Notice of Material Amendment to Healthcare Contract

# Mandatory data attestation requirement in Availity Essentials

We are writing to inform you of a key policy change aligned with both federal and local regulations, aiming to ensure the accuracy of provider directories.

To align with federal and state regulations, including, e.g., 42 CFR § 438.608 *et. seq.* and 016-06-10 Ark. Code R. § 12, healthcare providers are required to routinely review and affirm the accuracy of their provider directory data.

As part of Summit Community Care's ongoing efforts to maintain the highest level of service and compliance, participating providers must attest to the accuracy of their provider data on the Availity Essentials platform every 90 days.

**Effective December 1, 2024**, this action is a requirement to maintain continued participation status within Summit Community Care's provider network.

Failure to attest to the accuracy of your provider directory data as required per this notice may negatively impact multiple parties:

1. **Members**: There could be difficulties in finding and selecting suitable providers, unexpected costs from unknowingly choosing out-of-network providers, delays in receiving essential healthcare services, and reduced satisfaction with providers and the health plan.

2. **Health Plan**: There is a risk of sanctions and fines, complications during audits, and damage to reputation. This may also increase both member and provider complaints and may lead to a decrease in overall health plan ratings.

3. **Providers**: Non-compliance with federal and state laws may result in penalties and fines, potential suspension from the network, as well as decreased visibility to other providers and prospective members within our network. Inaccurate data is also a leading cause of claim denials or underpayments, resulting in significantly increased administrative costs for both provider and health plan.

We understand the importance of this task and appreciate your due diligence to maintain the accuracy of our provider data. If you require assistance or have questions relating to this notice or the attestation process, please contact your assigned provider relationship management representative or contact Provider Services toll free at **844-462-0022**.

We are grateful for your continued partnership in providing superior healthcare services to our members.

Please see the following additional guidance to support this effort. Thank you for your prompt attention to this matter.

**https://provider.summitcommunitycare.com**

First option to attest your provider data:
1. Log in to **Availity Essentials**.
2. Navigate to the *Provider Information* section.
3. Review each set of data for accuracy.
4. After confirmation, select the **Attest** button.

This multi-payer platform allows providers to make necessary updates only once and have those updates sent to all participating health plans, rather than having to submit separately to each health plan. **This is a first option for providers to comply with the 90-day attestation requirement**.

Second option to attest to your provider data:
Within Availity Essentials, you will find a **Provider Data Management (PDM)** quick start guide. Remember that providers should be using the PDM tool to:
- Update demographic information.
- Attest to the accuracy of their provider data.
- Monitor submitted demographic updates in real-time with their digital dashboard.
- Review the history of any previously verified data.
- Upload a roster that includes multiple updates in a single spreadsheet via the **Upload a Roster** feature. The *Upload a Roster* feature is currently only available and shared with Summit Community Care. **This is a second option for providers to comply with the 90-day attestation requirement.**

Log on to **Availity.com** and select **My Providers > Provider Data Management** to begin using PDM. Administrators receive PDM access automatically upon registration. The Administrator may grant access to additional staff as needed.

**Training** related to this process is available in the Availity Learning Center (ALC). Providers may register for a course or online seminar through to take advantage of various learning opportunities. To register:
1. Log in to **Availity Essentials** (for login assistance, contact **800-282-4584** or contact your Availity Administrator).
2. Select **Help & Training**. Then, select **Get Trained** in the top navigation bar. Please note that the ALC will display in separate window.
3. Locate and select the learning option using one of these three methods:
   a. For live webinars, select **Sessions** at the top of the page. Then, select the month of the online seminar. Once you locate *Provider Data Management -Select Providers*, select **View Course**.
   b. For on-demand courses, search by keyword or filter by category to locate the course.
4. Once you locate the course, select **Enroll**.

You should receive a registration confirmation by email from the ALC shortly after registering. For live webinars, you will also receive an email reminder from Zoom with the details on how to join prior to the session.

**Not registered in the Availity Essentials platform yet?**
Signing up is easy and 100% secure. There is no cost to providers to register or to use any of the available digital tools. To sign up, go to **Availity.com** and select **New to Availity? Get Started** at the top of the home screen to access the registration page. If you have more than one Tax Identification

Number (TIN), please ensure you register each TIN associated with your account. If you have questions regarding registration, please contact Availity Client Services at **1-800-AVAILITY**.

**Email is the quickest and most direct way to receive important information from Summit Community Care.**

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (https://bit.ly/signup-summit-ar).