CareOregon Connect

How to attach documents to prior authorization requests.

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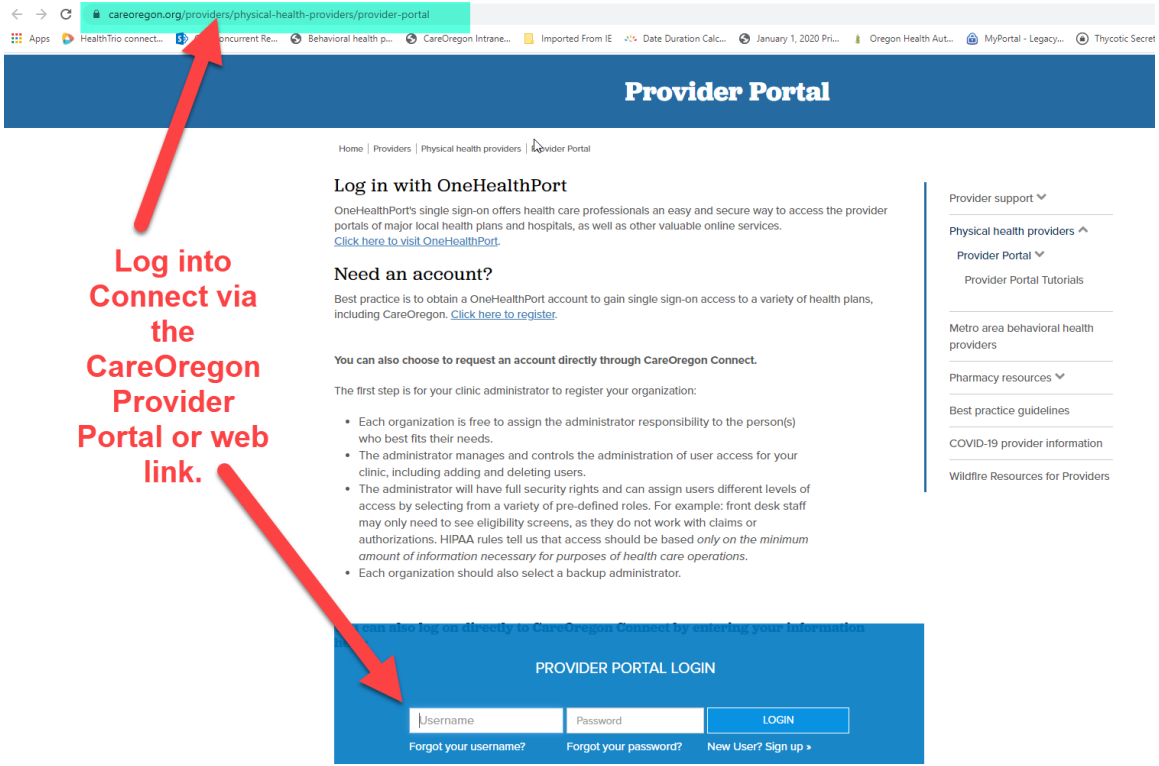
Effective October 1, 2021

CareOregon will require that all Prior Authorization Requests that are submitted via Connect **MUST HAVE clinical documentation attached to be accepted!**

Entering a Connect Request

Step 1:

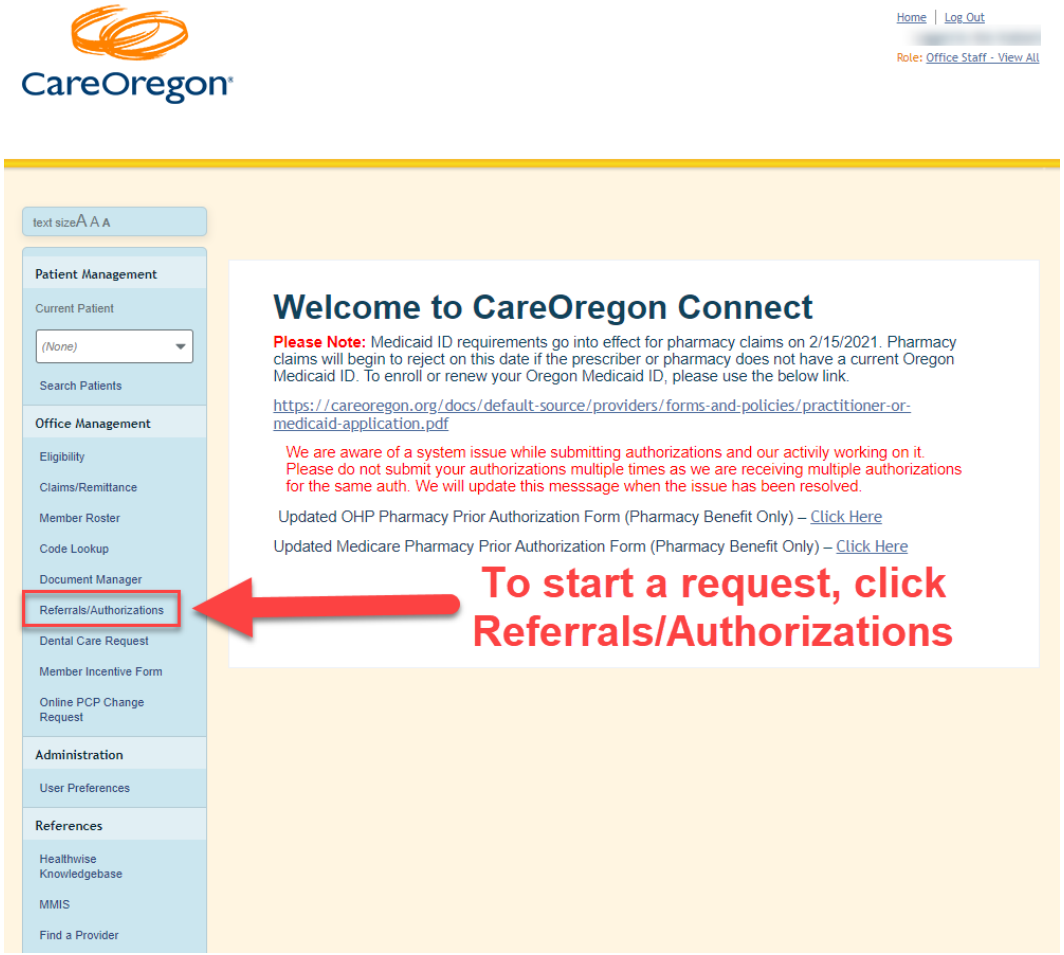
Log In



Log into Connect via the CareOregon Provider Portal or web link.

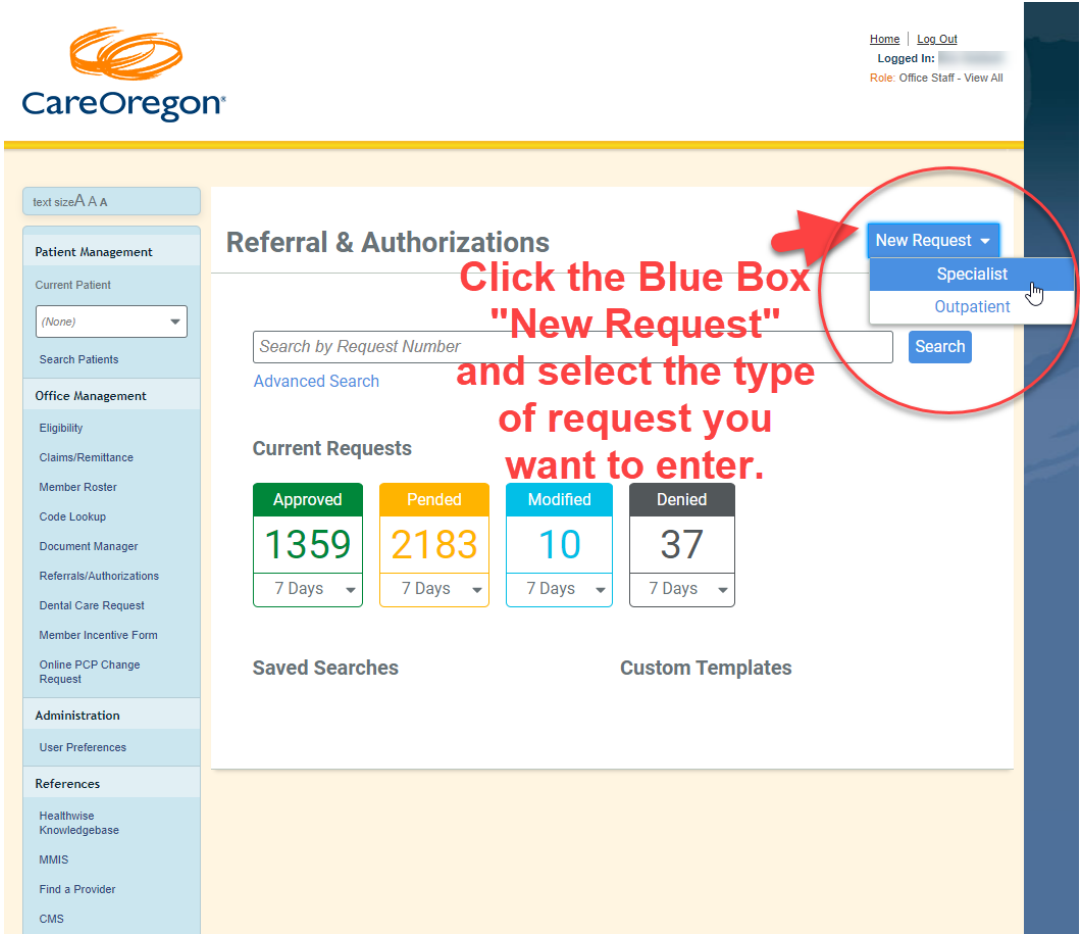
Step 2:

Access Referrals/Authorizations screen.



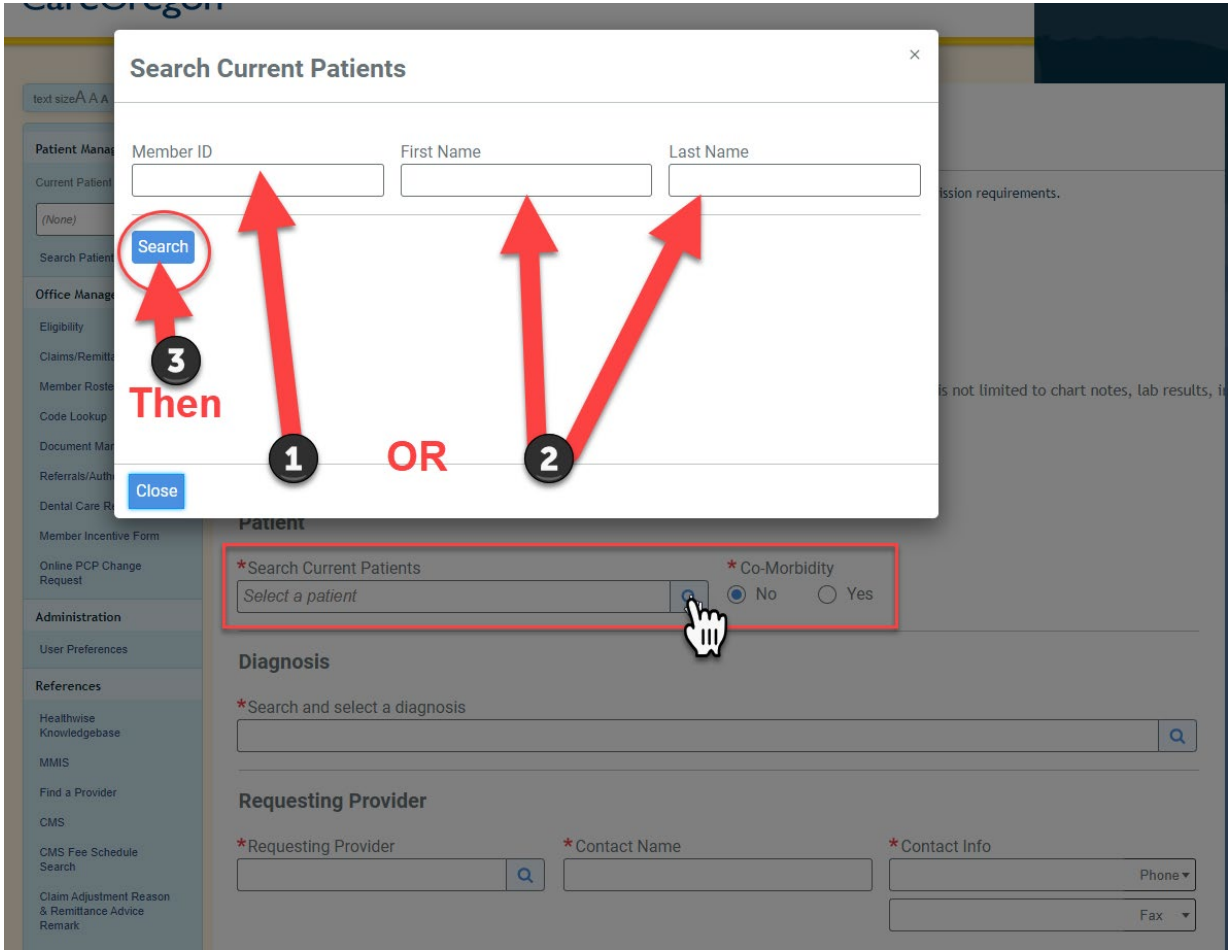
Step 3:

Start a new request.



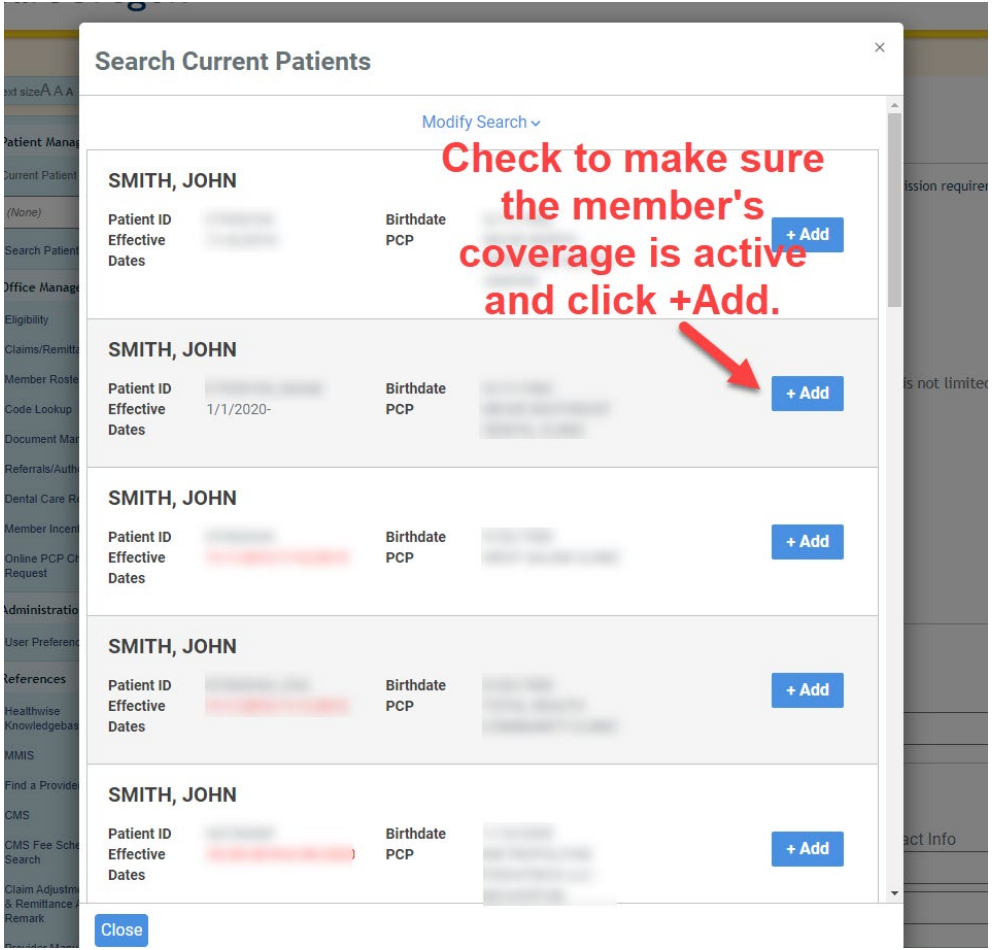
Step 4:

Search patients.



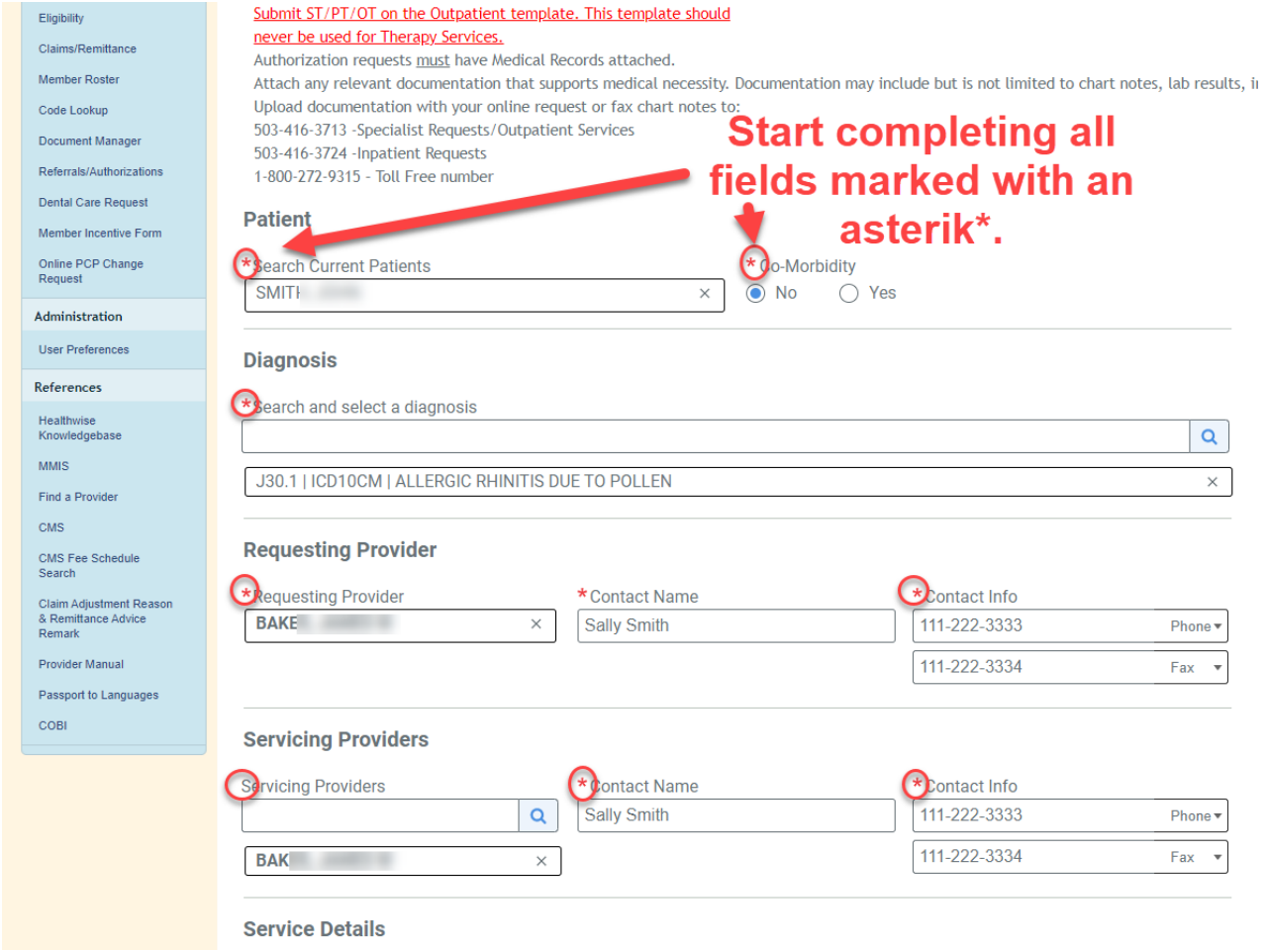
Step 5:

Select the appropriate patient.



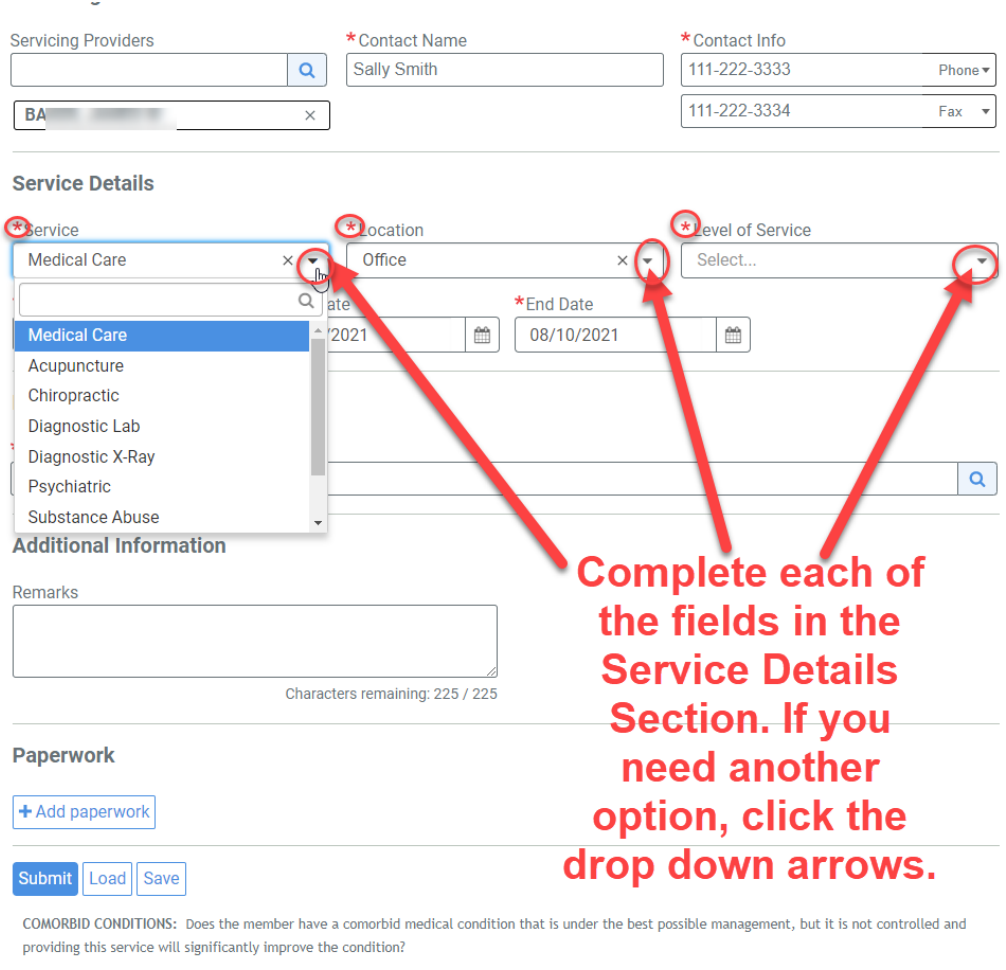
Step 6:

Complete required fields.



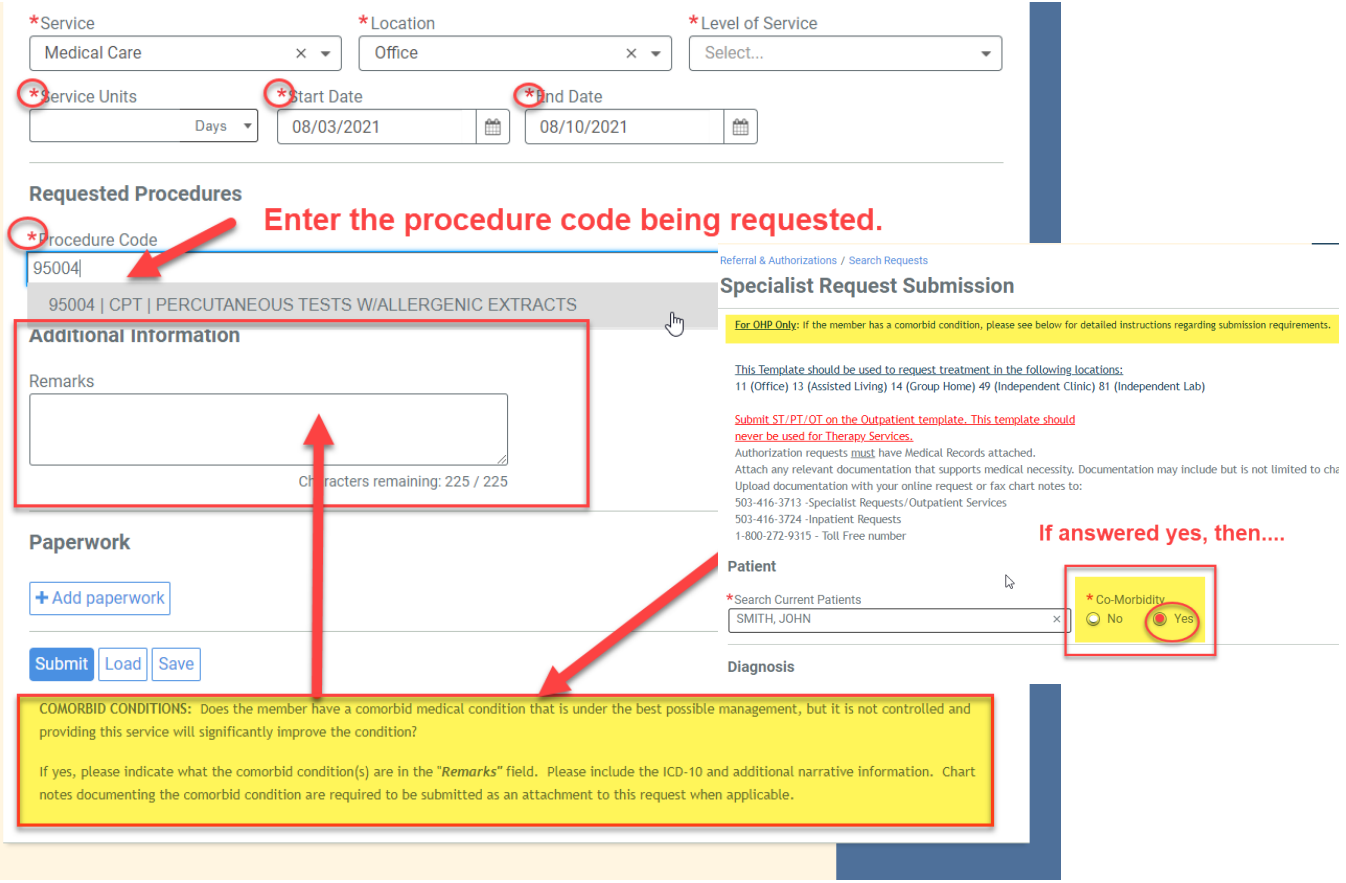
Step 7:

Enter Service Details.



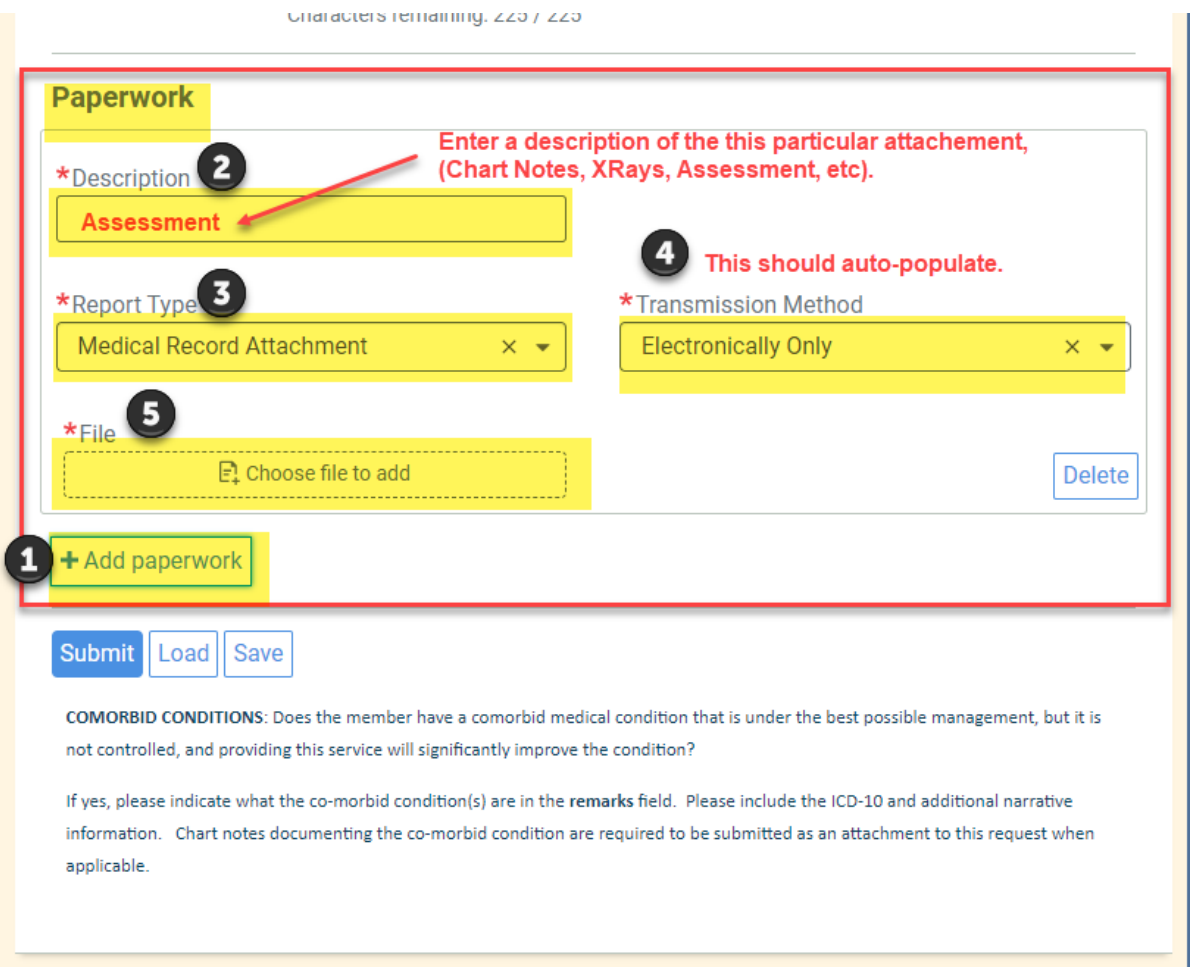
Step 8:

Enter procedures and comments if appropriate.



Step 9:

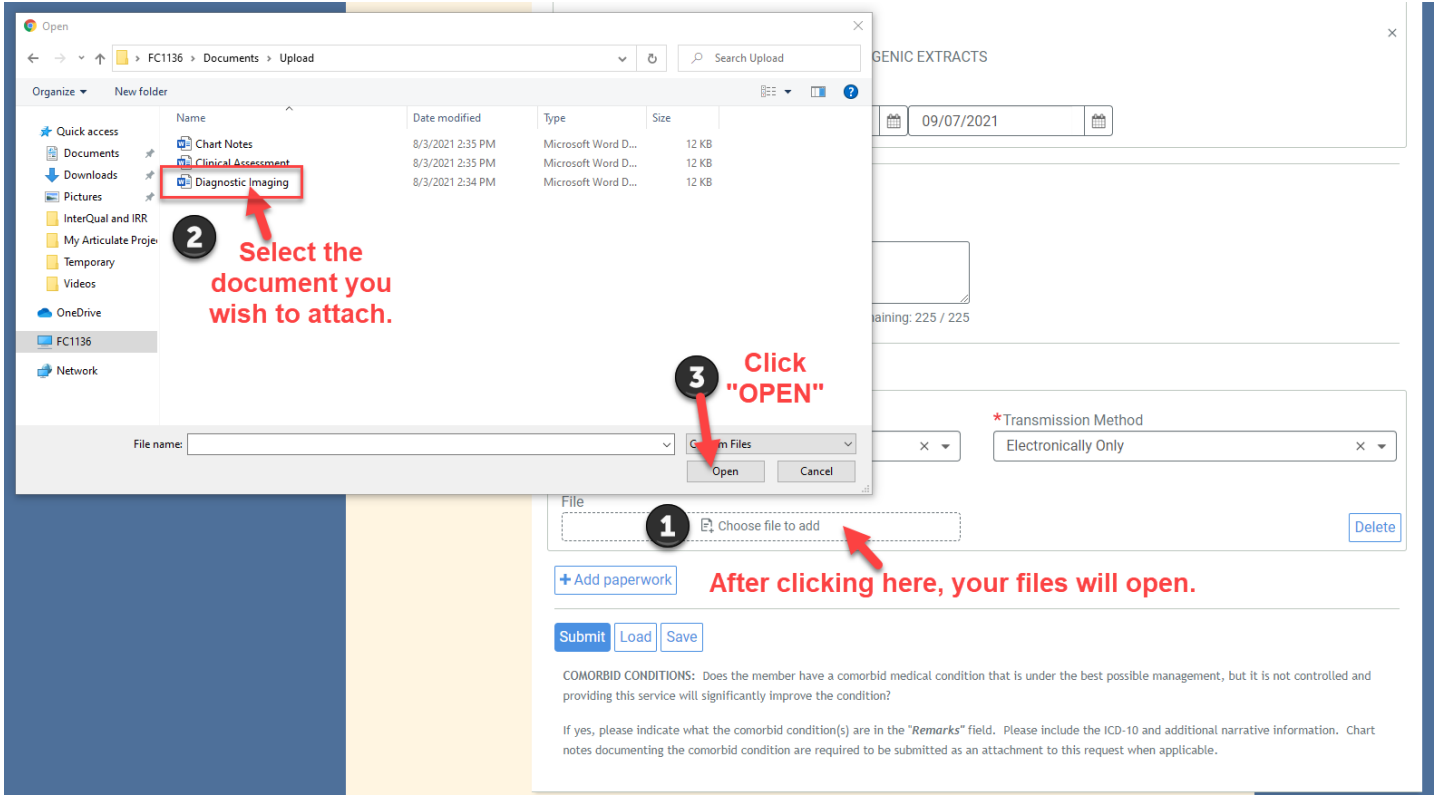
Attach clinical documentation.



Step 10:

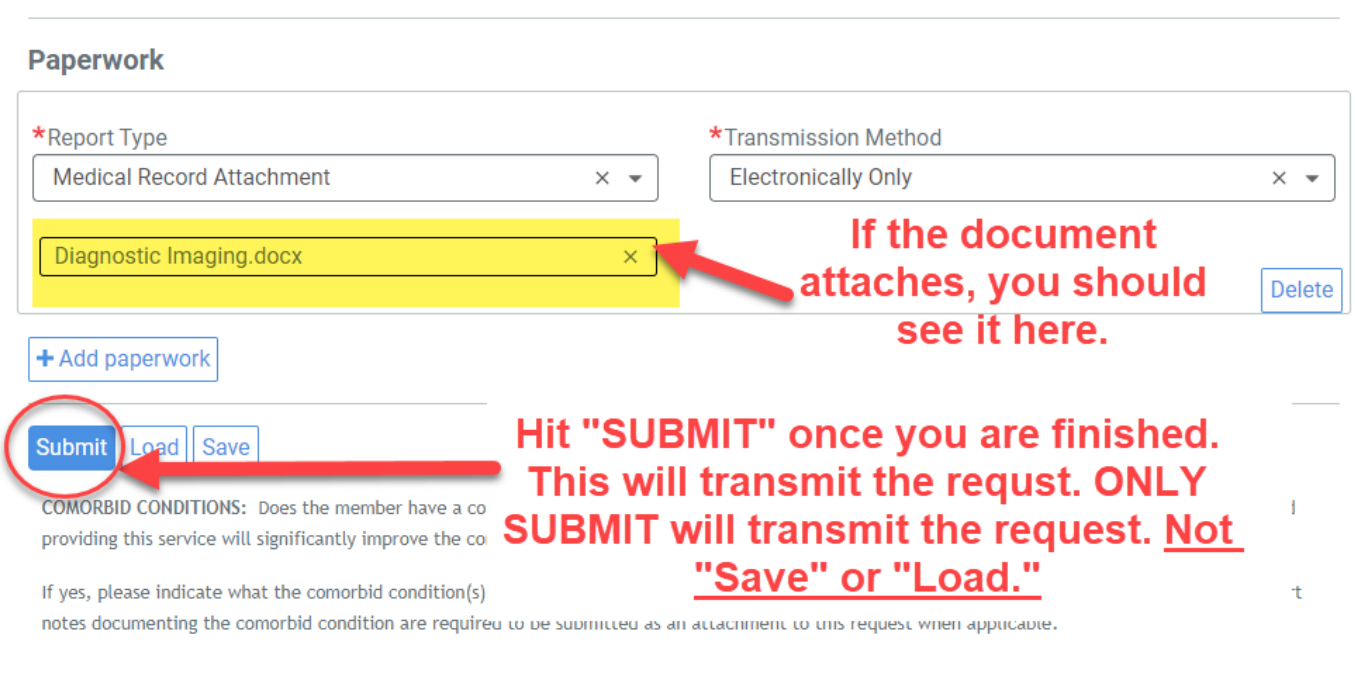
Select files.

Files are limited to 525950976 bytes (around 500MB) and to the following types: CSV, DOC, PDF, TXT, XML, XLS.



Step 10:

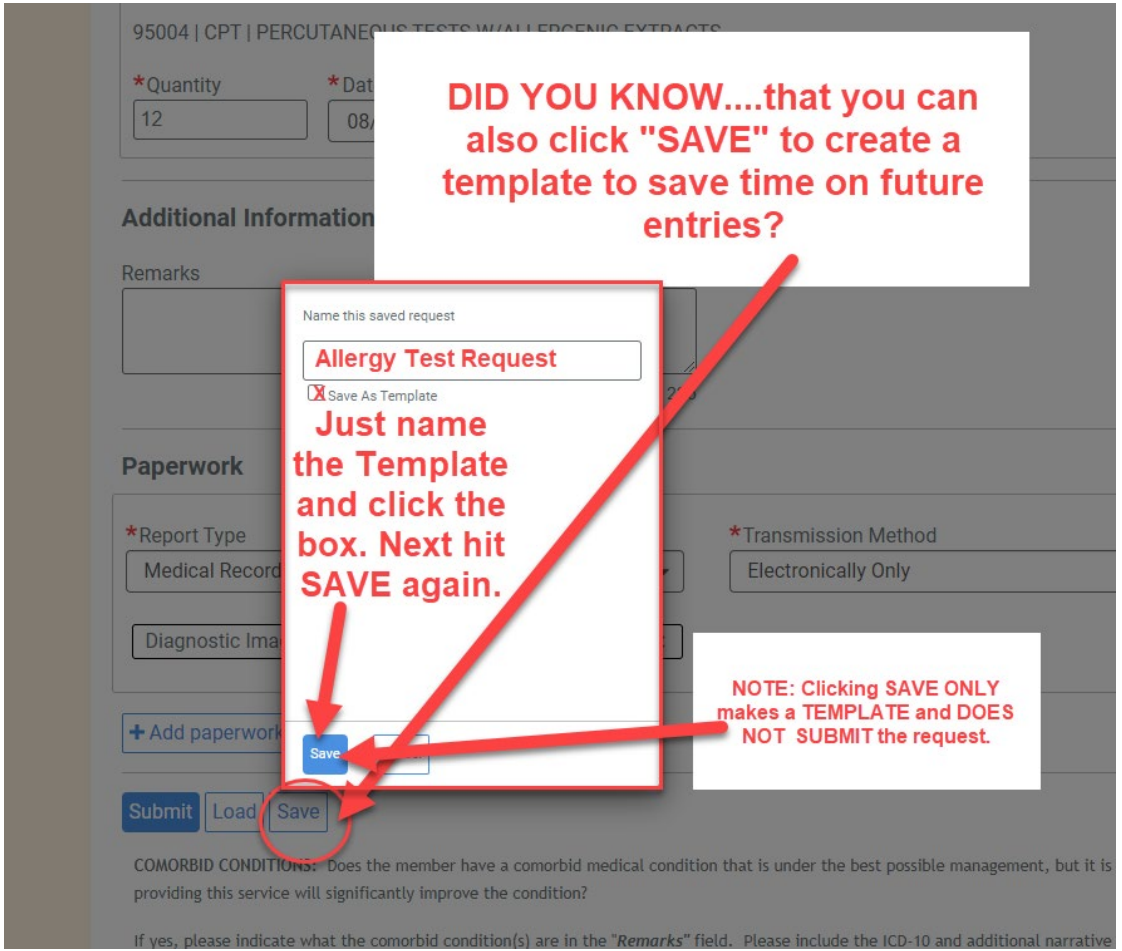
Verify and SUBMIT!



Optional Step :

Time Saver – Creating Templates for frequently submitted request or members

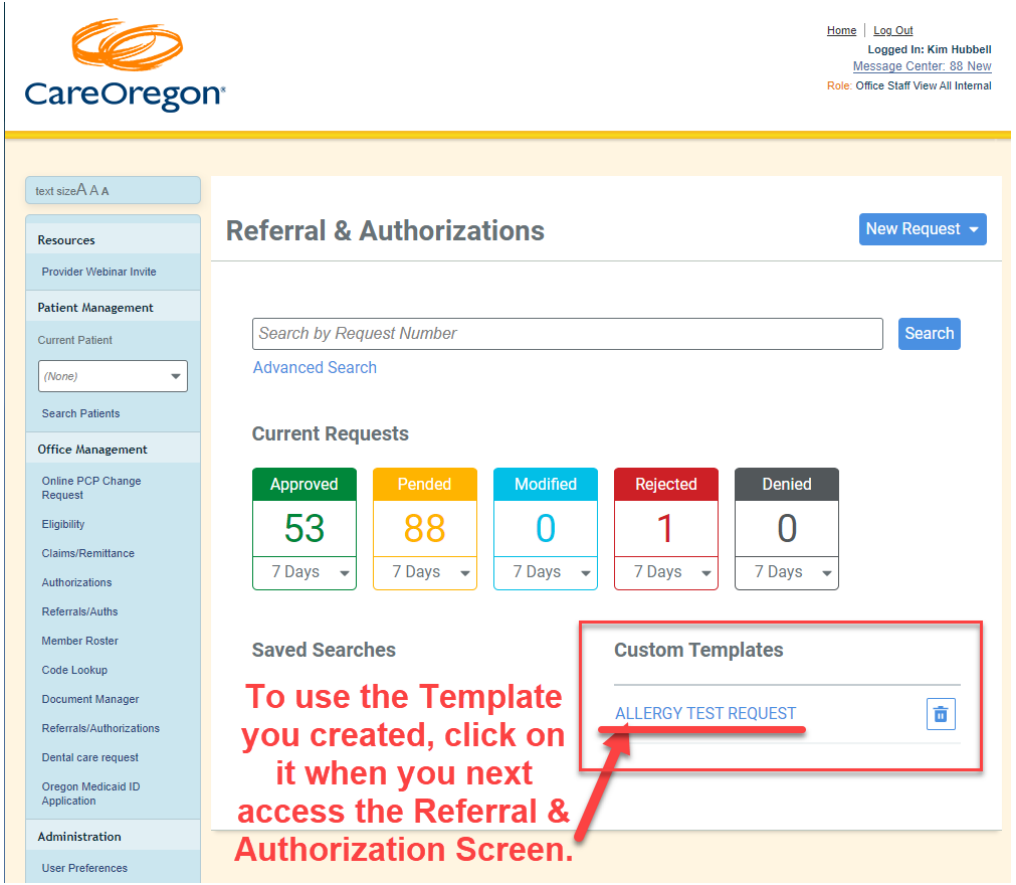
Do this BEFORE hitting SUBMIT.



Optional Step part 2 :

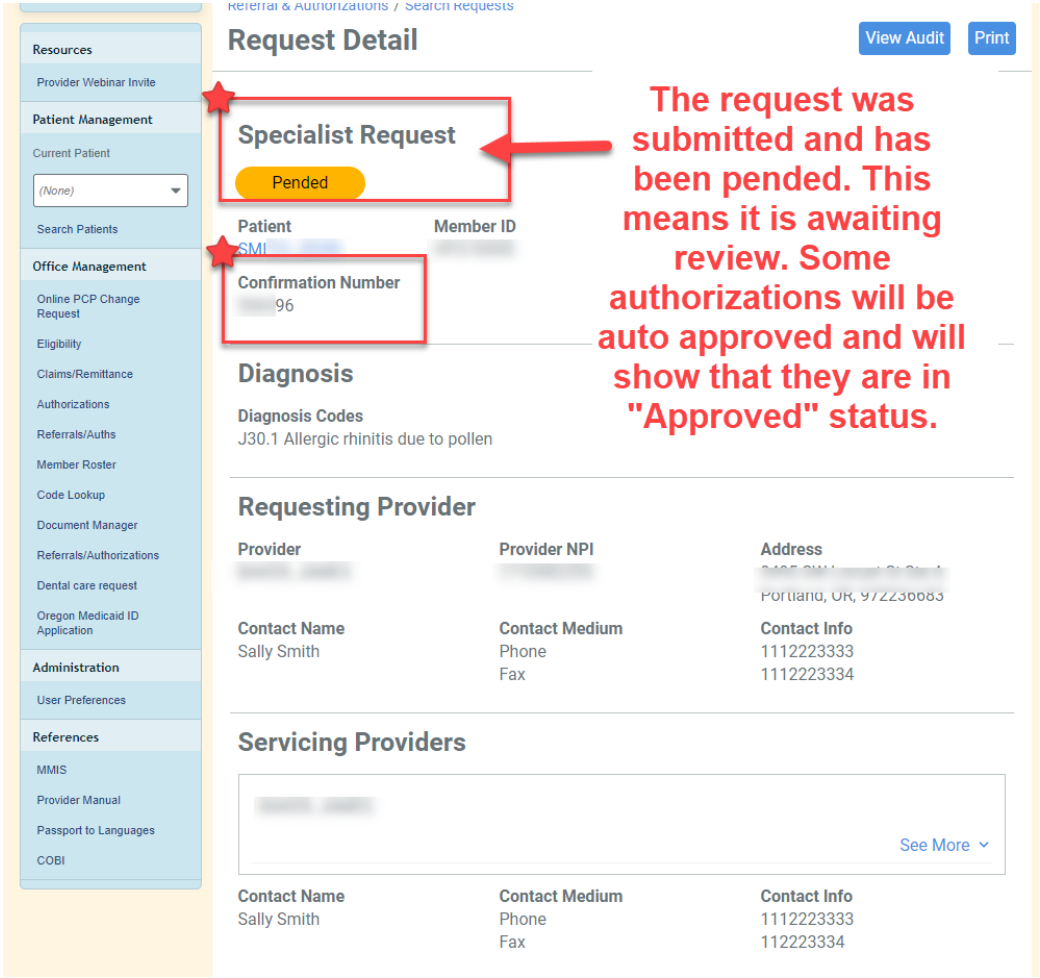
Time Saver – Using created Templates .

Simply click on the template name to load instead of hitting the new request button. Make corrections then submit.



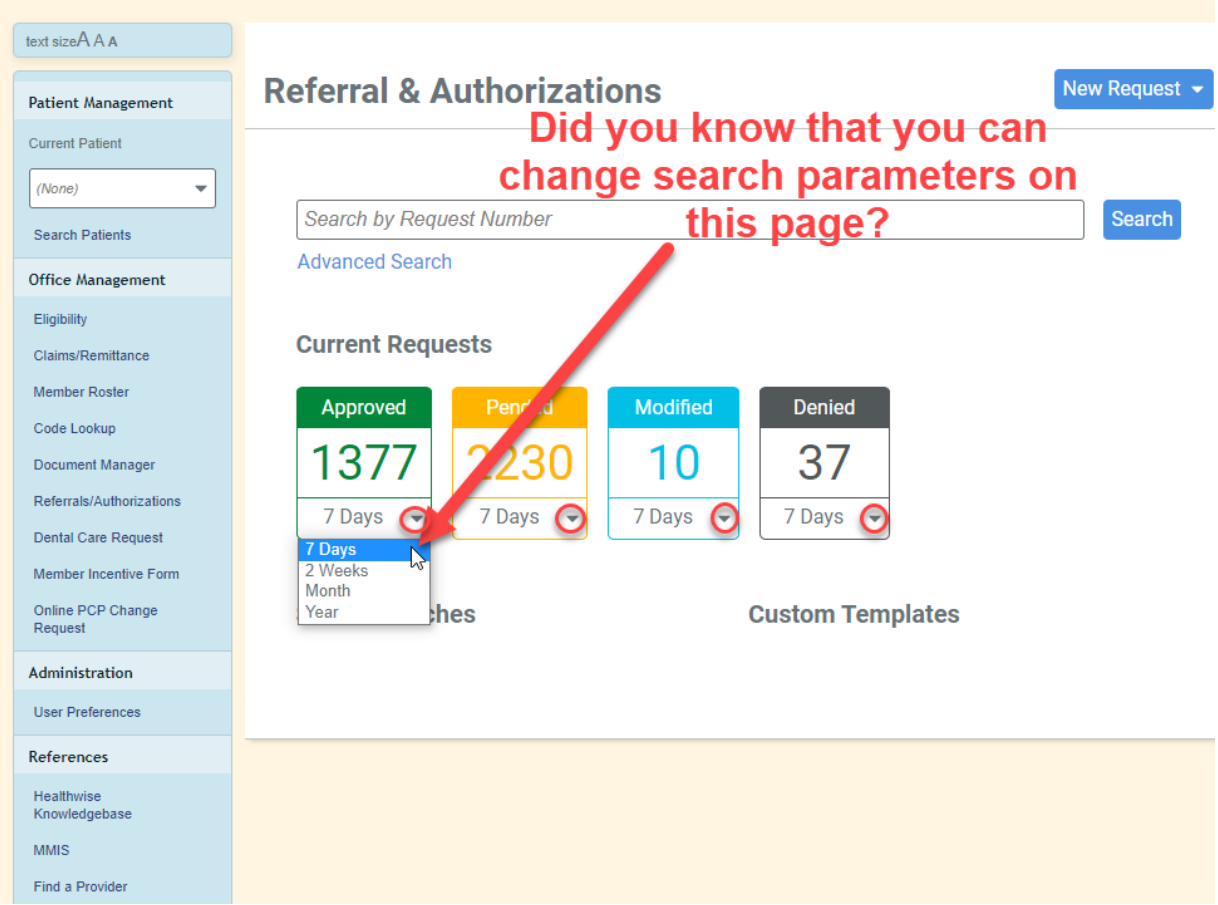
Step 11:

Once you reach this screen you will see that you have successfully submitted a request.

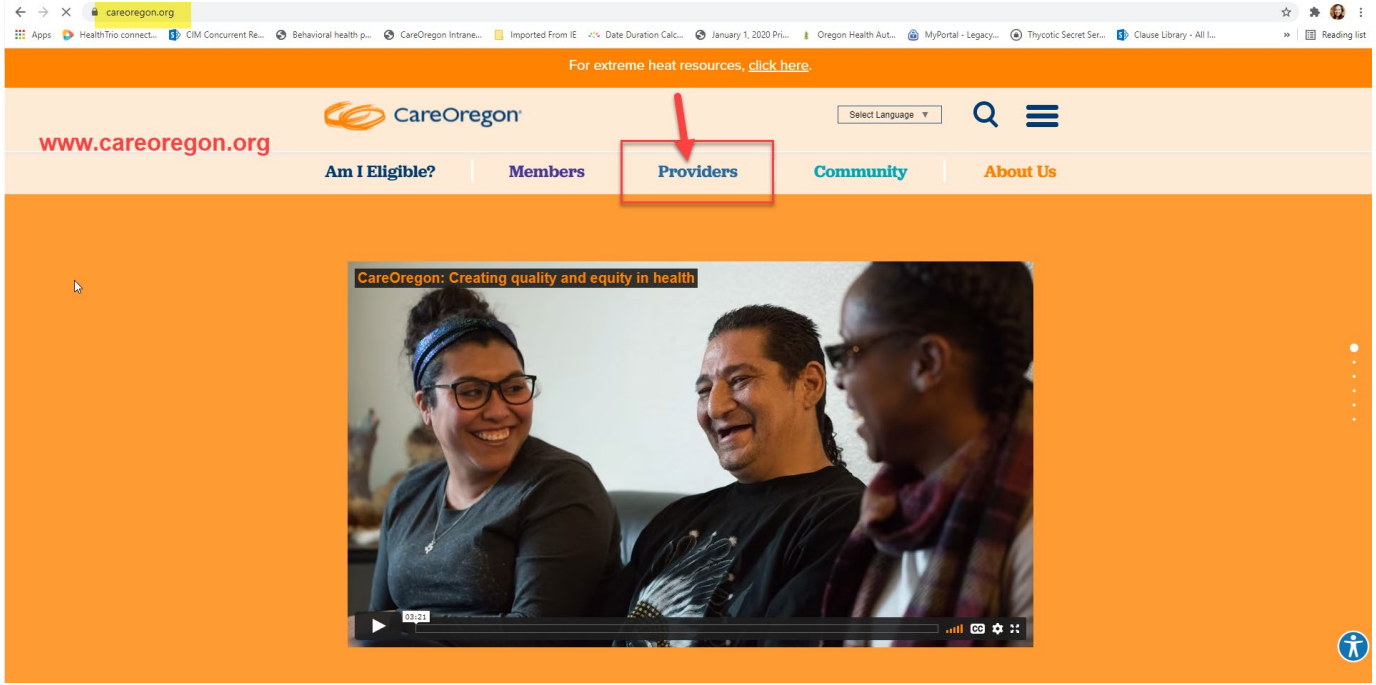


TIP:

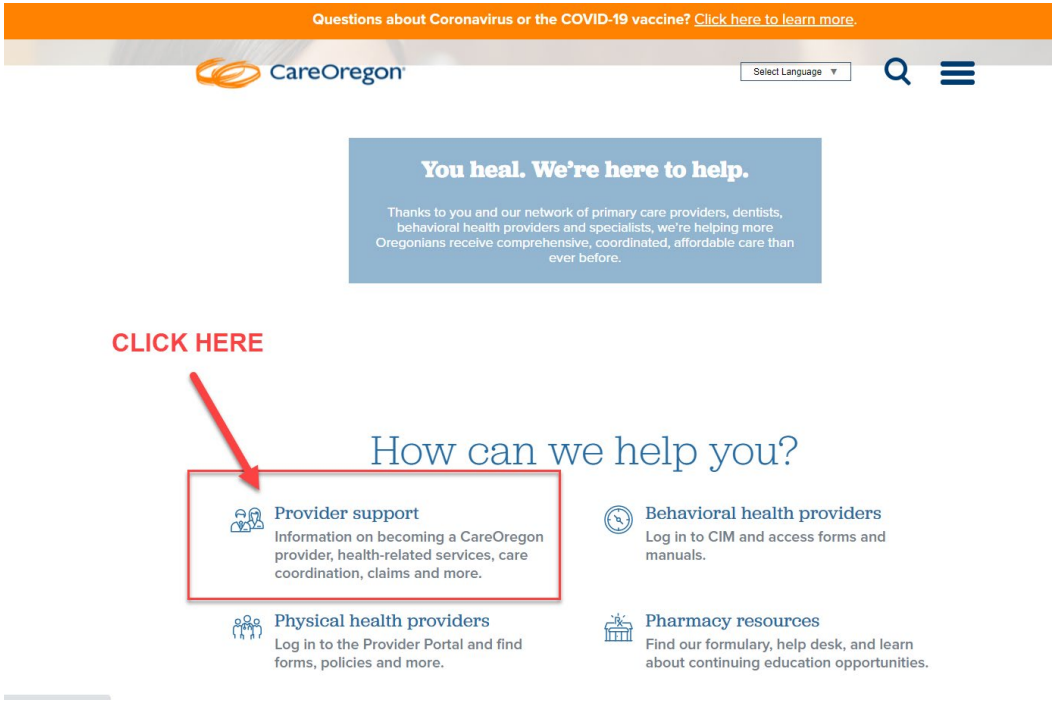
When looking for the status of a submitted authorization, you can search here. It will only show requests submitted by you or your organization.



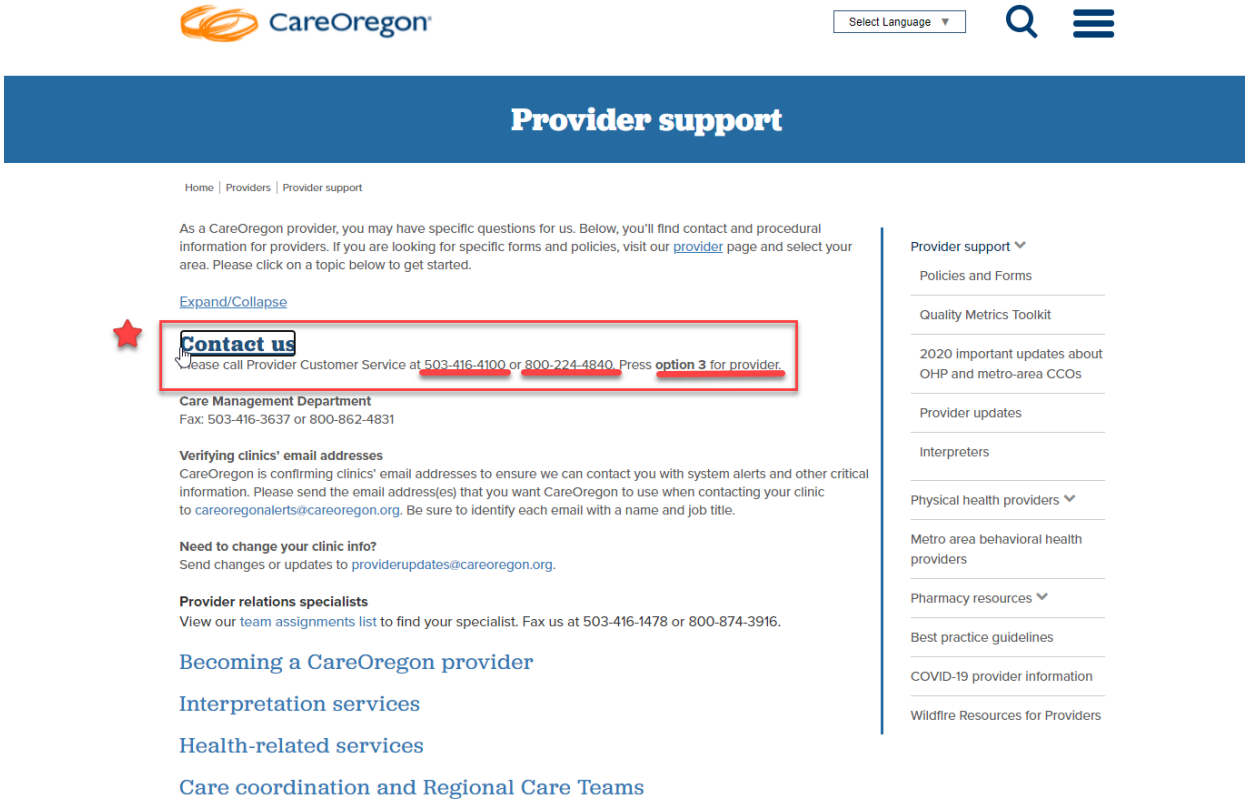
CareOregon Support



CareOregon Support, (cont.)



CareOregon Support, (cont.)



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Thank you

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