

Plan Year 2026 Provider Manual Annual Review Process Updates by Section/Chapter

Common Updates Throughout the Provider Manuals [all lines of business]

- Availity Essentials Portal:
 - New URL: <https://www.availity.com/providers/>
 - Portal is now called “Availity Essentials Portal.”

Provider Responsibilities [all lines of business]

- Nondiscrimination in Health Care Service Delivery: Updated
- Provider Data Accuracy and Validation: Updated
- Electronic Claim Submission Requirement: Updated
- Electronic Payment Requirement: Updated
- Availity Essentials portal: Updated
- Provider Network Management Portal: Enrollment Tool: New
- Health care services (utilization management and care management): Updated (applicable for Medicare Programs ONLY)
- Primary Care Provider Responsibilities: Updated (applicable for Medicare Programs ONLY)

Culturally and Linguistically Appropriate Services [all lines of business]

- Section/Chapter Title: Updated
- Background: Updated
- Nondiscrimination in Health Care Service Delivery: Updated
- Culturally and Linguistically Appropriate Practices: Updated
- Provider and Community Training: Updated
- Integrated Quality Improvement: Updated
- Access to Language Services: Updated
- Members Who are Deaf or Hard of Hearing: Updated
- Program and Policy Review Guidelines: Updated

Eligibility, Enrollment, Disenrollment

- Medicare Programs:
 - D-SNP Members and Cost Share: Updated

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Benefits and Covered Services

- Marketplace (commercial) Programs:
 - Telehealth and Telemedicine Services: Updated
- Medicaid Managed Care Programs:
 - Telehealth and Telemedicine Services: Updated
- Medicare Programs:
 - Telehealth and Telemedicine Services: Updated
 - Supplemental Services: Updated

Health Care Services

- Marketplace (commercial) Programs:
 - MCG Cite for Guideline Transparency and MCG Cite AutoAuth: Updated
 - Requesting Prior Authorization: Updated
 - ProgenyHealth: NICU Admission and Concurrent Review: New
 - Communication and Availability to Members and Providers: Updated
 - Health Management: Updated
- Medicaid Managed Care Programs:
 - MCG Cite for Guideline Transparency and MCG Cite AutoAuth: Updated
 - Prior Authorization: Updated
 - Requesting Prior Authorization: Updated
 - ProgenyHealth: NICU Admission and Concurrent Review: New
 - Communication and Availability to Members and Providers: Updated
 - Health Management: Updated
- Medicare Programs:
 - Requesting Prior Authorization: Updated
 - Time Frames: Updated
 - Communication of Pre-service Determinations: Updated
 - Communication and Availability to Members and Providers: Updated
 - Elective Inpatient Admissions: Updated
 - Emergent Inpatient Admissions: Updated
 - Health Management: Updated
 - Special Needs Plan (SNP) Model of Care: Updated

Behavioral Health [all lines of business]

- Utilization Management and Prior Authorization: Updated
- Access to Behavioral Health Providers and PCPs: Updated
- Care Management: Updated
- Behavioral Health Care Management: Updated

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Risk Adjustment Accuracy and Completeness [all lines of business]

- Section/Chapter Title: Updated
- Why is Risk Adjustment Important?: Removed
- Risk Adjustment Data Validation (RADV) Audits: Updated [applicable for Marketplace (commercial) Programs and Medicare Programs ONLY]

Quality [all lines of business]

- Advance Directives (Patient Self-Determination Act): Updated
- Culturally and Linguistically Appropriate Services: Updated
- Merit-based Incentive Payment System (MIPS): Removed [applicable for Medicare Programs ONLY]

Compliance [all lines of business]

- Artificial Intelligence: Updated
- Confidentiality of Substance Use Disorder Patient Records: Updated

Claims and Compensation [all lines of business]

- Availity Essentials portal: Updated
- Required Elements: Updated
- EDI (Clearinghouse) Submission: Updated
- Telehealth Claims and Billing: Updated [applicable for Marketplace (commercial) Programs ONLY]
- Provider Claim Payment Disputes, Appeals and Inquiries: New [applicable for Medicare Programs ONLY]

Appeals & Grievances

- Medicare Programs: Updated

Pharmacy

- Marketplace (commercial) Programs:
 - Medications Not Covered: Updated
 - Submitting a Prior Authorization Request: Updated
- Medicaid Managed Care Programs:
 - Pharmacy and Therapeutics Committee: Updated
 - Drug Formulary: Updated
 - Submitting a Prior Authorization Request: Updated

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Medicare Part D [Medicare Programs ONLY]

- Coverage Determinations: New subsection title
- Understanding Part D prescription drug coverage: New subsection title
- Pain Safety Initiative (PSI) Resources: Removed