Submitting Reproductive Health Consent Forms

Process for electronic submission and viewing status

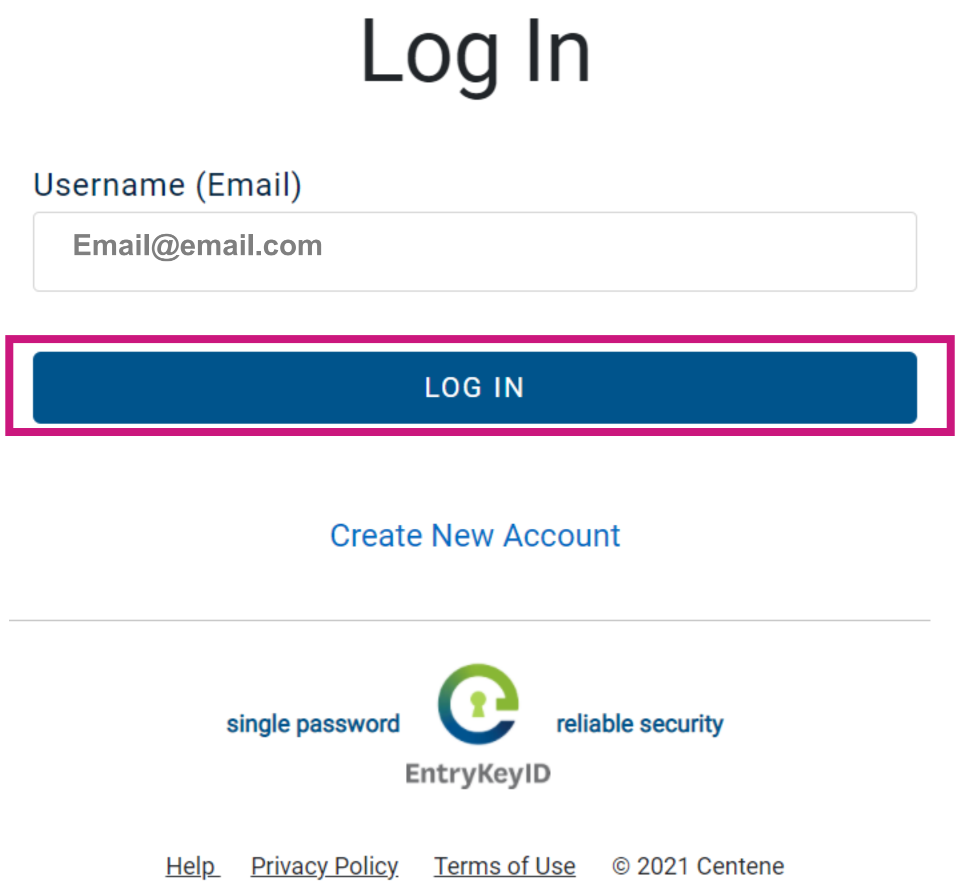
Updated February 2024

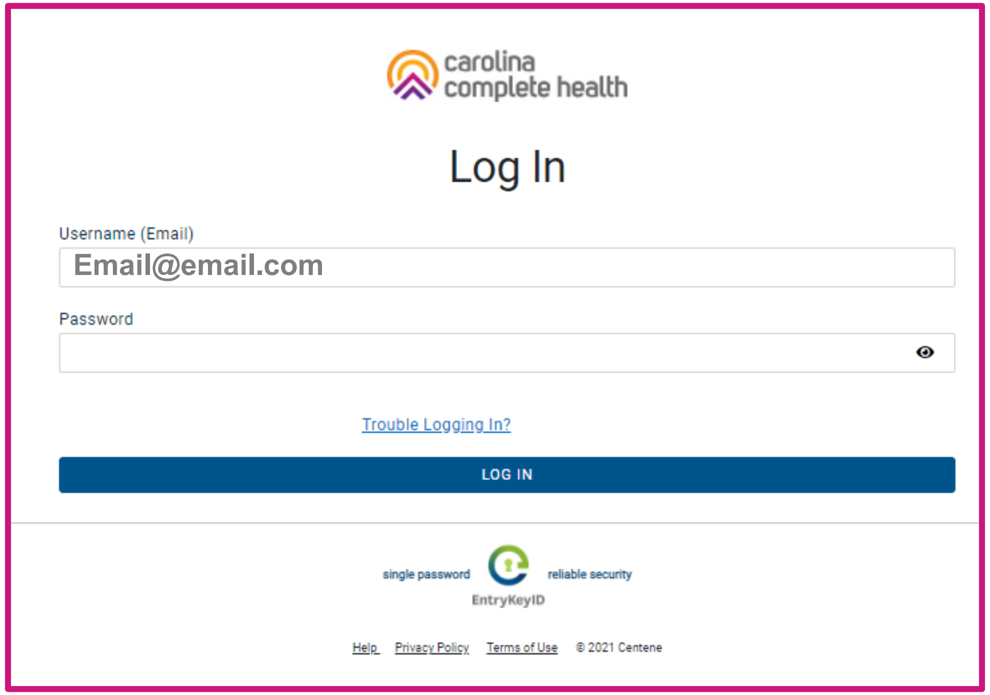
Secure Portal Submission Process for Reproductive Health Consent Forms

- 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

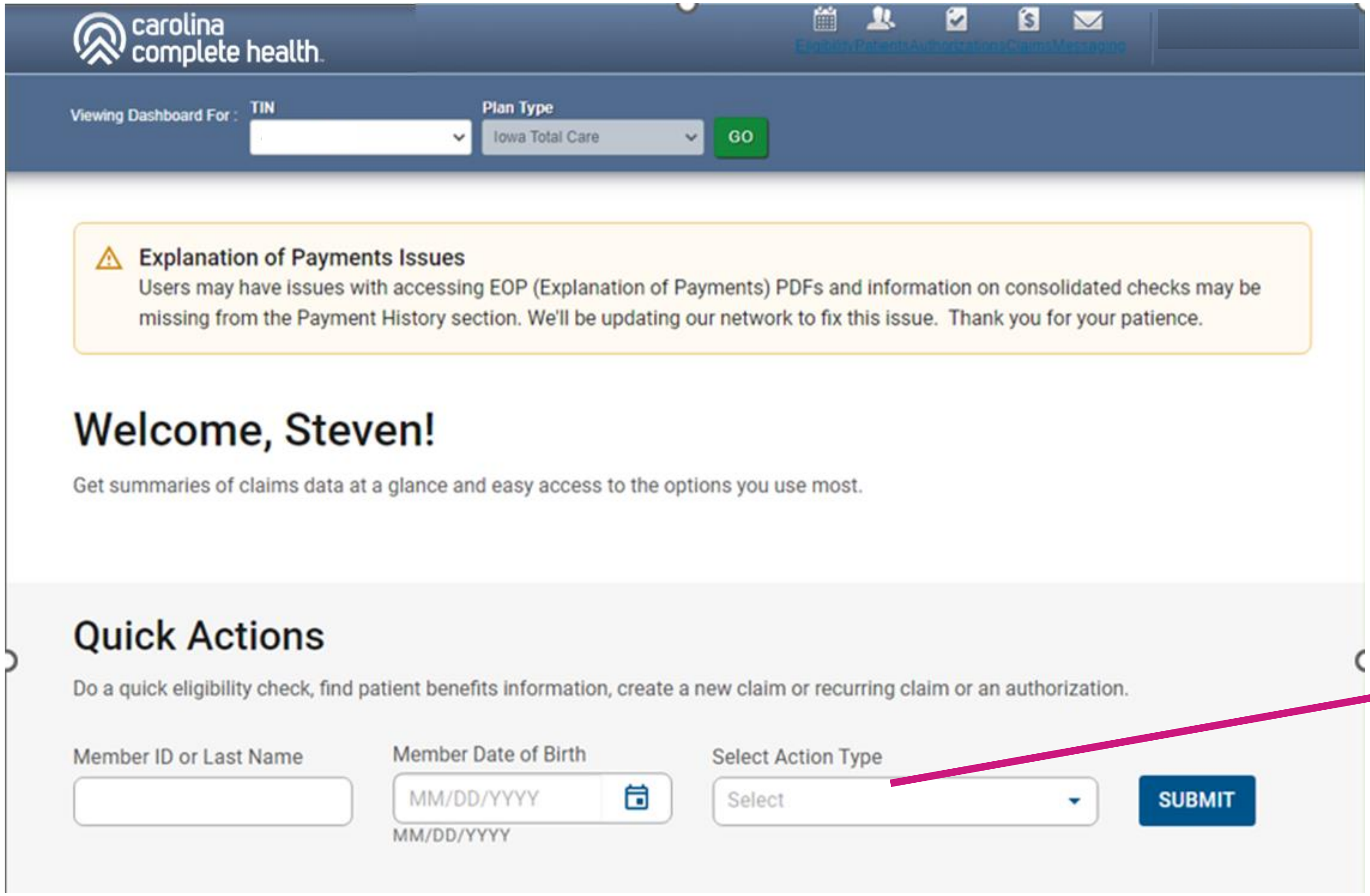
Portal Login: provider.carolinacompletehealth.com





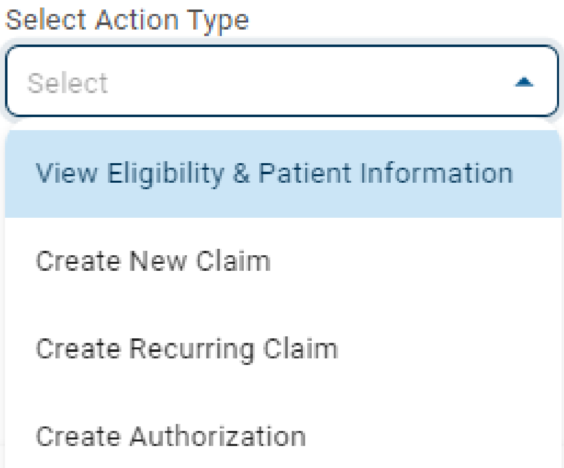
Step 2: Check Member Eligibility and View Health Record

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



With two data points:
1. Member ID / Last Name
2. Date of Birth

Providers are able to view eligibility and patient information



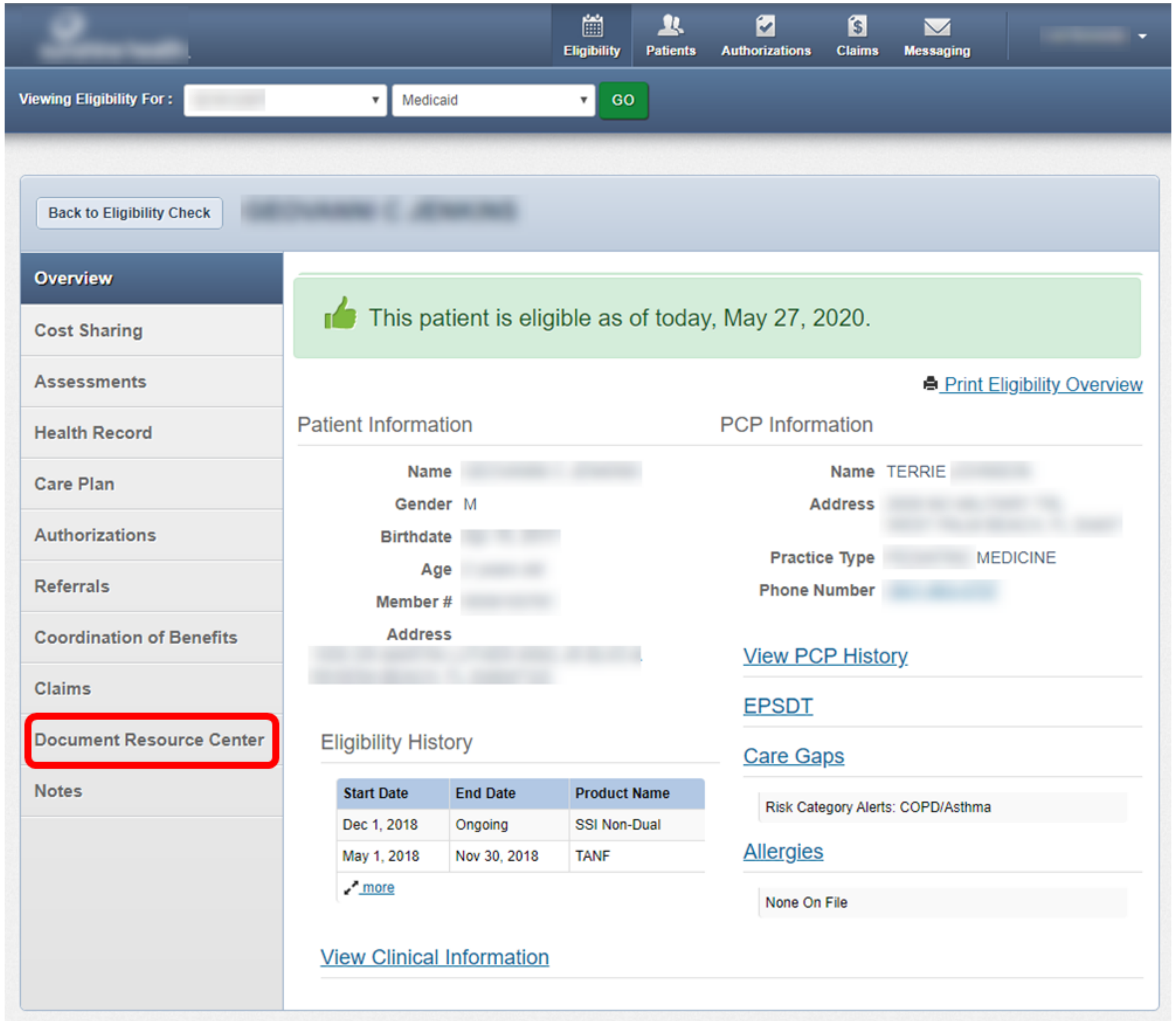
Eligibility Tips

- 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

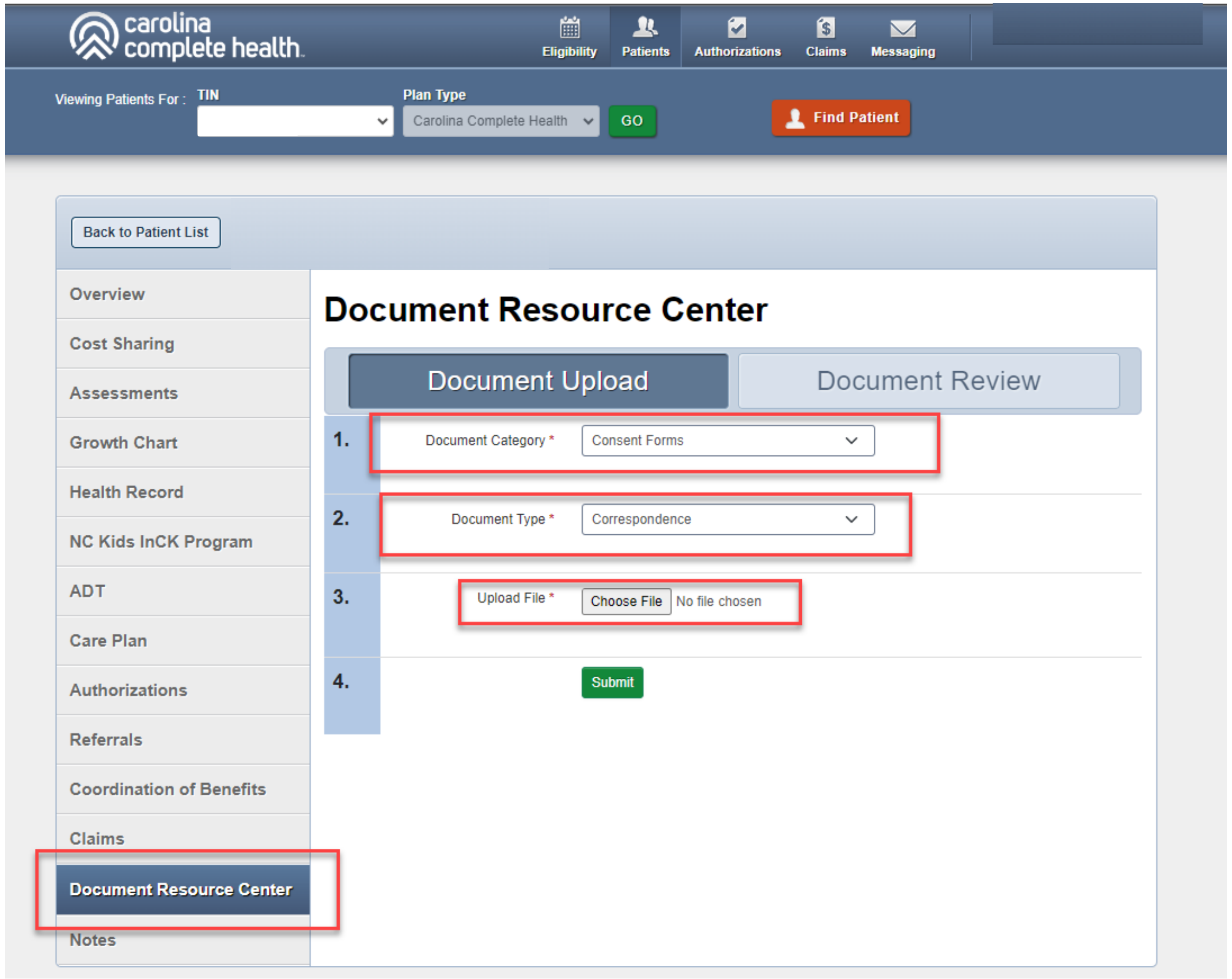
- Viewing the member’s Health Record, click Document Resource Center on the left side menu.



Document Resource Center: Upload

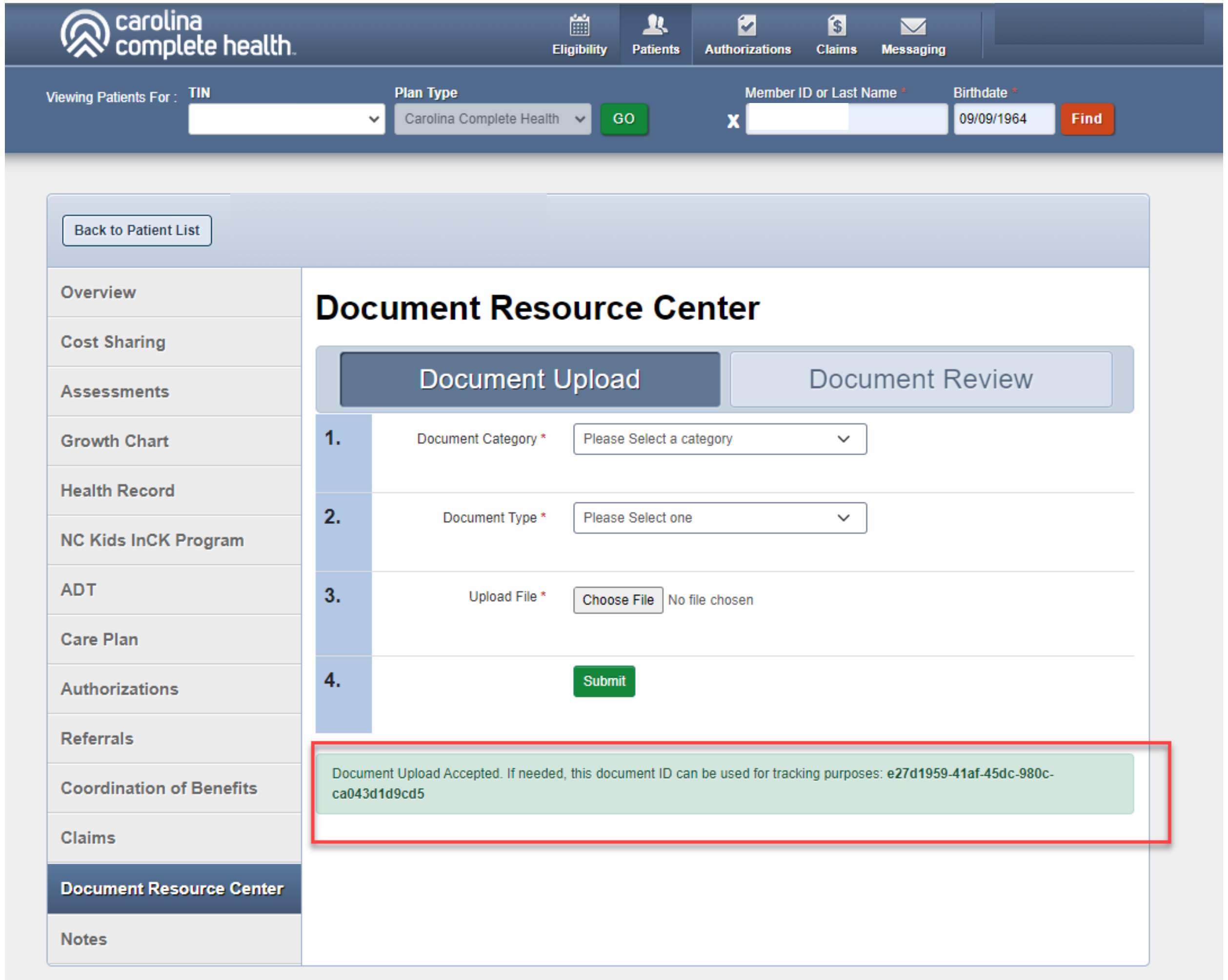
- Under Document Resource Center, under Document upload. Must have to choose Document Category as “Consent Forms” and Document Type as “Correspondence” and choose file within the size limit.

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



Document Resource Center

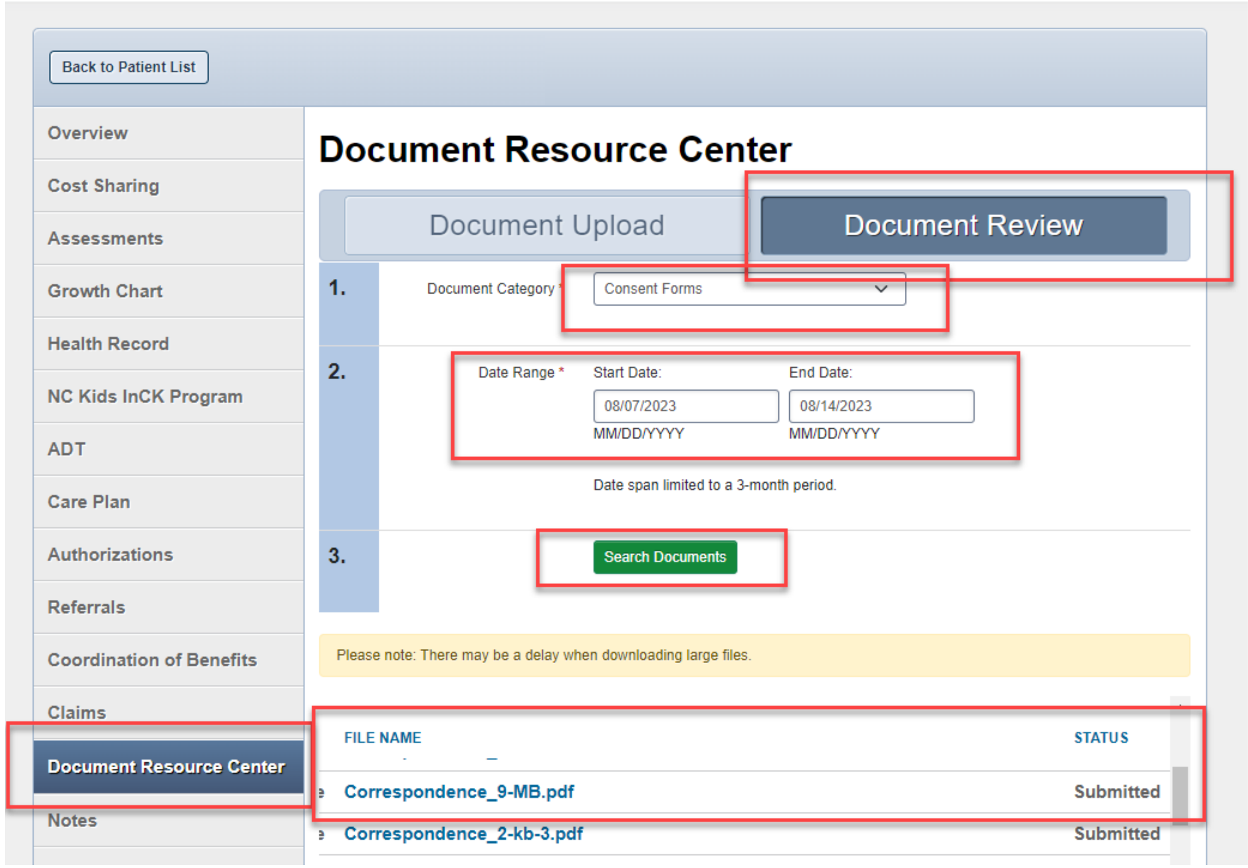
- After the file is successfully uploaded, you will see the message indicating 'Document Upload Accepted.'



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

Questions?

Contact your Provider Engagement Administrator for support!

- PE Team Page: https://network.carolinacompletehealth.com/engagement

Call Provider Services at 1-833-552-3876