

Cenpatico Provider Portal – How to Grant Access to Authorizations

• Providers can now access the Authorization tab to view and create authorizations for Behavioral Health and Substance Use services.

	Eligibility	L Patients	Z Authorizations	(\$ Claims	Messaging	User	name	•
Viewing Dashboard For : 123456789 Cenpatico MS								
Quick Eligibility Check Member ID or Last Name Birthdate 123456789 or Smith mm/dd/yyyy Check Eligibility				Welco			>	
Recent Claims STATUS RECEIPT DATE MEMBER NAME	CLAIM	NO.			N to My Acco Accounts	Junt	>	•

- In order to modify access to other accounts within a given Tax ID number. The account manager will need to follow these steps:
- 1. Click on the top right corner of the screen where the username is displayed and select "User Management" from the options given.

			iiii Eligibility	L Patients	Authorizations	<mark>(\$</mark> Claims	Messaging	Username	-
Viewing Dashboard For :	123456789	Cenpatico MS	•	60				Account Details	
								User Managemen	t
Quick Eligibili	ty Check					Weld	come		
Member ID or Last Name	Birthdate								
123456789 or Smith	mm/dd/yyyy	Check Eligibility							
						Add	a TIN to My Acc	ount	>
Recent Claims						Man	age Accounts		>
STATUS RECEIPT DA	TE MEMBER	NAME	CLAII	M NO.		Rep	orts		>



2. The following screen will populate a list of accounts tied to this Tax ID number. Click the "Permissions" button for the account that needs to be modified.

		_	iii Eligibility	L Patients	Z Authorizations	(\$ Claims	Messaging	Username	*
Viewing For : 1234	156789	Cenpatico MS	60						
Support U	sers					Invit	e a User		
NAME		E-MAIL ADDI	RESS		ACTIONS	Email A	idress		
John Doe		jdoe@beha	vioralservices	org.	Disable User	name@)domain.com		
					Permissions	🖂 Sei	nd Invitation		
Jane Smith		jsmith@beł	navioralservic	es.org	Disable User				
					Permissions				

3. From this screen you'll be able to modify the type of access this user has. Select the "Authorizations" box and click the green "Save Permissions" button as shown below.

Cenr	Datico			Eligibility	L Patients	Authorizations	<mark>(\$</mark> Claims	Messaging	Username
Viewing For :	123456789	•	Cenpatico MS	▼ 60					
Modify	John Do	e's Perm	issions for	TIN 640584	893 Ce	npatico M	IS		
	Can Access	🔽 Health Rec	ord 🔽 Claims	Manage Account	Eligibi	lity 🔽 Health F	Passport	Assessments	Authorizations
								Can	cel Save Permissions
	Datico [*]			Eligibility	L Patients	Z Authorizations	(\$ Claims	Messaging	Username
Viewing For :	123456789	•	Cenpatico MS	▼ 00					
Modify	/ John Do	e's Perm	issions for	TIN 640584	893 Ce	npatico N	IS		
	0						-		
	Can Access	🗹 Health Rei	cord 🔽 Claims	Manage Account	Eligib	ility 🔽 Health F	Passport	Assessments	Authorizations

Have Questions? Call us at 1-800-589-3186 www.cenpatico.com



4. Once the changes have been made, the user should have full access to view existing authorizations and create new requests through the portal.

				Eligibility	2 Patients	Authorizations	(\$ Claims	Messaging	Userr	name
Viewing Authorizations For	: 123456789)	Cenpa	itico MS	• 60				Create Au	uthorization
Authorizations	Processe	d Errors	Important Disclaimer						c	Search
Authorization # / Confi	rmation #:			Search						
Please call the health	n plan for quest	tions regardi	ng voided autho		ons.					
STATUS AUT	H ID	MEMBER		FROM DATE	TO DATE	DIAGNOSI	S AUTH TYP	PE S	ERVICE	
APPROVE OP0	123456789	JUAN SMI	тн	07/10/201	4 01/10/2	015	OUTPA	TIENT C	Community Based	Services
APPROVE OPO	123456790	XOCHITL	GRAHAM	07/09/201	4 01/09/2	015	OUTPA	TIENT C	Community Based	Services

• If a provider encounters the error message shown below, they must contact their account manager to gain access to this tool.

	_	_	🛗 Eligibility	L Patients	Authorizations	S Claims	₩ Messaging	Username
Viewing Authorizations For :	123456789	Cenpatico I	MS	60				
		2	ava fea Ou	ture as s tpatient	your mark soon as pos Treatment l	et. We a sible. F Reques	are working Please conti it forms via	are not currently I to implement this inue to submit fax. Blank OTRs <u>m/providers/</u>