Part B Portal Training
My care Ohio
Benefits of the Portal

- Efficient way to enter therapy information
- Streamlines the therapy referral process
- Provides a referral number for approved therapy which will generate an authorization number by the Health Plan. (based on member benefits and capitation amounts)
- Direct link to clinician for therapy requests
- Directly sent to HealthPlan for a more efficient process in receiving authorizations
- Cuts out extra calls to the HealthPlan for authorizations
- Quick access to member goals and progress for facility and provider
- Decreases workload of therapy by allowing a copy/paste option
- Maximizes time spent with patients for care
- More effective collaboration between clinician and therapy department
Which patients should be entered in portal?

- This portal will include MyCare Ohio Opt-In patients (fully integrated Medicare members)

- MyCare Medicaid Only members are Opt-Out and therefore, need to go directly through the Health Plan

- Optum ISNP Members cannot be entered into portal. Continue current process

- Collaborate with you Optum Clinician for questions
Portal Access:

• The portal can be accessed through the direct email link below

https://cpm.secure.force.com/facility/
What do I do once I access the portal?

- Pick the HealthPlan, associated with the resident, from dropdown box and click “next” to the far right of your screen.
Therapy referral process – Centene (Buckeye)

**Step 1**
Centene (Buckeye):
Enter resident’s **Medicaid ID** number

**Step 2**
Click on next button to the right
Step 1-
OH C & S (UHC)
Enter resident’s **HealthPlan ID** number (found on back of card or on face sheet)

Step 2-
Click on next button to the right
Therapy referral process – NEW REFERRAL

- Create new referral
- click the radio button that says Created New Referral

<table>
<thead>
<tr>
<th>Therapy Referrals</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ref #000044; PT; Review Date: 2015-04-16</td>
<td></td>
</tr>
<tr>
<td>Ref #000046; PT; Review Date: 2015-04-03</td>
<td></td>
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<tr>
<td>Ref #000049; PT; Review Date: 2015-03-31</td>
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<td>Ref #000050; PT; Review Date: 2015-04-03</td>
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<tr>
<td>Ref #000110; PT; Review Date: 2015-05-04</td>
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<td>Ref #000077; PT; Review Date:</td>
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<td>Ref #000074; PT; Review Date:</td>
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<td>Ref #000114; PT; Review Date: 2015-05-04</td>
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<tr>
<td>Ref #000115; PT; Review Date: 2015-05-05</td>
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<td>Ref #000116; ST; Review Date: 2015-05-08</td>
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<td>Ref #000111; PT; Review Date: 2015-05-04</td>
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<td>Ref #000112; PT; Review Date: 2015-05-04</td>
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<td>Ref #000113; ST; Review Date:</td>
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<tr>
<td>Ref #000062; PT; Review Date: 2015-04-21</td>
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</tr>
<tr>
<td>Create New Referral</td>
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</tbody>
</table>

Click on: Create New Referral - then hit Next (at the bottom of the page)
Therapy referral process – NEW REFERRAL Cont’d.

- Confirm that Name, DOB, and facility are correct.
- (if any information is inaccurate please email CPMS@optum.com)

**Step 1**
- Enter Date and Optum Nurse practitioner name

**Step 2**
- Click on next
Therapy referral process – UPDATE EXISTING

Update an existing referral

• To update an existing referral

click the radio button next to the reference number that was sent to you in the approval email – please note that the reference number is located in the subject line of the email. (Please contact your NP or CM if unable to locate reference number)

You will need to click on the radio button of the Existing Reference number to update
Screen will look like this (New & Existing)

Note: For an existing member, all information will be populated – please revise for any changes
Therapy referral process

- Enter PT, OT, or ST. (each discipline will require a separate entry)
- Enter the name of the therapist-required
- Therapist email- REQUIRED
  - NOTE: Approvals are sent to this email address
- Facility Office manager email-enter here if you would like the office manager notified
Therapy referral process

- Enter a description of resident’s baseline (can be copy/pasted from therapy plan of treatment into corresponding box)
- What was the change from baseline that initiated this therapy?
- What are the short term goals of therapy? Include guideline and time frames for goals.
- Diagnosis code: Please use medical Diagnosis code. Cannot use Vcodes.
- Number of visits: Therapy must be ordered by visits. **Maximum allowed is 10 visits per each request**
- Update week: Therapy may be written for a maximum of two weeks at a time by the Optum NP.
- If goals are expected to exceed two weeks, a review date must be entered
- If an end date is anticipated within the two week timeframe, please enter the end date in the designated end date box
- **Please remember to enter either a review date or an end date in the appropriate box**
- Reminder - when you receive an approval from the NP, note the reference number (located in the subject line of the email)
Therapy referral process

Last page will have this message:

- Thank you. Your referral has been submitted for review by Optum NP/CM (Name of the NP/CM will be here).

Click on finish to the far right. Your request for referral will be sent to the provider that you identified.
Email response to facility/therapist

You will receive an email response with the reference # and status of therapy request.