

New Strategic Provider System will launch in April 2022

Summary of change: In April 2022, Dell Children's Health Plan will replace its current internal provider demographic management system with a new Strategic Provider System (SPS). This investment in advanced technology will significantly improve provider data accuracy and transparency, enhancing the overall provider experience. New system features will strengthen our ability to match submitted claims for more accurate pricing and processing.

System upgrades special notice

During the first phase of our improvements, Dell Children's Health Plan will implement system upgrades April 1, 2022 through April 8, 2022. Provider updates submitted during this period will be processed after April 8, 2022. We appreciate your patience as we upgrade our systems.

Next steps: new Provider Data Management coming soon

Beginning in June 2022, the second phase of our improvement initiative will be integration with Availity's* Provider Data Management (PDM) functionality, which will roll out in phases. This single, easy-to-use portal, will allow providers to view, maintain, update, and attest to the accuracy of provider demographic information for Dell Children's Health Plan. The Availity portal will enable providers to complete required verifications online via a simplified quick verification procedure – eliminating the need to fax, email, or use separate online forms. This service will replace the way you currently send Dell Children's Health Plan your demographic updates.

Get ready for the change today

If your organization is not already registered on the Availity Portal, we strongly encourage you to get started right away. Your organization's designated administrator can go to <https://www.availity.com> to register and find other helpful information about using Availity. Availity is the Dell Children's Health Plan secure provider portal platform where providers can enjoy the convenience of digital transactions, including prior authorization submissions, claims submission and benefit and eligibility look-up.

For questions about Availity, call **800-AVAILITY (800-282-4548)**.

* Availity, LLC is an independent company providing administrative support services on behalf of Dell Children's Health Plan.