Alert #18  12-1-15   HC AD, HC AL, HC BI, HC BK, HC CH, HC CK, HC ER, HC LC, HC NB, HC NC, HC YO

**Change in Outpatient Registration Process for Practitioners**

Effective **January 28, 2016**, practitioners providing outpatient services may only make requests for Outpatient Registrations (OPR) using Community Care’s secure ePortal located at:

[https://secure.ccbh.com](https://secure.ccbh.com)

OPR requests will be made through the ePortal’s Request Center. Authorization reports for services requested after January 28, 2016 may be viewed through the ePortal’s Report Center.

Beginning **December 1, 2015**, it is important for practitioners to register a userid and password for access to the secure ePortal. We strongly encourage advanced registration to avoid any disruption in the ability to enter OPR requests or view authorization history effective January 28, 2016.

Practitioners may register for an account with a simple online process at this address:


As of December 1, 2015, practitioners may also invite, approve and grant permissions to additional staff requiring access to perform ePortal functions in preparation for the January switchover.

This website ([http://www.ccbh.com/ePortal](http://www.ccbh.com/ePortal)) also provides short, instructional videos as well as an online Getting Started Guide and Frequently Asked Questions.

**Please be aware that OPR requests made through the ePortal's Request Center must be submitted within 60 days of the start date of the request.** Requests can also be made up to 30 days in advance of the expiration of a prior OPR.

The existing OPR web system will no longer be available for entry of OPR as of January 28, 2016. Practitioners will continue to use the existing OPR web system to view authorizations requested prior to January 28, 2016.

If you have any questions related to this matter, please contact your Provider Relations Representative at 1.888.251.2224.

For technical assistance, please contact ccbh_webappsupp@ccbh.com.