



Provider Portal

With our Provider Portal, you have the convenience of helpful online services such as reviewing claim status and submitting non-urgent prior authorization requests.

[Community Health Direct Provider Portal](#)

Review the [Provider Portal registration](#) guide for helpful instructions on how to register for the new provider portal. Please contact us at CHDProviderRelations@ecomunity.com or 317-621-7581 if you need further assistance.

MISSION: We're deeply committed to enhancing health and well-being in the communities we serve.

Monthly Provider Roster Updates:

- [NEW](#) providers joining Community Health Direct
- [TERMED](#) Community Health Direct providers

Credentialing of NEW Providers:

Credentialing through Community Health Direct for ALL new providers takes anywhere from 90 to 120 days from notification until completion. You can find helpful forms and answers to frequently asked questions on our website.

[Provider Credentialing Website](#)

IN THIS ISSUE:

PAGE 1

- Monthly Provider Roster Updates
- New Provider Credentialing

PAGES 2

- Using Availity for Anthem

PAGE 3

- Veterans Affairs Community Care Network

PAGE 4

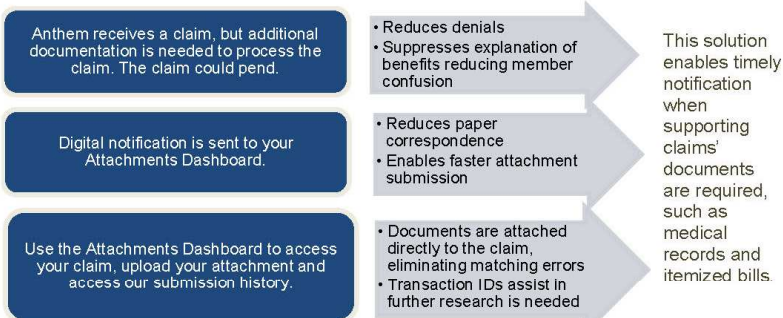
- Staff Directory



Digital Notifications and Attachment Submission through Availity.com



The fastest, easiest, and most efficient way to submit needed documentation to process your claim is through the Digital Request for Additional Information process. We will notify you digitally if documents are needed - making it 50 times faster¹ than any other method to submit documents, which in turn, reduces claims processing time. Digital Request for Additional Information takes the guess work out of attachment submission – notifications provide the exact documents needed to process the claim.



Start by taking this required one-hour introduction and training session

[Use this link to access the on-demand introduction session.*](#)

- Learn the benefits of submitting medical records electronically
- [Learn how to enroll in Medical Attachments and assign the necessary role assignments*](#)
- Learn how to use the Medical Attachments dashboard, find notifications, and submit records.

*Use your Chrome Browser

Sign up for Participation in the Digital Request for Additional Information process

- [Use this link to sign up to receive and submit digital notifications.](#)
- Use your billing NPIs and TINs to sign up.
- Enroll for the next available enrollment date.

Have Questions? Attend an Ask the Expert Session

Use the link below to join us **any Friday at 2 p.m. Eastern time** to have your questions answered.

Join on your computer, mobile app, or room device

[Click here to join the meeting](#)

¹ Internal research: Digital RFAI post-launch survey

How to register to use Availity.com

- ▶ Registration for and using Availity Essentials is **free** to our providers
- ▶ A separate registration is required for Medical Attachments. Take the learning session for instructions.

Use this link to access the [Provider Learning Hub](#).

Use this link to learn more about Availity.com: [Multi-payer Secure Platform](#).

Use this link to [register for Availity.com](#)

For help registering, reach out to Availity Client Services at www.Availity.com/contact-us

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Anthem, powered by Availity
Focus on patients, not paperwork

VISION: We strive to simply deliver an exceptional experience - with every life we touch.



Optum | United Healthcare Community Plan

Optum invites physicians, practice managers, and staff to attend a **Veterans Affairs Community Care Network** overview educational session. These virtual one-hour educational presentations will help attendees to learn more about **VA CCN**, treating Veterans and doing business with the VA and Optum.

During this webinar they will discuss:

- **VA CCN Overview**
- Referrals and Appointment Scheduling
- Providing and Coordinating Care
- Medical Documentation Requirements and Claims
- Where to locate additional resources

Registration is required and space is limited. You can register for one of the sessions by clicking the link below for the day you can attend. All sessions are at 12 Noon ET.

Monday, 7/24/23	Monday, 8/7/23	Monday, 8/14/23	Monday, 8/21/23
Monday, 9/11/23	Monday, 9/18/23	Monday, 9/25/23	

Take advantage of VA CCN Training and Resources

- There are several webinar training sessions available to learn more about VA CCN. The training offered provides a great deal of information about the product, the benefits, and the resources available to your organization as part of the Community Care Network. Please select one of the session dates at the link below and join us to discuss this new and exciting opportunity to offer quality care to our Veterans:
providerexpress.com > Training > [Veterans Affairs Community Care Network \(VA CCN\) Resources](#).
- In addition to the training sessions mentioned above, Educational On-Demand videos, including Department of Veterans Affairs Community Care Overview, are available at: vacommunitycare.com/provider > Training & Guides > Self-Service Resources and Educational Videos
- We encourage you to review the Training and Resources Guides, including the [VA CCN Provider Manual](#), [Provider Reference Guide](#), [VA CCN Provider Services and Resources](#) and more by visiting the Optum VA Community Care Network Provider Portal at: vacommunitycare.com/provider > Training & Guides

For more information, visit the new [Veterans Affairs Community Care Network \(VA CCN\) Resources](#) page on Provider Express.

VALUES: Patients first. Relationships. Integrity. Inclusion. Diversity. Excellence.



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