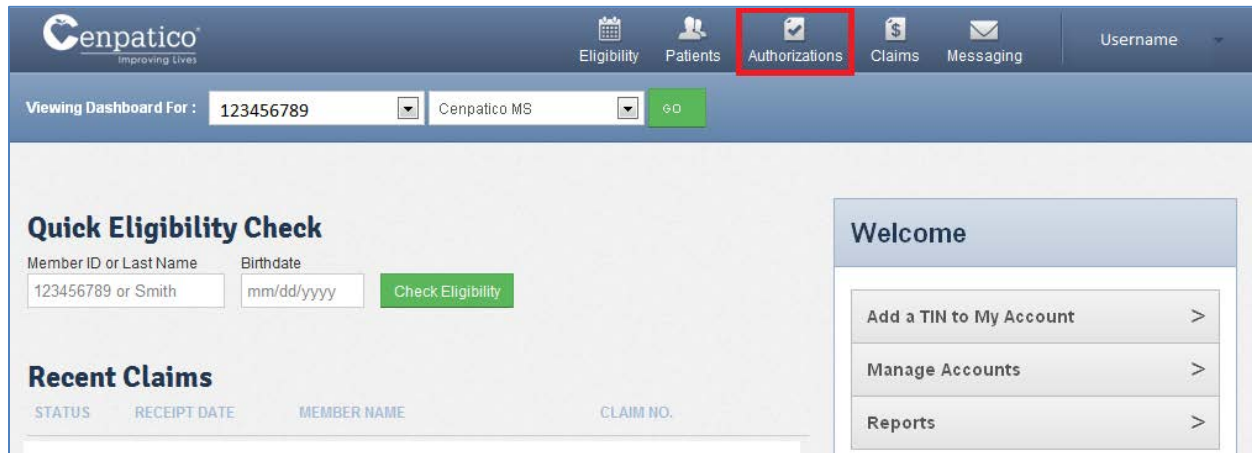
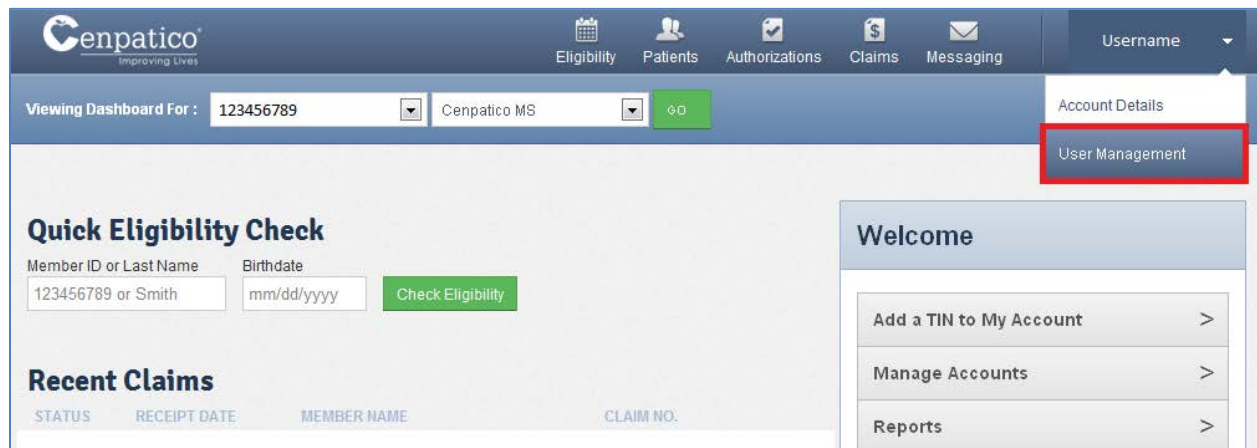


## Cenpatico Provider Portal – How to Grant Access to Authorizations

- 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.



- 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.

NAME	E-MAIL ADDRESS	ACTIONS
John Doe	jdoe@behavioralservices.org	Disable User <b>Permissions</b>
Jane Smith	jsmith@behavioralservices.org	Disable User Permissions

- 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.

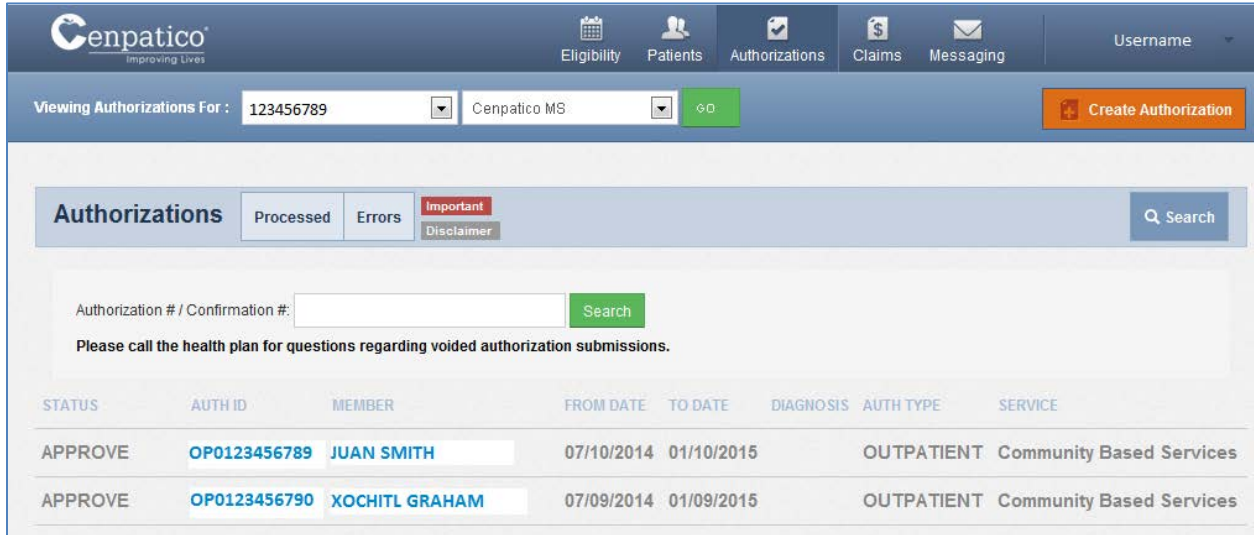
Can Access  Health Record  Claims  Manage Account  Eligibility  Health Passport  Assessments  Authorizations

Cancel **Save Permissions**

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

Cancel **Save Permissions**

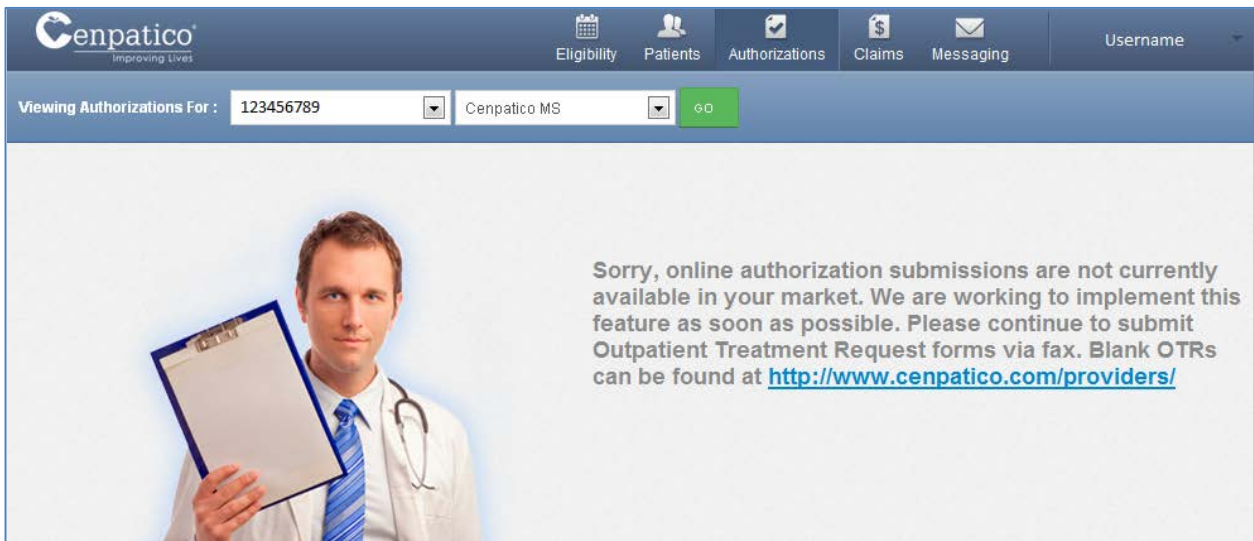
- Once the changes have been made, the user should have full access to view existing authorizations and create new requests through the portal.



The screenshot shows the Cenpatico portal interface. At the top, there are navigation tabs for Eligibility, Patients, Authorizations, Claims, and Messaging. The 'Authorizations' tab is active. Below the navigation, there are dropdown menus for 'Viewing Authorizations For:' with the value '123456789' and 'Cenpatico MS'. A 'Create Authorization' button is visible on the right. The main content area has a search bar and a table of authorizations.

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 navigation and search elements are the same as in the previous screenshot. The main content area features a background image of a doctor holding a clipboard and a text box with the following message:

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/>