



**PARTNERS**  
Improving Lives. Strengthening Communities.®

# ProviderCONNECT User Navigation Guide

# Welcome

This ProviderCONNECT User Navigation Guide is designed as a brief orientation to portal features following a successful login.

- ▶ All users working inside the portal are "General Users" with the same access.
  - When Local Administrators log in, they will land in the Dashboard where user maintenance activities occur. They may click the ProviderCONNECT link to enter the portal.
  - All other users will be directly placed into the portal upon signing in.
- ▶ If any user needs to update their profile and they are in the portal, they may choose to do so by clicking on "Profile" from the main page.

Note: ProviderCONNECT features may be added or changed.



# Where to find the Navigation Guide

See the Provider Toolbox at the bottom left of the page

Also located in Provider Knowledge Base (PKB) and our Training Resource and Collaborative page

*NC Medicaid Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan will launch July 1, 2024.*









*Members in the Partners Tailored Plan will receive a Partners Medicaid ID card starting on May 29 with PCP assignments. Members can use the [Choose or Change Your PCP form](#) to change their PCP.*

**PROVIDERS:** If you have questions or need more information, please call: **Provider Services Line** 1-877-398-4145 **Monday-Saturday 7 a.m. - 6 p.m. EST** or email [Questions@PartnersBHM.org](mailto:Questions@PartnersBHM.org).

 **Provider Alert:** Substance Use Withdrawal Management Services

**Provider Alert:** Provider Alert Archives  
**Provider Bulletin:** Provider Communication Bulletin #152 | May 2024

## QUICK LINKS

-  Submit a request for help Partners SysAid2
-  Behavioral Health Claims
-  Physical Health Claims, effective 7/1/2024
-  ProAuth Authorizations
-  RadMD (effective 7/1/2024)
-  Partners Events
-  Sign up for the Pyx Health Mobile App and get a **FREE GIFT CARD!**
-  Partners Health Library

## Explore the Provider Knowledge Base

Provider News  
Provider Tools  
Access to Care & Utilization Management  
Care Management  
Finance, Claims, & Billing  
Quality Management  
Corporate Compliance  
Clinical Tools  
ProviderCONNECT Information  
Additional Resources

**See PKB for all your needs!**



 **STAY CONNECTED**  
Subscribe to Provider Communications

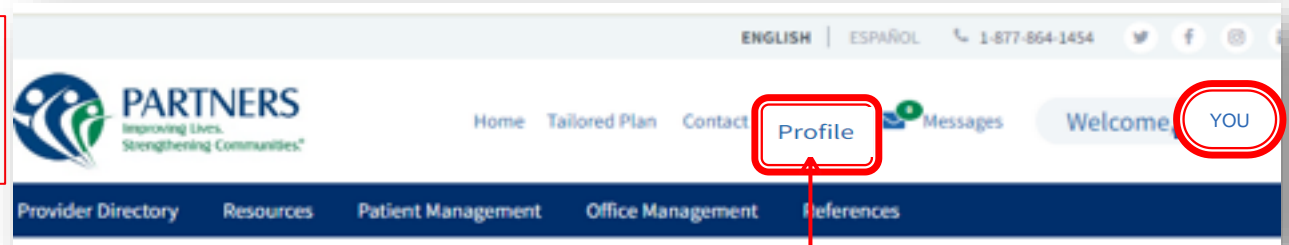
## PROVIDER TOOLBOX

ProviderCONNECT User Navigation Guide



# ProviderCONNECT Profile Update

From  
ProviderCONNECT  
Home page



DASHBOARD/user profile

Local Administrators perform user maintenance functions in the Dashboard; all users can update their profile.

Local Administrator  
View

- Dashboard
- Profile
- Provider organization
- Provider roles
- Provider user

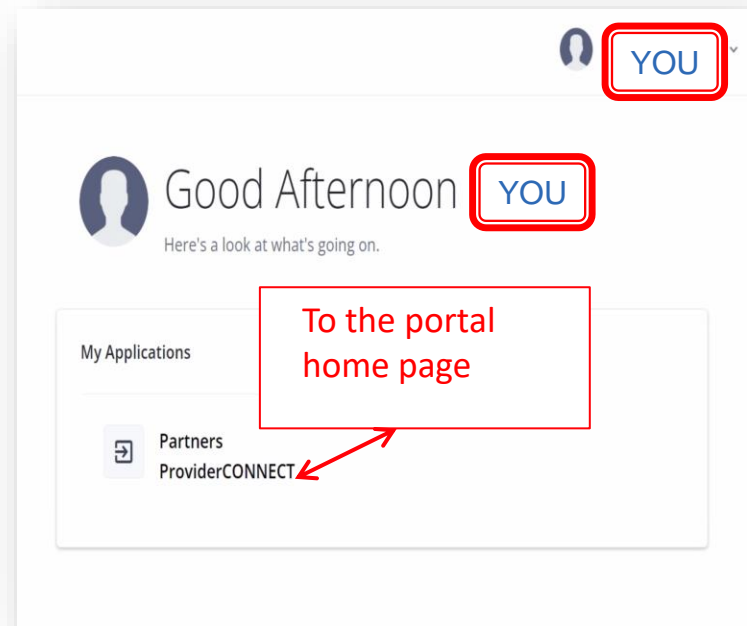
General User  
View

- Dashboard
  - Profile
- Toggle sidebar

All users can  
edit their  
personal  
information



To the portal  
home page



# ProviderCONNECT (Top Section)

**PARTNERS**  
ProviderCONNECT

Home Medicaid Direct Tailored Plan Contact Profile Messages

Welcome, YOU

Resources	Provider Directory	Office Management	References
Training and Community Resources	Search for Providers	Reports, Code Look-up, Document File Manager	Reference Materials

Partners Contact List

Access and update your profile

Send/receive private messages to Partners

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Current Alerts and Special Announcements

**Provider Alert:** Substance Use Withdrawal Management Services

**Provider Alert:** Provider Alert Archives  
**Provider Bulletin:** Provider Communication Bulletin #152 | May 2024

Current Alerts and Bulletins

# ProviderCONNECT (Middle Section)









Alpha+

Availity

Prior SARs

Interchangeable links as they become appropriate

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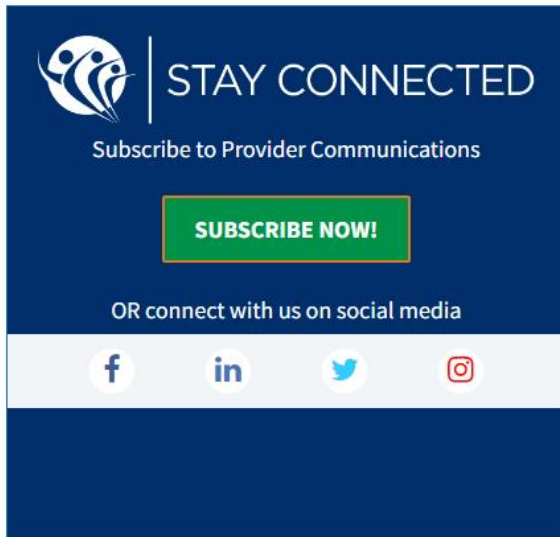
Quick Links for easy reference; will change at times as we continue to build

Direct access to Provider Knowledge Base



# ProviderCONNECT (Lower Section)

Subscribe to important communications and social media channels



**STAY CONNECTED**  
Subscribe to Provider Communications

**SUBSCRIBE NOW!**

OR connect with us on social media

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**Training Resource and Collaborative**  
Get Training Webinars On Demand!

Click for upcoming trainings opportunities.  
On-Demand. Live-Virtual.  
Provider. Member. Community.

Access current Provider Operations Manual, Orientation and Other Provider Tools here!

## PROVIDER TOOLBOX

ProviderCONNECT User Navigation Guide

Partners' SysAid2 Instructional Information

Provider Operations Manual & Orientation Toolkit

ProAuth Demonstration Video April, 2024

Manual Service Authorization Requests

User Maintenance Guide and Welcome Packet for Local Administrators

Learn more about ProviderCONNECT features!

Watch ProAuth Training Video

User Maintenance Responsibilities of the LA

See more videos

*Toolbox documents list for easy reference; will change at times as we continue to build*

# Training Video

Please see our [Training Resource and Collaborative](#) site for additional videos for ProviderCONNECT or other topics of interest!

*The information contained in ProviderCONNECT is privileged and confidential and intended solely for the use of the individual to whom it is addressed and others authorized to receive it. If you are not the intended recipient, any disclosure, copying, distribution or taking of any action in reliance on the contents of this information is prohibited. If you have received any information in error, please immediately notify the Partners sender by phone or e-mail.*





# Contact Details

For login issues, please contact Partners at:

[ProviderCONNECTSupport@Partnersbhm.org](mailto:ProviderCONNECTSupport@Partnersbhm.org)

For general questions, comments, concerns about the portal, please contact Partners at:

[ProviderPortal@Partnersbhm.org](mailto:ProviderPortal@Partnersbhm.org)

