

CARE COORDINATION PROVIDER PORTAL

Top menu



TOP MENU

HOME LANDING PAGE

The Home option in the main menu bar is the default and is the first page seen upon login.

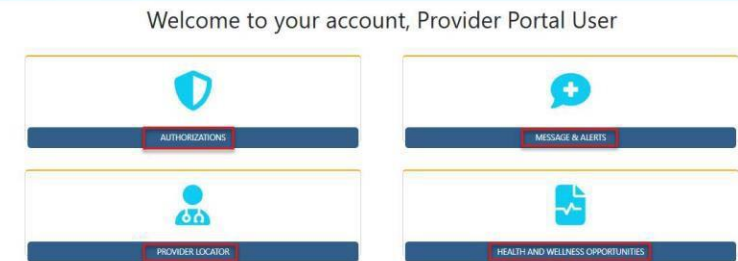
Clicking on Home from anywhere in the system will reset the user to the Welcome page.

The user can select from four different tiles on the Welcome page:

- Authorizations
- Messages & Alerts
- Provider Locator
- Health and Wellness Opportunities

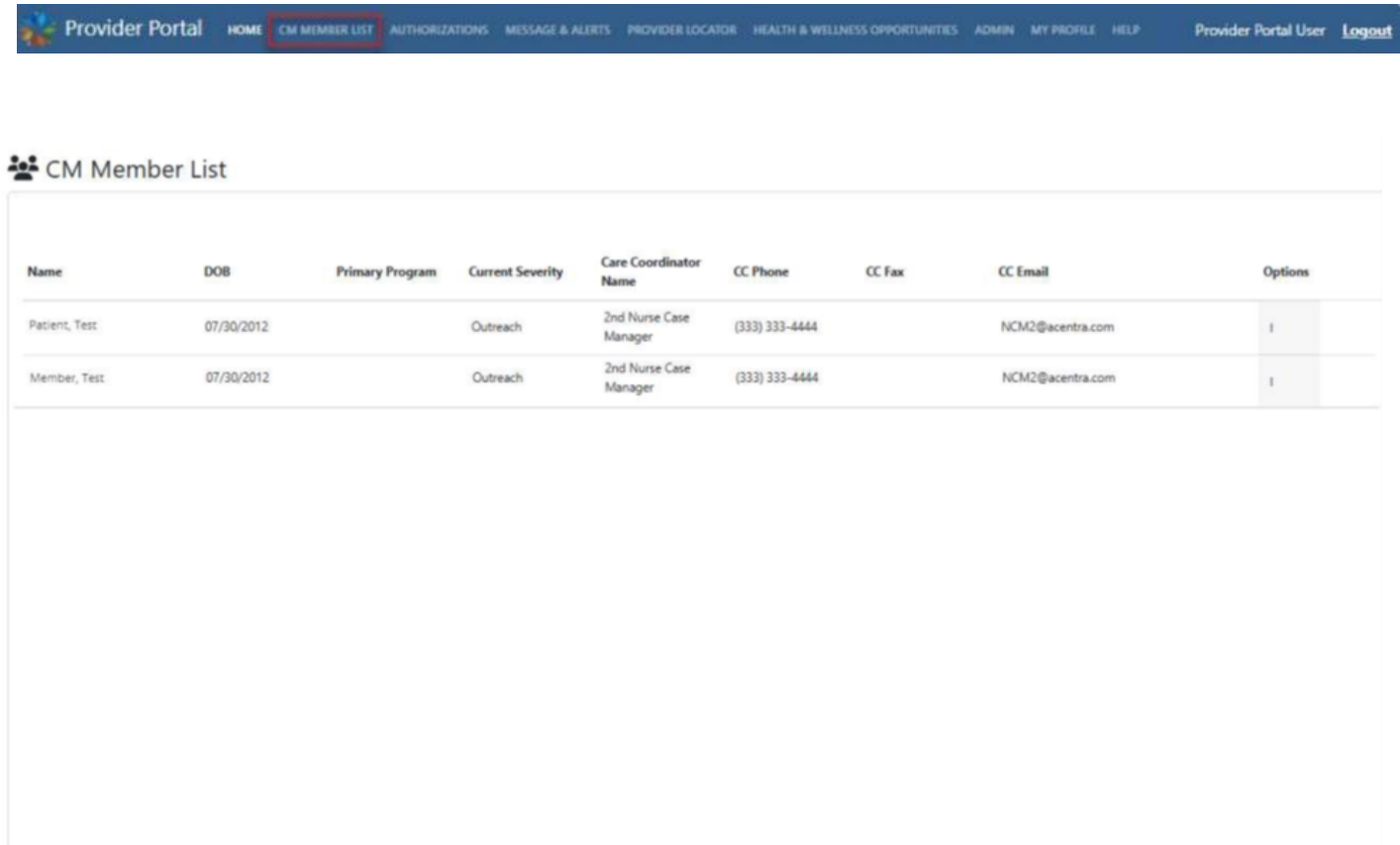


Note: For users in care coordinator roles, the Authorizations tile can be selected but will be blank.



CM MEMBER LIST

- The CM Member List option in the main menu bar will display all members who have the user listed as their primary care provider.
- Patient information displayed on the list includes the patients' date of birth, program type, current severity, current care coordinator, phone number, fax number and email address.



Name	DOB	Primary Program	Current Severity	Care Coordinator Name	CC Phone	CC Fax	CC Email	Options
Patient, Test	07/30/2012		Outreach	2nd Nurse Case Manager	(333) 333-4444		NCM2@acentra.com	1
Member, Test	07/30/2012		Outreach	2nd Nurse Case Manager	(333) 333-4444		NCM2@acentra.com	1

PREDICTIVE MODELING REPORT

- The Predictive Modeling Report for each member can be accessed via the CM Member List.
- The user can click on the three dots across from the desired member under the Options column.
- The user can click Predictive Modeling Report, generating a pop-out window with the report.

CM Member List

Name	DOB	Primary Program	Current Severity	Care Coordinator Name	CC Phone	CC Fax	CC Email	Options
Member, Test	07/30/2012		Outreach	2nd Nurse Case Manager	(333) 333-4444		NCM2@ac	VIEW PREDICTIVE MODELING REPORT 

Provider Portal HOME CM MEMBER LIST **AUTHORIZATIONS** MESSAGE & ALERTS PROVIDER LOCATOR HEALTH & WELLNESS OPPORTUNITIES ADMIN MY PROFILE HELP Provider Portal User Logout

ACTION REQUIRED COMPLETED SUBMITTED DRAFTS NEW REQUEST EXPORT TO EXCEL EXPORT TO PDF FILTERS

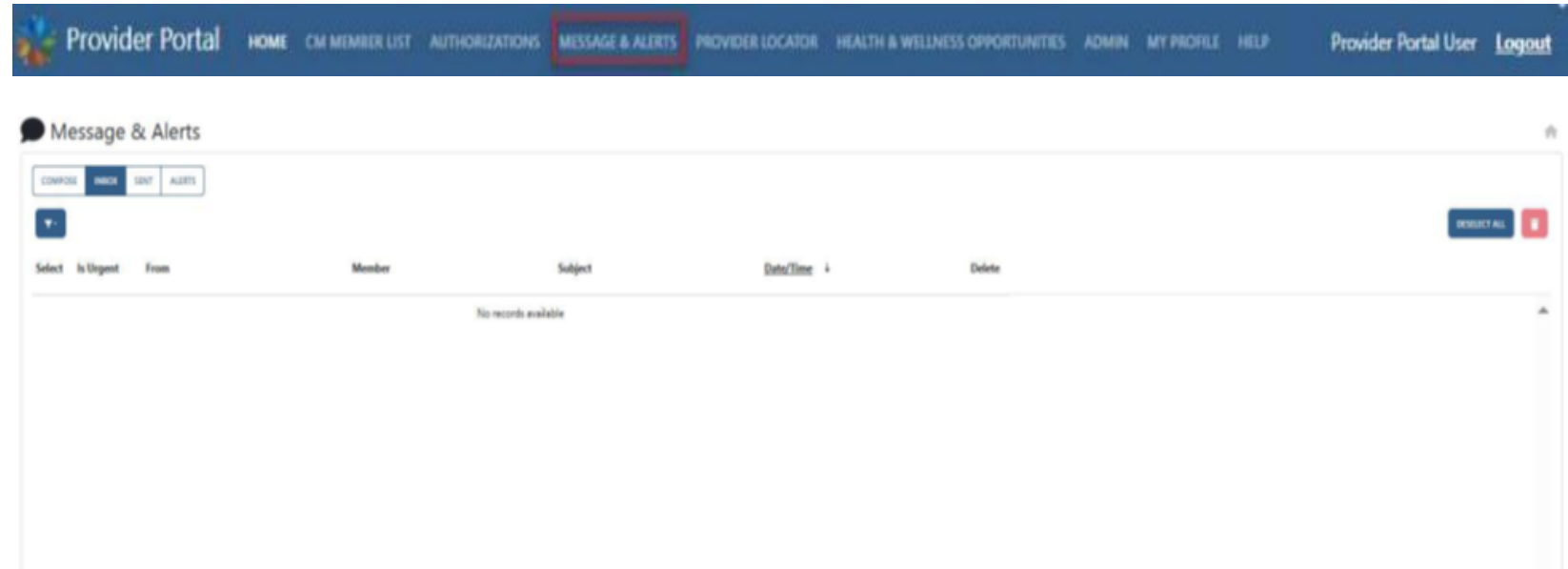
Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date	Request Date	Service Date	Ordering Provider	Servicing Provider
No records available										

AUTHORIZATIONS

- The Authorizations tab brings the user to the Authorizations Dashboard.
- The user will see four different options: Action Required, Completed, Submitted and Drafts.
- The tab labeled Action Required is the default page of the Authorizations Dashboard.

MESSAGES AND ALERTS

- The Messages and Alerts tab brings the user to their messages and alerts inbox.
- The user can compose a message, view their received or sent messages, and view any alerts.



PROVIDER LOCATOR

The screenshot shows the Provider Locator web application interface. At the top, there is a navigation bar with the following items: Provider Portal, HOME, CM MEMBER LIST, AUTHORIZATIONS, MESSAGE & ALERTS, PROVIDER LOCATOR (highlighted with a red box), HEALTH & WELLNESS OPPORTUNITIES, ADMIN, MY PROFILE, HELP, Provider Portal User, and Logout. Below the navigation bar is the Provider Locator page header. The main content area is divided into two sections. The top section is a Search Form with the following fields: Member name (with a dropdown arrow), Search Member (with a dropdown arrow), Miles (with a dropdown menu showing 10), Specialty (with a dropdown menu showing Loading...), and From (with a text input field). The bottom section is a Map showing a geographical area with various locations marked. The map is titled 'Map' and 'Satellite' and includes a search icon in the top right corner.

- The Provider Locator tab brings the user to the Provider Locator page.
- The user can then enter the member name, provider type, number of miles, provider specialty and address to locate a provider.

HEALTH AND WELLNESS OPPORTUNITIES

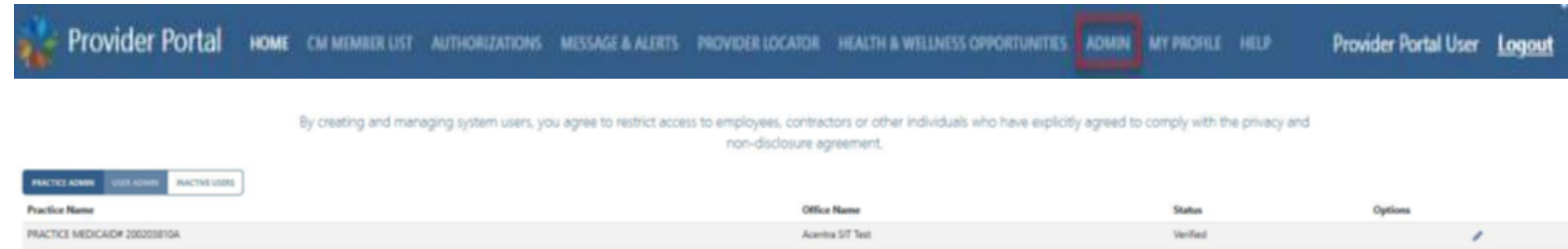
- The Health and Wellness tab allows users to learn about ways to manage or improve their health through the HealthWise search engine.

The screenshot shows the 'Provider Portal' interface. The top navigation bar includes links for HOME, CM MEMBER LIST, AUTHORIZATIONS, MESSAGE & ALERTS, PROVIDER LOCATOR, HEALTH & WELLNESS OPPORTUNITIES (highlighted with a red box), ADMIN, MY PROFILE, and HELP. The user is logged in as 'Provider Portal User' with a 'Logout' link. The main content area is titled 'Healthwise' and features a search bar with the placeholder text 'Enter search term.' Below the search bar is a photograph of a doctor and a patient. Underneath the photo is a 'Conditions' section with a grid of links organized into 'Topics' and 'Tools' columns.


Topics		Tools
Allergies	Diabetes	Immune System
Asthma	Digestion	Joints and Arrows
Back and Neck Pain	Ear, Nose, and Throat	Mental and Behavioral Health
Blood and Lymph System	Eyes and Vision	Mouth and Dental
Bones, Joints, and Muscles	Genetic Conditions	Pain Control
Brain and Nervous System	Headaches	Sexual and Reproductive Health
Cancer	Heart and Circulation	Stress
Colds and Flu	HIV Blood Pressure	Skin, Hair, and Nails
	Hypertension	

ADMIN

- Users with system administration permission can create new users, send password reset email links, manage practices affiliated with a user's account and update user demographic information.
- Only system administrators can add other users as system administrators.



The screenshot shows the 'ADMIN' section of the Provider Portal. The navigation bar includes 'HOME', 'CM MEMBER LIST', 'AUTHORIZATIONS', 'MESSAGE & ALERTS', 'PROVIDER LOCATOR', 'HEALTH & WELLNESS OPPORTUNITIES', 'ADMIN' (highlighted with a red box), 'MY PROFILE', 'HELP', 'Provider Portal User', and 'Logout'. Below the navigation bar, there is a disclaimer: 'By creating and managing system users, you agree to restrict access to employees, contractors or other individuals who have explicitly agreed to comply with the privacy and non-disclosure agreement.' The main content area features a table with columns for 'Practice Name', 'Office Name', 'Status', and 'Options'. The table contains one row with the following data:

Practice Name	Office Name	Status	Options
PRACTICE MEDICAID# 200200810A	Acentra SIT Test	Verified	



MY PROFILE

- All users can update their contact information (i.e. email, phone numbers, address), add/remove NPI numbers and reset their password.
- Clicking the My Profile tab on the main menu bar will open the User Info tab.

USER INFO

Navigation: AUTHORIZATIONS, MESSAGE & ALERTS, PROVIDER LOCATOR, HEALTH & WELLNESS OPPORTUNITIES, ADMIN, **MY PROFILE**, HELP

Active Tab: **User Info** (User Information) | Demographics (User Demographics)

Fields:

- Email: Testuser@acentra.com
- Username: Testuser@acentra.com
- Password: Change Password

Practice	Administrator	CC Access	UR Access
Acetra QA 2		Read/Write Access	Read/Write Access

NPI Search: Search for NPI...

NPI	Name	Remove
1902995666	ABC MEDICAL CLINIC	X

Buttons: PREVIOUS, RESET, **UPDATE**, NEXT

- Edit an email address, send a change password email link to the listed email address and add/remove NPI numbers associated with your account.
- Click the Update icon to save any changes.
- Click the Next icon to proceed to the Demographics tab.
- Edit or update name, address, and/or phone number.
- Click the Update icon to save changes.

DEMOGRAPHICS

AUTHORIZATIONS MESSAGE & ALERTS PROVIDER LOCATOR HEALTH & WELLNESS OPPORTUNITIES ADMIN MY PROFILE HELP

User Info ✓
User Information

Demographics ✓
User Demographics

First Name* Provider

Last Name* Portal User

Address 1* 123 Street

Address 2

City* Oklahoma City

State* Oklahoma | v

Zip* 73105

Phone* 0000000000

PREVIOUS RESET UPDATE NEXT

Edit or update name, address and/or phone number. Click the Update icon to save changes.

HELP

- The Help menu option provides the user with Customer Support or Provider Relations team contact information.
- A pop-up window will appear with a message stating, “If you are a SoonerCare Provider having trouble with this site, you can find information, tools and resources in the Provider Toolkit on the OHCA website”.
- Clicking the Toolkit icon will open a new browser tab that directs the user to the URL for the Provider Toolkit.

Contact Us

OHCA

If you are a SoonerCare Provider having trouble with this site, you can find information, tools, and resources in the Provider toolkit on the OHCA website.

TOOLKIT

CLOSE

Translate State Agencies

OKLAHOMA
Health Care Authority

Search

About Members/Applicants SoonerSelect Providers Insure Oklahoma OKSHINE More

Oklahoma Health Care Authority > Providers > Provider Toolkit

Provider Toolkit

Need Financial Assistance?
If you are experiencing financial hardship due to the SoonerSelect transition, please reach out to us. [Click Here](#)

 PROVIDER ENROLLMENT	 SECURE PROVIDER PORTAL	 CLAIM TOOLS	 POLICY
			



OKLAHOMA
Health Care Authority

GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

oklahoma.gov/ohca
mysoonerhealth.org

Agency: 405-522-7300
Helpline: 800-987-7767

