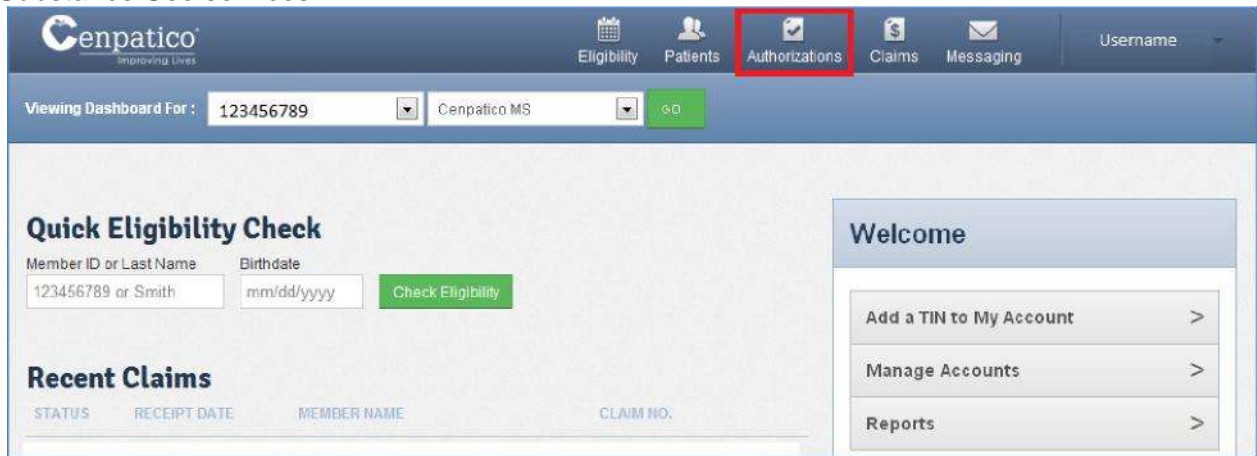


Provider Portal - How to Grant Access to Authorizations

Providers can now access the Authorization tab to view and create authorizations for Behavioral Health and Substance Use services.

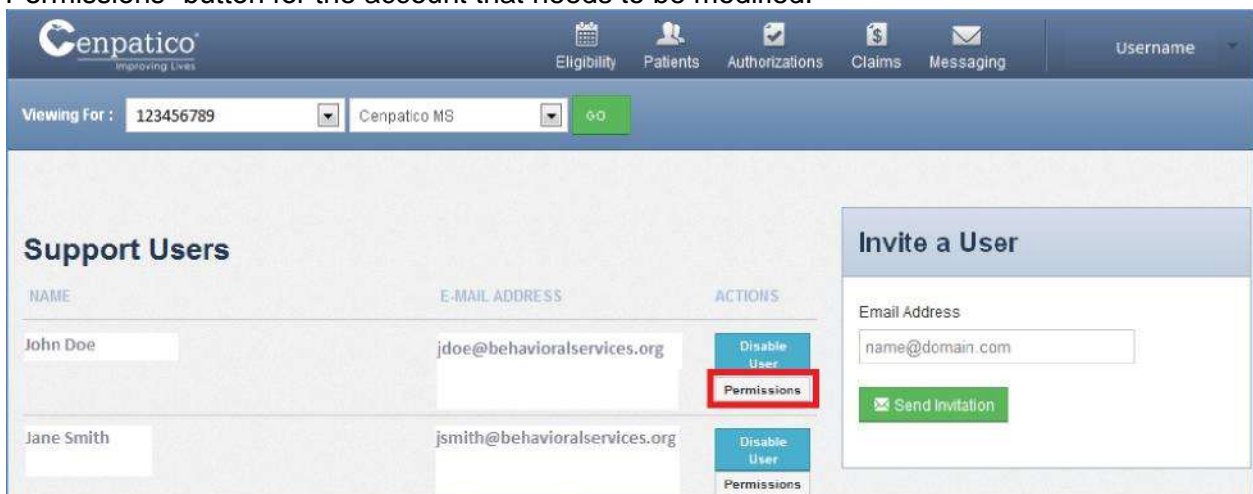


In order to modify access to other accounts within a given Tax ID number. The account manager will need to follow these steps:

1. Click on the top right corner of the screen where the username is displayed and select "User Management" from the options given.



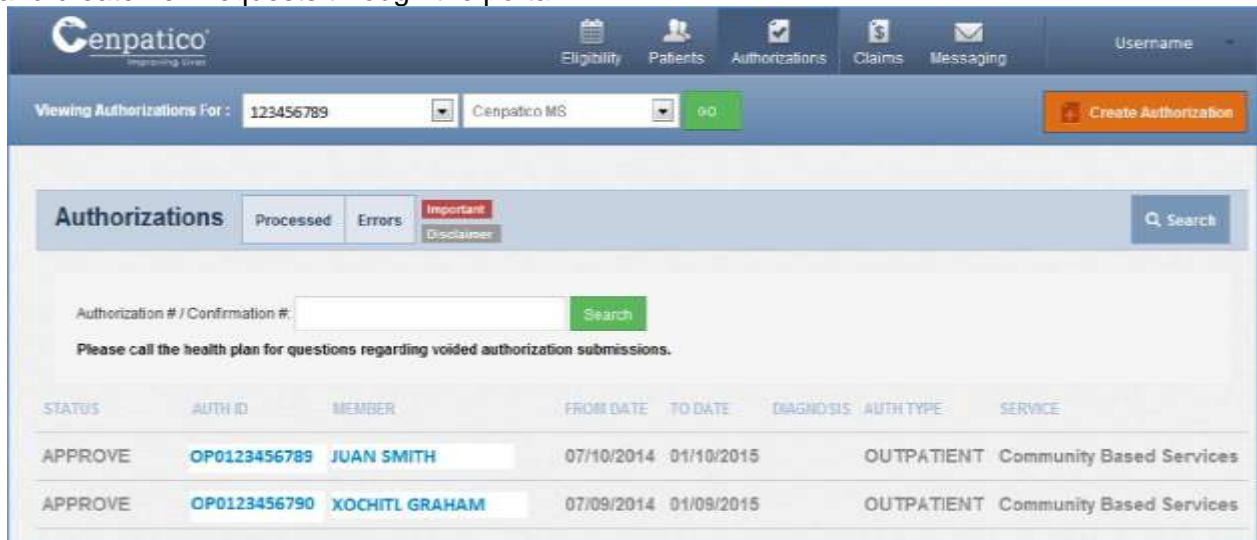
2. The following screen will populate a list of accounts tied to this Tax ID number. Click the "Permissions" button for the account that needs to be modified.



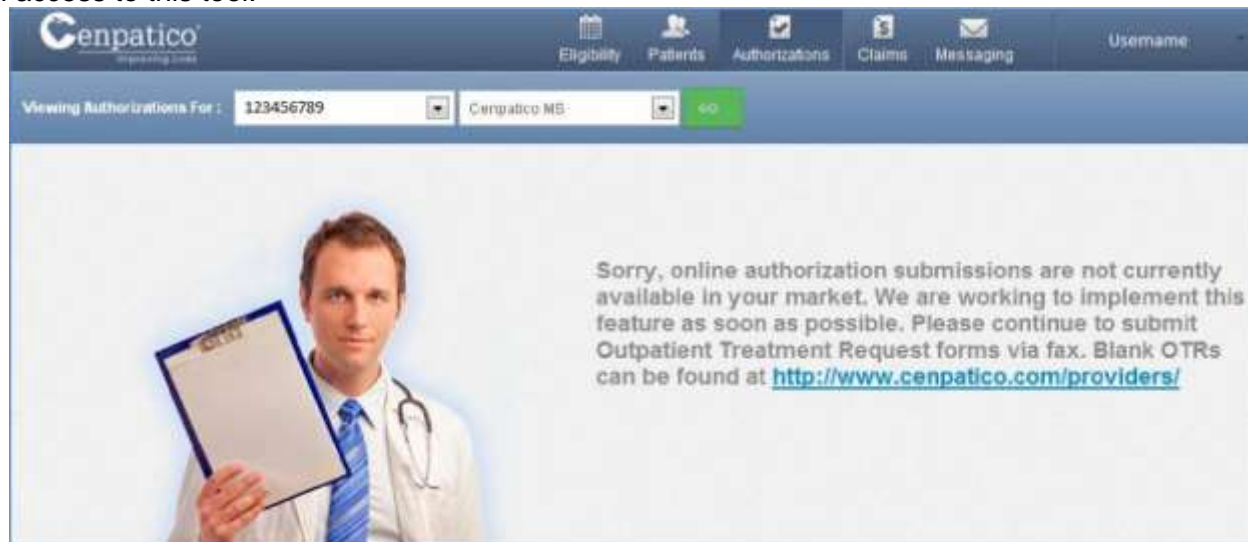
- From this screen you'll be able to modify the type of access this user has. Select the "Authorizations" box and click the green "Save Permissions" button as shown below.



- Once the changes have been made, the user should have full access to view existing authorizations and create new requests through the portal.



If a provider encounters the error message shown below, they must contact their account manager to gain access to this tool.



The screenshot displays the Cenpatico web application interface. At the top left is the Cenpatico logo with the tagline "improving lives". To the right of the logo is a navigation menu with icons and labels for "Eligibility", "Patients", "Authorizations", "Claims", and "Messaging". Further right is a "Username" field. Below the navigation bar is a search area with the text "Viewing Authorizations For:" followed by a dropdown menu containing the number "123456789" and another dropdown menu containing "Cenpatico MS". A green button with a magnifying glass icon is positioned to the right of the second dropdown. The main content area features a light blue background with a photograph of a male doctor in a white coat and blue tie, holding a clipboard. To the right of the doctor, the following text is displayed: "Sorry, online authorization submissions are not currently available in your market. We are working to implement this feature as soon as possible. Please continue to submit Outpatient Treatment Request forms via fax. Blank OTRs can be found at <http://www.cenpatico.com/providers/>".