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

Roster Automation Updates: Roster Download Functionality

Background:

- Care providers can request and download a full roster for an organization and TIN.
- To request a roster, care providers must go to **Payer Spaces** in Availity Essentials as detailed below. This functionality is not on the *Upload Roster File* screen, which is where care providers upload rosters for processing.
- After downloading the roster, care providers can use it to easily edit demographic information.

My Roster: Request and Download a Copy of Your Current Roster

Care providers can now download a copy of their full roster in Availity Essentials. This enhancement allows care providers to view and verify the demographic information we maintain and currently have loaded in our system.

To request a roster, go to **Availity.com** > Payer Spaces > Select Payer Tile > Provider Enrollment and Network Management > Request Current Roster.

Care providers will be prompted to select the organization name and TIN they would like included in the roster. Multiple TINs can be included in one request.

Download Requested Roster

The roster available for download from **Payer Spaces** in Availity Essentials will contain a few more columns than the standard template. The additional columns have drop-down menus that enable care providers to indicate what data needs to be updated and how (for example, updates or terminations).*

Care providers can edit the downloaded roster and upload the updated version via Availity's *Upload Roster File* screen to easily make changes to their data. Because the download is correctly formatted, it should enable automatic processing.

* Care providers should continue to use the Provider Enrollment application in Availity Essentials to submit requests to add new practitioners under existing groups that require credentialing.

As a reminder, care providers are responsible for the accuracy of the data they submit as well as submitting updates timely. If updates are not submitted timely, they will result in claim denials or rejections. Those denials will stand.

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 **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.