EmblemHealth® | ConnectiCare.

FAX

SUBJECT: GET FASTER RESPONSES BY USING OUR PROVIDER PORTAL	**TOTAL NO. OF PAGES:** <1>

TO:	**FAX:**
FROM:	

DATE: / /2023	**FAX #:** < Fax>	**PHONE #:** <Phone>

Thank you for sending us this care coordination information for your EmblemHealth and ConnectiCare member(s).

There Is An Easier and Faster Way to Share Documentation With Us – Our Provider Portals!

The next time you need to submit a request, notification, or supporting clinical information, simply go to **emblemhealth.com/providers** or **connecticare.com/providers** to sign in and, with a few simple clicks, forward the information to us.

You can upload five files, 25 MB each, as part of your initial preauthorization request. You can go back into the same request once it is submitted to upload additional files (five at a time). Each request is assigned a **Reference ID** to make it easy to find.

Continue using the same **Reference ID** to share updates for concurrent reviews or to support requested services for discharge planning.

There is no need to resend the information you just faxed because we did receive it.

Getting A Provider Portal Account

If you do not have a username and password, please speak to your practice's/facility's Administrator/Office Manager about getting your own account. You will need a unique email address for account authentication. If no one using the Tax ID you are submitting requests for has an account, please ask your Administrator/Office Manager to use this online **Portal Account Request Form:**

EmblemHealth: emblemhealth.com/providers/resources/provider-sign-in
ConnectiCare: connecticare.com/providers/resources/provider-sign-in

Once your Office Manager sets up the master account, they will be able to add you as a new user.

Learning How to Use the Provider Portal

To learn how to submit a preauthorization request and supporting documentation via the new provider portal, see our videos and guides and frequently asked questions found at:

EmblemHealth: emblemhealth.com/providerportaltraining
ConnectiCare: connecticare.com/providerportaltraining