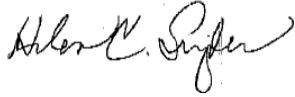# APS Healthcare

Dear APS Medical CareConnection® User:

First and foremost, welcome to APS Medical CareConnection®, the Advanced Utilization Management System for West Virginia Medicaid Prior Authorization Services. This system is designed not only to improve the timeliness and efficiency of Medicaid prior authorization requests but also includes a self registration portal. The registration process begins on **October 4, 2011** and providers requesting prior authorization for Medical Inpatient Services (Acute Care) or Medical Inpatient Rehabilitation Services for members under 21 years of age will need to be registered **prior to go-live on October 17, 2011**. All other providers may register at any time but must register prior to the scheduled system go-live for services for which they request prior authorization. Providers are encouraged to register no more than 30 days prior to their scheduled go-live date so assigned passwords will not have to be changed or reset prior to go-live. The timelines for registration for various types of medical providers are reflected in a separate attachment; please consult this document to determine when you need to register. Also attached are documents that will not only define and outline the process necessary to gain access to the APS Medical CareConnection® but describe the important information you will need to request and maintain access to the electronic prior authorization portal.

Due to the sensitive nature of the data stored within this web-based application, strict adherence to security and privacy, as mandated by HIPAA will be enforced. Please read the attached documents before completing the Self Registration/Enrollment process. A User Manual that includes examples and other information is included to assist you in registering with APS. Once you are ready to begin the registration you may access the portal at https://c3wv.apshealthcare.com.

If you are a WV Medicaid enrolled provider who refers and/or provides services to West Virginia Medicaid members that require prior authorization AND completes the prior authorization requests to the Utilization Management Contractor you must Self Register/Enroll when that review area is implemented in the APS Medical CareConnection®. **Successful Self Registration/Enrollment by the "go-live" date for your specific area is critical to ensure a seamless transition to the new system for the WV Medicaid members you serve. Once a review area is implemented in the APS Medical CareConnection® prior authorization requests may no longer be made using the existing WVMI system.** The WVMI system will continue to be utilized for areas that have not yet been migrated to the APS Medical CareConnection®. The WVMI system will no longer be in use once all medical areas have been implemented in the new system.

Thank you for your cooperation. If you have questions or encounter problems during the registration process please feel free to contact us at 1-800-346-8272 or e-mail us at wvmedicalservices@apshealthcare.com. We look forward to serving you with our APS Medical CareConnection® application.

Sincerely,

Helen C. Snyder, M.A., LCSW, LPC
APS Associate Director