Sterilization Consent Forms

Process for submitting and viewing status

September 2023

Secure Portal Submission Process for Sterilization Consent Forms

- Carolina Complete Health Providers can now submit Sterilization Consent Forms (SCFs) through the secure portal in advance of the claim submission.
- CCH providers can also view the status of SCF, both portal submitted and mail submitted, in the portal.
- 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

single password EntryKeyID reliable security

Help Privacy Policy Terms of Use © 2021 Centene

carolina complete health

Log In

Username (Email)

Email@email.com

Password

Trouble Logging In?

LOG IN

single password EntryKeyID reliable security

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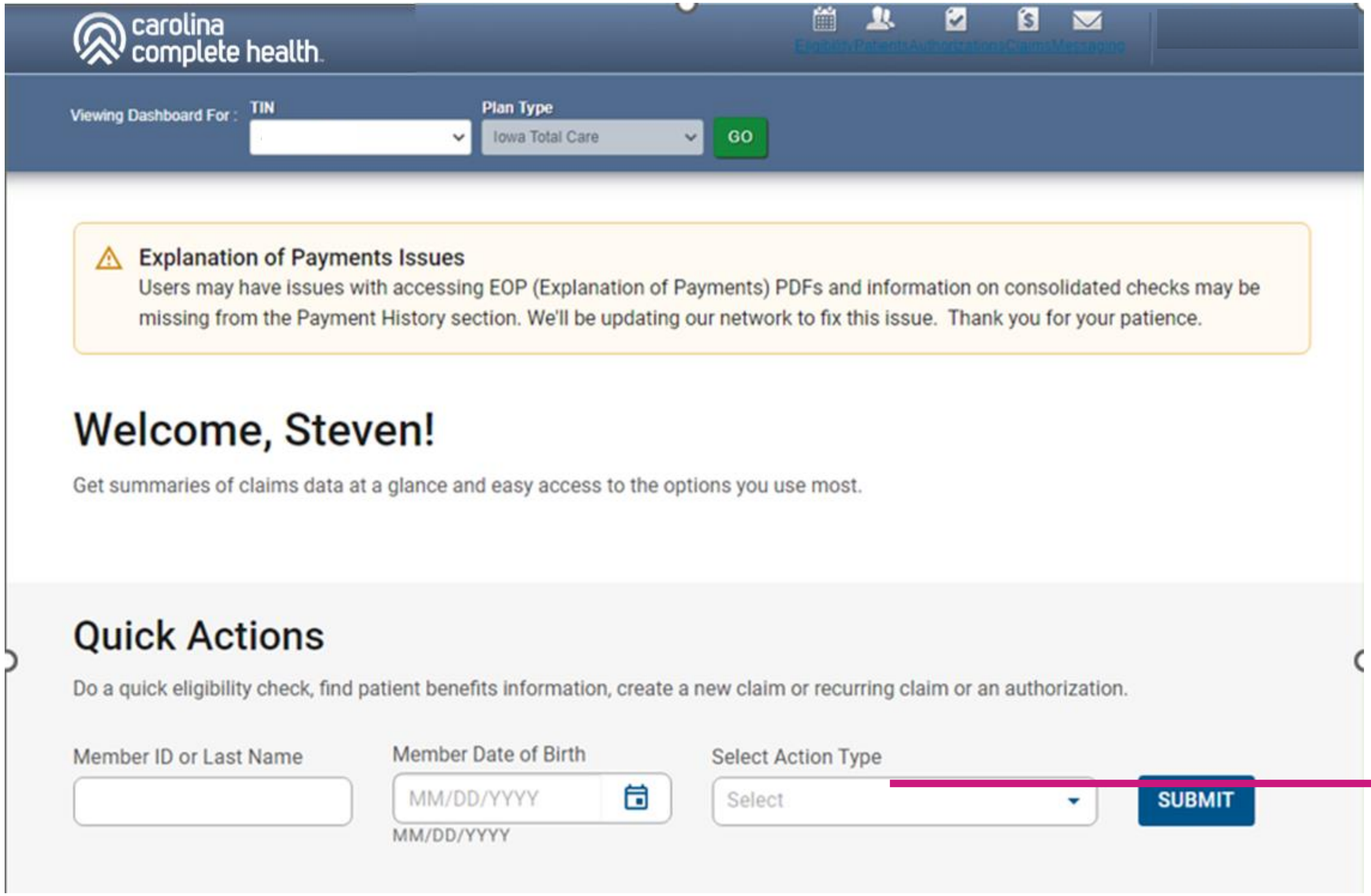
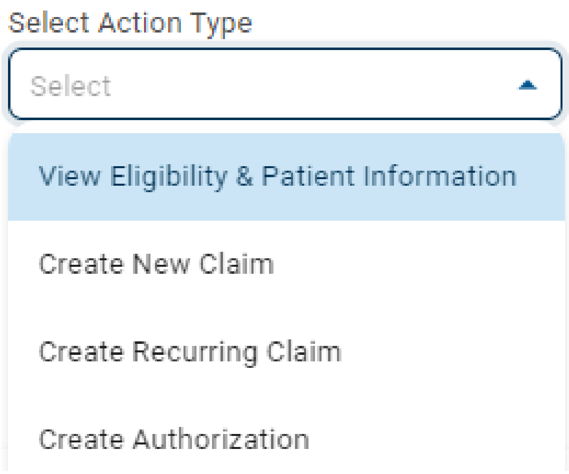
Step 2: Check Member Eligibility and View Health Record

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

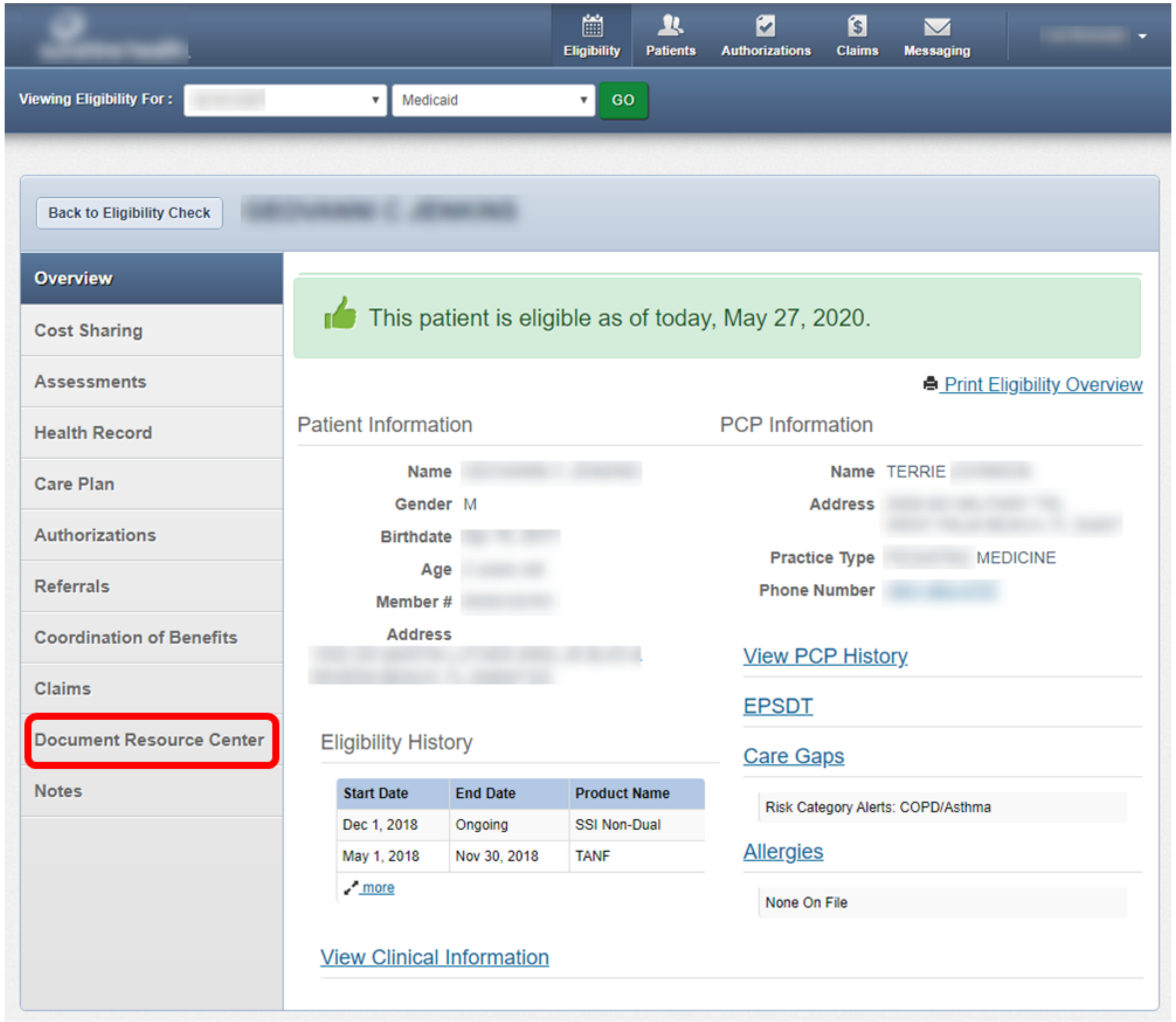
- When checking eligibility, if the member does not pull up, verify data entered
- If Member ID + DOB does not pull up the member, try Member Last Name + DOB
- As best practice, always check member eligibility before creating a web authorization or web claim

Tip: The member drives your Plan Type selection. For example, an Ambetter member will not pull up under Medicaid.

Step 3: Document Resource Center: Document Upload

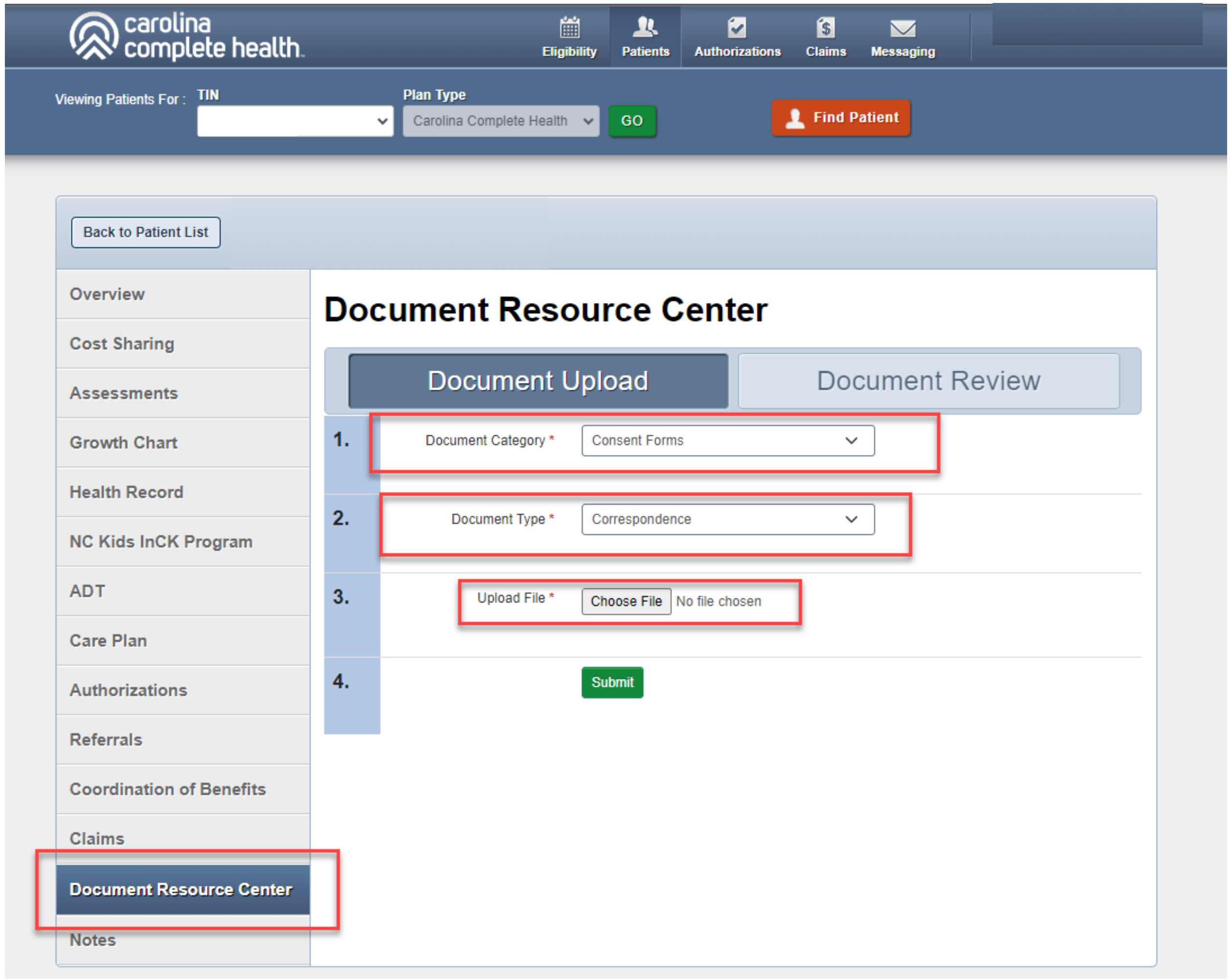
Document Resource Center

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



Document Resource Center: Upload

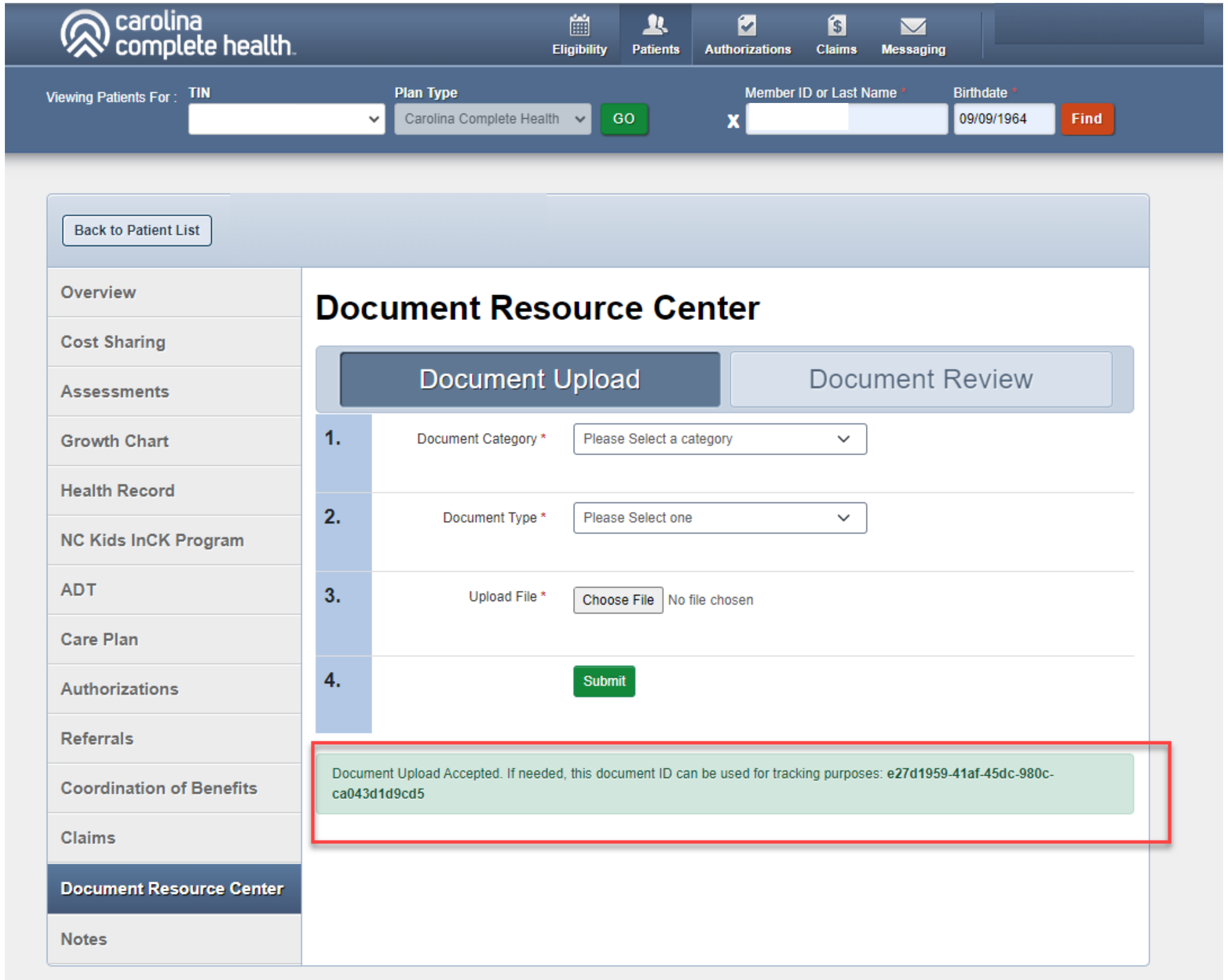
- Under Document Resource Center, under Document upload. Must have to choose Document Category as “Consent Forms” and Document Type as “Correspondence” and choose file within the size limit.



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

Document Resource Center

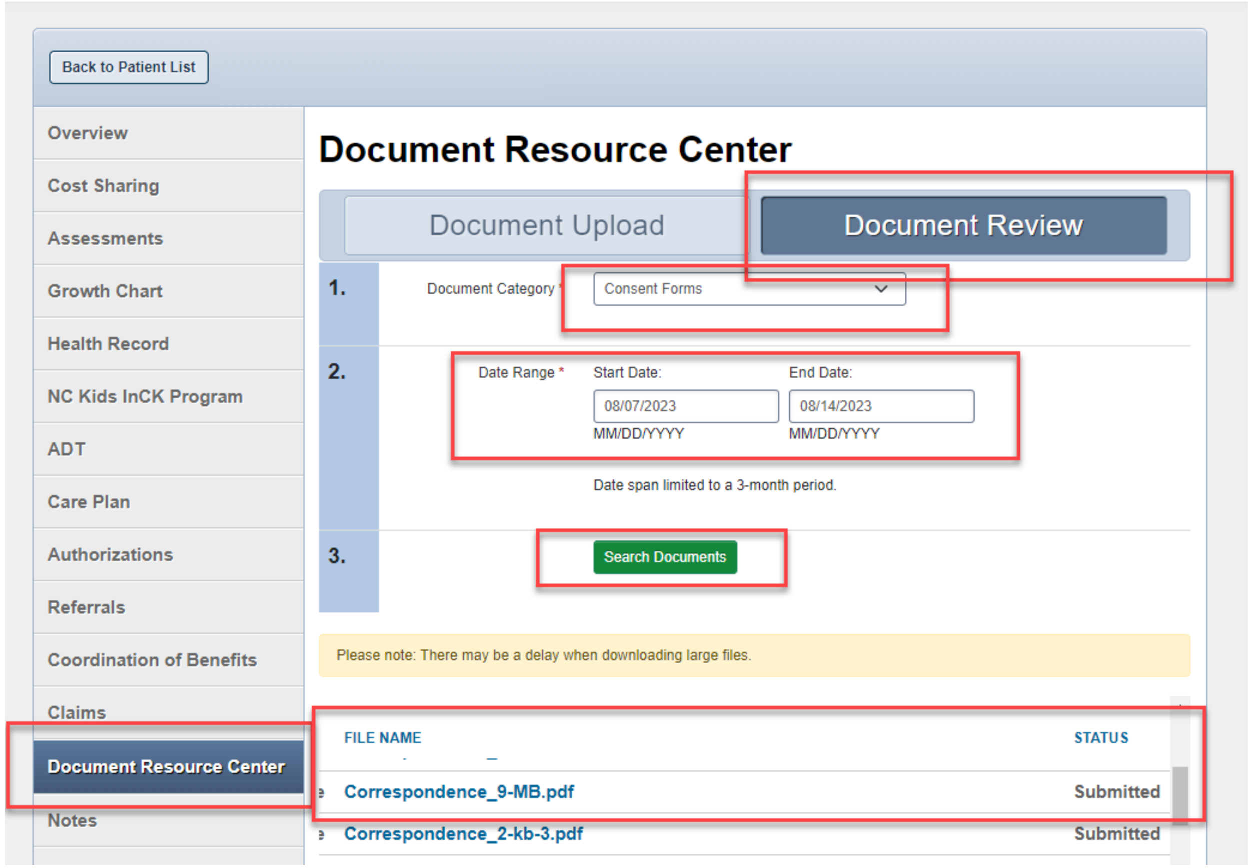
- After the file is successfully uploaded, you will see the message indicating ‘Document Upload Accepted.’



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