

## Behavioral Health Provider Contact List

### Provider and Member Support Services

- Online via the Availity Portal self-service tools:
  - For eligibility/benefits questions, claims status inquiries and electronic data interchange transactions, visit the Availity Portal ([Availity.com](https://www.availity.com)).
  - Use the Chat tool to ask a question regarding claim (or any other variety of topics). Access via **Availity | Payer Spaces | Anthem | 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 the [Availity Portal](https://www.availity.com).
        - **Appeals** are submitted through the [Availity Portal](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 verify demographic information is updated).
  - Choose **3** for calls requesting authorization for BH services.

### Availity Portal

The Availity Portal 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](https://www.cchacares.com) for a variety of Availity training documents.

- [CCHAcares.com](https://www.cchacares.com) > For **Providers > Provider Resources & Training > CCHA Resources & Support for Providers > Behavioral Health Providers** > under the *Availity Provider Portal* heading, select any of the following training documents:
  - [Behavioral Health Claims Portal \(Availity\) Registration](#)
  - [Behavioral Health Claims Portal \(Availity\) Login](#)
  - [Behavioral Health Claims Portal \(Availity\) — How to Access and Register](#)
  - [Behavioral Health Claims Portal \(Availity\) Trainings for Providers](#)
  - [Availity Tools and Functionality Overview](#)
  - [Behavioral Health Provider Enrollment Application Now on Availity.com - Presentation Slides](#)
  - [How to Submit a Claim in Availity](#)
  - [Availity attachment tools – live webinar](#)
  - [Remittance Inquiry Guide](#)
  - [EnrollSafe/EFT Enrollment Portal Flyer](#)
  - [New Strategic Provider System will launch in April 2022](#)
- By phone at **1-800-AVAILITY (1-800-282-4548)**

### Precertification/Authorizations

- Online via the Availity Portal ICR tool:
  - Please reference educational materials regarding the ICR tool on [CCHAcares.com](https://www.cchacares.com) > For **Providers > Provider Resources & Training > CCHA Resources & Support for Providers > 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 [CCHAcares.com](http://CCHAcares.com) > For Providers > Provider Resources & Training > CCHA Resources & Support for Providers > 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 <a href="https://enrollsafe.payeehub.org">https://enrollsafe.payeehub.org</a>	877-882-0384, Monday through Friday 9 a.m. to 8 p.m. ET	To resolve issues after registration, contact: Colorado Community Health Alliance (CCHA) Provider Support Services at <b>1-855-627-4685</b> : <ul style="list-style-type: none"> <li>○ If you are a provider or facility, select <b>1</b>.</li> <li>○ After selecting <b>1</b>, choose <b>2</b>.</li> </ul> <p><i>Note: Please allow 4 to 6 weeks from successful EFT registration before contacting CCHA Provider Support Services.</i></p>
ERA	Use Availity ( <a href="http://Availity.com">Availity.com</a> ) to manage <b>account changes or new registrations</b> for ERAs (835)	Availity Client Services at <b>1-800-AVAILITY (1-800-282-4548)</b>	Contact e-Solutions at <b>1-800-470-9630</b> . <p><i>Note: Please allow 4 to 6 weeks from successful ERA registration before contacting e-Solutions.</i></p>

**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, please go to [CCHAcares.com](http://CCHAcares.com) > For Providers > Provider Resources & Training > CCHA Resources & Support for Providers > Behavioral Health Providers > under the *Network Application and Forms* heading, select **Behavioral Health Practice Profile Update Form**. Please submit the form to [COProviderData@anthem.com](mailto:COProviderData@anthem.com).

- Please email your request directly to our Data Team: [COProviderData@anthem.com](mailto:COProviderData@anthem.com)**
- Update your exist information (change to address, phone, office hours, etc.)
    - All address and remit changes will require a W-9 submission with the Practice Profile Update Form.
  - Submit roster for Facility Based provider
  - Terminate a provider from your **existing** group
  - Please allow up to 30 days for your request to be completed

**Provider Forms**

- Please reference information on [CCHAcares.com](http://CCHAcares.com) > For Providers > Provider Resources & Training > CCHA Resources & Support for Providers > 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**

Register to receive the provider newsletter via email at [CCHAcares.com](http://CCHAcares.com) > For Providers > [Join Our Newsletter](#).  
**Note:** Please add CCHA ([Media@CCHAcares.com](mailto:Media@CCHAcares.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](http://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](http://Availity) > Choose **your state** > **Payer Spaces** > **CCHA** icon > **Applications** > **Provider Enrollment**.

 New and current [Availity](http://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 [CCHAcares.com](http://CCHAcares.com) > For **Providers** > **Provider Resources & Training** > **CCHA Resources & Support for Providers** > **Behavioral Health Providers** > under the *Facilities* heading, select:

- Behavioral Health Areas of Expertise Facility Profile – Facility
- Behavioral Health Practice Information Form – Facility
- Behavioral Health Provider Entity Disclosure of Ownership 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 [CCHAcares.com](http://CCHAcares.com) > Contact Us > I’m a Provider > to contact the **Provider Experience 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 Experience* 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 Experience Contacts:**

- *Provider Experience:* 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 Experience
6	Boulder, Broomfield, Clear Creek, Gilpin, Jefferson	<b>Lorroya Martinez</b> (lorroya.romero@anthem.com)	<b>Patti Engle</b> Please contact Patti through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <a href="http://CCHAcares.com">CCHAcares.com</a> > <b>Contact Us</b> > <b>I’m a Provider</b> > <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a>
7	El Paso, Park, Teller	<b>Kim Cassidy</b> (kim.cassidy@anthem.com)	<b>Karina Hernandez</b> Please contact Karina through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <a href="http://CCHAcares.com">CCHAcares.com</a> > <b>Contact Us</b> > <b>I’m a Provider</b> > <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a>

**CCHA Providers located in Other Regions**

1	Eagle, Garfield, Grand, Jackson, Larimer, Moffat, Rio Blanco, Routt, and Summit	<b>Lorroya Martinez,</b> (lorroya.romero@anthem.com)	<b>Patti Engle</b> Please contact Patti through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <a href="http://CCHAcares.com">CCHAcares.com</a> > <b>Contact Us</b> > <b>I’m a Provider</b> > <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a>
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	Archuleta, Delta, Delores, Gunnison, Hinsdale, La Plata, Mesa, Montezuma, Montrose, Ouray, Pitkin, San Juan, and San Miguel	<b>Kim Cassidy,</b> (kim.cassidy@anthem.com)	<b>Karina Hernandez</b> Please contact Karina through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <b>CCHAcares.com &gt; Contact Us &gt; I'm a Provider &gt; <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a></b>
2	Logan, Morgan, Phillips, Sedgwick, Washington, Weld, and Yuma	<b>Lorroya Martinez,</b> (lorroya.romero@anthem.com)	<b>Patti Engle</b> Please contact Patti through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <b>CCHAcares.com &gt; Contact Us &gt; I'm a Provider &gt; <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a></b>
	Cheyenne, Kit Carson, and Lincoln	<b>Kim Cassidy,</b> (kim.cassidy@anthem.com)	<b>Karina Hernandez</b> Please contact Karina through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <b>CCHAcares.com &gt; Contact Us &gt; I'm a Provider &gt; <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a></b>
3	Adams	<b>Lorroya Martinez,</b> (lorroya.romero@anthem.com)	<b>Patti Engle</b> Please contact Patti through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <b>CCHAcares.com &gt; Contact Us &gt; I'm a Provider &gt; <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a></b>
	Arapahoe, Douglas, Elbert	<b>Kim Cassidy,</b> (kim.cassidy@anthem.com)	<b>Karina Hernandez</b> Please contact Karina through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <b>CCHAcares.com &gt; Contact Us &gt; I'm a Provider &gt; <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a></b>
4	Alamosa, Baca, Bent, Chaffee, Conejos, Crowley, Costilla, Custer, Fremont, Huerfano, Kiowa, Lake, Las Animas, Mineral, Otero, Prowers, Pueblo, Rio Grande, Saguache	<b>Kim Cassidy,</b> (kim.cassidy@anthem.com)	<b>Karina Hernandez</b> Please contact Karina through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <b>CCHAcares.com &gt; Contact Us &gt; I'm a Provider &gt; <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a></b>
5	Denver	<b>Lorroya Martinez,</b> (lorroya.romero@anthem.com)	<b>Patti Engle</b> Please contact Patti through our CCHA Contact Us page to connect with our Provider Experience Team to ensure you are responded to within 48 hours. Go to <b>CCHAcares.com &gt; Contact Us &gt; I'm a Provider &gt; <a href="https://www.cchacares.com/for-providers/provider-assistance/">https://www.cchacares.com/for-providers/provider-assistance/</a></b>
Jackie Ferguson, Director of Provider Experience, (jackie.ferguson@anthem.com)			
Erica Kloehn, RVP of Provider Contracting, (erica.kloehn@anthem.com)			

**Note:** The contract manager/Provider Experience 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.