



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.

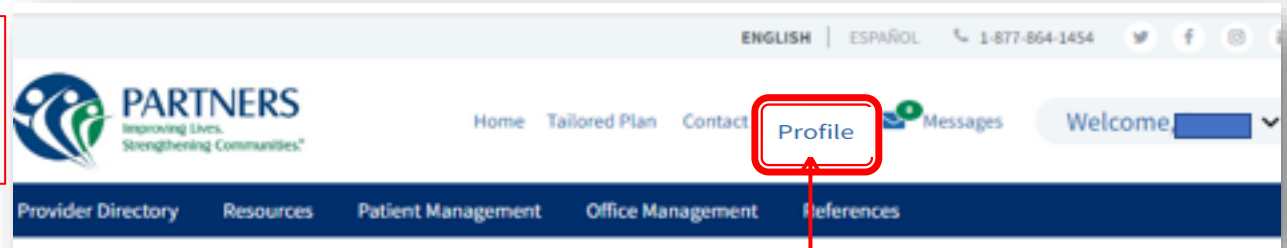
- ▶ All users working inside the portal are "General Users" with the same access.
 - When Local Administrators log in, they will land in the Dashboard where user maintenance activities occur. They may click the ProviderCONNECT link to enter the portal.
 - All other users will be directly placed into 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.



ProviderCONNECT Profile Update

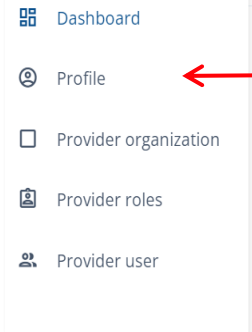
From
ProviderCONNECT
Home page



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

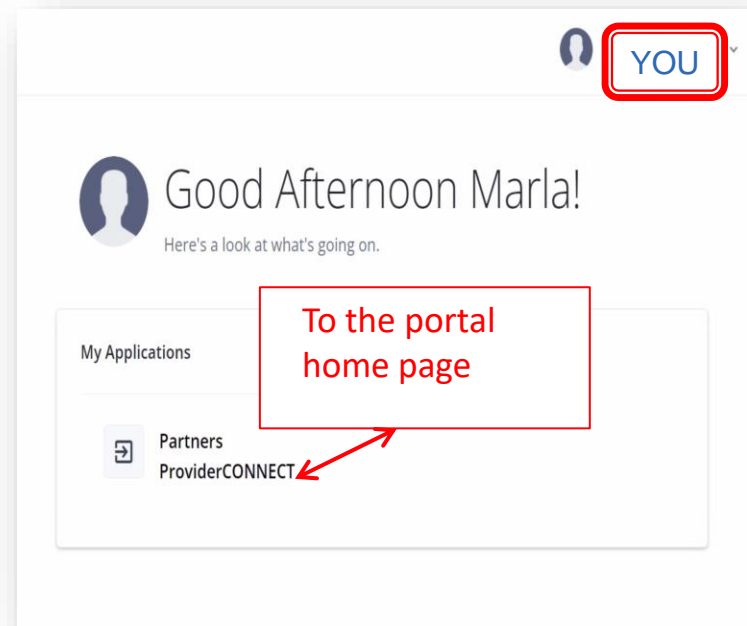
Links to the DASHBOARD – where all user maintenance activities occur

Local Administrator
View



All users can
edit their
personal
information

General User
View



To the portal
home page

ProviderCONNECT (Top Section)

Partners Contact List	Access and update your profile	Send/receive private messages to Partners
-----------------------	--------------------------------	---



[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

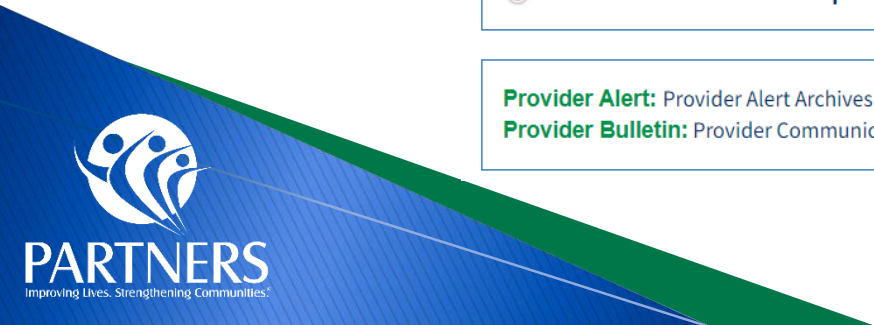
[Medicaid Rates Increase effective January 1, 2024, for Behavioral Health Services](#)

[Medicaid Expansion Launched December 1, 2023](#)

Current Alerts and Bulletins

Provider Alert: Medicaid Expansion is Live
Provider Alert: Provider Alert Archives
Provider Bulletin: Provider Communication Bulletin #146 November 2023

Current Alerts and Bulletins



ProviderCONNECT (Middle Section)

Alpha+

behavioral health authorizations

Calendar of Events

Interchangeable links as they become appropriate

physical health claims (future)

QUICK LINKS



Behavioral Health Claims



ProAuth Authorizations



Partners Events and Trainings



Sign up for the Pyx Health Mobile App and get a FREE GIFT CARD!

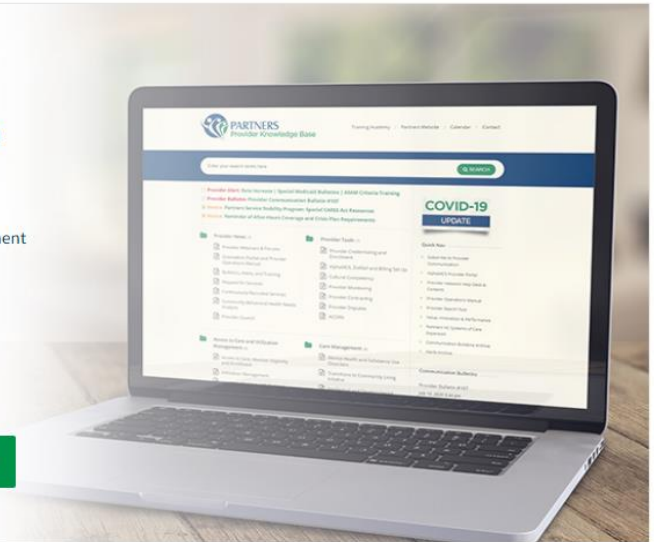


Partners Health Library

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
Additional Resources

See PKB for all your needs!



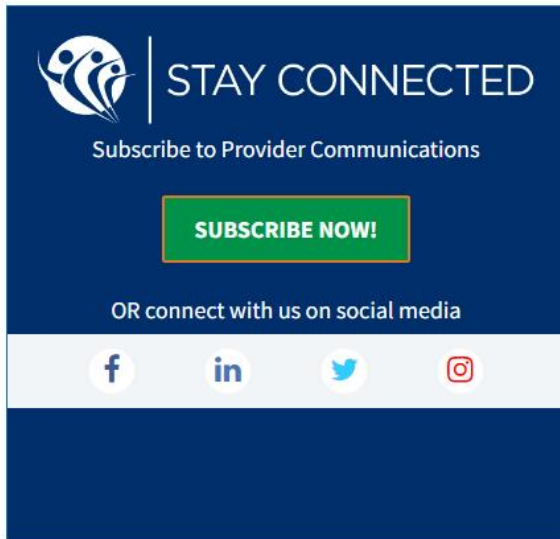
Direct access to Provider Knowledge Base

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



ProviderCONNECT (Lower Section)

Subscribe to important updates, alerts and bulletins



STAY CONNECTED
Subscribe to Provider Communications

SUBSCRIBE NOW!

OR connect with us on social media

f in t i



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

Provider Manual

Orientation Tool Kit

ProAuth Demonstration Video June 13, 2023

Manual Service Authorization Requests

User Maintenance Guide for Local Administrators

User Maintenance Responsibilities of the LA

Enter Service Authorization Requests(SAR) Manually

Watch ProAuth Training Video

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

Contact Details

For login issues, please contact Partners at:

ProviderCONNECTSupport@Partnersbhm.org

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

ProviderPortal@Partnersbhm.org

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.

