



Submitting Reproductive Health Consent Forms

Process for electronic submission and viewing
status

Updated February 2024

Secure Portal Submission Process for Reproductive Health Consent Forms

- This process applies to electronic submission of consent forms for abortion, hysterectomy, and sterilization.
- Providers can use the [NC DHHS Reproductive Health Forms](#).
- Carolina Complete Health Providers can now submit these reproductive health consent forms through the secure portal in advance of the claim submission.
- CCH providers can also view the status of the form in the portal, even if the form was submitted by mail.
- Please refer to [Medicaid Clinical Coverage Policy 1E-3](#) for additional details and guidance around Sterilization Procedures and Consent Forms.

Step 1: Login

Portal Login: provider.carolinacompletehealth.com

Log In

Username (Email)

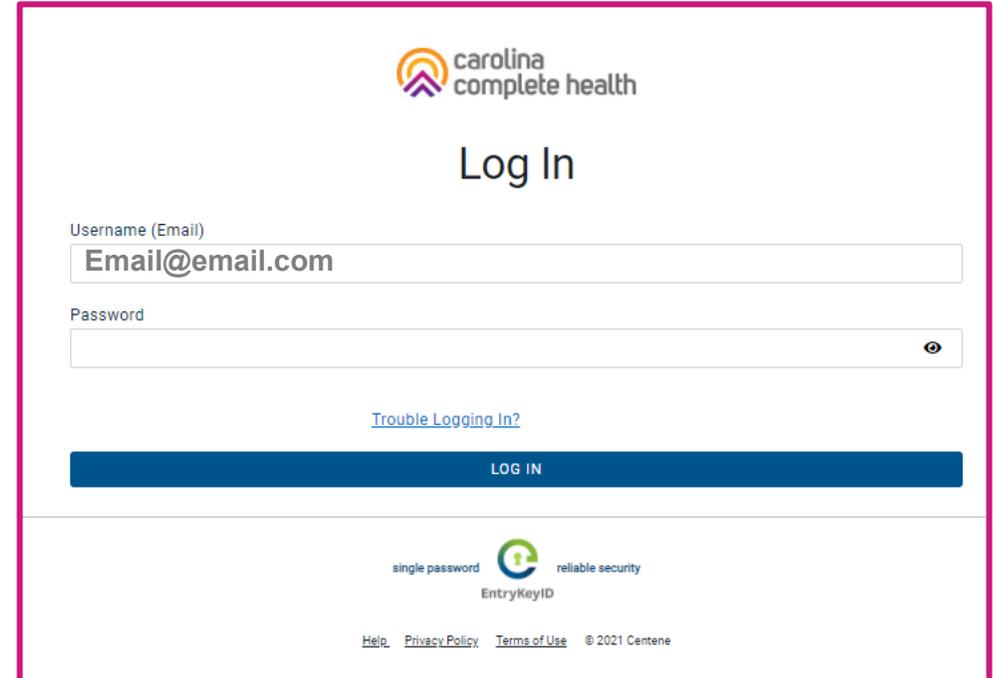
Email@email.com

LOG IN

[Create New Account](#)



[Help](#) [Privacy Policy](#) [Terms of Use](#) © 2021 Centene

A screenshot of the Carolina Complete Health login page, enclosed in a pink border. At the top right is the "carolina complete health" logo. Below it is the "Log In" heading. There are two input fields: "Username (Email)" containing "Email@email.com" and "Password" which is currently empty. A blue "LOG IN" button is positioned below the password field. A link for "Trouble Logging In?" is located below the password field. At the bottom of the page, there is a logo for "single password reliable security EntryKeyID" and a footer with links for "Help", "Privacy Policy", "Terms of Use", and "© 2021 Centene".

Step 2: Check Member Eligibility and View Health Record

From the Home Screen: Quick Actions, View Eligibility & Patient Information

carolina complete health.

Viewing Dashboard For: TIN [] Plan Type Iowa Total Care [] GO

Explanation of Payments Issues
Users may have issues with accessing EOP (Explanation of Payments) PDFs and information on consolidated checks may be missing from the Payment History section. We'll be updating our network to fix this issue. Thank you for your patience.

Welcome, Steven!
Get summaries of claims data at a glance and easy access to the options you use most.

Quick Actions
Do a quick eligibility check, find patient benefits information, create a new claim or recurring claim or an authorization.

Member ID or Last Name [] Member Date of Birth MM/DD/YYYY [] Select Action Type [] SUBMIT

With two data points:

- 1. Member ID / Last Name*
- 2. Date of Birth*

Providers are able to view eligibility and patient information

Select Action Type

Select

View Eligibility & Patient Information

Create New Claim

Create Recurring Claim

Create Authorization

Eligibility Tips

- When checking eligibility, if the member does not pull up, verify data entered
- If Member ID + DOB does not pull up the member, try Member Last Name + DOB
- As best practice, always check member eligibility before creating a web authorization or web claim

Step 3: Document Resource Center: Document Upload

Document Resource Center

- Viewing the member's Health Record, click Document Resource Center on the left side menu.

The screenshot displays a web application interface for viewing a member's eligibility. At the top, there is a navigation bar with icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this, a dropdown menu shows 'Viewing Eligibility For:' with 'Medicaid' selected and a 'GO' button. A left sidebar menu contains various options, with 'Document Resource Center' highlighted by a red box. The main content area features a green notification box stating 'This patient is eligible as of today, May 27, 2020.' Below this, there are sections for Patient Information and PCP Information. The Patient Information section includes fields for Name, Gender (M), Birthdate, Age, Member #, and Address. The PCP Information section includes fields for Name (TERRIE), Address, Practice Type (MEDICINE), and Phone Number. There are also links for 'Print Eligibility Overview', 'View PCP History', 'EPSDT', and 'Care Gaps'. An 'Eligibility History' table is shown with columns for Start Date, End Date, and Product Name. The table contains two rows: one for 'SSI Non-Dual' starting Dec 1, 2018 and ongoing, and another for 'TANF' starting May 1, 2018 and ending Nov 30, 2018. A 'more' link is present below the table. At the bottom, there is a 'View Clinical Information' link. The footer of the page includes the Carolina Complete Health logo and the number 9.

Viewing Eligibility For : Medicaid

[Back to Eligibility Check](#)

Overview

Cost Sharing

Assessments

Health Record

Care Plan

Authorizations

Referrals

Coordination of Benefits

Claims

Document Resource Center

Notes

This patient is eligible as of today, May 27, 2020. [Print Eligibility Overview](#)

Patient Information

Name

Gender M

Birthdate

Age

Member #

Address

PCP Information

Name TERRIE

Address

Practice Type MEDICINE

Phone Number

[View PCP History](#)

[EPSDT](#)

[Care Gaps](#)

Risk Category Alerts: COPD/Asthma

[Allergies](#)

None On File

[View Clinical Information](#)

Start Date	End Date	Product Name
Dec 1, 2018	Ongoing	SSI Non-Dual
May 1, 2018	Nov 30, 2018	TANF

[more](#)

Document Resource Center: Upload

- Under Document Resource Center, under Document upload. Must have to choose Document Category as “Consent Forms” and Document Type as “Correspondence” and choose file within the size limit.



Tip: Prior to uploading, save the file to your computer with ‘Consent-Form’ in the naming convention.

The screenshot shows the 'Document Resource Center' interface. On the left is a navigation menu with items: Overview, Cost Sharing, Assessments, Growth Chart, Health Record, NC Kids InCK Program, ADT, Care Plan, Authorizations, Referrals, Coordination of Benefits, Claims, Document Resource Center (highlighted with a red box), and Notes. The main content area is titled 'Document Resource Center' and has two tabs: 'Document Upload' (active) and 'Document Review'. Below the tabs are four numbered steps:

1. Document Category * (dropdown menu set to 'Consent Forms')
2. Document Type * (dropdown menu set to 'Correspondence')
3. Upload File * (button 'Choose File', text 'No file chosen')
4. Submit (green button)

At the top of the page, there is a header with the Carolina Complete Health logo and navigation icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below the header, there are filters for 'Viewing Patients For : TIN' and 'Plan Type' (set to 'Carolina Complete Health'), a 'GO' button, and a 'Find Patient' button.

Document Resource Center

- After the file is successfully uploaded, you will see the message indicating 'Document Upload Accepted.'

The screenshot displays the Carolina Complete Health Document Resource Center interface. At the top, there is a navigation bar with the Carolina Complete Health logo and icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this is a search bar with fields for TIN, Plan Type (set to Carolina Complete Health), Member ID or Last Name, and Birthdate (set to 09/09/1964), with a GO button and a Find button.

The main content area is titled "Document Resource Center" and features a "Document Upload" button and a "Document Review" button. The "Document Upload" form includes the following steps:

1. Document Category * (Please Select a category)
2. Document Type * (Please Select one)
3. Upload File * (Choose File) No file chosen
4. Submit

A green confirmation message is displayed at the bottom of the form, enclosed in a red box:

Document Upload Accepted. If needed, this document ID can be used for tracking purposes: e27d1959-41af-45dc-980c-ca043d1d9cd5

Step 4: Document Resource Center: Document Review

Document Review

- To view the uploaded documents, select Document Review
- Select Document Category “consent Forms” and Date Range “Start Date” & “End Date”
- This will display the files from the search criteria
- The File Name is listed as “Correspondence_{FileName}” with status indicated



Tip: The Document Review tab will also show the status of mailed Consent Forms

The screenshot shows the 'Document Resource Center' interface. On the left is a navigation menu with options like Overview, Cost Sharing, Assessments, Growth Chart, Health Record, NC Kids InCK Program, ADT, Care Plan, Authorizations, Referrals, Coordination of Benefits, Claims, Document Resource Center (highlighted), and Notes. The main area has two tabs: 'Document Upload' and 'Document Review' (highlighted). Below the tabs are three numbered steps: 1. Document Category (set to 'Consent Forms'), 2. Date Range (Start Date: 08/07/2023, End Date: 08/14/2023), and 3. Search Documents (with a green button). A yellow note below states: 'Please note: There may be a delay when downloading large files.' At the bottom, a table lists documents with columns for FILE NAME and STATUS.

FILE NAME	STATUS
Correspondence_9-MB.pdf	Submitted
Correspondence_2-kb-3.pdf	Submitted

Questions?

Contact your Provider Engagement Administrator for support!

- PE Team Page:

<https://network.carolinacompletehealth.com/engagement>

Call Provider Services at 1-833-552-3876