

Partners Physical Health New Provider Checklist



☐ Attend CCH and Partners Office Hours:

- To access, click here: [CCH AND PARTNERS OFFICE HOURS](#)

☐ Register with Payspan EFT (If already registered with CCH, you will need to add Partners specific registration code):

- To access, click here: [PAYSPAN LOGIN](#) or call **1-877-331-7154**
- For additional guidance, click here: [Payspan Quick Reference Flyer \(PDF\)](#)
- For additional guidance, click here: [Payspan Training and User Guide \(PDF\)](#)

☐ Register for Partners Connect Portal:

- To access, click here: [PARTNERS CONNECT PORTAL](#)
- Designated portal administrators must complete Partners Health Management [ProviderCONNECT set-up form](#).
- For questions about this form please contact credentialingteam@partnersbhm.org.

☐ Review Partners ProAuth Training for searching members, creating and viewing authorizations:

- To access, click here: [View on demand](#) and [Supporting Documentation and Q&A](#)
- To begin submitting authorizations in ProAuth, providers must be registered and logged into ProviderCONNECT

☐ Sign Up for Provider Announcements:

- To sign up, click here: [PROVIDER ANNOUCEMENTS](#) and please [fill out this form](#).

Continued on page 2

□ View additional Partners Resources:

- [Partners Information Packet](#): This contains helpful information for how to enroll with the Partners Secure Portal: ProviderCONNECT, how to submit claims, and authorization guidance.
- [Partners Quick Reference Guide](#): A convenient resource highlighting important processes for Partners Tailored Plan Providers.
- [Partners Billing Guidance](#): Additional information regarding claim submission, claim reconsideration, and more!
- [Partners Physical Health Provider Webpage](#): A one-stop shop to direct you to important information as a Partners physical health provider.

Support

Please view the Provider section of our website at network.carolinacompletehealth.com for additional tools and resources. You may also contact your [Provider Engagement Administrator](#) directly for support and education.

Last Revised: May 14, 2025