CareOregon Connect

How to attach documents to prior authorization requests.
Effective October 1, 2021

CareOregon will require that all Prior Authorization Requests that are submitted via Connect **MUST HAVE clinical documentation attached to be accepted!**
Entering a Connect Request

Step 1:

Log In

Log into Connect via the CareOregon Provider Portal or web link.
Step 2:

Access Referrals/Authorizations screen.

To start a request, click Referrals/Authorizations.
Step 3:

Start a new request.

Click the Blue Box "New Request" and select the type of request you want to enter.
Step 4:

Search patients.
Step 5:

Select the appropriate patient.

Check to make sure the member’s coverage is active and click +Add.
Step 6:
Complete required fields.

Start completing all fields marked with an asterik*.
Step 7:
Enter Service Details.

Complete each of the fields in the Service Details Section. If you need another option, click the drop down arrows.
Step 8:
Enter procedures and comments if appropriate.
Step 9:
Attach clinical documentation.
Step 10:
Select files.

Files are limited to 525950976 bytes (around 500MB) and to the following types: CSV, DOC, PDF, TXT, XML, XLS.
Step 10: Verify and SUBMIT!

If the document attaches, you should see it here.

Hit "SUBMIT" once you are finished. This will transmit the request. ONLY SUBMIT will transmit the request. Not "Save" or "Load."
Optional Step:

Time Saver – Creating Templates for frequently submitted request or members

Do this BEFORE hitting SUBMIT.

DID YOU KNOW....that you can also click "SAVE" to create a template to save time on future entries?

Just name the Template and click the box. Next hit SAVE again.

NOTE: Clicking SAVE ONLY makes a TEMPLATE and DOES NOT SUBMIT the request.
Optional Step part 2:

**Time Saver – Using created Templates.**

Simply click on the template name to load instead of hitting the new request button. Make corrections then submit.

To use the Template you created, click on it when you next access the Referral & Authorization Screen.
Step 11:

Once you reach this screen you will see that you have successfully submitted a request.

The request was submitted and has been pended. This means it is awaiting review. Some authorizations will be auto-approved and will show that they are in "Approved" status.
TIP:
When looking for the status of a submitted authorization, you can search here. It will only show requests submitted by you or your organization.

Did you know that you can change search parameters on this page?
CareOregon Support
Questions about Coronavirus or the COVID-19 vaccine? Click here to learn more.

You heal. We’re here to help.

Thanks to you and our network of primary care providers, dentists, behavioral health providers and specialists, we’re helping more Oregonians receive comprehensive, coordinated, affordable care than ever before.

CLICK HERE

How can we help you?

Provider support
Information on becoming a CareOregon provider, health-related services, care coordination, claims and more.

Behavioral health providers
Log in to CIM and access forms and manuals.

Physical health providers
Log in to the Provider Portal and find forms, policies and more.

Pharmacy resources
Find our formulary, help desk, and learn about continuing education opportunities.
CareOregon Support, (cont.)

Provider support

As a CareOregon provider, you may have specific questions for us. Below, you'll find contact and procedural information for providers. If you are looking for specific forms and policies, visit our provider page and select your area. Please click on a topic below to get started.

Contact us
Please call Provider Customer Service at 503-416-4100 or 800-274-4840. Press option 3 for provider.

Care Management Department
Fax: 503-416-3637 or 800-862-4631

Verifying clinics' email addresses
CareOregon is confirming clinics' email addresses to ensure we can contact you with system alerts and other critical information. Please send the email addresses that you want CareOregon to use when contacting your clinic to careoregoninfo@takicareoregon.org. Be sure to identify each email with a name and job title.

Need to change your clinic info?
Send changes or updates to providern updates@takicareoregon.org.

Provider relations specialists
View our team assignments list to find your specialist. Fax us at 503-416-1478 or 800-874-3916.

Becoming a CareOregon provider

Interpretation services

Health-related services

Care coordination and Regional Care Teams
Thank you

315 SW Fifth Ave
Portland, OR 97204
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