

# Provider Bulletin

## Central Health Medicare Plan

December 15, 2025

☑ Alameda ☑ Contra Costa ☑ Fresno ☑ Imperial ☑ Kern ☑ Kings ☑ Los Angeles ☑ Madera ☑ Orange  
☑ Placer ☑ Riverside ☑ Sacramento ☑ San Bernardino ☑ San Diego ☑ San Francisco ☑ San Joaquin  
☑ San Mateo ☑ Santa Clara ☑ Solano ☑ Stanislaus ☑ Tulare ☑ Ventura ☑ Yolo

### Aerial Care Sunset and Transition to Availity Essentials

This is an advisory notification to Central Health Medicare Plan (CHP) network providers applicable to CHP Medicare business.

#### What you need to know:

Beginning **December 15, 2025**, the Aerial Care application will no longer be available. Aerial Care has been used to look up Brand New Day claim and eligibility information for dates of service in 2024 and prior. After December 15, 2025, if you need to inquire about claims or eligibility for dates of service in 2024 or earlier, please call **1-866-255-4795** for assistance.

#### **Brand New Day and Central Health Medicare Plan Merger**

As a reminder, Brand New Day merged with Central Health Medicare Plan on **January 1, 2025**. For claim and eligibility inquiries for dates of service **on or after January 1, 2025**, please use the Availity Essentials portal.

**Availity Essentials** is our official provider portal, designed to streamline your administrative workflows and enhance your experience with Molina Healthcare of California.

#### **Key Features and Benefits of Availity:**

- **Eligibility & Benefits:** Instantly verify member eligibility, view ID cards, care reminders, accumulators, and cost share details.
- **Claims Management:** Submit claims, check status, view remittances, and manage appeals or disputes online.
- **Prior Authorizations:** Access tools for prior authorization lookup, submission, and tracking.
- **Care Coordination Portlet (CCP):** Centralizes member health information, including demographics, clinical records, service history, and care plans.
- **Reporting Tools:** Access essential reporting features in a user-friendly format.

#### When this is happening:

Effective December 15, 2025

### Provider Action

Access Availity Essentials, visit:

[provider.molinahealthcare.com/Provider/Login](https://provider.molinahealthcare.com/Provider/Login)

If your organization is not yet registered for Availity, please visit [availity.com/](https://availity.com/) and select “Get Started.” Your designated Availity administrator can register your organization and manage user access.

**Training and Support:** On-demand training is available through the Help & Training section of Availity.com. For registration assistance, visit [availity.com/customer-support/](https://availity.com/customer-support/) or call Availity Client Services at (800) AVAILITY (282-4548).

#### What if you need assistance?

If you have any questions regarding the notification, please contact your CHP Provider Relations Representative at [PRCalifornia@molinahealthcare.com](mailto:PRCalifornia@molinahealthcare.com).