Availity Security Changes

CarePlus Health Plans is committed to doing our part to ensure the safety and security of healthcare information. Availity is initiating several security changes designed to protect the information of our provider organizations' accounts. These changes may impact some Availity Essentials™ users in your organization, and the below information is intended to alert you of these changes, so you know that action is required.

The changes include:

- **Make sure the Primary Administrator for your Essentials Organization is up to date, active, and performing quarterly access reviews of your full user population.**
    - Assigned primary admins can be found in the Manage My Organization section in the Essentials Portal.
- **Accept Availity's updated Organizational Access Agreement (OAA)**
    - Your organization is required to accept Availity's updated OAA.
    - To complete this process, the Primary Administrator for your organization must login to Essentials and accept this agreement.
    - Availity has begun notifying Primary Administrators of this change through email and Essentials notifications. This change will deploy in a rolling fashion across their network, so Primary Admins may be notified at different times.
- **Complete enhanced identity proofing process**
    - Availity is requiring Essentials Organization Primary Administrators to complete an enhanced identity proofing process.
    - This process will deploy in 2025.
    - This ID proofing consists of a few steps that users must complete using a cell phone or computer camera. For most users, this involves taking a picture of the front and back of their ID, followed by a selfie.
    - Availity will notify affected Primary Administrators and provide training on the tool at that time.

These security initiatives are a condition of using Availity's platform and exemptions will not be permitted. We ask that you take the necessary steps within the timelines requested by Availity.

For additional questions, troubleshooting, and support, please reach out to Availity directly:

- Sign in to your Availity account.
- Select **Help & Training**, then **Availity Support** in the upper right-hand portion of the screen.
- Select 'Contact Support' at the top of the screen, and from there, you have the option to open a support case or chat with an available agent.