

CCAI's Provider Portal Is Here

You are invited to visit CCAI's provider portal. You can now enjoy the many online benefits we offer. The provider portal is designed to give you real-time access to valuable information about your CCAI patients and may eliminate the need to call Provider Services.

For greater convenience, we have added some new features, including:

- Authorization/referral submission
- Notification of admissions
- Gaps in care reporting to members
- Historical authorization lookup
- Member rosters
- Claim status inquiry – *coming soon!*
- Care plans – *coming soon!*

You can still utilize the provider portal to:

- Request demographic changes
- Download a W9 form
- Look up member eligibility

To get started, simply click on the following link to register <https://ccai.healthtrioconnect.com/app/index.page?> You will be required to register as a first-time user. **We require each practice to designate a unique Administrator, who will be responsible for creating additional users within your practice.** Network Management specialists are available to provide training. For questions, please contact Provider Services at 866-871-2305, option 5 or contact your Network Management specialist.

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