

Behavioral Health Provider Contact List

Provider and Member Support Services

- Online via the Availity Essentials self-service tools:
 - If you have eligibility/benefits questions, claims status inquiries and electronic data interchange transactions, visit Availity Essentials ([Availity.com](https://www.availity.com)).
 - Use the Chat tool to ask a question regarding a claim (or any other variety of topics). Access via **Availity | Payer Spaces | Colorado Community Health Alliance (CCHA) | Applications | Chat**
 - For claims-related issues, use the Claim Dispute Tool to dispute a claim:
 1. Submit a Claim Status Inquiry. **Availity > Claims & Payments > Claim Status Inquiry**
 2. From the *Claims Status results page*, select **Dispute Claim** to initiate a Claim Payment Dispute.
 3. To complete your Claim Payment dispute, go to the Appeals dashboard under **Claims & Payments > Appeals**. For any dispute in **initiated** status, go to the *Actions menu* options select **Complete Dispute Request**, and follow the prompts.
 - **Levels of disputes:**
 - **Reconsiderations** are submitted through [Availity Essentials](https://www.availity.com).
 - **Appeals** are submitted through [Availity Essentials](https://www.availity.com)
 - **Training document:** **Availity > Help & Training > Get Trained > Type Appeals** in the search field. See options for live webinars or on-demand training.
- By phone at **1-855-627-4685**:
 - Providers or facilities, select **1**.
 - Choose **2** for calls regarding behavioral health (BH) claims payments, appeals or other provider-related items (including participation status and verifying demographic information is updated).
 - Choose **3** for calls requesting authorization for BH services.

Availity Essentials

Availity Essentials is the online tool to assist with eligibility and benefits inquiries, claims submissions, claims status inquiries, claim dispute resolution, medical attachments, the Precertification Look-Up Tool, precertification submission and inquiries (via the Interactive Care Reviewer [ICR]), remittance inquiries, and more. Go to [CCHAcares.com/providertools](https://www.CCHAcares.com/providertools) for a variety of Availity training documents.

- [CCHAcares.com/providertools](https://www.CCHAcares.com/providertools) > **Behavioral Health Providers** > under the **Availity Provider Portal** heading, select any of the following training documents:
 - [Availity Provider Learning Hub - Self-Paced Courses & Instructor Led Training](#)
 - [Availity Tools and Functionality Overview](#)
 - [How to Submit a Claim in Availity](#)
 - [How to Submit a Secondary Claim in Availity](#)
 - [How to Submit a Corrected Claim](#)
 - [Remittance Inquiry Guide](#)
 - [EnrollSafe/EFT Enrollment Portal Flyer](#)
 - [Provider Digital Engagement](#)
- By phone at **1-800-AVAILITY (1-800-282-4548)**

Precertification/Authorizations

- Online via the Availity ICR tool:
 - Please reference educational materials regarding the ICR tool on CCHAcres.com/providertools > **Behavioral Health Providers** > under the *Interactive Care Reviewer* heading.
- By phone at **1-855-627-4685**:
 - Providers or facilities, select **1**.
 - Choose **2** for calls regarding behavioral health (BH) claims payments, appeals or other provider-related items.
 - Choose **3** for calls requesting authorization for BH services.
- By fax:
 - Fax forms are available on CCHAcres.com/providertools > **Behavioral Health Providers** > under the *Utilization Management* heading.

Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA) — Registration and Contact Information

| Type of transaction: | How to register, update or cancel: | For registration-related questions, contact: | To resolve issues after registration, contact: |
|----------------------|---|--|---|
| EFT | EnrollSafe enrollment hub at enrollsafe.payeehub.org | 1-877-882-0384 , Monday through Friday 9 a.m. to 8 pm ET | To resolve issues after registration, contact: CCHA Provider Support Services at 1-855-627-4685 : <ul style="list-style-type: none"> If you are a provider or facility, select 1. After selecting 1, choose 2. <p>Note: Please allow 4 to 6 weeks from successful EFT registration before contacting CCHA Provider Support Services.</p> |
| ERA | Use Availity (Availity.com) to manage account changes or new registrations for ERAs (835) | Availity Client Services at 1-800-AVAILITY (1-800-282-4548) | Contact e-Solutions at 1-800-470-9630 . Note: Please allow 4 to 6 weeks from successful ERA registration before contacting e-Solutions. |

Provider Demographic Changes

- If you are an existing provider group and wish to make a demographic change such as updating your address or telephone number, or if you would like to remove a practitioner from your practice, as of January 1, 2024, please submit changes through Availity Provider Data Management (PDM). Availity PDM is the intake channel that offers the choice and flexibility to request data updates and select the option that works best for the provider. Please refer to CCHAcres.com/Dal/nAe for additional information on PDM Capabilities.
- Multi-payer platform option: Allows providers to make updates once and have that information sent to all participating health plans, submitting each change separately.
 - Roster upload option: Allows providers to submit multiple updates within one spreadsheet via the "Upload Rosters" feature.

Provider Forms

Please reference information on CCHAcres.com/providertools > Behavioral Health Providers. Please reference some of the headings below for various forms on our website:

- Network Application & Forms
- Individual Provider/Practitioner
- Facilities
- Utilization Management

Provider Newsletter Registration

View our newsletter archive and register to receive the provider newsletter via email at CCHAcres.com/newsletters.

Note: Please add CCHA (Media@CCHAcres.com) to your safe sender/recipient list.

Join Our Behavioral Health Provider Network

Professional Providers:

The digital Provider Enrollment application form is available through [Availity](#).

- To use the Provider Enrollment application, please ensure your provider data on CAQH is current and in a *complete* or *re-attested* status, then;
- Log into [Availity](#) > Choose **your state** > **Payer Spaces** > **CCHA** icon > **Applications** > **Provider Enrollment**.

New and current [Availity](#) users should ensure their User ID has been assigned with *Provider Enrollment* functionality to use this tool. *See your organization's Availity Administrator if you need access. If you don't know your Administrator, contact Availity Client Service 1-800-AVAILITY (800-282-4548).*

Facility Providers:

Complete the Facility application forms and submit them to your designated Contract Manager (see Provider Contracting Contacts section below). Forms are available at CCHAcres.com/providertools > **Behavioral Health Providers** > under the *Facility Form* heading, select:

- Behavioral Health Areas of Expertise Facility Profile – Facility
- Behavioral Health Provider Entity Disclosure of Ownership Form – Facility
- Behavioral Health Practice Information Form – Facility
- Behavioral Health Care Delivery Org App – Facility
- Behavioral Health Areas W-9 – Facility

Provider Enrollment Application Status Inquiry

Once your Provider Enrollment application has been submitted through Availity (*follow the steps listed above under "Join our Provider Network"*), you will receive an Application ID which starts with **PR-**. Check the status of your Provider Enrollment application by logging into Availity > Choose **your state** > **Payer Spaces** > **CCHA** icon > **Applications** > **Provider Enrollment**.

Your *My Dashboard* will include your Application ID (aka PR-#) and the following categories: *Recent Applications*, *Incomplete Applications*, and *Submitted Applications*. Once your application is submitted, status messages you will see throughout the process include: **Submitted**, **In process**, or **Ready to See Members**.

Note: The credentialing process may take up to 90 days but is not a guarantee. If you have concerns about your application, please see steps below for a further update:

- For all other provider types submitted through Availity:
 - For Applications for **new providers joining an existing group contract**, go to CCHAcres.com/contact > I'm a Provider > to contact the **Provider Relationship Account team**.
 - For Applications for **new Solo** or **Group Contract requests**, please check their status through Availity, under *My Dashboard*. If there are no status changes on Availity after 60 days, please contact the appropriate Contract Manager under the *Provider Contracting and Provider Relationship Account Management* section below.

Before you are ready to see members, you must have all of the following:

1. Passed credentialing (if applicable to your specialty type)
2. Received a fully executed contract
3. Received a welcome letter that includes your effective date.

Provider Contracting and Provider Relationship Account Management Contacts:

- *Provider Relationship Account:* Contact for provider education questions/needs and issue resolution when normal channels have not resolved previously.
- *Provider Contracting:* Contact for contract-specific questions, such as fee schedule, rates or contract provisions

CCHA Regions

| Region | County | Contract Manager | Provider Relationship Account |
|--------|---|---|--|
| 6 | Boulder, Broomfield, Clear Creek, Gilpin, Jefferson | Lorroya Martinez, email | Patti Engle. Please contact Patti through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcares.com/contact > I'm a Provider > |
| 7 | El Paso, Park, Teller | Kim Cassidy, email | Karina Hernandez. Please contact Karina through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcares.com/contact > I'm a Provider > |

CCHA Providers Located in Other Regions

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|---|---|---|--|
| 1 | Eagle, Garfield, Grand, Jackson, Larimer, Moffat, Rio Blanco, Routt, and Summit | Lorroya Martinez, email | Patti Engle. Please contact Patti through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcares.com/contact > I'm a Provider > |
| | Archuleta, Delta, Delores, Gunnison, Hinsdale, La Plata, Mesa, Montezuma, Montrose, Ouray, Pitkin, San Juan, and San Miguel | Kim Cassidy, email | Karina Hernandez. Please contact Karina through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcares.com/contact > I'm a Provider > |
| 2 | Logan, Morgan, Phillips, Sedgwick, Washington, Weld, and Yuma | Lorroya Martinez, email | Patti Engle. Please contact Patti through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcares.com/contact > I'm a Provider > |
| | Cheyenne, Kit Carson, and Lincoln | Kim Cassidy, email | Karina Hernandez. Please contact Karina through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcares.com/contact > I'm a Provider > |

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| 3 | Adams | Lorroya Martinez, email | Patti Engle. Please contact Patti through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcared.com/contact > I'm a Provider. |
| | Arapahoe, Douglas, Elbert | Kim Cassidy, email | Karina Hernandez. Please contact Karina through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcared.com/contact > I'm a Provider. |
| 4 | Alamosa, Baca, Bent, Chaffee, Conejos, Crowley, Costilla, Custer, Fremont, Huerfano, Kiowa, Lake, Las Animas, Mineral, Otero, Prowers, Pueblo, Rio Grande, Saguache | Kim Cassidy, email | Karina Hernandez. Please contact Karina through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcared.com/contact > I'm a Provider. |
| 5 | Denver | Lorroya Martinez, email | Patti Engle. Please contact Patti through our CCHA Contact Us page to connect with our Provider Relationship Account Team. Our goal is to acknowledge receipt within two business days and resolve issues within 30 days. Go to CCHAcared.com/contact > I'm a Provider. |
| Kiki McLean, Director II Provider Relationship Account Management, email | | | |
| Erica Kloehn, RVP of Provider Contracting, email | | | |

Note: The contract manager/Provider Relationship Account contacts for some community medical health centers, Federally Qualified Health Centers, hospitals and/or large groups may not follow the same contacts as outlined above. Please follow the contacts listed above, and you will be routed to the appropriate contact.