



Member Care Plan Portal

User Guide

Last Revised: 8/1/2022

Contents

Purpose of the Portal	2
Glossary	2
Setting Up Your Account	3
For users of the CCI Authorization Provider Portal	3
Secure Email from Community Care	3
Creating Additional Users.....	5
Administering Users	7
Managing Notification Methods.....	8
Signing Member Centered Plan.....	10
Provider MCP Signature History	11
Link Legal Entities	11
Support	13
FAQ – Common Challenges for Users	13

Purpose of the Portal

The purpose of the MCP Portal is to allow Community Care Providers the opportunity to review and acknowledge (i.e. sign) a Community Care member's Member Centered Plan (MCP). This signature is a part of a provider's agreement to provide services in support of the member's MCP. It was created in response to requirements in the contract between the State of Wisconsin and Community Care (and all other MCOs) which requires all providers of "Essential Services" services to acknowledge member centered plans.

Glossary

Essential Services	Essential services are defined in our State contract as: 1) Adult Day Care Services; 2) Day Habilitation Services; 3) Daily Living Skills Training; 4) Prevocational Services; 5) Adult residential care (adult family homes, community-based residential facilities, residential care apartment complexes); 6) Respite; 7) Skilled nursing services RN/LPN; 8) Supported employment (individual and small group employment support); and 9) Supportive home care (excluding routine chore services).
Legal Entity	An organization that has a contract with Community Care and has a unique tax-id. A Legal Entity may have multiple Affiliate Locations from which services are delivered on behalf of the Legal Entity.
Member Centered Plan (MCP) Portal	(MCPPortal) This is a portal for Community Care providers of essential services, allowing those providers to view and electronically sign member care plans.
Notification	An email sent to an identified member of the provider organization, for a specific provider affiliate location. The purpose of this email is to notify the provider that a MCP awaits a signature.
Notification Method	Notification Method refers to the frequency and to what email address and organization wants notifications sent. Notification Methods can be set for Daily or Weekly alerts. Only one notification method can be set per provider location.
Provider Admin	A Provider Admin is a user who has the appropriate permissions to create other users (including other Provider Administrator), manage notifications for each provider location and sign member care plans.
Provider User	A Provider User is a user who has the ability to sign MCPs as well as view the Provider's recent MCP signature history.
Provider Viewer	A Provider Viewer is a user who has the ability to view the Provider's recent MCP signature history.
Sign	To sign a MCP-is to agree to provide the identified services as a part of the individual's Member Center Plan (MCP). Additionally, this acknowledgement serves as your organization's electronic signature on the MCP.

Setting Up Your Account

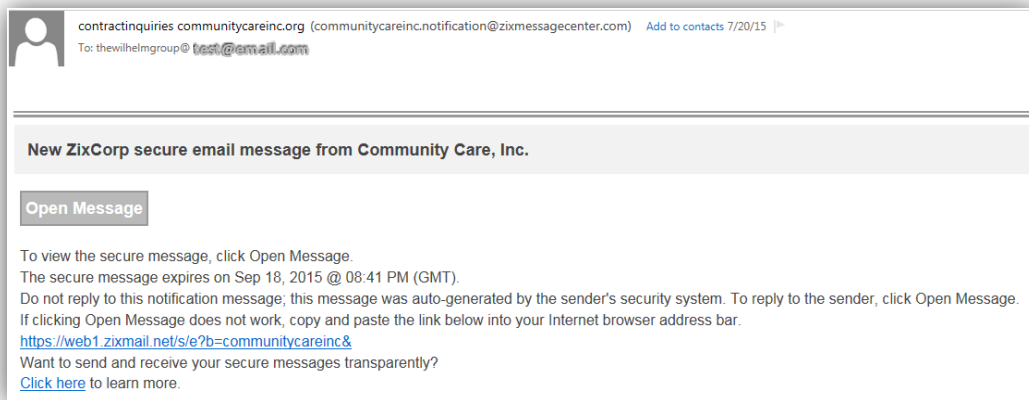
For users of the CCI Authorization Provider Portal

No initial set up will be required for existing users. Providers/users who have permissions assigned to them in the CCI in the Authorization Provider Portal (APP) will automatically be set up in the Member Centered Plan Portal (MCP Portal). This means that:

- A user's existing login email and password will be the same in the MCP Portal
- Any Linked Entities established in APP will be in use in the MCP Portal
- User notifications will be the same with the following exception. "Immediate" notifications set up in APP will become "Daily" notifications in the MCP Portal.

Secure Email from Community Care

For brand new users to the Authorization Provider Portal and the Member Centered Plan Portal, you will receive an email from contractinquiries@communitycareinc.org that will have a subject line of "New ZixCorp secure email message from Community Care, Inc." ZixCorp is a vendor partner who provides a secure messaging service for Community Care.



In this email you will be asked to "Open Message" in order to view your secure Message. When you click Open Message, you will be presented with a login screen. If it is your first time opening a secure email from Community Care, select the Register button to create an account and set up your password. Otherwise, enter your password and you will be taken to your secure email(s).

After registering, it sends an email to the recipient's email they registered for using Zix. A password confirmation email is sent to the user and user is asked to activate or decline the password. Once clicking activate the account is now confirmed.

After you have created your account and logged in, you will be able to access your email. This email will include some very important information. At the bottom you will find your organizations Registration Key and Registration Code. You will need these two things in order to register your account at <https://app.communitycareinc.org:8443/Account/Register>. This will also setup your registration in the MCP Portal.

The Provider Portal registration page is located at <https://app.communitycareinc.org:8443/Account/Register>. You will be asked to enter your registration information and set up your secure password. Once you have completed this step, your account has been created and you are set up as a Provider Admin. Remember that your account will be duplicated in the MCP Portal. This process may take as long as 24 hours.

Authorization Provider Portal Home Support

Provider Self-Registration.

Use special provider codes supplied by Community Care

Registration Key

Registration Code

Email

Password

Confirm password

Creating Additional Users

If you are the initial user that registered your organization in the Member Care Plan Portal, your role has been set as a Provider Administrator. A Provider Administrator has permissions to create new users, manage existing users, set/manage notification methods, sign authorizations and view/search authorization histories.

To create new users, start by clicking on Provider, and then move the mouse pointer over Provider Admin. The first option displayed is Create New Provider User. Click on Create New Provider User and a new page will open.

MCP Portal Home Administrator CC Support Provider Support

Create New Provider User.

Legal Entity Name **1.**

Todd Steven & Associates Inc

User Name/Email: **2.**

User Roles: **3.**

☐ Provider User

☐ Provider Viewer

☐ Provider Administrator

4.

Provider Admin
Provider User
Provider Viewer

Create New Provider User
Manage Notification Methods
Provider User Administration
Sign Member Care Plan
MCP Signature History
Link Legal Entities

1. Make sure the appropriate Legal Entity Name is selected (for additional information please go to the section on [Linking Legal Entities](#))
2. Enter the email address for the user. This will be their user name, too.

3. Select a User Role. Remember that a Provider Administrator has access to everything; a Provider User (only) has permissions to view / sign MCP and view the Provider Signature History page; and a Provider Viewer can only view the Provider Signature History page. Based on the size of your organization and the number of locations, it may be an advantage to share Administrator responsibilities with other key members of your team.
4. Click on the “Create” button and the user will be created.

This new user will receive an email from noreply@communitycareinc.org :

From: <noreply@communitycareinc.org>
Date: Mon, Jul 18, 2022 at 2:51 PM
Subject: Community Care MCP Portal Account Confirmation
To: <xiongjerrika@gmail.com>

Please confirm your account for the Community Care MCP Portal by click here [here](#).

Your temporary password is: A38a92a94-ec66-4e94-81df, you will be prompted to change it when logging in.

Administering Users

Once users have been created, the Provider Admin has the ability to administer (i.e. manage) user accounts within the organization. To get to this screen, click on Provider, and then move the mouse pointer over Provider Admin. The third option displayed is Provider User Administration. Click on Provider User Administration and a new page will open.

1. Make sure the appropriate Legal Entity Name is selected (for additional information please go to the section on [Linking Legal Entities](#)).
2. Click on the pencil icon next to the name.

MCP Portal Home Administrator CC Support Provider Support

Provider User Administration

Legal Entity Name
1. Community Care Inc

UserName	Email
2. jerrika.xiong@communitycareinc.org	jerrika.xiong@communitycareinc.org
Lakeisha.Reid@communitycareinc.org	Lakeisha.Reid@communitycareinc.org
Geraldine.Watson@communitycareinc.org	Geraldine.Watson@communitycareinc.org
duane.basterash@communitycareinc.org	duane.basterash@communitycareinc.org
Gina.Markham@communitycareinc.org	Gina.Markham@communitycareinc.org
Nick.Radtko@communitycareinc.org	Nick.Radtko@communitycareinc.org

Create New Provider User

3. The Provider Admin has the ability to change the role of any user, granting additional permissions, restricting permissions or removing permissions all together by unchecking the box next to "Enable".
4. After selections have been made, simply click Update to save your changes.

jerrika.xiong@communitycareinc.org

Edit User Roles

User Name: jerrika.xiong@communitycareinc.org (Can't change, only delete user)

Email Address: jerrika.xiong@communitycareinc.org

User Roles:

- ☒ Provider User
- ☒ Provider Viewer
- ☒ Provider Administrator

Enable: 3. ☒

4. Update Cancel

It is a HIPAA security expectation that you will maintain only active employees with access to the system.

Managing Notification Methods

One of the most important Provider Admin permissions is the ability to Manage Notification Methods. A Notification Method refers to the frequency of notification and to what email address that notification should be sent. Notification Methods can be set for Daily or Weekly. Only one notification method can be set per user, per provider location.

If a Notification Method is not set for each affiliate location, your organization will NOT be notified that a new member care plan is awaiting your signature.

1. If Linked Legal entities is set up, make sure the appropriate Legal Entity Name is selected (for additional information please go to the section on [Linking Legal Entities](#)).
2. The Provider Admin has the ability to create a new notification method by clicking “Add New Notification Method”.

Manage Notification Methods

Legal Entity Name

1. Community Care Inc.

Option 1) You may select a single notification and apply this to all of your locations. To do so, select the entry at right and click the Apply to all locations button. If there is no methods available, click the button Add New Notification Method to create an entry, then perform the above operation.

2. + Add New Notification Method Refresh

Method	Send To			
EMAIL - Daily Summary	carl.wilhelm@communitycareinc.org	Select	Edit Entry	Remove
EMAIL - Weekly Summary	carl.wilhelm@communitycareinc.org	Select	Edit Entry	Remove

Apply to all Locations

3. Select a Method (frequency of notification) from the drop down list. Options for frequency include:
 - Daily Summary (sent at 6:00AM for the previous day)
 - Weekly Summary (sent at 6:00AM Friday morning for the previous seven days).
4. Enter an email address (for an individual or distribution group) in the “Send To” box.
5. Click on “Insert”.

+ Add New Notification Method Refresh

Method 3. Send To 4.

EMAIL - Daily Summary

5. Insert Cancel

EMAIL - Daily Summary	carl.wilhelm@communitycareinc.org	Select	Edit Entry	Remove
EMAIL - Weekly Summary	carl.wilhelm@communitycareinc.org	Select	Edit Entry	Remove






Apply to all Locations

You can then apply that notification method **to all locations** for your organization if, for example, you wanted a single individual to receive notifications or if you created an email distribution group (group mailbox accessible by multiple people) for notification of new member care plan.

1. Click “Select” located to the right of the “Send To” address.
2. Click on Apply to all Locations.


The second option for assigning a notification method is to do it site by site by clicking the edit (pencil) icon.

Option 2) You can apply a specific notification method to a specific location by clicking the pencil icon for the location. The row will change into Edit Mode with which will allow you to click the Select link, then you can click the Save button to apply this method.

Legal Entity Name	Affiliate Location SID	Affiliate	Address	City	State	Zip	Notification Method	
Community Care Inc	12266	Bishops Woods	205 Bishops Way	Brookfield	WI	53005	Notification Method Needs To Be Set!	
Community Care Inc	6501	Calumet - Family Care	18 W Main St	Chilton	WI	53014	Notification Method Needs To Be Set!	
Community Care Inc	10897	CCI Materials Management	205 Bishops Way	Brookfield	WI	53005	Notification Method Needs To Be Set!	
Community Care Inc	11152	CCI Rehab	205 Bishops Way	Brookfield	WI	53005	Notification Method Needs To Be Set!	
Community Care Inc	3813	Community Care Inc - Fond du Lac, Manitowoc, Sheboygan	615 S 8th St	Sheboygan	WI	53081	Notification Method Needs To Be Set!	

From here you can select an existing method or you can add a “New Notification Method”. Remember to click Select and then Save.

Option 2) You can apply a specific notification method to a specific location by clicking the pencil icon for the location. The row will change into Edit Mode with which will allow you to click the Select link, then you can click the Save button to apply this method.

Legal Entity Name	Affiliate Location SID	Affiliate	Address	City	State	Zip	Notification Method	
Community Care Inc	12266	Bishops Woods	205 Bishops Way	Brookfield	WI	53005	Notification Method Needs To Be Set!	

Configure Notification Method for Selected Location

Method	Send To		Edit Entry	Remove
EMAIL - Daily Summary	carl.wilhelm@communitycareinc.org	Select	Edit Entry	Remove
EMAIL - Daily Summary	jerrika.xiong@communitycareinc.org	Select	Edit Entry	Remove
EMAIL - Weekly Summary	carl.wilhelm@communitycareinc.org	Select	Edit Entry	Remove

[+ Add New Notification Method](#)

Save **Cancel**

Anytime you assign a notification method an email will be sent to that address. The email will read:

From: <noreply@communitycareinc.org>
 Date: Thu, Jul 28, 2022 at 11:09 AM
 Subject: MCP Portal Notification Configuration Confirmation
 To: <xiongjerrika@gmail.com>

This email address has been identified for the purpose of receiving notifications for Community Care MCPs. If you did not make this confirmation, please contact Community Care to have this changed so you do not receive emails. The contact number is 1-866-937-2793, option 3. Or email contractinquiries@communitycareinc.org.

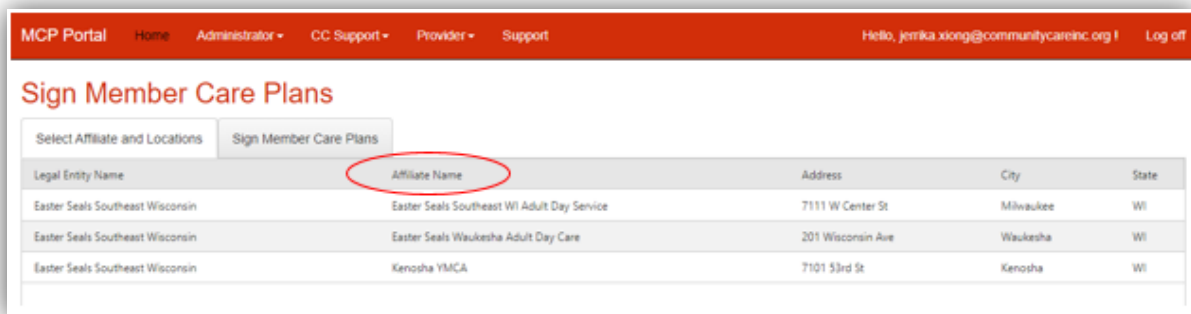
The address configured is:

3073 S Chase Ave
 Milwaukee, WI 53207

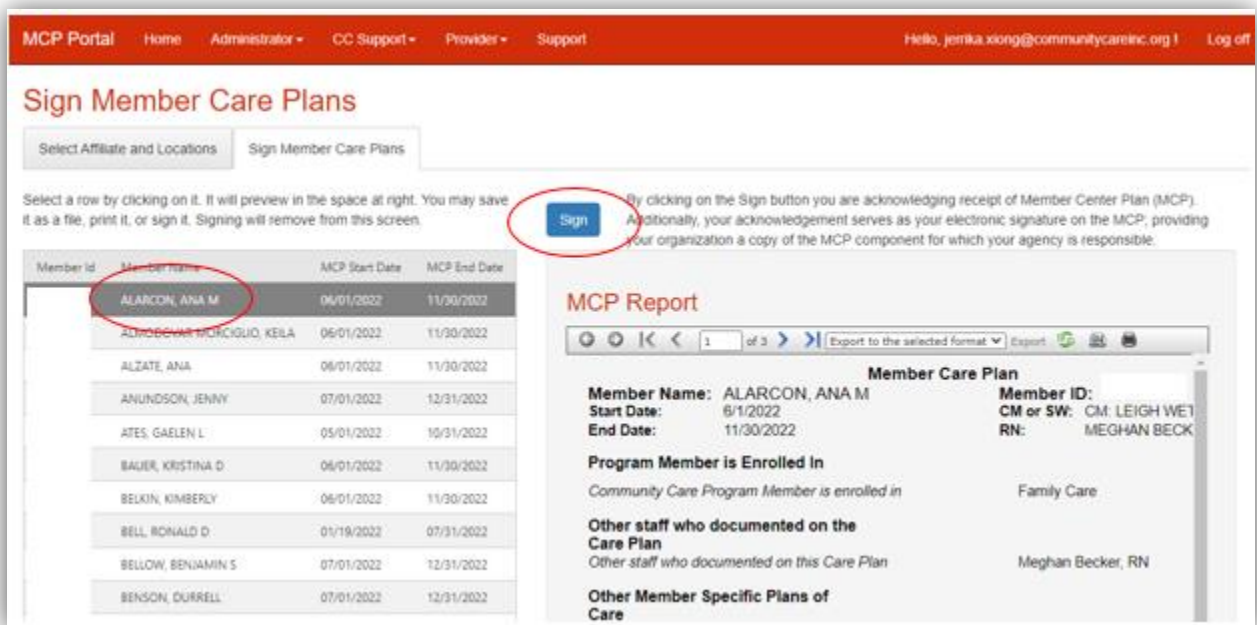
Signing Member Centered Plan

The most important capability for both the Provider Admin(s) and the Provider User(s) is to be able to sign Member Centered Plan in support of Community Care's members and their Member Centered Plan (MCP). When you select "Sign Member Care Plan" from the Provider User or Provider Admin drop down menu a list of all Legal Entities linked to the user will be presented. If the user has multiple Linked Legal Entities they will be displayed in alphabetical order on the both the "Select Affiliate and Locations" tab as well as the "Sign Member Care Plans" tab. (For additional information please go to the section on [Linking Legal Entities](#))

Only those locations for which there is an un-signed care plan from Community Care will be presented. On the example below, there are three locations that have un-signed member care plans. Click the Affiliated Name and the Sign Member Care Plan tab will display.



You will then be presented with the un-signed care plan(s) for that specific location. When you select an individual care plan, the full care plan detail will be displayed on the right hand side of the page.



Before signing the member care plan, you should review the details. If there are multiple member care plans, you will need to sign each, individually. By clicking on the Sign button you are

acknowledging receipt of Member Center Plan (MCP). Additionally, your acknowledgement serves as your electronic signature on the MCP; providing your organization a copy of the MCP component for which your agency is responsible.

After signing, if you need to print or review the authorization, it can be viewed from the Provider Signature History page.

Provider MCP Signature History

All Member Care Plan Portal users are able to view the Provider MCP Signature History page. This page provides a convenient way to share **active** member care plan(s) with others within your organization. When a member dis-enrolls from Community Care or is no longer receiving services from the provider, their care plan will no longer be viewable on the MCP Signature History page.

This history page provides users with the ability to see all **active** care plans associated with the user and the Legal Entities and Linked Legal Entities to which they are associated. The page provides the ability to search by multiple criteria.

1. Search criteria include by Signature Date range, MCP Date range or Member name.
2. When searching by Member you can type the member's name in the box, select View. Then select the member's name from the list by checking the box to the right of their name.

Provider MCP Signature History

Select by Signature Date
Signed Between: 6/1/2022 and 7/18/2022 View
Select by MCP Date
Active Between: 6/1/2022 and 7/18/2022 View
Select by Member
bu View

Member ID	Member Name	MCP Start Date	MCP End Date	Signed Date
BUCHOLZ, DENISE K		06/01/2022	11/30/2022	07/18/2022
BUFFALO, ADRIAN R		06/01/2022	09/30/2022	07/18/2022

Disclaimer:
The report contains PHI data which requires that the information is safeguarded in accordance with HIPAA regulations. By saving or printing this report you are assuming the responsibility of protecting this information for HIPAA compliance.

MCP Report

Member Name: BUCHOLZ, DENISE K Member ID: CM or SW: CM: ANNE HAM RN: ANASTASIA SKI
Start Date: 6/1/2022 End Date: 11/30/2022
Program Member is Enrolled in: Community Care Program Member is enrolled in Family Care
Legal Decision Maker for Health Care: Guardian of Person Jeff Lauer
Other Member Specific Plans of Care: Other Member Specific Plans of Care Y
Behavioral Support Plan (BSP)/Behavioral Intervention Plan Y

3. Once criteria have been selected, click on the “View” button located next to the search criteria. Your results will be returned on the bottom of the left hand side of the page.

You have the ability to print all the authorizations returned from your search or export MCPs in a variety of file formats (the appearance may differ between file formats). To print a care plan, simply choose the printer icon at the top of the MCP Report. To export, click on the drop down menu titled “Export to the selected format”, select your preferred format and then click on export. How the file is generated and viewed will depend on your individual browser settings.

Link Legal Entities

In some cases a single individual may need to be set up as a **Provider Administrator** for more than one Legal Entity that provides services for our Community Care members. A user with Provider Administrator privileges can select “Link Legal Entities” from the Provider Admin list to get to this page.

1. If you require Provider Administrator permissions to more than one Legal Entity, you can click on “+Add Legal Entity Link”

2. Enter the Registration Key and Registration Code for each Legal Entity. These codes would have been provided to your organization in a separate, secure communication from our Provider Management team.
3. Please, remember to save the link you have created.

After you have saved the link you should see your newly added Linked Legal Entity in your list of “Additional Linked Entities” and your selection of Legal Entities will be available throughout the MCP Portal.

Support

On the Support page of the Member Care Plan Portal you will find links for email inquiries, links for resetting your password and additional resources.

If you have questions about a member care plan, please contact the care team that authorized the services directly at 1-866-992-6600.

If you have questions about the use of the Member Care Plan (MCP) Portal, please call our Provider Hotline at 1-866-937-2783, option #3, between the hours of 8:00 AM to 4:30 PM Monday through Friday (Central Time).

FAQ – Common Challenges for Users

Q: I can access the site, but it doesn't look or act correctly

- The browser being used must be up to date. Firefox and Chrome are recent supported browsers. The site has also been tested using an iPad without issues.

Q: The key codes provided do not work

- It is suggested that the provider copy and paste the codes from your email to the website form to avoid typos. The codes must match exactly as provided or they will not work. The large code is entered first, then the small numeric code is entered in the second text box.

Q: I have more than one Legal Entity to manage and have been supplied only one key code

- The MCP Portal allows you to link additional Legal Entities using the key codes. Contact Community Care Provider Management to obtain the keys to the other entities that are managed.

Q: I see some other users indicated under my Legal Entity, why are they here?

- If the user addresses end in communitycareinc.org, then they are support staff that are assisting or investigating an issue and will show up and disappear as needed to be able to replicate reported issues.
- If the user address does NOT end in communitycareinc.org, please contact Community Care Provider Management and report this issue. Incorrect information may be the cause of the problem, and needs to be addressed.

Q: I do not see all of my member care plans for signatures

- Remember, only providers with a current authorization that includes any essential services are required to sign a Member Centered (Care) Plan. Please look to the Glossary for a definition of essential services.

Q: I did not receive an email with key codes to access this site

- This is a portal for Community Care providers of essential services, allowing those providers to view and sign all required care plans. If you feel you do need access and you did not receive registration information, please call our Provider Hotline at 1-866-937-2783, option #3, between the hours of 8:00 AM to 4:30 PM Monday through Friday (Central Time).