

## 2026 Central Health Plan Provider Manual Update

The following table identifies the chapters, sections and subsections updated for the 2026 edition of the [CHP Medicare Provider Manual](#). This summary does not include all the changes. Providers are encouraged to review and familiarize themselves with the entire document.

Chapter	Section	Subsection	Update	Page
<b>2. Medicare products overview</b>	Central Health Plan of California (CHPC) and Central Health Medicare Plan (CHMP)	N/A	Table Update	11
<b>3. Contact information</b>	Provider services	N/A	New Availity link	12
<b>3. Contact information</b>	Health care services	N/A	Care Management Email updated	15
<b>4. Provider responsibilities</b>	Various	Various	Important updates made throughout chapter. Please review in full.	17-28
<b>5. Culturally and linguistically appropriate services</b>	Various	Various	Important updates made throughout chapter. Please review in full.	29-34
<b>9. Health care services</b>	Requesting prior authorization	Availity Essentials portal	Updated language	43
<b>9. Health care services</b>	Notification requirements	N/A	Updated language	50
<b>9. Health care services</b>	Health management	Level 1 case management (health management)	New language	60
<b>10. Behavioral health</b>	Utilization management and prior authorization	N/A	Updated language	66
<b>10. Behavioral health</b>	Behavioral health care management	Access to records and information to support Member care coordination and care management activities	New language	67
<b>11. Quality</b>	Monitoring for compliance with standards	N/A	Updated language	79
<b>11. Quality</b>	Quality improvement and health equity transformation activities and programs	N/A	New language	81
<b>11. Quality</b>	Clinical practice guidelines	N/A	Updated language	82
<b>12. Risk adjustment accuracy and completeness</b>	Risk Adjustment Data Validation (RADV) audits	N/A	New language	87

<b>13. Compliance</b>	Artificial intelligence	N/A	New language	98
<b>13. Compliance</b>	Confidentiality of Substance Use Disorder Patient Records	N/A	Updated language	99
<b>14. Claims and compensation</b>	Provider Claim payment disputes, appeals and inquiries	Provider Claim payment disputes	New language	124
<b>16. Credentialing and recredentialing</b>	Notification of discrepancies in credentialing information & Practitioner's right to correct erroneous information	N/A	Address update	142
<b>16. Credentialing and recredentialing</b>	Ongoing monitoring of sanctions and exclusions	N/A	New language	144
<b>17. Delegation</b>	Delegation reporting and audit submission requirements	N/A	Updated language	146
<b>17. Delegation</b>	Utilization management (UM)	N/A	Updated language	149