

Guiding Care Implementation Q&A

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Q: What is happening?

Chorus Community Health Plans (CCHP) is transitioning their current software platform CareWeb (a MCG product) to Guiding Care (a HealthEdge, formerly known as Altrusita product) with a go-live date of 3/5/2024. Guiding Care is a more robust system with multiple advantages for the Utilization Management, Case Management, Appeals & Grievances, and other work that is conducted in our current CareWeb system. This transition includes a change to the Provider Auth Portal and how authorizations will be submitted from providers to CCHP.

Q: What impact does this have on me?

The CareWeb Auth Portal is going away and being replaced by the GC Auth Portal. This is an intuitive and easy to navigate portal that we think our provider network will like. As of 3/5 the old portal will no longer accept authorizations and new authorizations must come through the GC portal.

Q: Will my login be the same?

No. CCHP will give you a new login and you will need to recreate a password. This information will be emailed the week prior to 3/1. This email will come from CCHP-PortalReg@chorushealthplans.org so please be on the lookout for that message.

The new system will also require two factor authentication to ensure that your patient data remains optimally secured. CCHP will be using the DUO two factor authentication tool. More information on how to set up the DUO tool will be provided in the email sent the week prior to 3/1.

Q: Will my password be the same?

No. CCHP will give you a new login and you will need to recreate a password. You can refer to the user instructions [on our website](#) where it indicates in step # 4 to click “forgot password” and then you can create your own password.

Q: Why is two factor authentication needed?

Using two factor authentication helps provide an increased level of security to protect the HIPAA information of your patients.

Q: Are authorization requirements changing?

No, the software platform is changing. Authorization requirements, claims processing and all other operational tasks and processes remain as-is.

Q: Can I bookmark the new Guiding Care authorization portal on my web browser?

You are able to bookmark the website in Chrome. Please review the how to guide on the [CCHP website](#).

Q: Are there trainings for the new Guiding Care system?

Yes, Chorus completed a training on Guiding Care which is available to watch on the [website](#) in addition to other how-to videos.

Q: How do I get access to Guiding Care?

Please complete the form on our [website](#) and a member of our team will be happy to assist you. Please be aware that it may take up to 2 business days for you to obtain access.

Q: I have an urgent authorization need and don't have Guiding Care access. What do I do?

Please fax your authorization request in by using the form [linked on this page](#).

Q: Who can I contact for help?

We appreciate your understanding and patience throughout this transition- our team is here to help you. Please email CCHP-PortalReg@chorushealthplans.org for questions about accessing Guiding Care or if you are having issues using Guiding Care.

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Q: What resources are available to me?

Our [website](#) has many beneficial resources available to you including a training video recording, how-to videos, resources guides and more.

Q: How can I learn more about Guiding Care or other changes within Chorus Community Health Plans?

Stay connected to Chorus Community Health Plans by checking your email for health plan updates, announcements and other information. In addition to these important communications, CCHP will be sending email newsletters for you to always be in-the-know with CCHP!

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