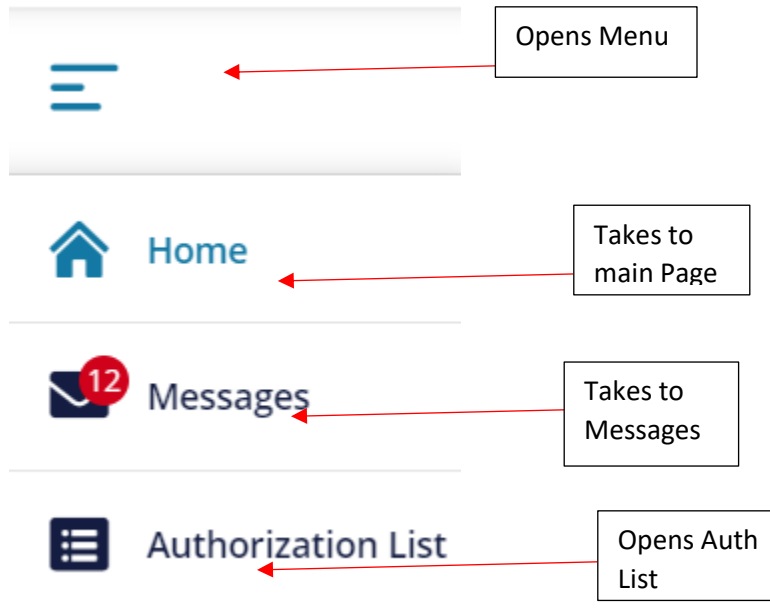


Chorus Community Health Plans

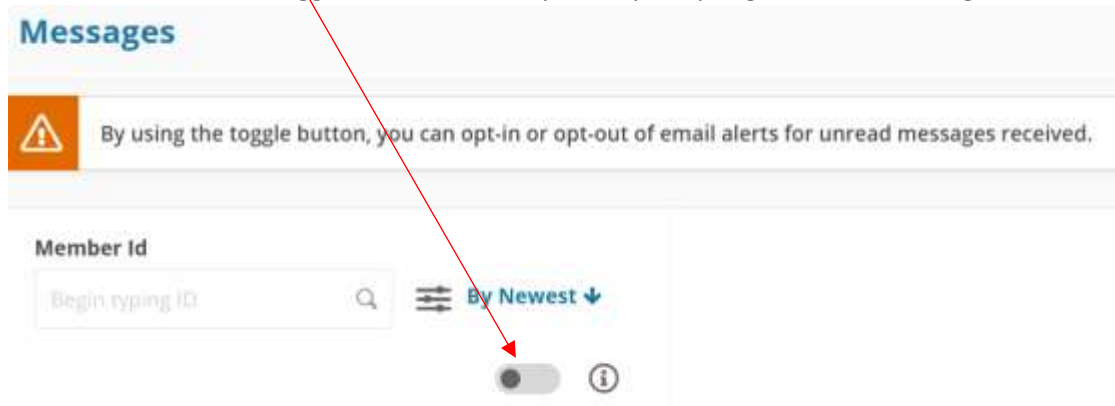
Authorization Provider portal- Reading and sending messages and attachments in Guiding care
03/07/2023 updated 07/09/2025

Purpose: Reading and sending messages to and from CCHP UM. Only are available in the Messages for 15 days.

A. Navigate to Guiding Care Provider Auth Portal



B. Submitter to activate Toggle to receive a daily Email prompting to look at Messages.



C. Message alert will appear as a Red circle on the envelope left hand menu when you open the Provider auth portal

1. Click on Icon (Red circle indicates the number of unread messages)



2. Click the menu button to open messages.

a. Auth Identifiers will populate with the message in the Box

Chorus Community Health Plans

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b.

Messages

Member Id

Begin typing ID

By Newest

Use this filter to sort and filter Messages

Sent by Clinical Reviewer
Authorization ID #0202FKF28

02/02/2024
12:32:21 PM

Sent by Clinical Reviewer
Authorization ID #0115M53K4

01/16/2024
9:05:12 AM

There is a message from the Janet Case QA UM

c. Filter Choices (Best to use only one search criteria)

Member Id

Begin typing ID

By Newest

From Date MM/DD/YYYY

To Date MM/DD/YYYY

Member Name

Begin typing name

Authorization ID #

Begin typing ID

Search

Clear

- 1) Use Member ID for Member ID search
- 2) Newest to oldest
- 3) Filter by dates if looking for auths submitted in date range
- 4) Search by Member name
- 5) Search by Guiding care authorization number
- 6) Click search

7) To get out of search filters, click on



d. Open envelope the message has been read. Closed envelope message is unread. Once



the envelope is open the Message count will go down.

Chorus Community Health Plans

Authorization Provider portal- Reading and sending messages and attachments in Guiding care
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- e. To open each message click on field Sent by Clinical reviewer

Sent by Clinical Reviewer

Authorization ID #0115MS3K4

JANET KLAUBAUF

01/16/2024
9:05:12 AM

This is a message from the Janet Case QA UM

- f. The most recent message is in the Blue shaded rectangle and populates in the center section of the screen.

Sent by Clinical Reviewer

Authorization ID #0115MS3K4

This is a message from the Janet Case QA UM

Auth Details

Authorization ID #
[0115MS3K4](#)

Member

- g. Box will open
- h. Click on Authorization Hyperlink to open authorization to add Note (Message back to Clinical reviewer) and Add Attachments

*Add Note ⓘ

Begin typing

*Add Attachments ⓘ

Submit

- 1) Note that to Attach a document, best practice to also add a brief note
- i. Click Submit to send Note and Attachment