COLORADO COMMUNITY HEALTH ALLIANCE

Quick contact guide (QCG)

Availity Essentials

Log in to **https://Availity.com** for:

- Authorization and referrals
- Live Chat
- Claim status
- Claims help through secure online messaging
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility and benefits
- Help and Training
- Medical record submission
- Payment appeal tool
- Provider Data Management (PDM)
- Remittance advice

Availity Client Services (https://Availity.com/customer-support)
provides customer support for Availity Essentials users.

CCHA Provider Support Services

Get questions answered quickly and easily using the Chat with Payer tool at **https://Availity.com**. The tool enables real time, online conversations with us.

Electronic funds transfer (EFT) and electronic remittance advice (ERA)

All changes to ERA can be made in Availity Essentials and EFT in Enrollsafe

- **EnrollSafe/EFT Enrollment Website Flyer**

Prior Authorization

Log in to **https://Availity.com** and select **Authorizations and Referrals**.

CCHA BH Authorization Tip: **www.cchacares.com/Dal/nP9**

Provider Data Management and Roster Upload

If you are already in our network and need to update your demographic data, such as your address or telephone number, or remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to **https://Availity.com** > My Providers > Provider Data Management to begin the attestation and/or Roster Upload.

Provider Enrollment and Network Management

Professional Providers:

The digital Provider Enrollment application form is available through **Availity Essentials**.

- 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 Essentials** > Choose **your state** > **Payer Spaces** > **CCHA** icon > **Applications** > **Provider Enrollment. Choose Behavioral Health**

New and current **Availity Essentials** users should ensure their User ID has been assigned with the Provider Enrollment functionality to use this application.

See your organization's Availity Essentials Administrator if you need access. If you don't know your Administrator, contact Availity Client Service at **1-800-282-4548**.

Facility Providers:

The digital Provider Enrollment application form is available through **Availity Essentials**.

- To use the Provider Enrollment application, please ensure your provider data on CAQH is current and in a complete or re-attested status, then;
- LLog into **Availity Essentials** > Choose **your state** > **Payer Spaces** > **CCHA** icon > **Applications** > **Provider Enrollment**. Choose Ancillary, Facility, or Institutional.

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

Please monitor the progress in Availity Essentials often as you will be sent the full application through Availity Essentials, you will have an opportunity to upload all documents after the initial survey is returned to you. Complete the Facility application forms that are required to be uploaded to the facility application. Forms are available at **CCHAcares.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:

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 it is not a guarantee. If you have concerns about your application, please see the steps below for further update:

- For all other provider types submitted through Availity Essentials:
  - For Applications for **new providers joining an existing group contract**, go to **CCHAcares.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 Essentials, under My Dashboard. If there are no status changes on Availity Essentials 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.

Service departments

Claims and Billing: Refund and Overpayments

If a provider identifies an overpayment, a refund can be submitted to CCHA in the following ways:

1. Submit the overpayment back to CCHA via a check using the Behavioral Health Refund Notification Form.
2. Submit overpayment back to CCHA via authorizing payment through future claims payments using the Behavioral Health Recoupment Notification Form.

Path to form: Go Path to form: go to https://CCHAcares.com > For Providers > Provider Resources & Training > Behavioral Health Providers > Select the Claims and Billing heading> select Behavioral Health Recoupment Notification Form or the Behavioral Health Refund Notification Form.

Healthcare Networks

Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives.

Provider Education and Training

Visit **CCHA Provider Education and Training** for brief trainings, recorded webinars, and education resources on access-to-care standards, SBIRT, telehealth, EPSDT, patient rights, and practice support tools.

Provider Forms:

Please reference information on CCHAcares.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

CCHAcares.com/newsletters.

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

Provider Resources

On our Medicaid (CCHA) site, you can find our:

- Provider manual
- Reimbursement policies
- Clinical Practice Guidelines

CCHA — Medicaid

Reminder: Always verify member eligibility and benefits with the member's benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

CCHA (Medicaid)		
Department	**Contact Information**	**Helpful Information Regarding**
Behavioral Health (BH)	https://cchacares.com/providertools Phone: **1-855-627-4685** • Providers or facilities, **select 1** • Choose 1 for calls regarding BH claims payments, authorization for BH services, appeals, or other provider inquiries **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 Please contact us 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 as soon as possible. Go to **CCHAcares.com/contact > I'm a Provider >CCHA Provider Assistance** **Escalations only:** • Kiki McLean, Dir II Provider Relationship Account Management, **email** • Erica Kloehn, RVP of Provider Contracting, **email**	• Claims payment • Provider credentialing and contracting • Complaint and grievance reporting • Provider support • Member coordination, including disease education/self-management • Transitions of care • Pregnancy and family planning • General medical guidance • Discharge planning • Connecting to community resources such as housing, childcare, and food • Navigating plan benefits
Care Coordination	Email: HealthTeam@CCHAcares.com Phone: **1-855-627-4685**	• Member coordination, including disease education/self-management • Transitions of care • Pregnancy and family planning • General medical guidance • Discharge planning • Connecting to community resources such as housing, childcare, and food • Navigating plan benefits
Practice Transformation	Email: Providers@CCHAcares.com Phone: **1-855-627-4685**	• Clinical quality improvement initiatives • Clinical Practice Guidelines • Population Health Management

https://cchacares.com/providertools

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

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