



# Enable member care through ongoing demographic data maintenance

Our members use Find Care to make informed decisions about their healthcare and find quality doctors and hospitals. Keeping your data up to date ensures members have access to you when they need it the most.

We are continuing to invest in tools that give our care providers the power to own and have accountability for their demographic data. Digital capabilities that can help create efficiencies for our care providers are available through Availity Essentials.



Florida | Simply Healthcare Plans, Inc. (Simply) |  
Statewide Medicaid Managed Care (SMMC) •  
Florida Healthy Kids (FHK) • Medicare Advantage  
Florida | Clear Health Alliance (CHA) |  
Statewide Medicaid Managed Care (SMMC)

## Streamlining enrollment

Providers contracted directly through the health plan — including non-credentialed, primary care, specialty care, and behavioral health providers — can use Availity Essentials to enroll in the health plan network. The provider enrollment application helps to automate and improve the online enrollment experience.

To apply to join our network, access the Provider Enrollment application in Payer Spaces > Select Payer Tile > Provider Enrollment and Network Management and select **Begin Application**.



### Top features:

- Apply and request a new contract — for an individual/solo practitioner or group of care providers.
- Add new providers to an already existing group.
- View real-time status of submitted applications.

## Accessing current demographic data

Care providers can request and download a full roster for an organization and TIN in Availity Essentials. To request a roster, go to Payer Spaces > Select Payer Tile > Provider Enrollment and Network Management > Request Current Roster. Care providers will be prompted to select the organization name and TIN(s) they would like included in the roster download.

**Use roster download functionality to get access to the data loaded to our source systems and easily submit updates to your data on the same template.**

Roster download gives care providers the ability to access and verify the demographic information we maintain and currently have loaded in our system, including addresses, linked providers, effective dates, and more.

Care providers should allow up to four hours for a requested roster to appear in the **Download Requested Roster** section. Only one roster can be requested per day; however, multiple TINs can be selected in one request.

### Top features:

- Download demographic data in our source system for multiple TINs.
- Use the file to make updates and termination requests.
- Downloaded rosters include all required fields for roster update submissions.
- Download requested rosters within the last 12 months.

## Updating demographic data

Care providers should submit any changes and updates to their demographic data in Provider Data Management (PDM) using only one of the following options:

- **Multi-payer platform option:** allows care providers to make updates once and have that information sent to all participating health plans, submitting each change separately
- **Roster upload option:** allows care providers to submit multiple updates within one spreadsheet via the Roster Upload feature, sharing data only with the health plan

We recommend care providers use the *Roster Automation Standard Template* for roster submissions. Additionally, submissions must follow the *Roster Automation Rules of Engagement*.

Find the *Roster Submission Guide* in Payer Spaces > Select Payer Tile > Resources > Roster Submission Guide using PDM.

To submit a demographic update, access the PDM application in My Providers > Provider Data Management.

Availity Essentials administrators are automatically granted access to PDM. Additional staff may be given access by your Availity Essentials administrator.

### Top features:

- Send multiple updates at once through a roster submission. Leverage your downloaded roster for faster updates.
- Decrease the turnaround time for updates.
- Manage successful roster submissions using the *Results Report* and *Error Report* in the **Upload Roster File** screen.

## Attesting to demographic data accuracy

Care providers are required to attest to their demographic data every 90 days and can use either the multi-payer platform **Directory Verification** or **Roster Upload** to satisfy the requirement.

To attest to your provider data, go to My Providers > Provider Data Management and select the action menu next to the business whose information you want to verify. Select **Verify Directory Listing**, review each set of data for accuracy, and select **Submit Verified Profile** once complete.



Organizations with no changes since their last submission may see a **Quick Verify** button that allows for directory verification in one selection.

Individuals registered for their TIN within the Availity Manage My Organization application on Availity Essentials will receive periodic automated emails and notifications in the Notification Center on Availity Essentials reminding them when their attestation is due or overdue.

### Top features:

- Review the history of previously verified data.
- Use either the multi-payer platform or roster upload to attest to your data.
- Satisfy the contractual requirement for data attestation and ensure up-to-date information is shown on Find Care.

## What if I'm not registered for Availity Essentials?

If you aren't registered to use Availity Essentials, signing up is easy and secure. There is no cost to register or to use any of the digital applications. To access the registration page, go to <https://Availity.com> and select **New to Availity? Get Started** at the top of the home screen. If you have more than one TIN, ensure you have registered all TINs associated with your account.

## Explore training and resources

In Availity Essentials, select Help & Training > Get Trained to register for upcoming live and recorded training demos for all Availity Essentials capabilities.

You can also find additional training and resources, including the Provider Roster Upload via Availity course, on the **Digital Solution Learning Hub**.

## Contact us

Contact Availity Client Services online via Help & Training > Availity Support > Contact Support > Create a case or Chat with Support or by phone Monday through Friday from 8 a.m. to 8 p.m. Eastern time at **800-AVAILITY (282-4548)**.

<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract and a Florida Healthy Kids contract.

Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.

FLSMPLY-CDCR-076100-24-CPN75795 | FLSMPLY-CDCR-078998-25 February 2025