

Provider Bulletin

Central Health Medicare Plan

August 29, 2025

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Make the switch to Availity Essentials – exciting updates with providers in mind

This is an advisory notification to Central Health Medicare Plan (CHP) network providers applicable to CHP Medicare business.

What you need to know:

At CHP, we're committed to making it easier for providers to do business with us. That's why we're excited to share several important enhancements to Availity Essentials that will streamline processes, improve communication and support more efficient care delivery.

Updates include:

- **Bigger and better attachment capabilities:**
 - Expanded file size limits
 - Faster transmission
- **DC HUB enhancements:**
 - Real-time alerts
 - Improved response times
 - Streamlined digital communication
- **New Authorization experience design:**
 - Simplified form navigation
- **Expanded auto-authorization capabilities:**
 - CPT code expansion
- **Sunset of the legacy prior authorization portal:**
 - More integrated process

Make the switch today and experience the smarter, faster and more efficient way to care for members.

Provider Action

Register for Availity at: [availity.com](https://www.availity.com)

For more information, please see the attachment.

What if you need assistance?

If you have any questions regarding the notification, please contact your CHP Provider Relations Representative at PRCalifornia@molinahealthcare.com.

Make the switch to Availity Essentials— exciting updates with providers in mind

At Central Health Plan (CHP), we're committed to making it easier for providers to do business with us. That's why we're excited to share several important enhancements to Availity Essentials that will **streamline processes, improve communication and support more efficient care delivery.**

Bigger and better attachment capabilities:

- ✓ **Expanded file size limits:** We've increased the maximum attachment size from 64/128MB to 64/640MB. This means fewer upload issues and smoother handling of large documents.
- ✓ **Faster transmission:** Attachments will now be pulled every 5 minutes (down from 15), allowing for quicker processing and fewer delays in your workflow.

DC HUB (digital channel) enhancements:

- ✓ **Real-time alerts:** You can opt in to receive automated email notifications will keep you updated on new correspondence as it happens.
- ✓ **Improved response times:** Timely notifications mean fewer delays and faster issue resolution.
- ✓ **Streamlined digital communication:** These enhancements support a seamless transition to digital correspondence, helping your teams stay informed and focused on care delivery.

New authorization experience (UX) design:

- ✓ **Simplified form navigation:** We've redesigned our authorization interface to reduce text and improve usability, making it faster and easier to complete forms.

Expanded auto-authorization capabilities:

- ✓ **CPT code expansion:** We've increased the number of CPT codes that are auto-approved, helping to reduce administrative burden and speed up time to care for many common services.

Sunset of the legacy prior authorization portal:

- ✓ **More integrated process:** As part of our modernization efforts, we are officially sunsetting the legacy authorization portal. Providers will now be directed to use the full Availity Authorization experience for a more streamlined, efficient and integrated process.

We appreciate your continued partnership and are dedicated to simplifying your interactions with CHP so you can focus on what matters most—caring for your patients.

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