



Weekly Provider News

July 1, 2015

For PCPs only

New Provider Portal Report: Open/Unused Referrals

A new and helpful feature has been added to the Provider Portal that allows providers to review open and unused referrals for their linked members. The Alliance encourages providers to regularly utilize this report to ensure referral appointments are kept. To access the list of Alliance members that have unused referrals please follow the easy steps below:

1. Login to Provider Portal at www.ccah-alliance.org/webaccount.html.
2. Select Linked Member List.
3. In upper right of the screen, select Referrals tab.
4. Sort the column labeled Utilized to determine if the service has been used by the member.

The Alliance recommends that providers contact the members listed in this report and remind them to make an appointment for follow up care. If you have any questions regarding this report please contact your Provider Services Representative.

Questions?

Contact your Provider Services Representative or call Provider Services at (800) 700-3874 ext. 5504