

July 2017

CARE PLANS NOW AVAILABLE ON PROVIDER PORTAL!

Community Health Group (CHG) is now posting member Individualized Care Plans (ICPs) to the Provider Portal.

Great news! We are now sending ICPs to you electronically. This means that we will no longer be cluttering up your fax machines with the care plans. You will no longer need to sign the paper copy and return to us. Now you may electronically sign by clicking the 'Acknowledge' button in the online Provider Portal.

When you log in to your Provider Portal account:

- Click on 'Providers'
- Choose 'Care Plans'
- Type in member or provider for list of ICPs that have been created for member
- Choose member ICP
- Click 'Acknowledge' to e-sign
- You may view, print, and/or save the ICP in a PDF version
- Please review and place in the member's medical record

As part of Department of Health Care Services (DHCS) and Centers for Medicare and Medicaid (CMS) requirements, Community Health Group creates Individualized Care Plans (ICPs) for all Cal MediConnect members, and high risk Medi-Cal Seniors and Persons with Disabilities (SPDs).

Thank you for your continued support and partnership. If you have any questions, please feel free to contact our High Risk Case Management Department at (619) 240-8831.