

Plan Update

Notification Date: 08/02/2024

To: All Providers
From: MDwise Provider Relations
Subject: Upcoming Portal System Changes
Effective Date: September 1, 2024

Summary

MDwise wants to express our sincere gratitude for your continued partnership and commitment to providing exceptional care to our patients. As part of our ongoing efforts to enhance the provider's experience, we are excited to announce upcoming changes to our portal system.

Starting next month, we will be rolling out a more user-friendly and efficient sign-in capability. This upgrade will allow you to use a single sign on when requesting an authorization for your patient directly from our provider portal

Impact

Key information about this update you need to know:

- Your user credentials for the authorization portal will be deactivated.
- MDwise will not set up new user accounts 30 days prior to the go live of 9/1/24.
- You will no longer be able to access the authorization portal via the hyperlink.
- If you do not have MDwise Provider Portal access, you will need to sign up to access authorizations.
 - To sign up for the MDwise Provider Portal, register through the link below.
 - [Provider Portal](#)
 - Active authorization request entered prior to the switch **WILL NOT** be visible in your "My Request" hyperlink.
 - These authorizations may be retrieved by searching with the Member RID.
 - New authorization requests entered after the switch **WILL** be visible in the "My Request" hyperlink.

Action

We value your expertise and look forward to navigating this positive change together. If you have any questions or need further information, please don't hesitate to reach out to authportalhelp@mdwise.org.

Thank you for your dedication and collaboration.

MDwise Team

DR-07-2024-I3685/HHW-HIPP0906 (7/24)