

## New Avality Essentials Features for Out-of-Network Providers

Beginning in mid-April, CCHA will roll out new enhancements in the Avality Essentials platform designed to better support out-of-network providers. These updates expand self-service options, including a new out-of-network provider registration experience and improved tools for demographic updates, to make it easier to complete key tasks and help streamline day-to-day administrative work. See the guidance below for step-by-step instructions on using these new features.

### Out-of-Network Provider Registration-of-Network Provider Registration

Out-of-network providers can now proactively register their organizations or individual practitioners with CCHA through Avality Essentials. Registering helps support a smoother experience by facilitating:

- Single case agreements.
- Service authorizations.
- Timely and accurate claims processing.

### Out-of-Network Demographic Updates-of-Network Demographic Updates

Providers will also be able to manage practice and individual practitioner demographic information, including:

- Practice location and contact details.
- Remittance addresses for claims payments.

Note: Functionality for non-par organizations to submit practitioner rosters is in development and will be communicated separately.

### How to Register as an Out-of-Network Provider-of-Network Provider

Registration is completed through the Provider Enrollment and Network Management feature within the Avality Essentials platform. Follow these steps to register:

- Log in to Avality Essentials at [Avality.com](https://www.avality.com)
- Select Payer Spaces
- Choose CCHA
- Go to Applications > Provider Enrollment and Network Management
- Select Out-of-Network/ Single Case Agreements to begin registration

### How to Submit Demographic Updates

Demographic updates are managed through Provider Data Management (PDM) within the Avality Essentials platform. Use the following steps to update demographics: Colorado Community Health Alliance, New Avality Essentials features for out-of-network providers, Page 2 of 2

- Log in to Avality Essentials at [Avality.com](https://www.avality.com)
- Select My Providers
- Choose Provider Data Management

To access Avality Essentials and get your team set up for success:

- New to Avality Essentials? Visit [Avality.com](https://www.avality.com) and select Register to create your account and designate an administrator for your organization.
- Need to add or update users/ roles? Your organization's Avality Essentials administrator can easily manage users and permissions through the My Account Dashboard.

If you need assistance, Availity Chat with Payer is available during normal business hours. To get started:

- Log in to <https://Availity.com>.
- Select the appropriate payer space.
- Choose Chat with Payer and complete the pre-chat form.

For additional support and resources, please visit [CCHAcres.com/contact](https://CCHAcres.com/contact) and select **I am a Provider**.