

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

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