Provider Portal User Management

Quick Reference Guide Sections

INTRODUCTION

Welcome to the CenCal Health Website www.cencalhealth.org . The Website contains many interactive capabilities such as checking member eligibility, request pre-authorizations, claims billing and report capabilities.

This document contains step-by-step instructions on how to access CenCal Health's interactive portal for Providers, Administrators and Staff. Websites are not static documents they are updated and changed constantly to meet the needs of users, to improve functionality, and to meet nationally recognized standards and regulations in healthcare.

MEMBER ELIGIBILITY & IDENTIFICATION

CenCal Health does NOT determine eligibility and a member's eligibility with CenCal Health can change. Medi-Cal members receive a permanent plastic identification card called a Benefits Identification Card or "BIC" and a CenCal Health Insurance card.

GROUP PLAN IDENTIFICATION KEY
110 Santa Barbara Health Initiative (SBHI) Medi-Cal
1120 San Luis Obispo Health Initiative (SLOHI) Medi-Cal

These card must be used for identification purposes but does not provide proof of eligibility. These cards are issued only once and reissued only when information on the card has changed.

FOR PROVIDERS

There are many ways to access our Provider Portal once you select 'Providers' icon.

POVIDER PORTAL (RESTRICTED)

New User Account Access

This area is "restricted" to authorized users only. New In-Network contracted providers will receive a username and password after they have contacted CenCal Health. For questions on this portal or account access, contact the Web Master at webmaster@cencalhealth.org.

Please appoint a 'Physician/Administrator' for your office as this staff member will manage all user access to the portal and will be responsible for setting your office staff accounts through this portal.

CenCal Health encourages all individual user accounts to be secure and not used by multiple users. CenCal Health will not be held responsible for any erroneous use of a provider user account.

User Account Information Requirements:
- Provider/Organizations Name
- Tax Identification Number
- National Provider Identifier (NPI)
- Physician/Administrator E-mail address (preferred, organizational email address)
- Point of Contact

Portal Log In

Once you click on the icon, you will see the following screen:

First Time Login:
All individual accounts are created by your 'Physician/Administrator' User within your practice. After your account is created, the
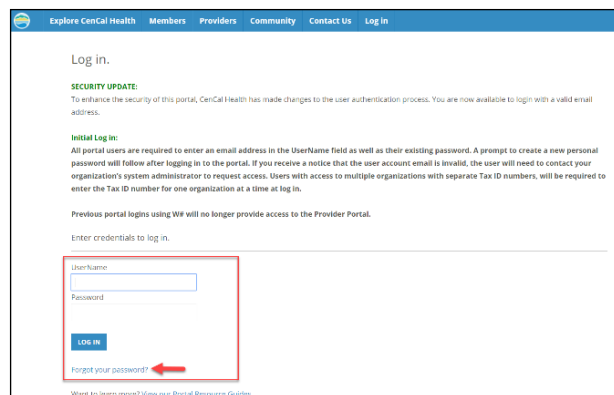
individual User will login with their email address as their Username, and a temporary password will be provided. The system will prompt the user to create their own individual password.

Password Change Policy:
The system will prompt each User to change their password after 180 days of entry.

Password Entry Error or Password Assistance:
If you enter your information after (3) three invalid attempts, the system will lock your account. Your 'Physician/Administrator' can also 'Unlock' your account or provide assistance on creating new accounts.

Forgot your Password?
All Users can reset their password through the 'Forgot your password?' function and the system auto assign a temporary password for access.

Automatic Deactivation Policy:
CenCal Health will automatically deactivate all User accounts if no activity of the portal is utilized after 90days. It is still the responsibility of the Administrative User to deactivate accounts if staff no longer work for your practice.

User Screen Role Access:
All interactive features are listed along the left column of the page and are specific to each 'User Role' (i.e. if you submit claims you should see the 'Claims Entry'). Please contact your 'Physician/Administrator' within your organization if you need access to specific roles so you can have them added to your interactive tab.

Multi-User Access:
Users could have 'multi-user' access for more than one group (i.e. third party billers that have access to more than one IRS#). In this instance, the User will be able to toggle to each specific IRS# they are

assigned to by clicking the IRS drop down box. If your practice fits this access structure, please contact webmaster@cencalhealth.org for access.
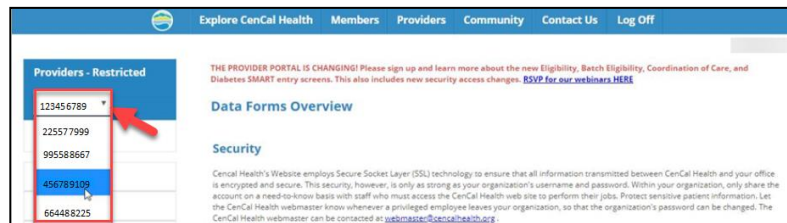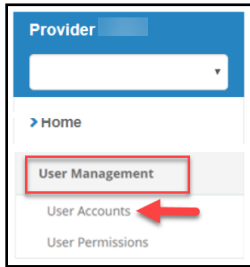
DATA FORMS OVERVIEW HOME PAGE

The screen above indicates all active forms available on the portal. Please contact your Physician/Administrator should you need access to any of the above screens. The details provided below contain step-by-step instructions on how to access CenCal Health's interactive portal.
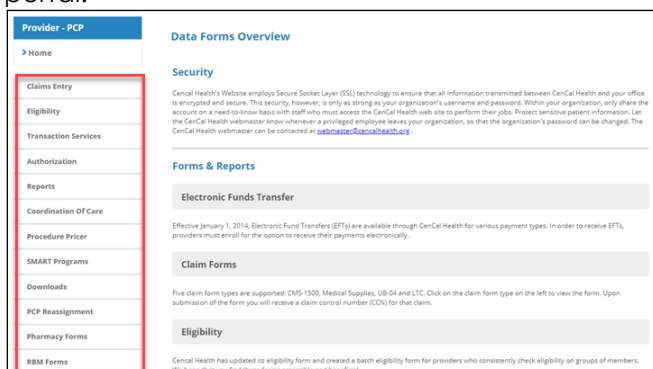
USER MANAGEMENT>User Accounts

The User Management screen allows all Administrative Users to manage all user accounts within your group, create new user accounts, set roles, reset individual temporary passwords, and terminate accounts for those that no longer need access.

User Accounts

Allows the Admin User to view an alphabetized list of your staff's UserName by their organizational email address. To view a full list of Active and Inactive, click on the

☐ Include Inactive Users box located in the top right corner as needed.

Edit: Allows the Admin User to make changes to your staffs name, activation status, and more remarks.

Password: Allows you to change the users password and create a temporary password

UnLock: Allows the Admin User to unlock the individual's password if they try and log into the portal three (3) times incorrectly. This does not change the password, unless you click on 'Reset Password'.

Access: This function will allow the Admin User to add/delete screen permissions to your staffs account. These screen permissions are specific to the Provider Portal screens (Eligibility, Auths, Reports, etc.).

Create New User
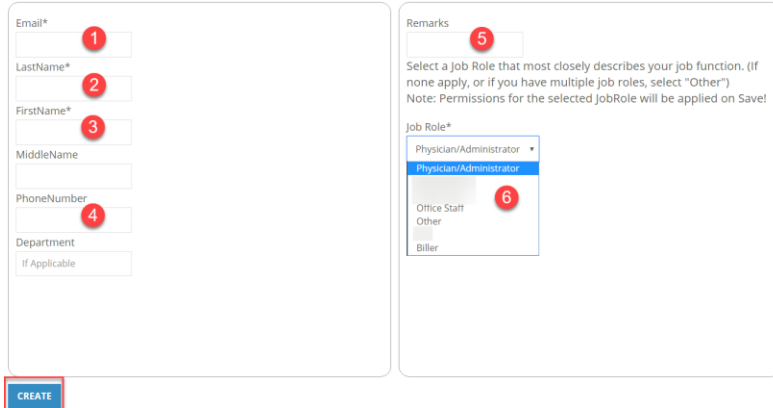
Click on 'Create New User' when you want to give portal permissions to a new staff member

Enter your staff members individual email address (this will become their individual UserName when logging into the portal) along with all other required fields.

The 'Department' and 'Remarks' field is free hand text boxes. The 'Job Role' drop down box will allow you to choose job roles with predefined permission sets for your staff (if you want to customize it, click on 'Other'), then click **CREATE** .

**Helpful Tip: If you enter the wrong 'Email' address, you will need to deactivate the account and create a new one with the correct email address.

This next screen will auto populate the details for this user and allow the Admin User to manage 'Edit' or add 'Permissions' to the new account.

Edit: Allows the Admin User to make changes the user's JobRole, Active Status, and End_Date the account.

JobRoles: This function will allow the Admin User to add/delete screen permissions to your staffs account. These screen permissions are specific to the Provider Portal screens (Eligibility, Auths, Reports, etc.).

Back to List: Takes you back to the original staff Application User Account list

If you need to give access to a separate user that has multiple accounts with other provider groups (e.i. a Biller that bills for many different doctors), please contact our Webmaster at

or directly at (805) 562-1676 and they will assist with this user account.

Grant Portal Screen Roles/Permissions

Will allow the Admin User to create additional portal screen permissions to a user account.
All screen permissions will be listed in the top blue box.

Create/Reset User Password

On the main User Account page, search for your staff member and click 'Password'. This allows the Admin User to create, reset, or change the Users password and create a temporary password.

The screen will auto assign a temporary password for your user when creating or resetting a password. The Admin User can also create a different temporary password as long as it meets the specific minimum character criteria. After you click **SET/RESET PASSWORD**, the system will then send your staff member their temporary password, along with a confirmation email to the Admin User.

The account will then be placed in a temporary status and your user will need to log in with the assigned temporary password and create their own password.

The system will automatically create a temporary password for each user or the Admin User can create one.

UnLock User Account

If a user logs into the Provider Portal and it is entered incorrectly three (3) times, the system will automatically lock the user account, and they will need to contact their Administrator to 'UnLock' their account. The User can also create a new password for themselves through the 'Forgot your password?' function.

Deactivate Accounts

Go to the main 'Application Access List' and locate your staff name via the search tool and click 'Edit'.

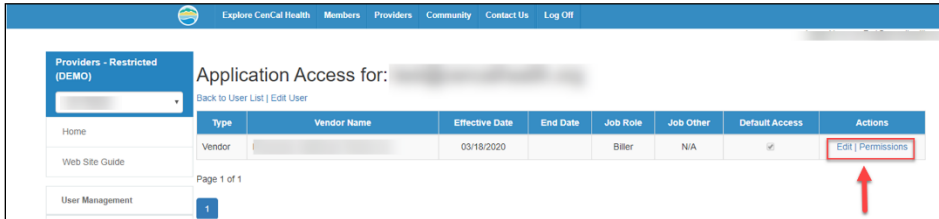Switch 'Active' drop down to 'N', enter an 'End_Date' and click 'Save'.

User Permissions

The screen below indicates 'Permissions' and the ability to 'Edit' all of your staff that are under the same group Tax ID#.

Edit: Allows the Admin User to edit that Users account details

Permissions: Allows the Admin User to change their individual screen permission access and/or to make them additional Admin Users.

CONTACT US

If you need to give access to a separate user that have multiple accounts with other provider groups (e.i. Billers that bill for multiple providers), have questions or would like additional training please reference our website at www.cencalhealth.org/providers/provider-portal/ or email CenCal Health's Web Master at webmaster@cencalhealth.org

Behavioral Health Department (805) 562-1600
- Behavioral Health Treatment (ABA) & Mental Health Treatment Inquiries
- Member Case Management

Claims Department (805) 562-1083
- Claims Customer Service Support
- Claims & Billing Training
- Claims Grievances and Appeals

Provider Services Department (805) 562-1676
- Provider Portal Technical Issues
- Provider Practice Changes
- Contract & Credentialing Inquiries
- New Provider Orientation & Portal Demonstrations
- Provider Training

Pharmacy Services (805) 562-1080
- Medi-Cal Rx Transition
- Medical Pharmacy Management
- Drug Utilization Review
- Pain Management Resources

Medical Management (805) 562-1082
- Radiology Benefit Manager (Care to Care) Inquiries
- Adult & Pediatric Authorization Questions
- Authorization Questions

Member Services (877) 814-1861
- Member related inquiries