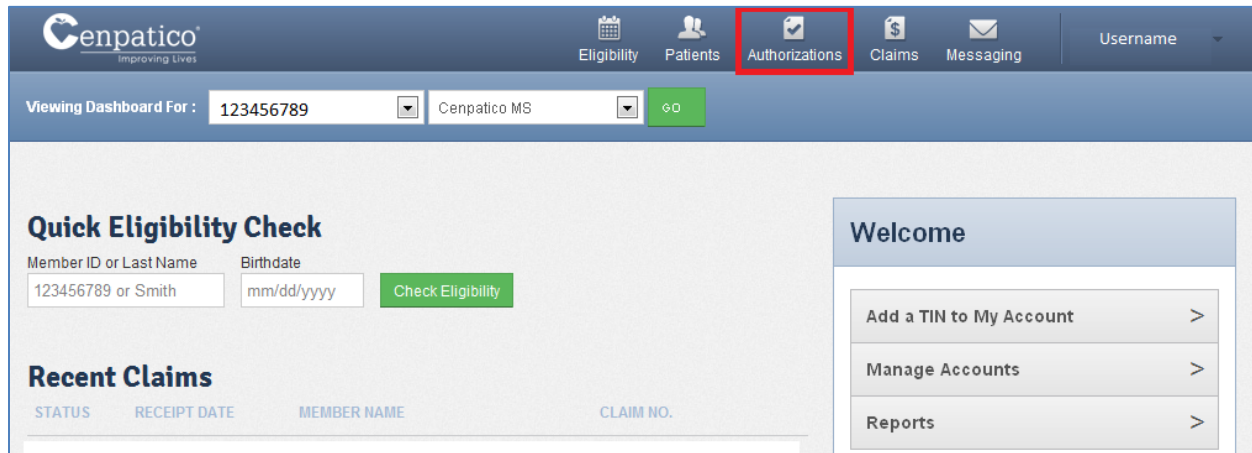
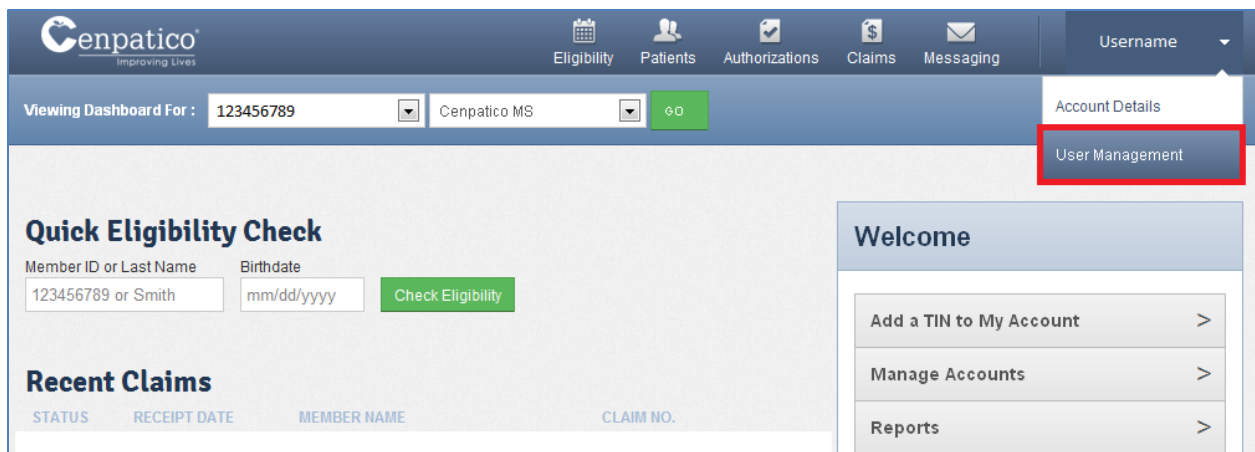


Cenpatico Provider Portal – How to Grant Access to Authorizations

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



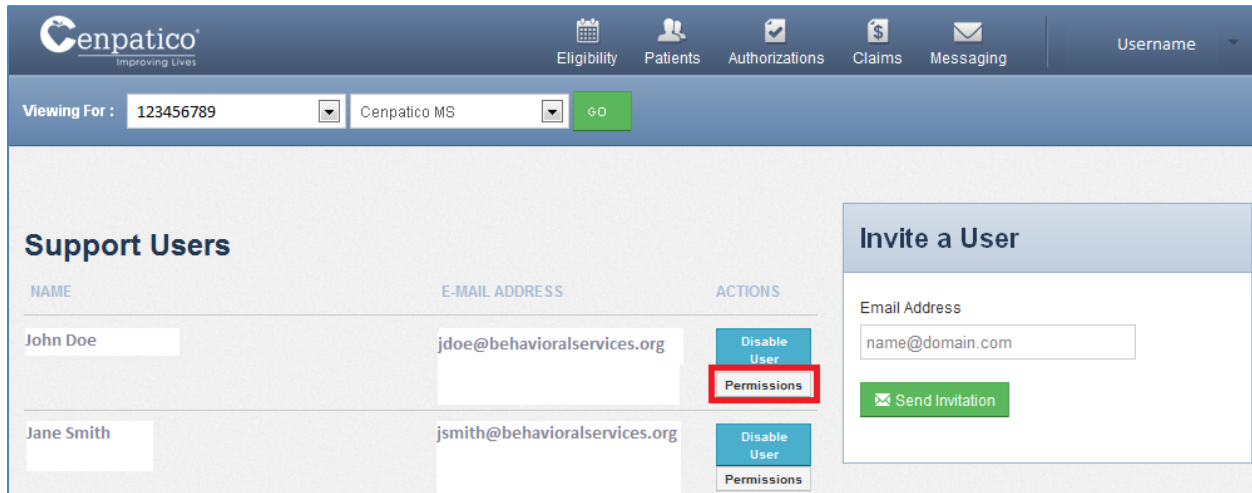
- In order to modify access to other accounts within a given Tax ID number. The account manager will need to follow these steps:
 1. Click on the top right corner of the screen where the username is displayed and select “User Management” from the options given.



Have Questions?
 Call us at 1-888-282-7767

www.cenpatico.com

- 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.



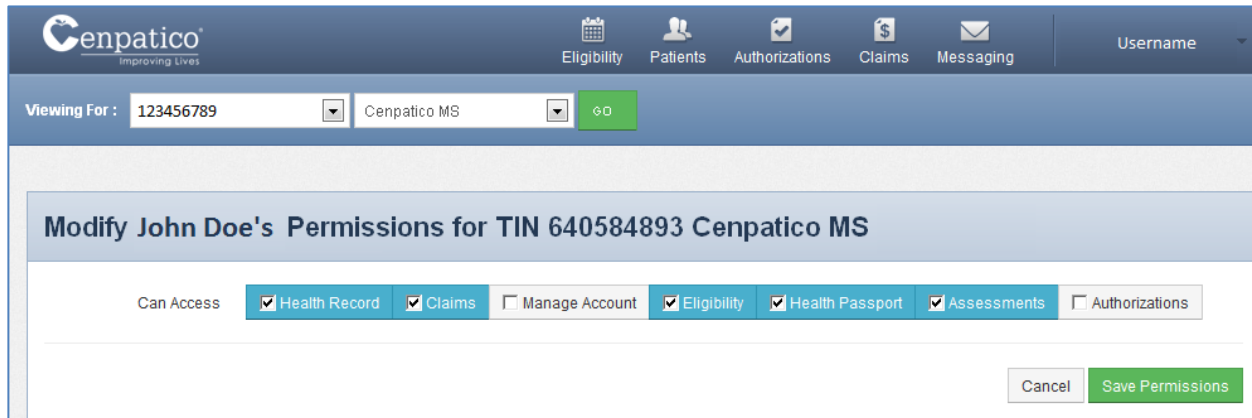
Support Users

NAME	E-MAIL ADDRESS	ACTIONS
John Doe	jdoe@behavioralservices.org	<input type="button" value="Disable User"/> <input type="button" value="Permissions"/>
Jane Smith	jsmith@behavioralservices.org	<input type="button" value="Disable User"/> <input type="button" value="Permissions"/>

Invite a User

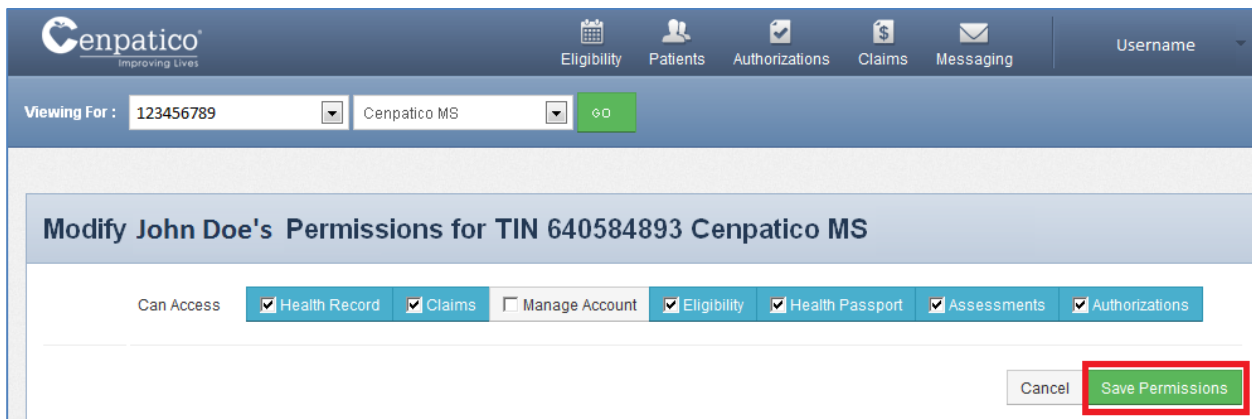
Email Address

- 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.



Modify John Doe's Permissions for TIN 640584893 Cenpatico MS

Can Access Health Record Claims Manage Account Eligibility Health Passport Assessments Authorizations



Modify John Doe's Permissions for TIN 640584893 Cenpatico MS

Can Access Health Record Claims Manage Account Eligibility Health Passport Assessments Authorizations

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

The screenshot shows the Cenpatico portal interface. At the top, there are navigation tabs for Eligibility, Patients, Authorizations, Claims, and Messaging. The user is logged in as 'Cenpatico MS'. The main content area is titled 'Authorizations' and includes a search bar and a table of authorization records.

STATUS	AUTH ID	MEMBER	FROM DATE	TO DATE	DIAGNOSIS	AUTH TYPE	SERVICE
APPROVE	OP0123456789	JUAN SMITH	07/10/2014	01/10/2015		OUTPATIENT	Community Based Services
APPROVE	OP0123456790	XOCHITL GRAHAM	07/09/2014	01/09/2015		OUTPATIENT	Community Based Services

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

The screenshot shows the Cenpatico portal interface with an error message. The message states that online authorization submissions are not currently available in the user's market and provides instructions on how to submit requests via fax.

Sorry, online authorization submissions are not currently available in your market. We are working to implement this feature as soon as possible. Please continue to submit Outpatient Treatment Request forms via fax. Blank OTRs can be found at <http://www.cenpatico.com/providers/>