



July 28, 2015

YOUR IMMEDIATE ACTION IS REQUIRED TO ENSURE PAYMENT FROM COMMUNITY CARE, INC.

Community Care is changing the way you will receive your authorizations. Effective Monday, August 3rd, your authorizations will now be delivered via Community Care's Authorization Provider Portal. You will no longer be receiving faxes from Community Care.

WHY THE CHANGE?

This new provider portal was created in response to two separate but related items – 1) Provider requests for a central portal for accessing agency authorizations; and 2) A new requirement in the contract between the State of Wisconsin and Community Care (and all other MCOs) which requires all providers of Home and Community Based Waiver services to “sign off” on member care plans.

You have received this email because you have been identified as a provider of Home and Community Based Waiver services within Community Care's Provider Network. All of your service authorizations will now appear in the Authorization Provider Portal.

This portal will eliminate the high volume of faxes many providers receive and will allow providers the ability to view all “signed” authorizations for their agencies. Providers will also “sign off” on member care plans within the portal by clicking “sign” for each authorization for the agency.

Please Note: Authorizations will not be available for payment until they have been “signed” by the provider in the portal.

WHAT ACTION IS REQUIRED?

On Wednesday, July 29th, Community Care will send a secure email to the email address we have on file for your agency. The email will be from ContractInquiries@communitycareinc.org. Please watch your emails closely and confirm the message was not sent to a spam/junk folder. That secure email will contain a link to the database and your agency's unique registration code and registration key which will be needed to access the system for initial registration.

Upon initial registration, you will be able to:

- Assign other users to your agency
- Manage user preferences
- Manage notifications

A User Guide with training materials can be found at <https://app.communitycareinc.org:8443/Contact>

WHEN IS THE PORTAL AVAILABLE TO PROVIDERS AND WHEN WILL THE AUTHORIZATION DELIVERY METHOD CHANGE?



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The portal will be available for provider registration beginning Wednesday, July 29th. The following dates are critical as they relate to authorizations and the actions you must perform:

- For authorizations created on or after August 3rd (regardless of the dates of service on the authorization), the portal will be the only way to receive your authorizations. Faxes will no longer be sent.
- For authorizations with a start date of August 1st or later (regardless of when the authorization was created), you have already received a faxed version of the authorization. You will still need to go to the portal and “sign” those authorizations as well.
- For authorizations active as of August 1st and created prior to August 3rd, those authorizations will be viewable in the Provider Authorization History page of the portal. You will not need to sign those authorizations as this history is for your records as you transition to this new system.

Beginning Monday, August 3rd, in addition to assigning other users, managing user preferences, and managing notifications, providers will also be able to:

- Sign authorizations
- View authorizations

WHAT IF I HAVE QUESTIONS?

Training materials are located at <https://app.communitycareinc.org:8443/Contact>

You can send an email to contractinquiries@communitycareinc.org with a request for a return phone call.

Please call our Provider Hotline at 1-866-937-2783, option #3, between the hours of 8:00 AM to 4:30 PM Monday through Friday.

Community Care will have representatives at the following locations from 9:00 AM to 4:00 PM. on the dates listed below to assist providers on a “drop-in” basis. Please bring your registration code and key with you.

Tuesday, August 4th Community Care – Appleton 4435 West Lawrence Street Appleton, WI 54914

Wednesday, August 5th Community Care – Chase 3073 S. Chase Ave., Suite 240 Milwaukee, WI 53207

Thursday, August 6th Community Care – Sheboygan 615 S. 8th St., Ste. 130 Sheboygan, WI 53081

Friday, August 7th Community Care – Waukesha 1801 Dolphin Drive Waukesha, WI 53186

Monday, August 10th Community Care – Waupaca 102 Grand Seasons Drive Waupaca, WI 54981

Wednesday, August 12th Community Care – Kenosha 5614 52nd St. Kenosha, WI 53142