



April 2018

Provider Portal Upgrade

## Provider Notice: **PROVIDER PORTAL UPGRADE**

**A new experience is launching May 14, 2018**

CountyCare is pleased to announce that we are upgrading our provider portal to enhance ease of use for providers and their staff. The new portal will greatly increase access, functionality, and reporting.

The CountyCare Health Plan Provider Portal is designed to give you real-time access to valuable information about your CountyCare patients and may eliminate the need to call Provider Services. You can access the provider portal, educational materials, and links to training presentations here: <http://www.countycare.com/providers/portal>

### **Please Visit Our Provider Portal for the Following:**

- Member Eligibility
- Claims Status Search
- View EOP and Payment Details
- Access Key Documents and Forms
- Check Prior Authorization Requirements by CPT Code
- Submit Prior Authorization Requests
- View Prior Authorization Status
- Provider Rosters

### **New Features**

For greater convenience, we have added some new features, including:

- Self-registration for new users
- Search member eligibility by Medicaid ID Number/RIN
- Export option for all reports
- Member lock *and more*

### **NOTE TO CURRENT USERS**

If you already have a username and password for the CountyCare Provider Portal, you **DO NOT** have to re-register. Please login using your current username and you will be prompted to update your password.

### **Questions and Communications:**

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