



Weekly Provider News

September 8, 2016

Alliance Provider Portal Changes Coming on October 5, 2016

The Central California Alliance for Health (the Alliance) will begin the first phase of updating its current Information Technology System on October 1, 2016. Enhancements and changes in appearance to the Provider Portal will be added on October 5, 2016. **Please note that each Provider Portal user will need to reset their existing password as of October 5, 2016.**

To avoid any potential interruptions to your workflow, the Alliance will provide weekly Provider Portal Training webinars for all Alliance portal users from September 20, 2016 through September 29, 2016. These webinars will include topics covering account set up, logging in, member eligibility, referrals and authorizations, claims, and reporting.

Please sign up for one of the Provider Portal Training webinars listed below by registering on the Alliance provider website at www.ccah-alliance.org/webaccount.html. You can also call Provider Services at (800) 700-3874 ext. 5504 to register. Note that each of the webinars will cover the same information.

Provider Portal Training webinars will be held on the following dates and times:

Tuesday, September 20, 2016	12:00-1:30PM
Wednesday, September 21, 2016	12:00-1:30PM
Thursday, September 22, 2016	7:00-8:30AM
Tuesday, September 27, 2016	12:00-1:30PM
Thursday, September 29, 2016	4:00-5:30PM

If you are not able to attend, the presentation will be available after the webinar on the Alliance provider website at www.ccah-alliance.org/webaccount.html, along with Frequently Asked Questions and Quick Resource Guides.