

Provider Authorization Portal User Guide

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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 (<u>https://www.mcfc-midas.com</u>). 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 <u>Provider-Help-Desk@carewisc.org</u> 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.





Provider Authorization Portal About C	Contact Search Authorizations	Log in
	My Choice Wisconsin Authorization Portal For questions on an Authorization, call Customer Service: (800) 963-0035	
Create your new password		
Passwords must contain at least 8 characters and no mo	ore than 128 characters.	
Passwords must contain:	Passwords	
At least 1 numeric character.	Cannot be the same as the UserName.	
At least 1 uppercase alphabet character.	Cannot have a character repeat more than twice in a row.	
At least 1 special character.		
UserName		
Password		
Confirm password		
Submit		
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Provider Authorization Portal About	Contact Search Authorizations	Log in
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Password Changed. Your password has been set. Click here to login		
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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.

donotreply@carewisc.org Image: Comparison of the compa	3:24 PM
Your My Choice Wisconsin Provider Authorization Portal account has been confirmed. Please log into <u>https://providerportal.carewisc.org</u> to access your current service authorization information.	
If you did not confirm your account, please contact us at 1-800-963-0035 immediately to disable this account.	
Thank you! My Choice Wisconsin Provider Authorization Portal team	

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.

Provider Authorization Portal About Contact	Search Authorizations	Log in
	My Choice Wisconsin Authorization Portal For questions on an Authorization, call Customer Service: (800) 963-0035	
emy c	hoice	
Log in	SCONSIN	
UserName		
Password		
Remember me?		
Log in		
Forgot your password Forgot your UserName? Get help with Provider Authorization Portal features in the Provi	der Portal User Guide	
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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."

Provider Authorization Portal About	Contact Search Authonizations	Manage Account - Log off
	My Choice Wisconsin Authorization Portal For questions on an Authorization, call Customer Service: (800) 963-0035	Login Date: 11/20/20 2:46:44 PM Last Logged In: 11/18/20 2:25:24 PM Password Changed: 11/18/20 9:29:46 AM
e m	y choice	
	WISCONSIN	
	Authorizations	
My Choic	e Family Care - Care Wisconsin Provider Aut	thorization Portal
	You can easily search for your authorizations.	
© 2020 - My Choice Wisconsin - Authorization Po	rtal	

You must choose a location or "All Locations." Then click "Search."

Search Authorizations
Authorization Search Conditions
Locations: Choose Location(s) below:
All Locations
Search Reset Cancel
Enter search conditions and click the search button to display authorizations.



The search function defaults to show currently active authorizations. For anything with a service end date in the past, click "All" and "Search."

Authorization Search Conditions		
Locations: Choose Location(s) below:		
Currently Active OAll Open OClos	ed OVoid ODiscontinued ONew or Modified since Last Login	1
OService Dates OModified Date		
full or partial first and/or full or partial last name	full or partial service name	full or partial authorization number
Search Reset Cancel	Service.]	Autority.j

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."

Click a link i 1 to 36 of 36	Click a link in the list to display additional information about an authorization. Click a column heading to sort the by that column. 1 to 36 of 36 Click any column heading to sort or reverse sort by that column.						
Auth No	Status Member Last Name	Member First Name	Service	Service Start	Service End	Modified Date	
SRO	Open		SHC Assist w ADLs - Attendant care svcs, 15 min S5125	03/01/2021	03/31/2021	09/11/2020	
SRO	Open		SHC Assist w ADLs - Attendant care svcs, 15 min S5125	02/01/2021	02/28/2021	09/11/2020	
SRO	Open		SHC Assist w ADLs - Attendant care svcs, 15 min S5125	01/01/2021	01/31/2021	09/11/2020	
SRO	Open		SHC Assist w ADLs - Attendant care svcs, 15 min S5125	12/01/2020	12/31/2020	09/11/2020	
SRO	Open		SHC Assist w ADLs - Attendant care svcs, 15 min S5125	11/01/2020	11/30/2020	09/11/2020	
SRI	Open		SHC Routine Home Care - Homemaker svcs, 15 min S5130	11/01/2020	11/30/2020	05/19/2020	
SRI	Closed		SHC Routine Home Care - Homemaker svcs, 15 min S5130	12/01/2019	12/01/2020	11/19/2019	
1 to 36 of 36 Export to I	Excel						



The authorization list will highlight in red any new or changed authorizations since your last login.

Provider	Authorization Portal			Manage Account	Log off
		My C	hoice Wisconsin Authorization Portal For questions on an Authorization, call Customer Service: (800) 963-0035		Logio Date: 11/20/20 6:36:59 AM Last Logged In: 11/20/20 2:54:35 PM Password Changed: 11/02/20 12:04:59 PM
			Search Authorizations		
Authorizatio	n Search Conditions				
Locations:	Choose Location(s) below:				
ZAII Locati	ons				^
		_	pros		Ť
•Currently	Active OAII OOpen OClos	ed Ovoid ODiscontinued	ONew or Modified since Last Login		
Oservice Da	ates OModified Date				
full	or partial first and/or full or				
par	tial last name	full or	r partial service name	full or partial authorizat	ion number
Member:		Service:		Auth No:	
Search	Reset Cancel				
Click a link i	n the list to display addition:	l information about an auti	horization. Click a column heading to sort the by	that column	
1 to 24 of 24	Click any column h	eading to sort or reverse sor	t by that column.		
				Service	Service Modified
Auth No	Status Member Last Name	Member First Name	Service	Start	End Date
SR	Open		Adult Companion Care per Diem (Not a CSL Service	e) S5136 12/01/2020	12/31/2020 11/05/2020
SR	Open		Adult Companion Care per Diem (Not a CSL Service	e) S5136 11/01/2020	11/30/2020 11/05/2020
SR	Open		Residential Room and Board - AFH 3-4 Beds - Priva	te 0130 01/01/2021	03/31/2021 09/04/2020
SR	Open		Residential Room and Board - AFH 3-4 Beds - Priva	te 0130 10/01/2020	12/31/2020 09/04/2020
SR	Open		Residential Care and Supervision - AFH 3-4 Beds - 1	Tier 1 0241 01/01/2021	03/31/2021 09/04/2020

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."

	Service Authorization					
Authorization Details						
		Return to Search Results				
	Authorization: SR004					
Created: 09/10/2020	Last Modfied: 09/10/2020					
	Status: OPEN					
	Member ID:					
N	Nember Name:					
Note:						
	DOB: 05/14/1950					
Service Start Date: 11/01/2020	Service End Date: 11/30/2020					
Notes: 8 hours per week.						
Service: SHC Assist w ADLs - Attendant	care svcs, 15 min S5125					
Frequency/Quantity: 32 quarter hours 1 time every 1	I week for a period of 30 days, is a total of 137.00 quarter hours					
Service Location:						
Location Address:						
Location City, State Zip:						
Open to Print						
It you are having issues anoning PDEs, plaase choose Save and then open the	o filo					
n you are naving issues opening roi s, prease choose Save and then open the line. Relint 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.

Provider Authorization Portal	About	Contact	Search Authorizations		Manage Account	Log off
			Manage Acco Change your account Password: UserName: Email Address: Email Notifications: Paperless:	Dunt settings Change Change Change Change Change		

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."

	My Ch	ioloce Wisconsin Authorization Portal For questions on an Authorization, cal Customer Service: (800) 983-0035	Login Date: 11/06/20 3:00:17 PM Last Logged In: 11/02/20 4:58:00 PM Password Changed: 11/02/20 12:04:59 PM	
	Manage Password Change Password Form Passwords must contain at least 8 characters and no more than 128 char			
	Passwords must contain: Al least 1 numeric character. Al least 1 lovercase alphabet character. At least 1 lovercase alphabet character. At least 1 special character.	Passwords Cannot be the same as any of the last 5 passwords used. Cannot have only the first or last character changed from the last password. Cannot be the same as the UserName. Cannot have a character repeat more than twice in a row.		
	Current password Password Last Changed on 11/02/20 12 New password	204 59 PM		
	Confirm new password Change Password Cancel			
-	© 2020 - My Choice Wisconsin - Authorization Portal			



When successful, you will see the confirmation screen below.



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





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?".

Provider Authorization Portal About Contact Search Authorizations	Log in			
My Choice Wisconsin Authorization Portal For questions on an Authorization, call Customer Service: (800) 963-0035				
Locked out.				
Your account has been locked and an email has been sent to you.				
Please check your email for additional information.				
© 2020 - My Choice Wisconsin - Authorization Portal				
donotreply@carewisc.org >xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx				
Your My Choice Wisconsin Provider Authorization Portal account has been locked for 15 minutes due to too many invalid login attempts.				
Please try again in 15 minutes to log into https://providerportal.carewisc.org to access your current service authorization information.				
If you did not try to log in to your account on 11/20/2020 at 03:26:12, please contact us at 1-800-963-0035 immediately.				
Thank you! My Choice Wisconsin Provider Authorization Portal team.				
Note: Resetting your password will not end the lock out time period for locked accounts. If your account has been locked, wait for 15 minutes and then try to log in again, or use the forgot password link after the 15 minutes lock out time expires.				

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 <u>Provider-Help-Desk@carewisc.org</u>.

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/.