

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

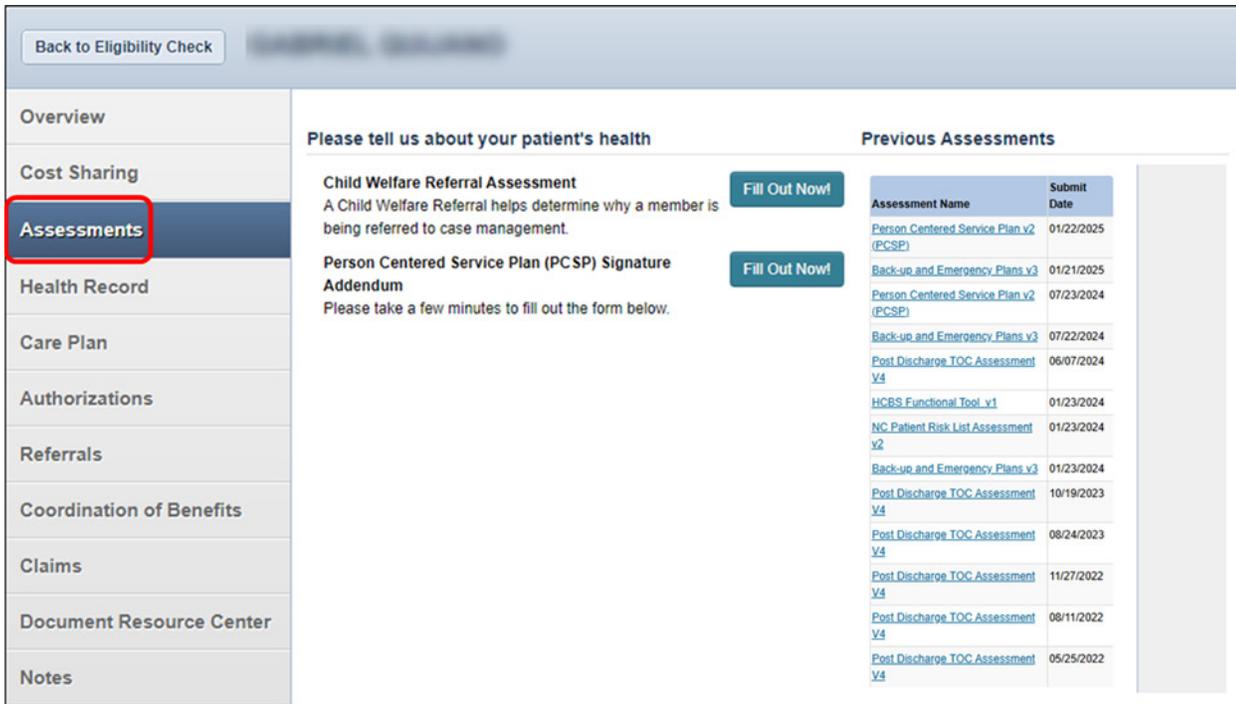
To find a member, navigate to the "Quick Actions" section located on the home page.

- 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."

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

From there, click on the "Assessments" tab.



[Back to Eligibility Check](#)

Assessments

Please tell us about your patient's health

Child Welfare Referral Assessment
A Child Welfare Referral helps determine why a member is being referred to case management. [Fill Out Now!](#)

Person Centered Service Plan (PCSP) Signature Addendum
Please take a few minutes to fill out the form below. [Fill Out Now!](#)

Previous Assessments

Assessment Name	Submit Date
Person Centered Service Plan v2 (PCSP)	01/22/2025
Back-up and Emergency Plans v3	01/21/2025
Person Centered Service Plan v2 (PCSP)	07/23/2024
Back-up and Emergency Plans v3	07/22/2024
Post Discharge TOC Assessment V4	06/07/2024
HCBS Functional Tool v1	01/23/2024
NC Patient Risk List Assessment v2	01/23/2024
Back-up and Emergency Plans v3	01/23/2024
Post Discharge TOC Assessment V4	10/19/2023
Post Discharge TOC Assessment V4	08/24/2023
Post Discharge TOC Assessment V4	11/27/2022
Post Discharge TOC Assessment V4	08/11/2022
Post Discharge TOC Assessment V4	05/25/2022

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

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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."

Back to Authorizations

When viewing a member's authorizations, the list will display the last 18 months, regardless of the submitting provider.

	STATUS	AUTH NBR	FROM DATE	TO DATE	DIAGNOSIS	AUTH TYPE	SERVICE
	APPROVE	IP19C	02/04/2020	12/31/9999	E87.6	INPATIENT	Medical
	APPROVE	IP17E	10/29/2019	11/01/2019	I50.9	INPATIENT	Medical
	APPROVE	IP167	07/19/2019	07/22/2019	L03.115	INPATIENT	Medical
	APPROVE	OP16	07/09/2019	09/06/2019	Z48.01	OUTPATIENT	Home Health
	PARTIAL_APPROVE	IP162	06/08/2019	06/25/2019	L03.90	INPATIENT	Medical
	APPROVE	IP161	05/21/2019	05/24/2019	L03.90	INPATIENT	Medical
	APPROVE	IP15E	04/24/2019	04/29/2019	I50.9	INPATIENT	Medical

Create a New Authorization

Click an Auth NBR to view the authorization details

Click Create a New Authorization, to submit a web authorization request for the member

Need Support?

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

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