Provider Bulletin

Central Health Medicare Plan

September 3, 2025

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Digital Correspondence is now available in Availity Essentials

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

What you need to know:

The Digital Correspondence (DC) Hub is a brand-new tool, crafted to streamline communication, allowing providers to receive, manage, and track digital communications from CHP within the Availity Essentials workflow. This will reduce inefficiencies tied to traditional correspondence methods.

What's Available Today:

The first communication type available in the DC Hub is Prior Authorization (PA) letters. Providers who submit PA requests through Availity Essentials will now be able to view letters digitally – no more waiting on paper!

Key Reminders:

- Only letters initiated through Availity will appear in the DC Hub.
- Only the requesting provider will have access to view the correspondence.
- Letters generated before August 22, 2025, will not be visible in the hub.

Provider Action

Training is available from Availity to help you get familiar with the Digital Communications Hub application.

Sign in to the Availity Essentials Provider Portal to access on-demand recording or to register for a live session with Availity when available: 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.

Central Health Plan: 200 Oceangate, Suite 100 Long Beach, CA 90802

CENTRAL HEALTH MEDICARE PLAN

Central Health Plan:
Digital correspondence now available in Availity Essentials

Central Health Plan (CHP) is stepping into a new era with digital correspondence!

What is it?

The Digital Correspondence Hub is a brand-new tool, crafted to streamline communication, allowing providers to receive, manage, and track digital communications from CHP within the Availity Essentials workflow. This will reduce inefficiencies tied to traditional correspondence methods.

Experience the future of communication with our digital letters (initially rolling out with Prior Authorization letters) along with paper letters! Digital PA letters will be sent in real-time and tracked seamlessly.

What does this mean for providers?

As a provider, Digital Correspondence offers an easy way to manage and track digital communications in one place, integrating with other applications in Availity Essentials.

CHP will be launching this innovation with prior authorization letters!

By transitioning to digital correspondence, providers can:

- Effortlessly access it anytime and anywhere (24/7)
- View letters in real time (within seconds of receipt rather than waiting days or weeks)
- View multiple types of letters, including Approval/Denial and progress of the authorization case (Ad Hoc Letters), and
- Print & download response letters

Training is available

Training is available from Availity to help you get familiar with the Digital Communications Hub application. Click on the link to access Availity's on-demand recording or to register for a live session with Availity when available: DC Hub Training Demo.

Register Today

If your organization is not currently registered for Availity Essentials, the designated Availity administrator should go to Availity.com and select Get Started. For assistance registering with Availity Essentials, visit Availity Customer Support.