



## FAQs in regard to the Clearinghouse Transition to Availity

Updated on 8/23/21

### **Q: When is the last day that claims can be submitted for processing through Docustream?**

**A:** Friday, September 17, 2021 is the last day claims can be submitted for processing through Docustream and Monday, September 20, 2021 is when claims processing begins with Availity.

### **Q: Do providers have the option of either signing up with Availity or submitting claims through CCHP's provider portal?**

**A:** If you currently enrolled in CCHP's EDI program to submit e-claims to CCHP (837) and receive e-RA's (835), your enrollment has already been submitted to Availity, however, if you are not enrolled in CCHP's EDI program, you can register with Availity <https://www.availity.com/provider-portal-registration> or submit claims directly to CCHP's provider portal @ [cchpportalsupport@cchealth.org](mailto:cchpportalsupport@cchealth.org).

While Availity connects with majority of clearinghouses, to avoid any disruption of your claim submission, please provide your clearinghouse the new CCHP's payer IDs as soon as possible:

- **Contra Costa Health Plan - Payer ID: CCHS**
- **Contra Costa Behavioral Health Plan - Payer ID: CCMHP**

### **Q: What is the process if I opt to submit Behavioral Health claims directly to through CCHP's provider portal?**

**A:** To submit claims directly through CCHP's provider portal, email [cchpportalsupport@cchealth.org](mailto:cchpportalsupport@cchealth.org) to register your organization.

### **Q: My organization uses a 3<sup>rd</sup> party biller to submit claims through Docustream, what do I need to do to add them to the portal or Availity?**

**A:** If you submit claims through Docustream or use DocuHealth Link, this feature will no longer be available and you will be required to register your 3<sup>rd</sup> party biller to submit claims via CCHP's provider portal at [cchpportalsupport@cchealth.org](mailto:cchpportalsupport@cchealth.org) or you can register with Availity for e-claims submission at <https://www.availity.com/provider-portal-registration>.

### **Q: Will the claims processing time be different submitting through the provider portal vs. Availity?**

**A:** If you submit claims to through the provider portal, the claims will be received immediately vs. a 24-hour turnaround with Availity.

### **Q: Can I use Availity's provider portal for claim submission?**

**A:** CCHP will not use Availity's portal for claim(s) submission; the method for EDI enrollment is through CCHP's provider portal is via [CCHPportalsupport@cchealth.org](mailto:CCHPportalsupport@cchealth.org) or registering your organization with Availity at <https://www.availity.com/provider-portal-registration>.



**Q: Do I have to use Availity or CCHP's provider portal for CCHP Medi-Cal claim submission?**

**A:** There are three options for Medi-Cal claim submission, you can register with Availity @ <https://www.availity.com/provider-portal-registration>, submit claims directly to CCHP's provider portal at [cchpportalsupport@cchealth.org](mailto:cchpportalsupport@cchealth.org), or as a last resort, mail claims to:

For CCHP Medical Claims, please mail your paper claims to **P.O. Box 5122, Lake Forest, CA 92609**

For Behavioral Health Claims, please mail your paper claims to **P.O. Box 5143, Lake Forest, CA 92609**

**Q: I already use my clearinghouse for EDI submission, do I have to use Availity?**

**A:** While Availity connects with majority of clearinghouses, to avoid any disruption of your claim submission, please provide your clearinghouse the new CCHP's payer IDs as soon as possible:

- **Contra Costa Health Plan - Payer ID: CCHS**
- **Contra Costa Behavioral Health Plan - Payer ID: CCMHP**

**Q: Can I use CCHP's provider portal to submit Medicare EOB's to CCHP?**

**A:** Yes, to submit secondary claims and Medicare EOB's directly through CCHP's provider portal, email [cchpportalsupport@cchealth.org](mailto:cchpportalsupport@cchealth.org) to register your organization.