

## Provider Authorization Portal User Guide

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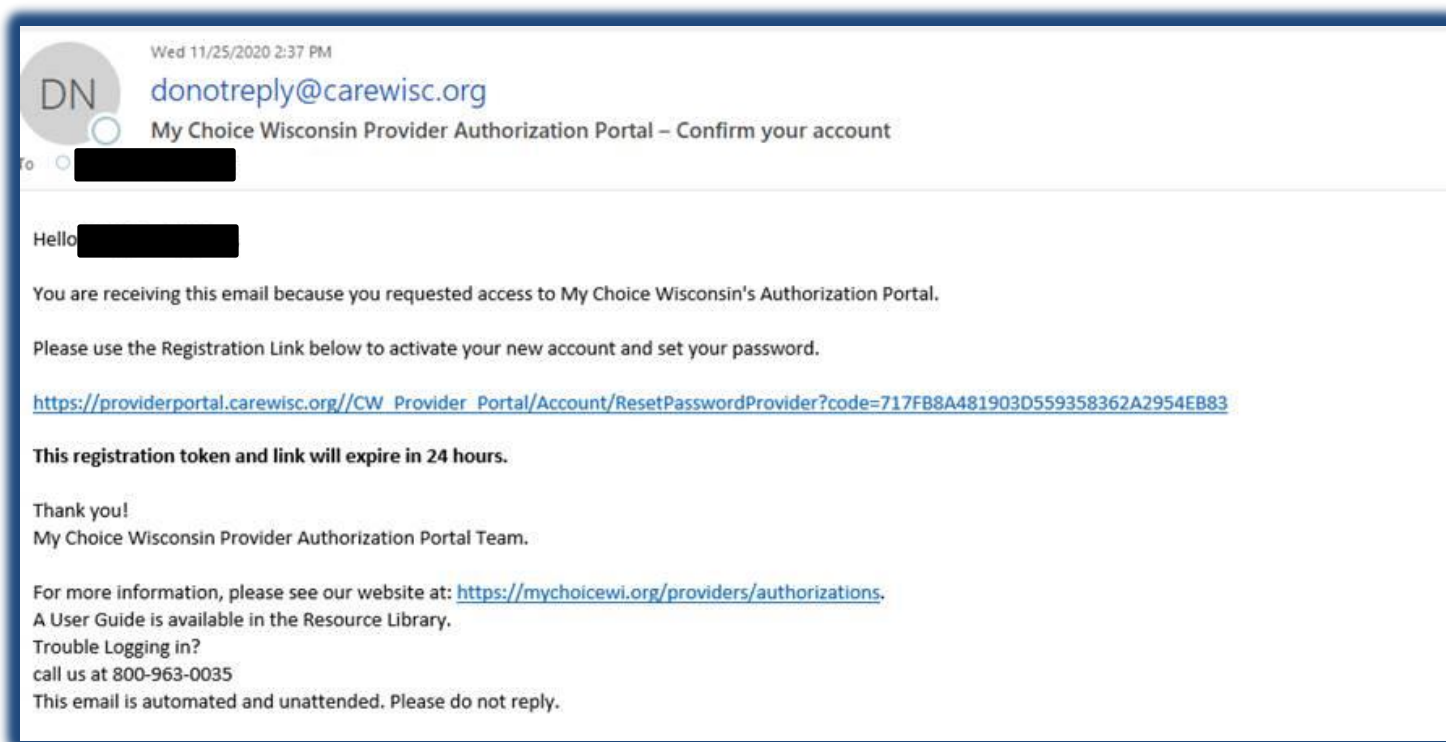
The Authorization Portal is a web-based portal which allows you, the provider, ready access to specific service authorization information relating to members you serve.

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 (<https://www.mfc-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](mailto: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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 **My Choice Wisconsin Authorization Portal**  
For questions on an Authorization, call  
Customer Service: (800) 963-0035

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Create your new password  
Passwords must contain at least 8 characters and no more 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 lowercase alphabet character.	
At least 1 special character.	

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UserName

Password


Confirm password

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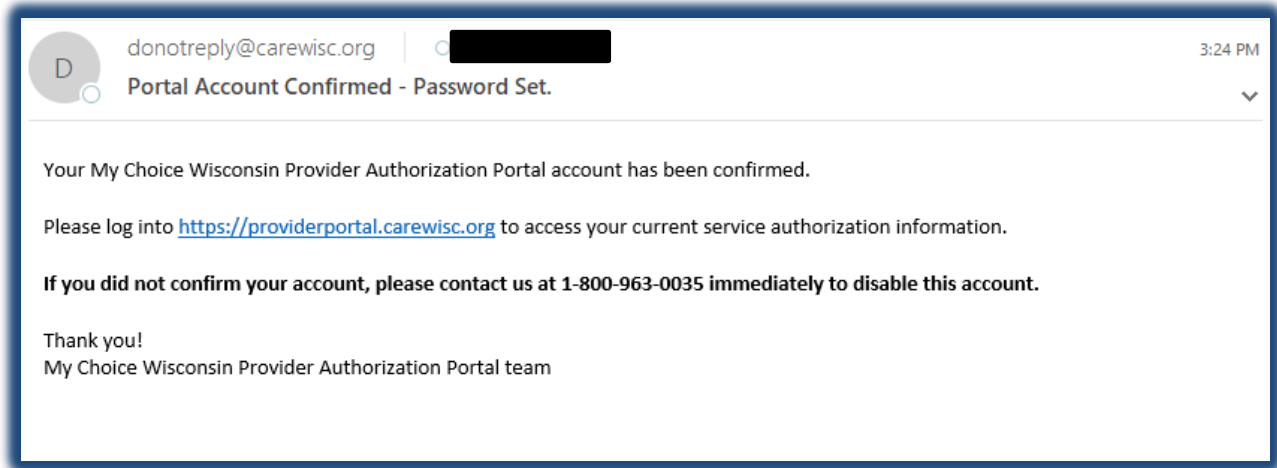
**Password Changed.**  
Your password has been set. Click [here](#) to login

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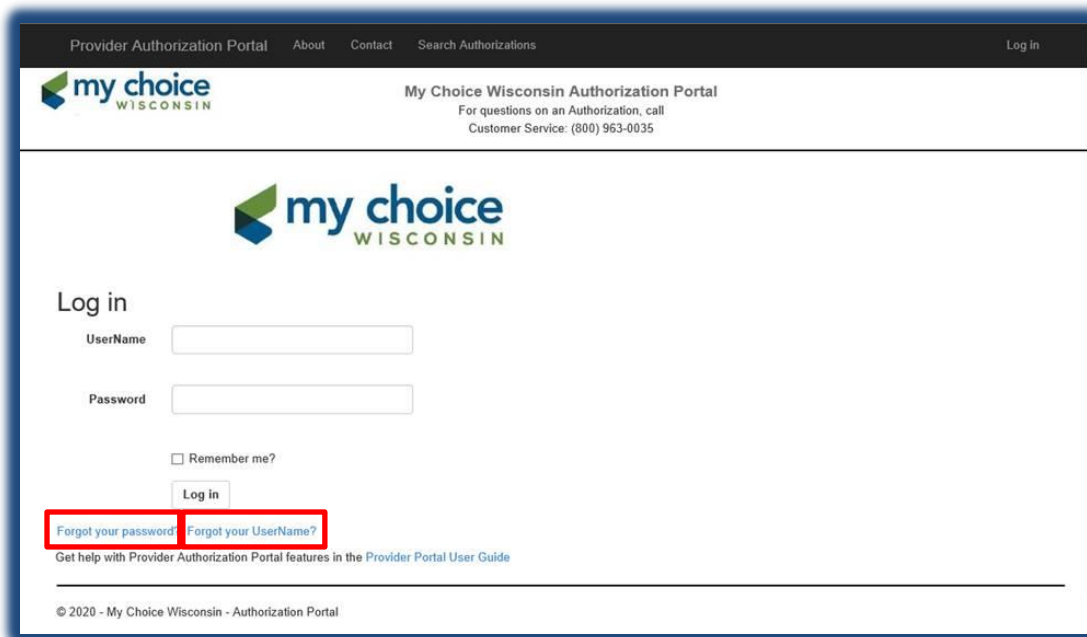
Note: Your password must contain at least 8 characters, and is case sensitive. For security purposes, passwords are required to have an upper and lower-case letter, a number, and a special character, such as #, @ or !.

Once your password has been changed, you will receive a confirmation email.



## 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.

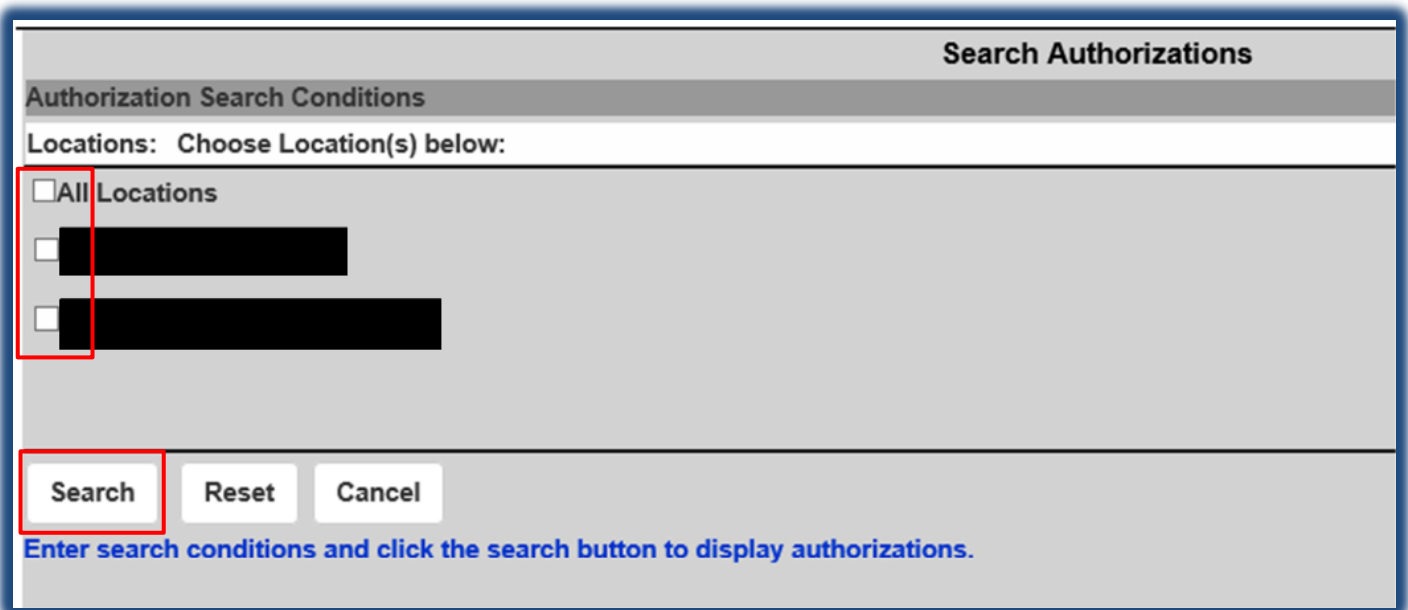


## Search Service Authorizations

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.”

**Authorization Search Conditions**

Locations: Choose Location(s) below:

[Redacted]

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**Currently Active**
 All
  Open
  Closed
  Void
  Discontinued
  New or Modified since Last Login

Service Dates
  Modified Date

*full or partial first and/or full or partial last name*                      *full or partial service name*                      *full or partial authorization number*

Member:                       Service:                       Auth No:

## 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.”

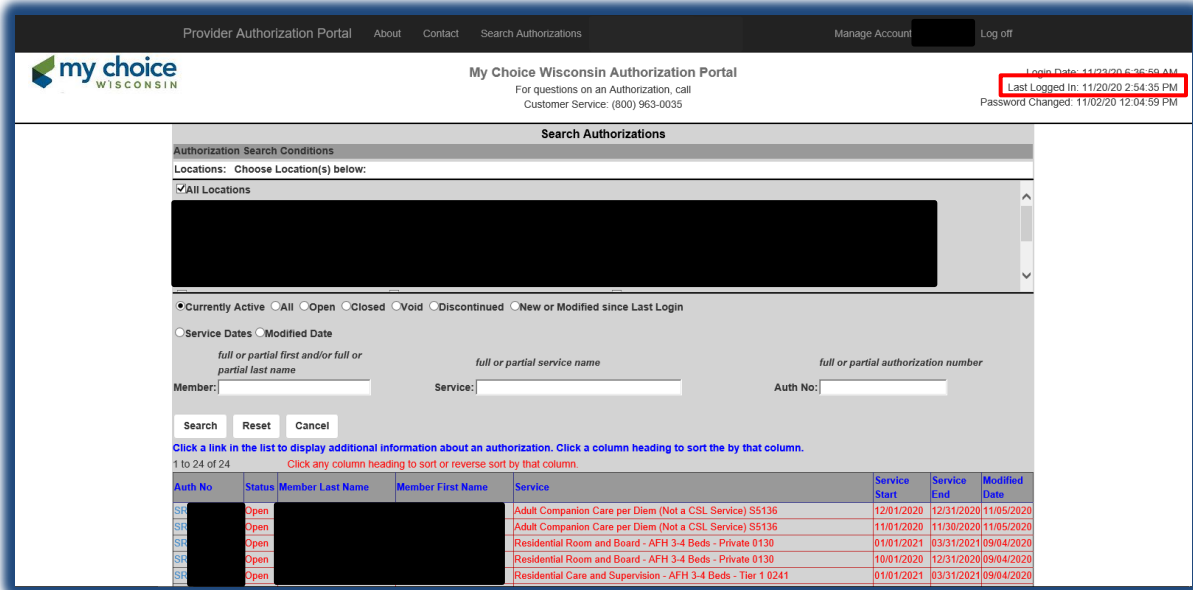
Click a link in the list to display additional information about an authorization. Click a column heading to sort the by that column.

1 to 36 of 36                      Click any column heading to sort or reverse sort by that column.

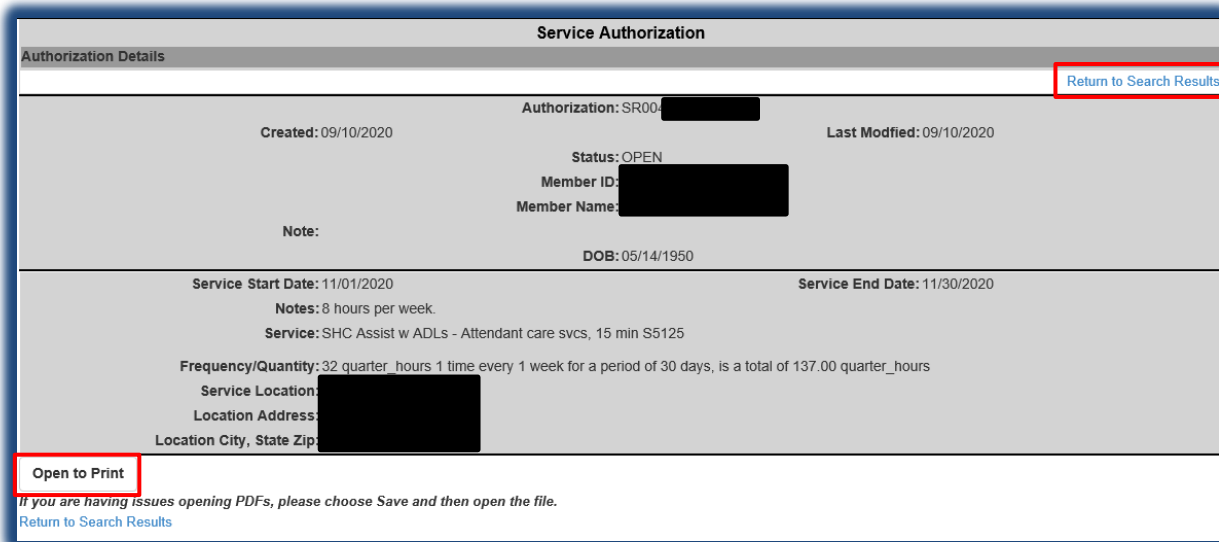
Auth No	Status	Member Last Name	Member First Name	Service	Service Start	Service End	Modified Date
<a href="#">SR0</a>	Open	[Redacted]	[Redacted]	SHC Assist w ADLs - Attendant care svcs, 15 min S5125	03/01/2021	03/31/2021	09/11/2020
<a href="#">SR0</a>	Open	[Redacted]	[Redacted]	SHC Assist w ADLs - Attendant care svcs, 15 min S5125	02/01/2021	02/28/2021	09/11/2020
<a href="#">SR0</a>	Open	[Redacted]	[Redacted]	SHC Assist w ADLs - Attendant care svcs, 15 min S5125	01/01/2021	01/31/2021	09/11/2020
<a href="#">SR0</a>	Open	[Redacted]	[Redacted]	SHC Assist w ADLs - Attendant care svcs, 15 min S5125	12/01/2020	12/31/2020	09/11/2020
<a href="#">SR0</a>	Open	[Redacted]	[Redacted]	SHC Assist w ADLs - Attendant care svcs, 15 min S5125	11/01/2020	11/30/2020	09/11/2020
<a href="#">SR0</a>	Open	[Redacted]	[Redacted]	SHC Routine Home Care - Homemaker svcs, 15 min S5130	11/01/2020	11/30/2020	05/19/2020
<a href="#">SR0</a>	Closed	[Redacted]	[Redacted]	SHC Routine Home Care - Homemaker svcs, 15 min S5130	12/01/2019	12/01/2020	11/19/2019

1 to 36 of 36

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

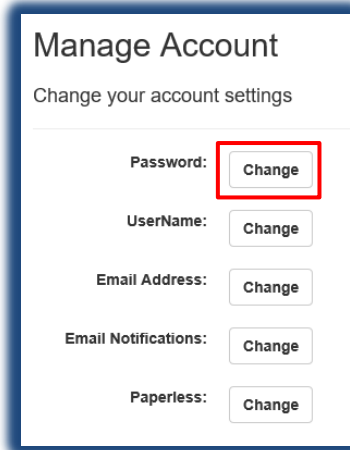
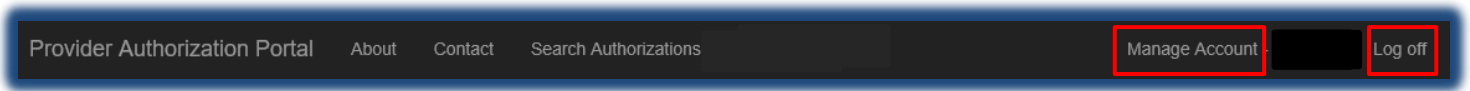


The Service Authorization detail screen gives you the specifics of the authorization, including authorization number, member name and date of birth, authorization start and end dates, service description and code, frequency and unit quantity, and service location name and address. You can print the authorization 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.”

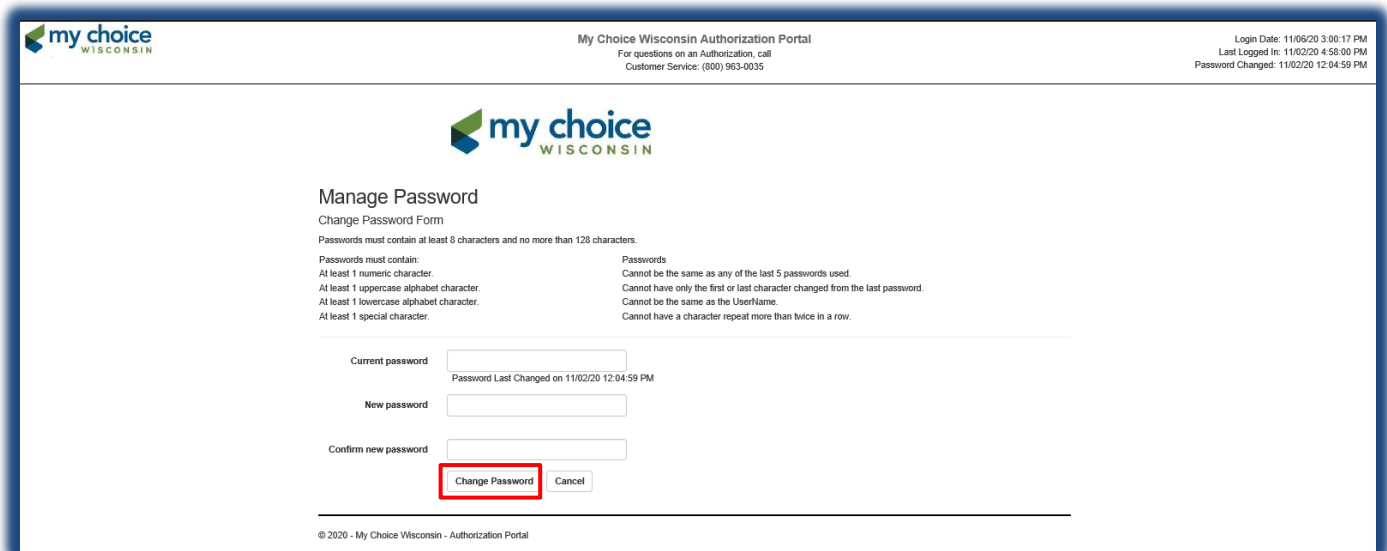


## Manage Account/Log Out

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.

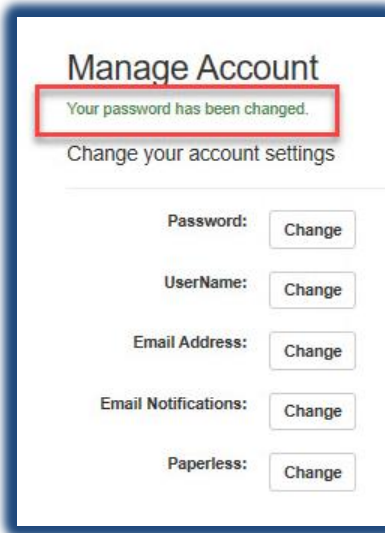


To change your password, click “Change” next to Password in the Manage Account section. This will take you to the Manage Password screen where you can follow the prompts then click “Change Password.”

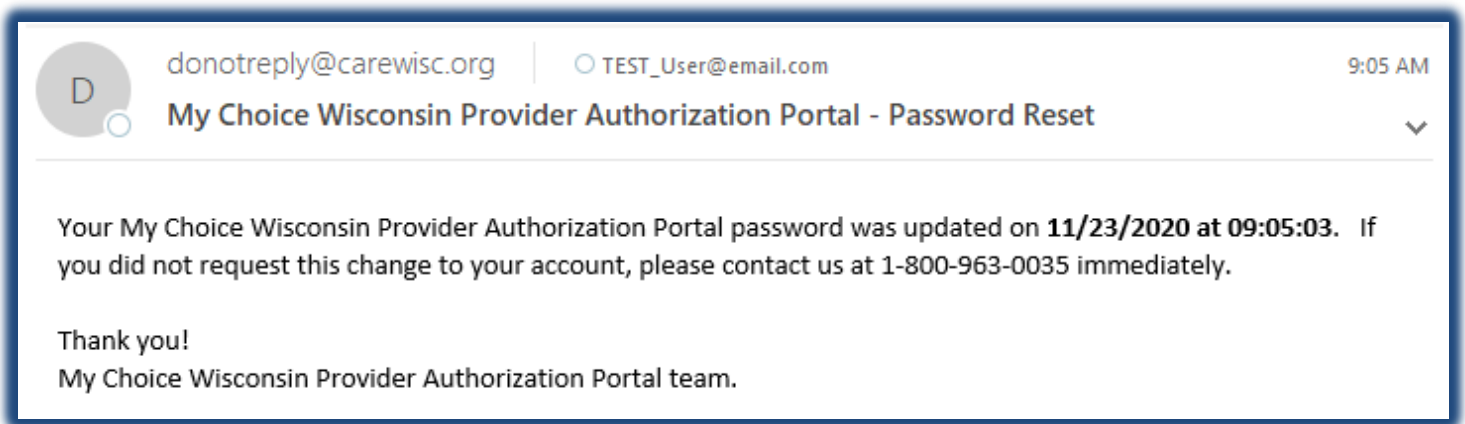




When successful, you will see the confirmation screen below.

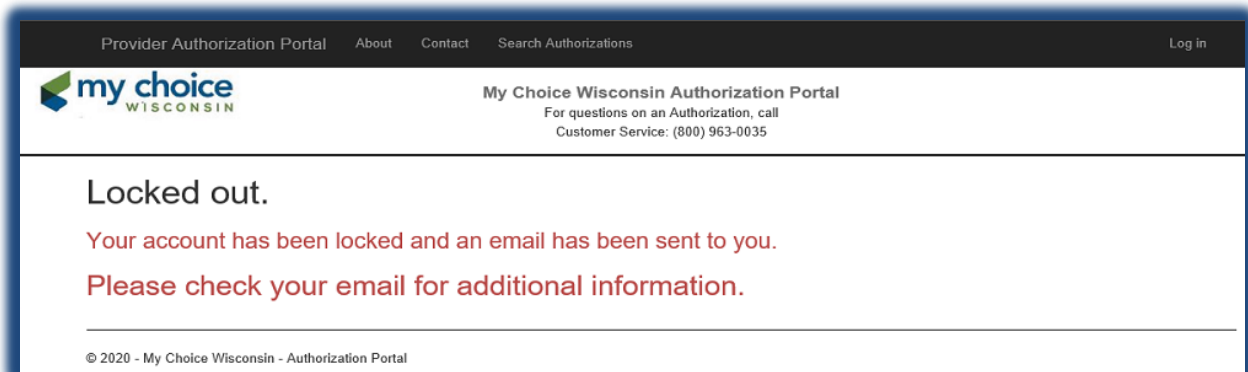


You will also receive a confirmation email once your password is changed successfully.




## 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?”.



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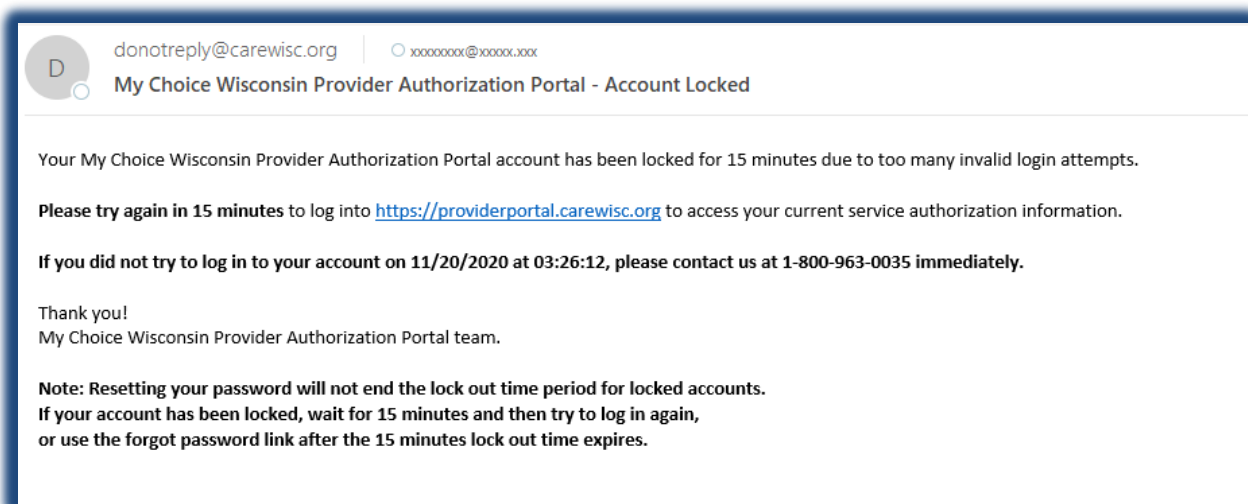
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**Locked out.**

Your account has been locked and an email has been sent to you.

Please check your email for additional information.

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donotreply@carewisc.org | xxxxxxxx@xxxxx.xxx

**My Choice Wisconsin Provider Authorization Portal - Account Locked**

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 [Provider-Help-Desk@carewisc.org](mailto: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/>.