



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

New Communication Center Added to Availity Essentials

In March, we will add new functionality to the provider enrollment and network management tool hosted on Availity Essentials to improve the correspondence experience. We will start posting letters related to your credentialing directly in the Communication Center and you will be able to download the correspondence as a PDF.

How Will This Help You:

- Convenience — reduced time spent sorting through mailed documents
- Faster access — no need to wait for mail service delivery
- Ease of access — access your correspondence 24/7 digitally
- Environmental benefits — saving paper and printing costs helps you and the planet

Before you Begin

If your organization is not currently registered for Availity Essentials, the person in your organization designated as the Availity administrator should go to <https://Availity.com> and select **Get Started**. If you need assistance registering with Availity Essentials, visit <https://Availity.com/customer-support>.

For organizations already using Availity Essentials, your administrator(s) will automatically be granted access to the provider enrollment tool.

Staff using the provider enrollment tool need to be granted the user role **Provider Enrollment** by an administrator. To find yours, go to My Account Dashboard > My Account > Organization(s) > Administrator Information.

At this time, Carelon Behavioral Health, Inc. is out-of-scope for this implementation.

Accessing the Communication Center

1. Log in to <https://Availity.com>.
2. Select your market.
3. Select **Payer Spaces** in the top menu.
4. Select the brand that corresponds to your market.
5. Accept the *User Agreement* (once every 365 days).
6. On the *Applications* tab, select **Provider Enrollment and Network Management**.
7. Select the **Communication Center** link under the *My Communications* option on the side menu.
8. Enter your TIN and NPI to access the letters.

Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan.