provider website for the appropriate contact.