



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](#)



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

A detailed screenshot of the login page, enclosed in a pink border. At the top right is the "carolina complete health" logo. Below it is the "Log In" title. There are two input fields: "Username (Email)" containing "Email@email.com" and "Password" which is currently empty. A "Trouble Logging In?" link is positioned below the password field. A blue "LOG IN" button is at the bottom of the form. At the very 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 [dropdown] Plan Type Iowa Total Care [dropdown] 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 [input] Member Date of Birth MM/DD/YYYY [calendar icon] Select Action Type [dropdown] **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 [dropdown arrow]

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



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.

The screenshot shows a web application interface for viewing 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. The main content area is divided into a left sidebar and a main panel. The sidebar contains a list of menu items: Overview, Cost Sharing, Assessments, Health Record, Care Plan, Authorizations, Referrals, Coordination of Benefits, Claims, Document Resource Center (highlighted with a red box), and Notes. The main panel displays a green notification: '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'. The 'Care Gaps' section shows 'Risk Category Alerts: COPD/Asthma' and 'Allergies' with 'None On File'. An 'Eligibility History' table is also present, showing start and end dates and product names.

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

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'. The upload form contains four numbered steps: 1. 'Document Category *' dropdown menu with 'Consent Forms' selected (highlighted with a red box); 2. 'Document Type *' dropdown menu with 'Correspondence' selected (highlighted with a red box); 3. 'Upload File *' section with a 'Choose File' button and 'No file chosen' text (highlighted with a red box); 4. A green 'Submit' 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 web application interface. At the top, there is a navigation bar with the 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 (09/09/1964), with a 'Find' button. The main content area is titled 'Document Resource Center' and features a 'Document Upload' button. The upload form consists of four steps: 1. Document Category (Please Select a category), 2. Document Type (Please Select one), 3. Upload File (Choose File, No file chosen), and 4. Submit. A green confirmation message at the bottom of the form reads: 'Document Upload Accepted. If needed, this document ID can be used for tracking purposes: e27d1959-41af-45dc-980c-ca043d1d9cd5'. A sidebar on the left contains a 'Back to Patient List' button and a list of menu 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), and Notes.

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 content 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