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- Question:** **What is the responsibility of an Agencies Portal Administrator?**
Answer: The Portal Administrator is responsible to manage and maintain the portal account for the agencies – Add New Users, Delete Users access accordingly, change telephone numbers or edit accounts as necessary. Provider Administer identifies and allows your access to your provider branch locations.
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- Question:** **How do I get a log on for the Portal?**
Answer: Please contact your agencies Portal Administrator. Provider Administrators assign and delete log on as necessary.
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- Question:** **How does one become a Provider Administrator?**
Answer: Have your agencies Portal Administer Contact CareCentrix to request additional Provider Portal Administrator set up.
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- Question:** **What do I do if I do not find the location I am looking for in the Provider Location drop down box?**
Answer: Verify with your agencies Provider Administrator that the location you are looking for is credentialed. If the location is credentialed, verify with your Provider Administrator that you have been given access to the location. If not they will determine if you should be given such access. If the answer is yes, contact CareCentrix by clicking on the Contact Us link under the CareCentrix logo.
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- Question:** **What should I do if I see duplicate locations in the Provider Location drop down box?**
Answer: A “Z” location is a branch that was previously contracted with CareCentrix but may no longer be utilized for new referrals and/or authorizations, however, you will still be able to search claims status for this inactive location.
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- Question:** **What should I do if I am not receiving emails confirming the receipt of my requests?**
Answer: Verify with your Agencies Provider Administrator that your current email address is loaded correctly. If you have done this please contact CareCentrix by clicking on the Contact Us link under the CareCentrix logo.
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- Question:** **How do I get the Intake ID for new referrals that I have submitted?**
Answer: The intake ID is on the email you receive confirming CareCentrix receipt of your referral.
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- Question:** **When can I use the Add On Screen?**
Answer: You can use the Add On Screen when you are requesting an Add On service for a patient you have received a previous authorization for. The previous authorization must have been issued to the Provider location you chose from the Provider location search. (add ons should be given to the original servicing branch, however, if there is a change a new intake is necessary to change branch locations)
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- Question:** **What do I need to do if I receive a message that all required data must be entered in the Add On Screen and I think I already have?**
Answer: Enter the Ordering Physician. Requiring entry of the Ordering Physician is an issue that we will have corrected very shortly.
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- Question:** **When searching for a service what do I do if I receive a message that the code is not in the payer or provider contract?**
Answer: Verify that you are requesting the correct code. If you have already done so contact your Network Manager.
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- Question:** **What do I do if the claims or reauthorization I am looking for are not displaying?**
Answer: Verify with your Provider Administrator that you have access to the location you are attempting to view claims or request reauthorization for. If you have access, confirm that the following time frames have been exceeded. If the time frames have been exceeded, call the CareCentrix Provider Relations team, phone [877-725-6525](tel:877-725-6525).
EDI Claims - 3 days
Paper Claims - 25 days from date of mailing not date of service
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- Question:** **Can I check the status of an authorization request that I have submitted?**
Answer: This functionality will be available soon!
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- Question:** **Can I submit requests to change the number of units on an authorization or dates of service through the portal?**
Answer: Please call or fax requests to change such authorization to CareCentrix.
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- Question:** **What should I do if I think there is an error in the clinical questions displayed for a service?**
Answer: Please contact CareCentrix by clicking on the Contact Us link under the CareCentrix logo. Provide a print screen of questions and suggested question for change with reason.
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- Question:** **When can I upload attachments and what kind of attachments can I upload?**
Answer: You can upload attachments when submitting a Referral, Add On or Reauthorization request. You can upload all types of documents.
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- Question:** **What do I do if I have forgotten my password?**
Answer: Click on the "Forgot your password" link located under the log on section. Passwords are case sensitive! If you copy and paste your temporary password make sure you don't have a blank cell or this will display "Your credentials are invalid".
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- Question:** **What do I do if I receive a notice your portal account is locked?**
Answer: Your portal account will unlock itself if you let it rest for approximately 30 minutes. Most common reason for this error is the User forgot to put a capital letter on the first character of the password.
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- Question:** **What do I do if cannot see the submit button?**
Answer: Ensure your screen resolution is set to 1024 x 728.
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- Question:** **What do I do if I am experiencing variable slowing?**
Answer: Delete your temporary internet files.
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- Question:** **What do I do if my email address changes?**
Answer: Have your Agencies Portal Administrator contact CareCentrix by clicking on the Contact Us link under the CareCentrix logo.
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- Question:** **My Save and Exit Button does not appear to work?**
Answer: The Save and Exit button will not work if you are in the middle of answering clinical template questions.
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- Question:** **What should I do if I receive page cannot be displayed message?**
Answer: Contact your internal IT support team.
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- Question:** **Does the portal time out?**
Answer: The portal times out when there has been no activity for 70 minutes.
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