

InterChange Provider Important Message

Attention Providers – Registration for the New Medical Authorization Portal

New Medical Authorization Portal Go-Live Dates:

- **June 13, 2022:** Go-live for inpatient emergency hospitalizations and inpatient/outpatient elective surgeries
- **June 27, 2022:** Go-live for home care, medical equipment, device, and supplies (MEDS) providers and therapies (PT/OT/ST)

Community Health Network of Connecticut, Inc.[®] (CHNCT) is pleased to announce that registration for the **new medical authorization portal** is now open for enrolled Connecticut Medical Assistance Program (CMAP) providers that submit prior authorization requests to CHNCT for the services noted above.

Existing Users

- Existing users will log-in to the new medical authorization portal using their current user name and password at www.portal.ct.gov/husky, by clicking *Information for Providers >> Prior Authorizations >> Medical Prior Authorizations >> **Log in to the Medical Authorization Portal***
- There is no need to re-register or complete a new access form

New Users

New users will follow a two-step authentication process to activate a new user account:

1. Complete a *Medical Authorization Portal Access Request Form* and return to CHNCT via email or fax
 - The form and instructions may be accessed at www.portal.ct.gov/husky by clicking *Information for Providers >> Prior Authorizations >> Medical Prior Authorizations >> **Complete Access Request Form***
2. On or after **June 6, 2022 at 12:00 p.m.**, register online at www.portal.ct.gov/husky by clicking *Information for Providers >> Prior Authorizations >> Medical Prior Authorizations >> **Register for the Medical Authorization Portal***

Providers may contact CHNCT Technical Portal Support for assistance with registration at:

- Email: MedicalAuthHelpDesk@chnct.org
- Phone: [1.877.606.5172](tel:18776065172), Monday through Friday 9:00 a.m. - 4:00 p.m.

Recordings of training sessions and training guides may be accessed online on or after go-live at www.portal.ct.gov/husky by clicking *Information for Providers >> Prior Authorizations >> Medical Prior Authorizations*. Please refer to DSS [Provider Bulletin PB 2022-25](#) for additional information.