



September 2018

New UM Provider Portal

## PROVIDER NOTICE: NEW AUTHORIZATION PORTAL UPGRADE EFFECTIVE 10/8/18

CountyCare is pleased to announce that we are upgrading our utilization management provider portal **effective October 8, 2018**. **New features** and an **updated technology platform** will enhance your ability to view authorization status and improve ease of submitting new prior authorization requests.

### NEW FEATURES

- Ability to request concurrent reviews electronically
- Add additional clinical documentation after submission
- Additional editing functionality such as ability to extend dates of service
- Option to save and finish later

### TRAINING SCHEDULE

CountyCare will host a series of live training webinars that will provide an overview of the new authorization portal for providers and their staff. We encourage you to please join us for one of the live sessions listed below. If you cannot attend a live session a recorded version will be available on the CountyCare website.

**Thursday, September 20th at 8:00 am - 9:30 am**

**Monday, September 24th at 3:00 pm - 4:30 pm**

**Thursday, September 27th at 8:00 am - 9:30 am**

**Tuesday, October 2nd at 3:00 pm - 4:30 pm**

### NOTE TO CURRENT UM Portal USERS

If you already have a username and password for the CountyCare UM Provider Portal to submit and view authorization requests, you **DO NOT** have to re-register. You will receive an email with your username and link to reset your password in the coming weeks.

### QUESTIONS AND COMMUNICATIONS

You can access the provider portal, educational materials, and links to training presentations here:  
<http://www.countycare.com/providers/portal>.

For general questions, please contact CountyCare Provider Services at [ProviderServices@countycare.com](mailto:ProviderServices@countycare.com) or your Provider Relations Representative.