Secure Provider Portal

Viewing Assessments and Authorizations Provider Guide

Links to register for the portals:

[Trillium Physical Health Portal](#)
[Carolina Complete Health Secure Provider Portal](#)

Once registered, providers can:

- » Check eligibility
- » View members health records
- » Check claims
- » Access assessments
- » View prior authorizations
- » And more...

Steps to access Assessments and PA's:

Step 1: Look Up a Member Using the Eligibility Check with Quick Actions
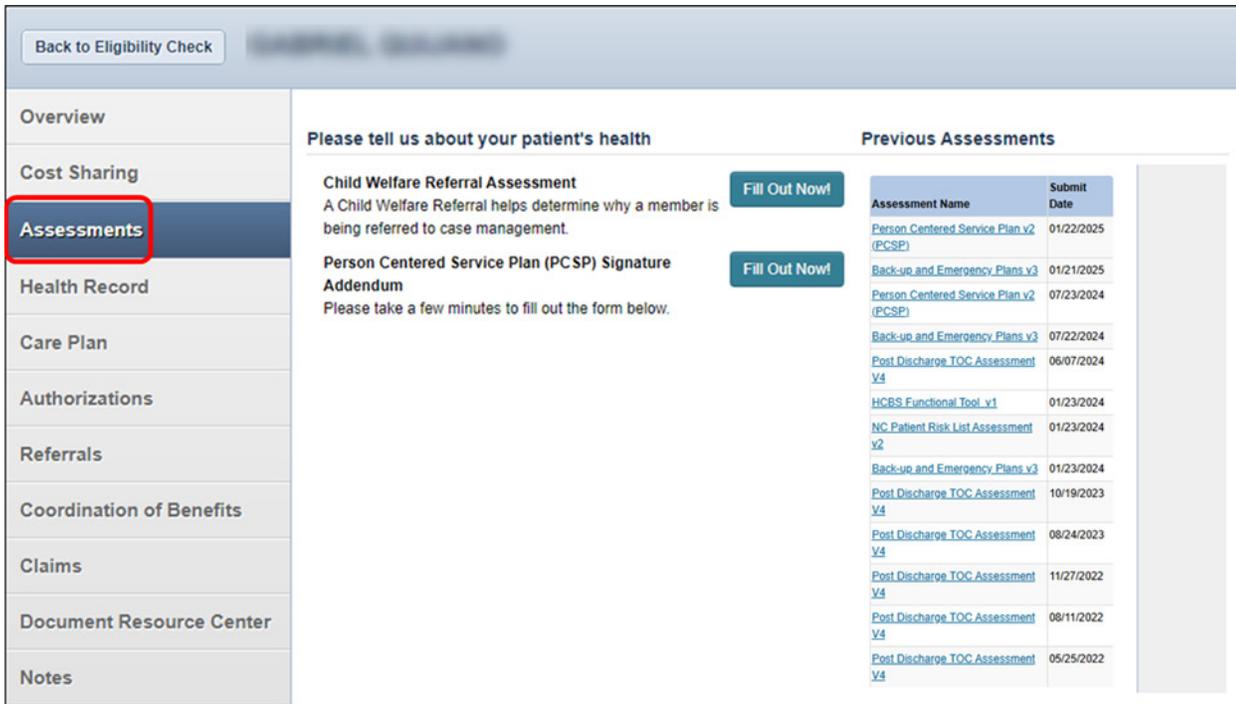
To find a member, navigate to the "Quick Actions" section located on the home page.

- Enter the required member details: Member ID or Last name.
- Enter the Member's Date of Birth.
- Select "View Eligibility & Patient Information", then click "Submit."

Step 2: If the member is eligible, click their name to access their health record.

From there, click on the "Assessments" tab.

NOTE: Under the "Assessments" tab, you will be able to view the needed assessments as well as the "Previous Assessments".

Some of the Assessments Listed in the Portal:

- Care Needs Assessment
- Person Centered Service Plan
- Back-Up and Emergency Plan
- Post Discharge TOC Assessment
- HCBS Functional Tool

Accessing Authorization:

To View authorizations, select the "Authorizations" tab. You can view the status and create a new authorization by selecting green tab that says "Create a New Authorization."

Need Support?

And for assistance, please contact your assigned Provider Engagement or email our team at ProviderEngagement@cch-network.com.

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