



Authorization Provider Portal

User Guide

Last Revised: 8/20/15

Contents

| | |
|---|----|
| Purpose of the Portal | 1 |
| Glossary..... | 1 |
| Setting Up Your Account | 2 |
| Secure Email from Community Care | 2 |
| Creating Additional Users | 3 |
| Administering Users..... | 5 |
| Managing Notification Methods | 6 |
| Signing Authorizations | 7 |
| Provider Signature History..... | 9 |
| Link Legal Entities..... | 10 |
| Support | 11 |
| FAQ – Common Challenges for Users | 11 |

Purpose of the Portal

The purpose of the Authorization Provider Portal is to allow Community Care Providers the opportunity to review and acknowledge (i.e. sign) service authorizations, agreeing to provide services as a part of an individual's Member Center Plan (MCP). It was created in response to two separate but related items; 1) Provider requests for a central portal for accessing agency authorizations; and 2) A new requirement in the contract between the State of Wisconsin and Community Care (and all other MCOs) which requires all providers of Home and Community Based Waiver services to “sign off” on member care plans.

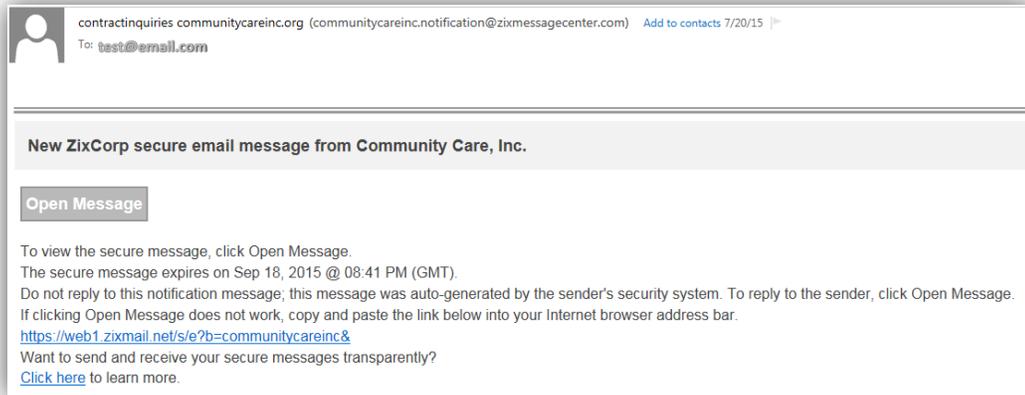
Glossary

| | |
|-------------------------------|---|
| Authorization Provider Portal | (APP) This is a portal for Community Care providers of home and community based services, allowing those providers to view and sign all their authorizations |
| Legal Entity | An organization that has a contract with Community Care and has a unique tax-id. A Legal Entity may have multiple Affiliate Locations from which services are delivered on behalf of the Legal Entity. |
| Notification | An email sent to an identified member of the provider organization, for a specific provider location. The purpose of this email is to notify the provider that an authorization for home and community based services has been issued and awaits a signature. |
| Notification Method | Notification Method refers to the frequency and to what email address and organization wants notifications sent. Notification Methods can be set for Instant, Daily or Weekly. Only one notification method can be set per Provider location. |
| Provider Admin | A Provider Admin is a user who has the appropriate permissions to create other users (including other Provider Administrator), manage notifications for each provider location and sign authorizations. |
| Provider User | A Provider User is a user who has the ability to sign authorizations as well as view the Provider's authorization history. |
| Provider Viewer | A Provider Viewer is a user who has the ability to view the Provider Signature History page. |
| Sign | To sign an authorization is to agree to provide the identified services as a part of the individual's Member Center Plan (MCP). Additionally, this acknowledgement serves as your organization's electronic signature on the MCP. |

Setting Up Your Account

Secure Email from Community Care

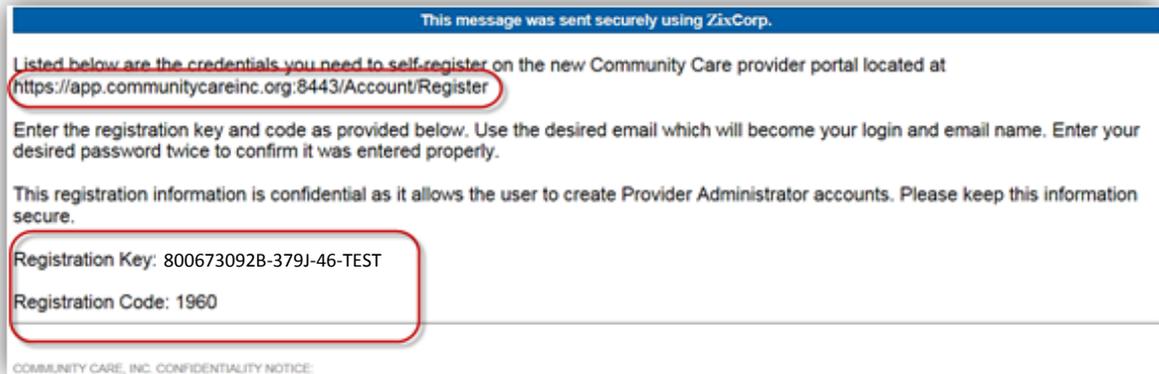
You will receive an email from contractinquiries@communitycareinc.org that will have a subject line of “New ZixCorp secure email message from Community Care, Inc.” ZixCorp is a vendor partner who provides a secure messaging service for Community Care..



In this email you will be asked to “Open Message” in order to view your secure Message. When you click Open Message, you will be presented with a login screen. If it is your first time opening a secure email from Community Care, select the Register button to create an account and set up you password. Otherwise, enter your password and you will be taken to your secure email(s).



After you have created your account and logged in, you will be able to access your email. This email will include some very important information. At the bottom you will find your organizations Registration Key and Registration Code. You will need these two things in order to register your account at <https://app.communitycareinc.org:8443/Account/Register>.



The Authorization Provider Portal registration page is located at <https://app.communitycareinc.org:8443/Account/Register>. You will be asked to enter your registration information and set up your secure password. Once you have completed this step, your account has been created and you are set up as a Provider Admin.

Authorization Provider Portal Home Support

Provider Self-Registration.

Use special provider codes supplied by Community Care

Registration Key

Registration Code

Email

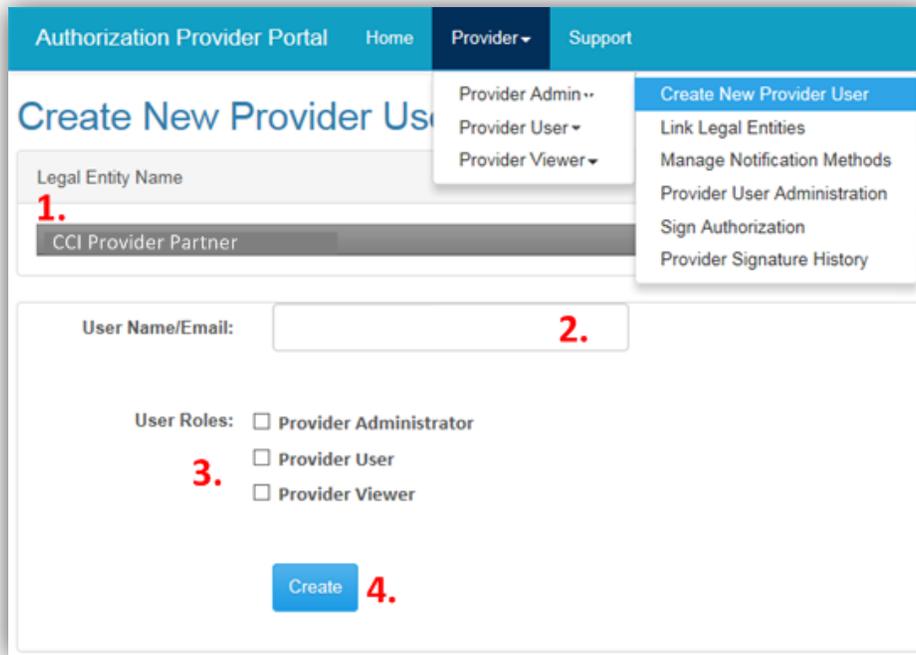
Password

Confirm password

Creating Additional Users

As the initial user that registered your organization in the Authorization Provider Portal, your role has been set as a Provider Administrator. A Provider Administrator has permissions to create new users, manage existing users, set/manage notification methods, sign authorizations and view/search authorization histories.

To create new users, start by clicking on Provider, and then move the mouse pointer over Provider Admin. The first option displayed is Create New Provider User. Click on Create New Provider User and a new page will open.



1. Make sure the appropriate Legal Entity Name is selected (for additional information please go to the section on [Linking Legal Entities](#))
2. Enter the email address for the user. This will be their user name, too.
3. Select a User Role. Remember that a Provider Administrator has access to everything; a Provider User (only) has permissions to view / sign authorizations and view the Provider Signature History page; and a Provider Viewer can only view the Provider Signature History page. Based on the size of your organization and the number of locations, it may be an advantage to spread out Administrator responsibilities.
4. Click on the “Create” button and the user will be created.

This new user will receive an email from noreply@communitycareinc.org :

Subject: Community Care Authorization Provider Portal Account Confirmation

Please confirm your account for the Community Care Authorization Provider portal by clicking here [here](#).

Your temporary password is: B5c4128c9-92b1-4408-9667, you will be prompted to change it when logging in.

Administering Users

Once users have been created, the Provider Admin has the ability to administer (i.e. manage) user accounts within the organization. To get to this screen, click on Provider, and then move the mouse pointer over Provider Admin. The third option displayed is Provider User Administration. Click on Provider User Administration and a new page will open.

1. Make sure the appropriate Legal Entity Name is selected (for additional information please go to the section on [Linking Legal Entities](#))
2. Click on the pencil icon next to the name

| Legal Entity Name |
|----------------------|
| CCI Provider Partner |

| UserName | Email |
|---------------------|--------------------------------------|
| email@provider.org | virginia.kramer@communitycareinc.org |
| 2email@provider.org | cwilhelm@thewilhelmgrou.com |
| 3email@provider.org | test2@crwtstee.org |

Create New Provider User

3. The Provider Admin has the ability to change the role of any user, granting additional permissions, restricting permissions or removing permissions all together by unchecking the box next to "Enable".
4. After selections have been made, simply click Update to save your changes.

2email@provider.org

Edit User Roles

User Name: 2email@provider.org (Can't change, only delete user)

Email Address: 2email@provider.org

User Roles:

- Provider Administrator
- Provider User
- Provider Viewer

Enable:

Update Cancel

It is a HIPAA security expectation that you will maintain only active employees with access to the system.

Managing Notification Methods

One of the most important Provider Admin permissions is the ability to Manage Notification Methods. A Notification Method refers to the frequency of notification and to what email address that notification should be sent. Notification Methods can be set for Instant, Daily or Weekly. Only one notification method can be set per Provider location.

If a Notification Method is not set for each affiliate location, your organization will NOT be notified that a new or modified authorization is awaiting your signature.

1. Make sure the appropriate Legal Entity Name is selected (for additional information please go to the section on [Linking Legal Entities](#)).
2. The Provider Admin has the ability to create a new notification method by clicking “Add New Notification Method”.

Legal Entity Name

1. CCI Provider Partner

Option 1) You may select a single notification and apply this to all of your locations. To do so, select the entry at right and click the Apply to all locations button. If there is no methods available, click the button Add New Notification Method to create an entry, then perform the above operation.

2. + Add New Notification Method Refresh

| Method | Send To |
|------------------------|---------|
| No records to display. | |

Apply to all Locations

3. Select a Method (frequency of notification) from the drop down list. Options for frequency include:
 - Instant (notification sent within 30 minutes)
 - Daily Summary (sent at 6:00AM for the previous day)
 - Weekly Summary (sent at 6:00AM Friday morning for the previous seven days).
4. Enter an email address (for an individual or distribution group) in the “Send To” box.
5. Click on “Insert”

+ Add New Notification Method Refresh

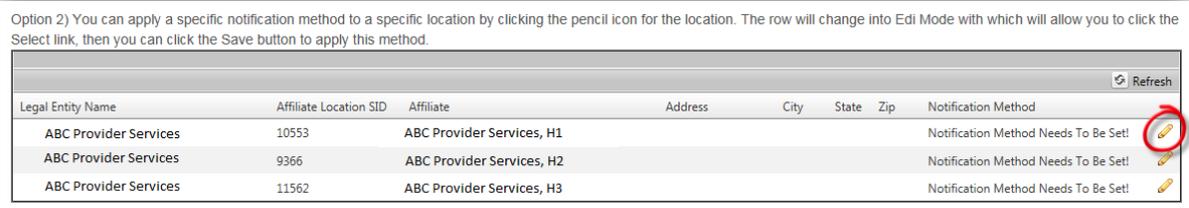
| Method | Send To | | | |
|------------------------|-----------------------|--------|------------|--------|
| EMAIL - Instant 3. | email@provider.org 4. | Select | Edit Entry | Remove |
| EMAIL - Daily Summary | 2email@provider.org | Select | Edit Entry | Remove |
| EMAIL - Weekly Summary | 3email@provider.org | Select | Edit Entry | Remove |

Apply to all Locations

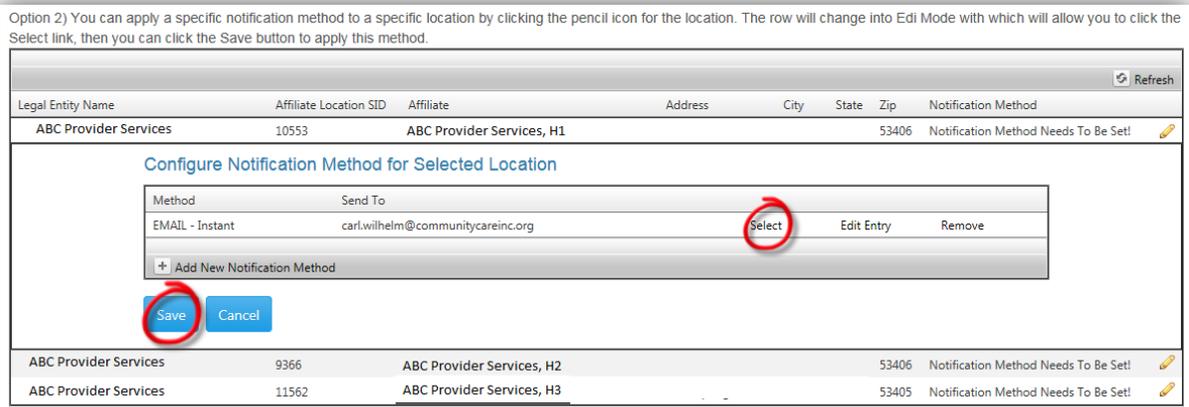
You can then apply that notification method **to all locations** for your organization if, for example, you wanted a single individual to receive notifications or if you created an email distribution group (group mailbox accessible by multiple people) for notification of new or modified authorizations.

1. Click “Select” located to the right of the “Send To” address.
2. Click on Apply to all locations.

The second option for assigning a notification method is to do it site by site by clicking the edit (pencil) icon.



From here you can select an existing method or you can add a “New Notification Method”. Remember to click select and then Save.



Anytime you assign a notification method an email will be sent to that address. The email will read:

Subject: Notification Configuration Confirmation

This email address has been identified for the purpose of receiving notifications from Community Care Authorizations. If you did not make this confirmation, please contact Community Care to have this changed so you do not receive emails. The contact number is 1-866-937-2793, Option #3. Or email contractinquiries@communitycareinc.org.

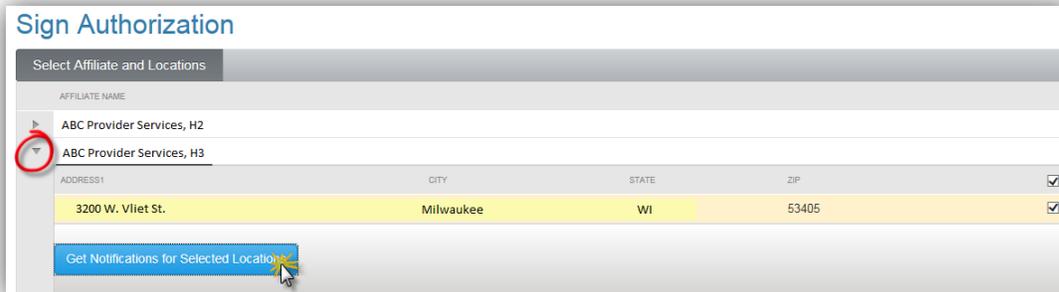
This email address has been configured for all location under the legal entity <<Community Care Provider Partner>>

Signing Authorizations

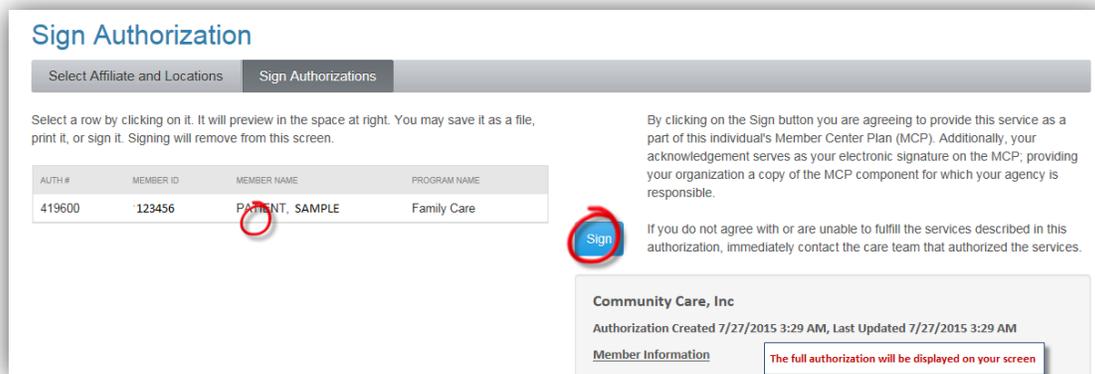
The most important capability for both the Provider Admin(s) and the Provider User(s) is to be able to sign authorizations in support of Community Care’s members and their Member Centered Plan (MCP). When you select “Sign Authorization” from the Provider User or Provider Admin drop down menu and you select the appropriate Legal Entity Name (for additional information please go to the section on

[Linking Legal Entities](#)), you will be presented with **only those locations for which there is an un-signed authorization from Community Care.**

On the example below, there are only two of the three locations that have un-signed authorizations. Click the triangle to the left of a location to reveal the details of the location and then click on the “Get Notifications” button located below the address.



You will then be presented with the un-signed authorization(s) for that specific location. When you select an individual authorization, the full authorization detail will be displayed on the right hand side of the page.



Before signing the authorization, you should review the details. If you do not agree with or are unable to fulfill the services described in this authorization, immediately contact the care team that authorized the services. The names of the team and contact number are located on the authorization, just below the Provider Notes.

If there are multiple authorizations, you will need to sign each, individually. Please remember, by clicking on the Sign button you are agreeing to provide this service as a part of this individual's Member Center Plan (MCP). Additionally, your acknowledgement serves as your electronic signature on the MCP; providing your organization a copy of the MCP component for which your agency is responsible.

After signing, if you need to print or review the authorization, it can be viewed from the Provider Signature History page.

Provider Signature History

All Authorization Provider Portal users are able to view the Provider Signature History page. This page may provide you a convenient way to share active or historical authorizations with others within your organization.

This history page provides users with the ability to search by multiple criteria.

1. You must first select the appropriate Legal Entity Name.
2. Additional search criteria include by Affiliate, by Location, by member, by who signed the authorization and by the date range in which the authorization was signed.
3. When searching by Member you can type the member's name in the box, select search. Then select the member's name from the list by checking the box to the right of their name.

| Member ID | MemberName | Program |
|-----------|---------------------|---|
| 13837 | SURPRISE, TIMOTHY O | Partnership <input checked="" type="checkbox"/> |

4. Once criteria have been selected, click on the “Get Signed Auths” button located below the list of search criteria. Your results will be returned on the top of the right hand side of the page.

You have the ability to print all the authorizations returned from your search or you can export all the information from the authorizations as a Microsoft Excel document. Note that this feature is available for other spreadsheet applications, though the appearance may differ from application to application.

Select the individual Authorization that you would like to view and it will be displayed below the list. From there you will be able to print that individual authorization to a printer, to a PDF file or XPS file depending on your individual computer system.

| Affiliate | Location | Member | Program | Signed |
|---------------------------|-----------|------------------|-------------|----------------------|
| ABC Provider Services, H2 | Address 1 | Member, Patient | Family Care | 7/28/2015 2:49:12 AM |
| ABC Provider Services, H2 | Address 1 | Example, Patient | Family Care | 7/28/2015 2:49:27 AM |
| ABC Provider Services, H3 | Address 2 | Tester, Patient | Family Care | 7/28/2015 4:15:03 AM |

[Print All Authorizations](#) [Download List as Excel File](#)

Member, Patient

Disclaimer:
The Excel file contains PHI data which requires that the information is safeguarded in accordance with HIPAA regulations. By downloading this file you are assuming the responsibility of protecting this information for HIPAA compliance.

Selecting the detail icon at the right will preview the authorization detail, which also contains HIPAA PHI information. This information should be viewed in appropriate environments that prevent HIPAA violations.

[Print](#)

Community Care, Inc
Authorization Created 7/27/2015 1:56 PM, Last Updated 7/27/2015 1:56 PM

Member Information

| | |
|------------------------------------|---------------------------|
| Name: Member, Patient | DOB: 02/27/1989 |
| Address: 934 CLOVER ST | Account #: 123455 |
| City, St, Zip: Milwaukee, WI 53202 | Diagnosis Code(s): 788.33 |
| Phone: (414) 555-5555 | |

Provider Information Authorization Information

Link Legal Entities

In some cases a single individual may need to be set up as a **Provider Administrator** for more than one Legal Entity that provides services for our Community Care members. A user with Provider Administrator privileges can select “Link Legal Entities” from the Provider Admin list to get to this page.

1. If you require Provider Administrator permissions to more than one Legal Entity, you can click on “+Add Legal Entity Link”

Link Legal Entities

If you require Provider Administrator permissions to more than one Legal Entity, you can click Legal Entity. These codes would have been provided to your organization in a separate, secure communication.

Your Account: 2email@provider.org

Primary Entity: CCI Provider Partner

1. Additional Linked Entities:

| Legal Entity Name |
|-------------------------|
| + Add Legal Entity Link |

Legal Entity Name

No records to display.

2. Enter the Registration Key and Registration Code for each Legal Entity. These codes would have been provided to your organization in a separate, secure communication.
3. Please, remember to save the link you have created.

Add Legal Entity Link

Registration Key

2.

Registration Code

3. Save Link Cancel

Your selection of Legal Entities will be available throughout the Authorization Provider Portal.

Support

On the Support page of the Authorization Provider Portal you will find links for email inquiries, links for resetting your password and additional resources.

If you have questions about an authorization, please contact the care team that authorized the services directly at 1-866-992-6600. This would include questions about missing authorizations, if you need to request a change to the services delivered or if you are unclear about the services described in an authorization.

If you have questions about the use of the Authorization Provider Portal, please call our Provider Hotline at 1-866-937-2783, option #3, between the hours of 8:00 AM to 4:30 PM Monday through Friday (Central Time).

FAQ – Common Challenges for Users

Q: I can't open the website at <https://app.communitycareinc.org:8443>

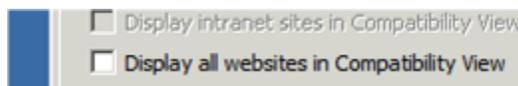
- It is important to type the address exactly as shown, including the “s” after http, and a colon and value 8443 after the web address. This tells the browser two things: the “s” indicates it is a secure site, and the :8443 tells it to look for the site on the non-standard port 8443.
- This non-standard port may be blocked by your company's IT rules where a firewall or similar only allows access to ports 80 and 443. You need to discuss this with your IT support staff to ensure that port 8443 is NOT blocked. The following is some sample “language” to use with your IT Staff.

We may be having having errors (messages like ‘page cannot be displayed’) because the Community Care site may be blocked because of the “port” listed at the end of the Authorization Provider Portal's site address <https://app.communitycareinc.org:8443> . This block may be preventing us from using that link.

Community Care has asked us to add an exception to our firewall allowing outbound traffic on port 8443 to app.communitycareinc.org (63.84.12.163). Or said another way, please “stop blocking port 8443”.

Q: I can access the site, but it doesn't look or act correctly

- The browser being used must be up to date. Internet Explorer 11, Firefox 40, and Chrome 44 are recent supported browsers. The site has also been tested using an iPad without issues. We do not indicate support for iPads since our support staff has no way to follow along with a user for troubleshooting.
- If you are unable to update your Internet Explorer to anything newer than Internet Explorer version 9, please be sure that under the Tools menu, you select “Compatibility View Settings and then be sure to UN-check the box next to “display all websites in Compatibility View”



Q: The key codes provided do not work

- It is suggested that the provider copy and paste the codes from your email to the website form to avoid typos. The codes must match exactly as provided or they will not work. The large code is entered first, then the small numeric code is entered in the second text box.

Q: I have more than one Legal Entity to manage and have been supplied only one key code

- APP version 1.1 allows you to link additional Legal Entities using the key codes. Contact Community Care Provider Management to obtain the keys to the other entities that are managed.

Q: I see some other users indicated under my Legal Entity, why are they here?

- If the user addresses end in communitycareinc.org, then they are support staff that are assisting or investigating an issue and will show up and disappear as needed to be able to replicate reported issues.
- If the user address does NOT end in communitycareinc.org, please contact Community Care Provider Management and report this issue. Incorrect information may be the cause of the problem, and needs to be addressed.

Q: I do not see all of my authorizations for signatures

- At present, only Home and Community Based Waiver Services authorizations are required to have signatures. The Community Care systems indicate services by provider location, so you may have additional sites that do not provide these services and do not require signatures. These other sites may display current authorizations on the Provider Signature History page. AGAIN, these will not require signatures.

Q: I did not receive an email with key codes to access this site

- This is a portal for Community Care providers of home and community based services, allowing those providers to view and sign all their authorizations. If you feel you do need access and you did not receive registration information, please call our Provider Hotline at 1-866-937-2783, option #3, between the hours of 8:00 AM to 4:30 PM Monday through Friday (Central Time).

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