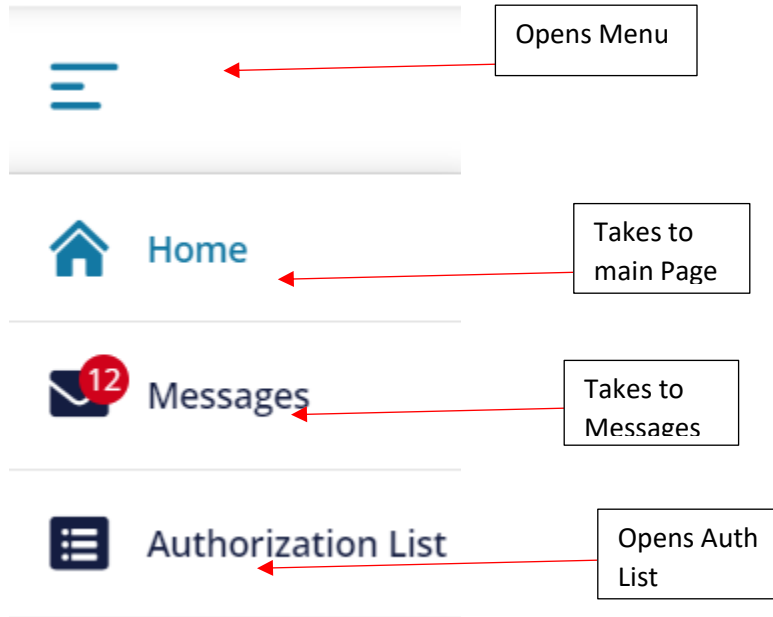


# Chorus Community Health Plans

Authorization Provider portal- Reading and sending messages and attachments in Guiding care  
03/07/2023 updated 03/28/24

Purpose: Reading and sending messages to and from CCHP UM

## A. Navigate to Guiding Care Provider Auth Portal

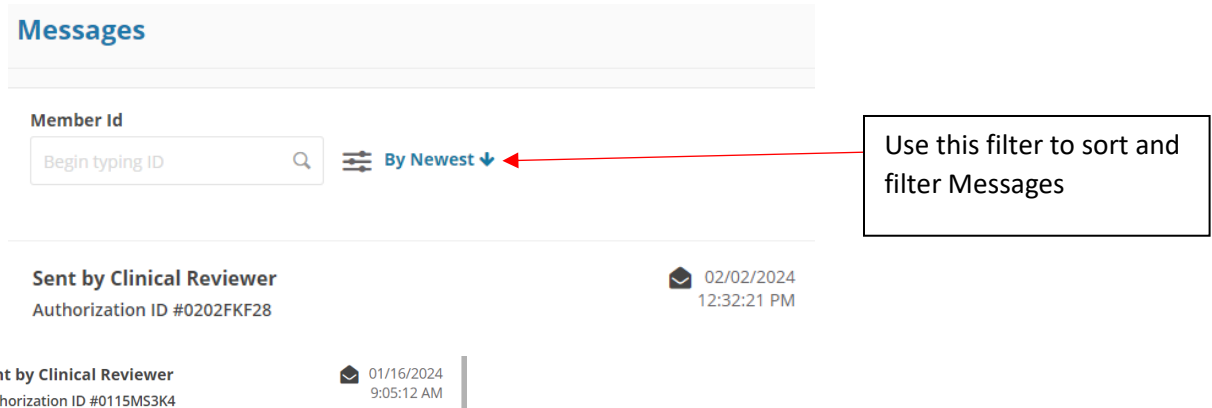


## B. Message alert will appear as a Red circle on the envelope left hand menu when you open the Provider auth portal

1. Click on Icon (Red circle indicates the number of unread messages)



2. Click the menu button to open messages.
  - a. Auth Identifiers will populate with the message in the Box
  - b.







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This is a message from the Janet Case QA UM

c. Filter Choices (Best to use only one search criteria)


**Member Id**  
Begin typing ID   By Newest 

**From Date** MM/DD/YYYY   **To Date** MM/DD/YYYY  

**Member Name**  
Begin typing name


**Authorization ID #**  
Begin typing ID

- 1) Use Member ID for Member ID search
- 2) Newest to oldest
- 3) Filter by dates if looking for auths submitted in date range
- 4) Search by Member name
- 5) Search by Guiding care authorization number
- 6) Click search

7) To get out of search filters, click on 

d. Open envelope the message has been read. Closed envelope message is unread. Once


 02/02/2024  
12:32:21 PM

 02/02/2024  
12:27:09 PM

the envelope is open the Message count will go down.

 Messages

e. To open each message click on field Sent by Clinical reviewer

**Sent by Clinical Reviewer**  01/16/2024  
9:05:12 AM  
Authorization ID #0115MS3K4  
JANET KLAUBAUF

This is a message from the Janet Case QA UM

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- f. The most recent message is in the Blue shaded rectangle and populates in the center section of the screen.

**Sent by Clinical Reviewer**  
Authorization ID #0115MS3K4

This is a message from the Janet Case QA UM

Auth Details

Authorization ID #  
[0115MS3K4](#)

Member

- g. Box will open
- h. Click on Authorization Hyperlink to open authorization to add Note (Message back to Clinical reviewer) and Add Attachments

\*Add Note ⓘ

Begin typing

\*Add Attachments ⓘ

Submit

- 1) Note that to Attach a document, best practice to also add a brief note
- i. Click Submit to send Note and Attachment