December 20, 2019

Dear Provider,

Umpqua Health Alliance offers providers the ability to submit, check the status and manage your prior authorization (PA) requests online. By signing up for access to our Community Integration Manager (CIM), you can eliminate paperwork and faxing associated with the authorization process. You will also have direct email access to our Member Services, Prior Authorization, and Claims teams that can assist you with questions of member eligibility, and monitoring PA and claims status'. UHA is encouraging all in network providers to gain access to CIM as soon as possible as it will be a requirement in the first quarter of 2020.

To sign up for this feature, please visit https://help.phtech.com. Select the "**Sign in**" link in the top right header.
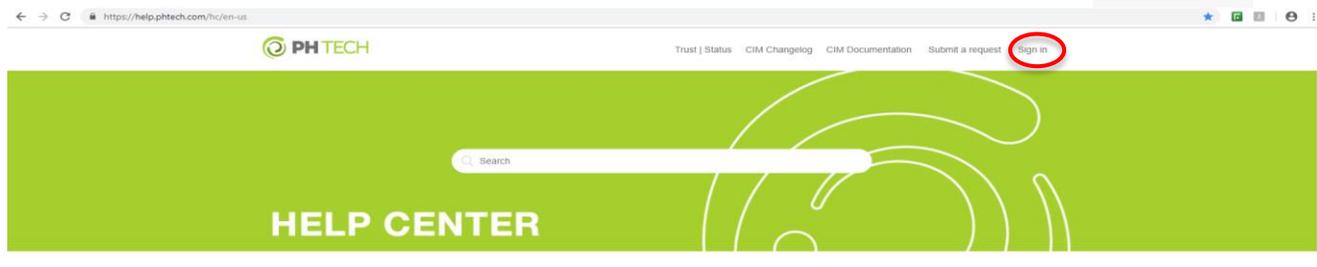
When the new window appears, select the "**Sign up**" link in the bottom left corner.
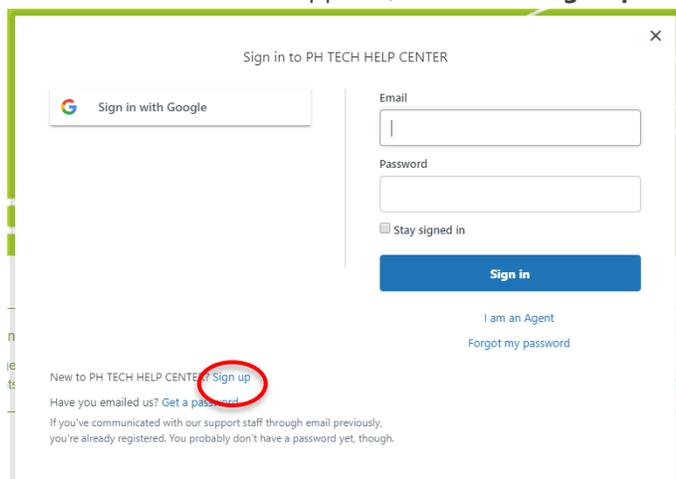
After you have signed up. Sign into the help center by following the steps first step. Then select "**Submit a request**" in the top header.

To submit a ticket directly to PH Tech for access, select "**I am a provider office**" in the first drop down. Include a subject line "**New CIM Account**". Next, select the topic drop down "**I have an issue with a CIM account or need a new Account"**. Then select the issue drop down "**I need a new CIM account created**".

Continue to fill in the form, with the * required fields. PH Tech will grant access within 1-7 business days. If you need further assistance, please email support@phtech.com or call 503-584-2169 option 2. You can get further information by contacting PriorAuthorizations@umpquahealth.com or by calling UHA at 541-673-1462.

Sincerely,

Umpqua Health Alliance, Clinical Engagement