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The Authorization Portal is a web-based portal which allows you, the provider, ready access to specific service authorization information relating to members you serve.

This site is only for viewing authorizations for home and community-based waiver services for members enrolled under the Partnership program. Authorizations for Medicaid Card services and other acute and primary medical care are provided via fax or US mail. For members enrolled under the Family Care program, authorizations are accessible through the MIDAS Portal (https://www.mcfc-midas.com). Please reach out to your Contracting Specialist if you need MIDAS access.

**Sign Up**

The first step in accessing the portal is to contact the My Choice Wisconsin Claims Department by email at Provider-Help-Desk@carewisc.org to request a Login ID. Please include your Tax ID and preferred email address in the email.

The My Choice Wisconsin claims team will create your account, typically within 2 business days. You will receive an email containing a link to activate your account and select a unique password.

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**Example Email:**

Week 1/25/2020 2:37 PM

Donotreply@carewisc.org

My Choice Wisconsin Provider Authorization Portal – Confirm your account

Hello [Name],

You are receiving this email because you requested access to My Choice Wisconsin’s Authorization Portal.

Please use the Registration Link below to activate your new account and set your password.


This registration token and link will expire in 24 hours.

Thank you!
My Choice Wisconsin Provider Authorization Portal Team.

For more information, please see our website at: https://mychoicewi.org/providers/authorizations.
A User Guide is available in the Resource Library.

Trouble Logging in?
Call us at 800-963-0033.
This email is automated and unattended. Please do not reply.
Note: Your password must contain at least 8 characters, and is case sensitive. For security purposes, passwords are required to have an upper and lower-case letter, a number, and a special character, such as #, @ or !.
Once your password has been changed, you will receive a confirmation email.

![Confirmation Email Image]

**Log In**

You are now able to use your Login ID and password to access the portal. If your password is forgotten, click the “Forgot your password?” link for a new email to reset your password. If your UserName is forgotten, click the “Forgot your UserName?” link to receive an email with your Login ID.
Search Service Authorizations

After you click “Log In”, you will be taken to the Authorization Portal Home page. To begin your authorization search, simply click “Search Authorizations.”

You must choose a location or “All Locations.” Then click “Search.”
The search function defaults to show currently active authorizations. For anything with a service end date in the past, click “All” and “Search.”

Download to Excel or Print

A list of authorizations matching your search criteria will display on the bottom of the page. To open this list with Excel, click “Export to Excel.” To view details of a single authorization and print a copy of that authorization, click the blue authorization number linked under the column heading “Auth No.”
The authorization list will highlight in red any new or changed authorizations since your last login.

The Service Authorization detail screen gives you the specifics of the authorization, including authorization number, member name and date of birth, authorization start and end dates, service description and code, frequency and unit quantity, and service location name and address. You can print the authorization form using the “Open to Print” button. Adobe Acrobat Reader is required to use this function, and can be downloaded to your PC by clicking “Download Adobe Acrobat Reader.” To return to the authorization list, click “Return to Search Results.”
Manage Account/Log Out

Click the “Manage Account” link in the top black bar to make changes to your account. Log out of the Authorization Portal by clicking the “Log Off” link.

To change your password, click “Change” next to Password in the Manage Account section. This will take you to the Manage Password screen where you can follow the prompts then click “Change Password.”
When successful, you will see the confirmation screen below.

You will also receive a confirmation email once your password is changed successfully.

Your My Choice Wisconsin Provider Authorization Portal password was updated on **11/23/2020 at 09:05:03**. If you did not request this change to your account, please contact us at 1-800-963-0035 immediately.

Thank you!
My Choice Wisconsin Provider Authorization Portal team.
Locked Out

You will be locked out of your account if too many failed login attempts are made. You will receive an email when your account is locked. Please wait 15 minutes before trying again or clicking “Forgot your password?”.

Help

For questions relating to the status of an authorization, contact Customer Service at 800-963-0035.

For assistance with logging in to and/or navigating the Authorization Portal, contact the Provider Help Desk at 855-878-6699 or email Provider-Help-Desk@carewisc.org.

For more information about My Choice Wisconsin prior authorization requirements, including the forms to submit and a list of services that do or do not require authorization, please visit our website at https://mychoicewi.org/providers/authorizations/.