

# CARE COORDINATION PROVIDER PORTAL

Top Menu

OHCA Behavioral Health Unit

November 2025



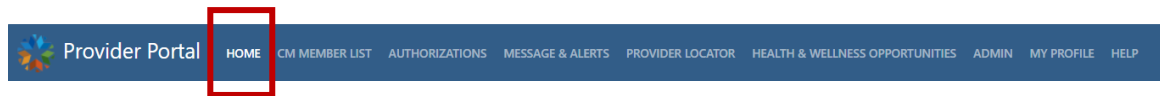
# TOP MENU



# HOME

The Home option in the main menu bar is the default and is the first page seen upon login.

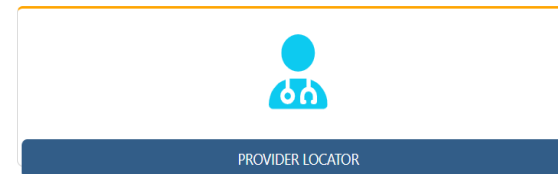
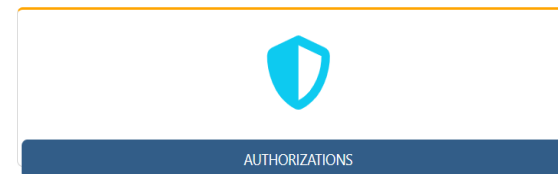
Clicking on **Home** from anywhere in the system will return the user to the Welcome page.



eQSuite Care Coordination Provider Portal access:  
<https://eqsuite-ok.acentra.com/>

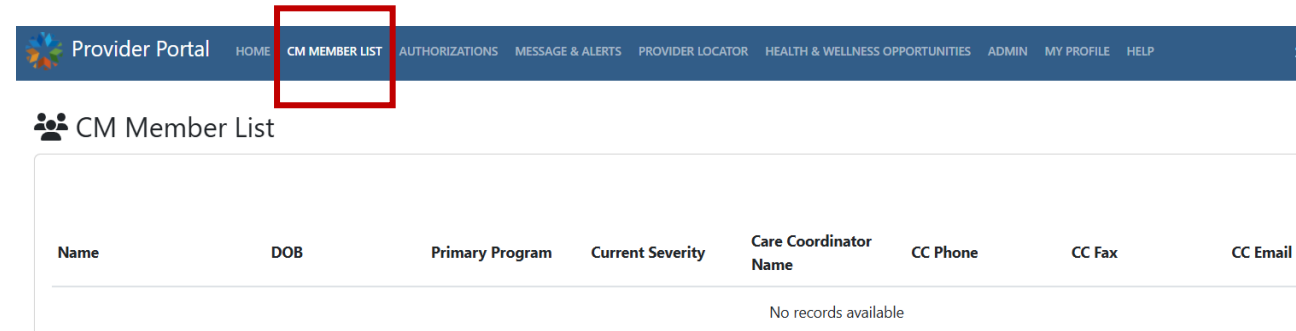
The User can select from four different tiles on the Welcome page:

- Authorizations
- Messages & Alerts
- Provider Locator
- Health and Wellness Opportunities



# CM MEMBER LIST

- The CM Member List option in the main menu bar will display all Members who have the User listed as their Primary Care Provider.
- Patient information displayed on the list includes patient:
  - Date of Birth
  - Program Type
  - Current Severity
  - Current Care Coordinator
  - Phone Number
  - Fax number
  - Email address



Provider Portal

HOME CM MEMBER LIST AUTHORIZATIONS MESSAGE & ALERTS PROVIDER LOCATOR HEALTH & WELLNESS OPPORTUNITIES ADMIN MY PROFILE HELP

CM Member List

Name	DOB	Primary Program	Current Severity	Care Coordinator Name	CC Phone	CC Fax	CC Email
No records available							

For most Behavioral Health Providers, this tab will be empty as it lists those assigned to the Provider as the member's Primary Care Provider (PCP).



# PREDICTIVE MODELING REPORT

- The Predictive Modeling Report for each member can be accessed via the CM Member List.
- The User can click on the three dots across from the desired member under the “Options” column.
- The User can click Predictive Modeling Report and a pop-out window with the report will generate.

## CM Member List

Name	DOB	Primary Program	Current Severity	Care Coordinator Name	CC Phone	CC Fax	CC Email	Options
Member, Test	07/30/2012		Outreach	2nd Nurse Case Manager	(333) 333-4444		NCM2@ac	<div>VIEW PREDICTIVE MODELING REPORT</div>





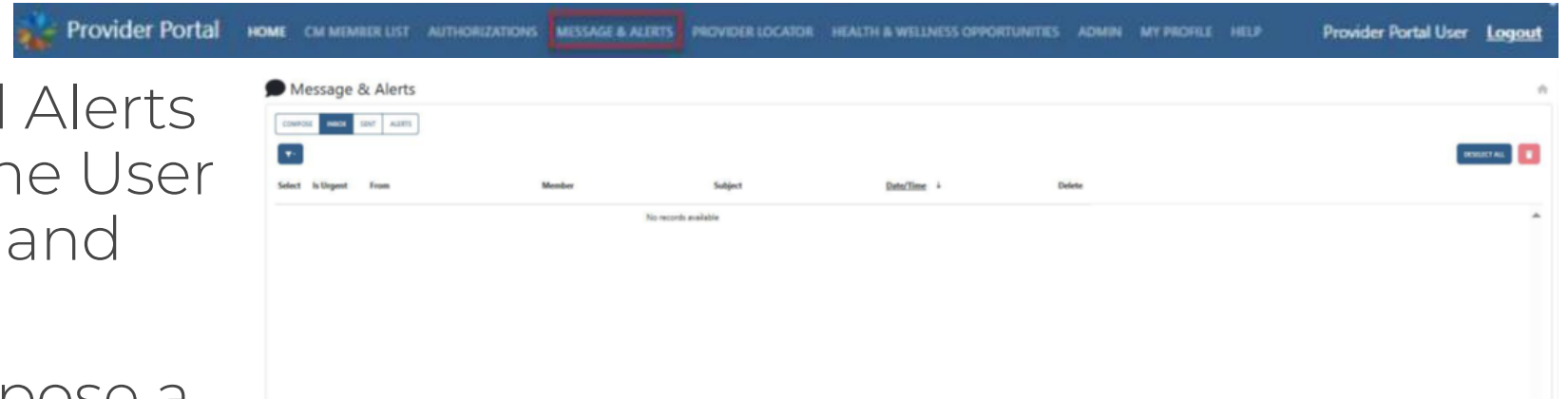
# AUTHORIZATIONS

- The Authorizations option brings the User to the Authorizations Dashboard.
- The User will see four different tabs: Action Required, Completed, Submitted, and Drafts.
- The tab labeled “Action Required” is the default page of the Authorizations dashboard.




# MESSAGES AND ALERTS

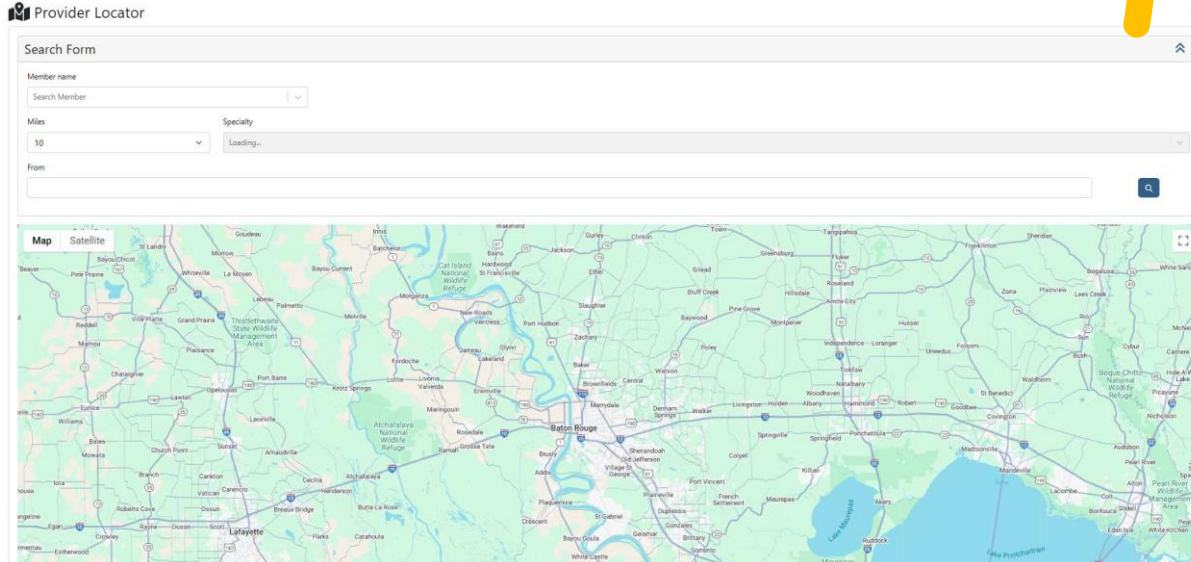
- The Messages and Alerts option will bring the User to their messages and alerts inbox.
- The User can compose a message, view their received or sent messages, and view any alerts they have.



# PROVIDER LOCATOR



Provider Portal HOME CM MEMBER LIST AUTHORIZATIONS MESSAGE & ALERTS **PROVIDER LOCATOR** HEALTH & WELLNESS OPPORTUNITIES ADMIN MY PROFILE HELP Provider Portal User Logout

Provider Locator

Search Form

Member name  
Search Member

Miles: 10 Specialty: Loading...

From:

Map Satellite

The screenshot shows a map of Louisiana with various locations marked. The search form is at the top, and the map is below it. The 'PROVIDER LOCATOR' link in the navigation bar is highlighted with a red box. The map shows a large area of Louisiana, including major cities like Baton Rouge, New Orleans, and Lake Charles.

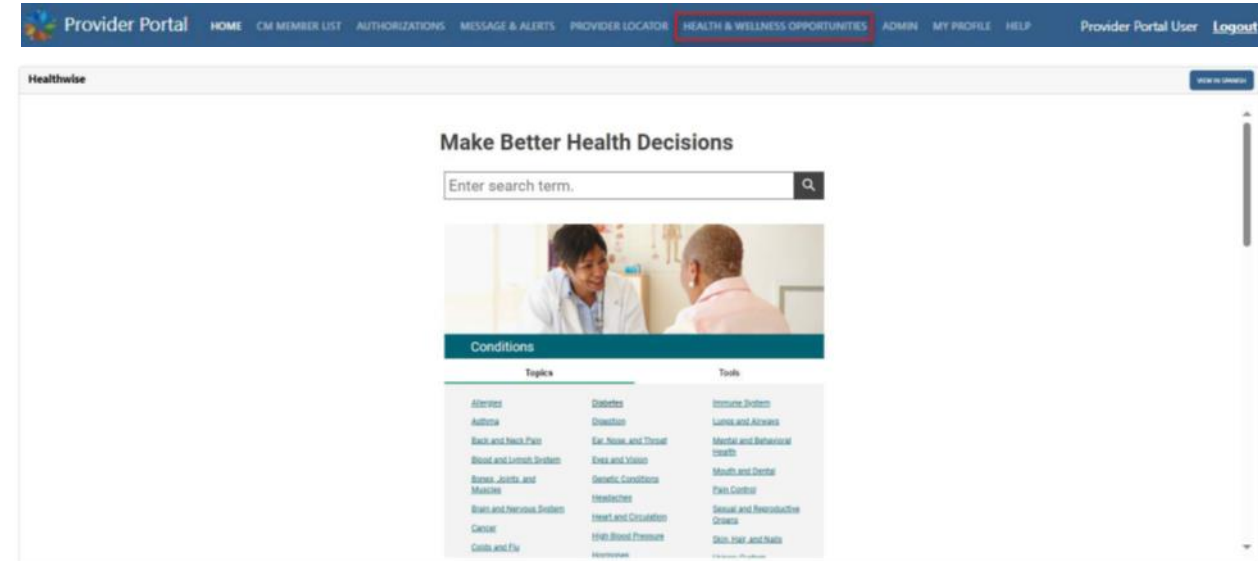
- The Provider Locator option will bring the User to the Provider Locator page.
- The User can then enter Member Name, Provider Type, Number of Miles, Provider Specialty and Address to locate a provider.





# HEALTH AND WELLNESS OPPORTUNITIES

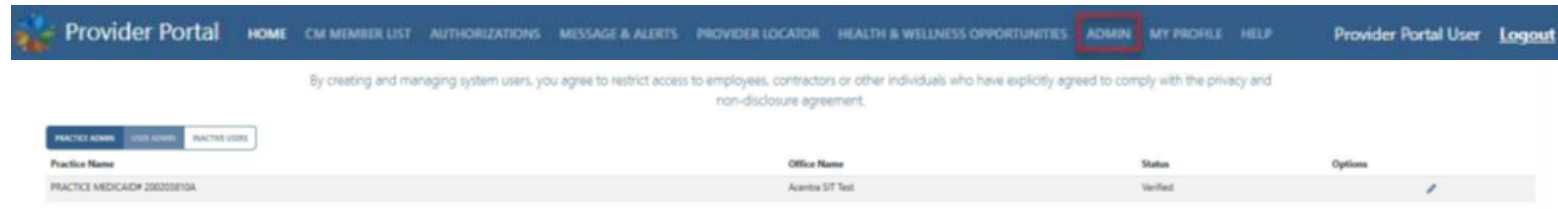
- The Health and Wellness option allows Users to learn more about ways to manage or improve their health through the HealthWise search engine.



# ADMIN

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- The Admin tab only applies to practice administrators.
- Only practice administrators can add other users or other practice administrators for their practice.
- Users with practice administration permission can create new users, send password reset email links, manage practices affiliated with a user's account, and update a user's demographic information.



# MY PROFILE

- All users can update their contact information (i.e.: email, phone numbers, address), add/remove NPI numbers, and reset their password.
- Clicking the My Profile option on the main menu bar will open the User Info tab.



# USER INFO

Navigation: AUTHORIZATIONS MESSAGE & ALERTS PROVIDER LOCATOR HEALTH & WELLNESS OPPORTUNITIES ADMIN **MY PROFILE** HELP

**User Info** ✓  
User Information

**Demographics** ✓  
User Demographics

Email\* Testuser@acentra.com

Username\* Testuser@acentra.com

Password Change Password

Practices\*

Practice	Administrator	CC Access	UR Access
✓ Acentra QA 2	✉	Read/Write Access	Read/Write Access


NPI Search for NPI...

NPI	Name	Remove
1992995666	ABC MEDICAL CLINIC	X

PREVIOUS RESET **UPDATE** NEXT

- Send a change password email link to the listed email address and add/remove NPI numbers associated with your account.
- Click UPDATE to save any changes.
- Click NEXT to proceed to the Demographics tab.
- Edit or update name, address, and/or phone number.
- Click UPDATE to save changes.





**User Info** ✓  
User Information

**Demographics** ✓  
User Demographics

First Name*	<input type="text" value="Provider"/>
Last Name*	<input type="text" value="Portal User"/>
Address 1*	<input type="text" value="123 Street"/>
Address 2	<input type="text"/>
City*	<input type="text" value="Oklahoma City"/>
State*	<input type="text" value="Oklahoma"/> ▼
Zip*	<input type="text" value="73105"/>
Phone*	<input type="text" value="0000000000"/>

[PREVIOUS](#)[RESET](#)

**UPDATE**

[NEXT](#)

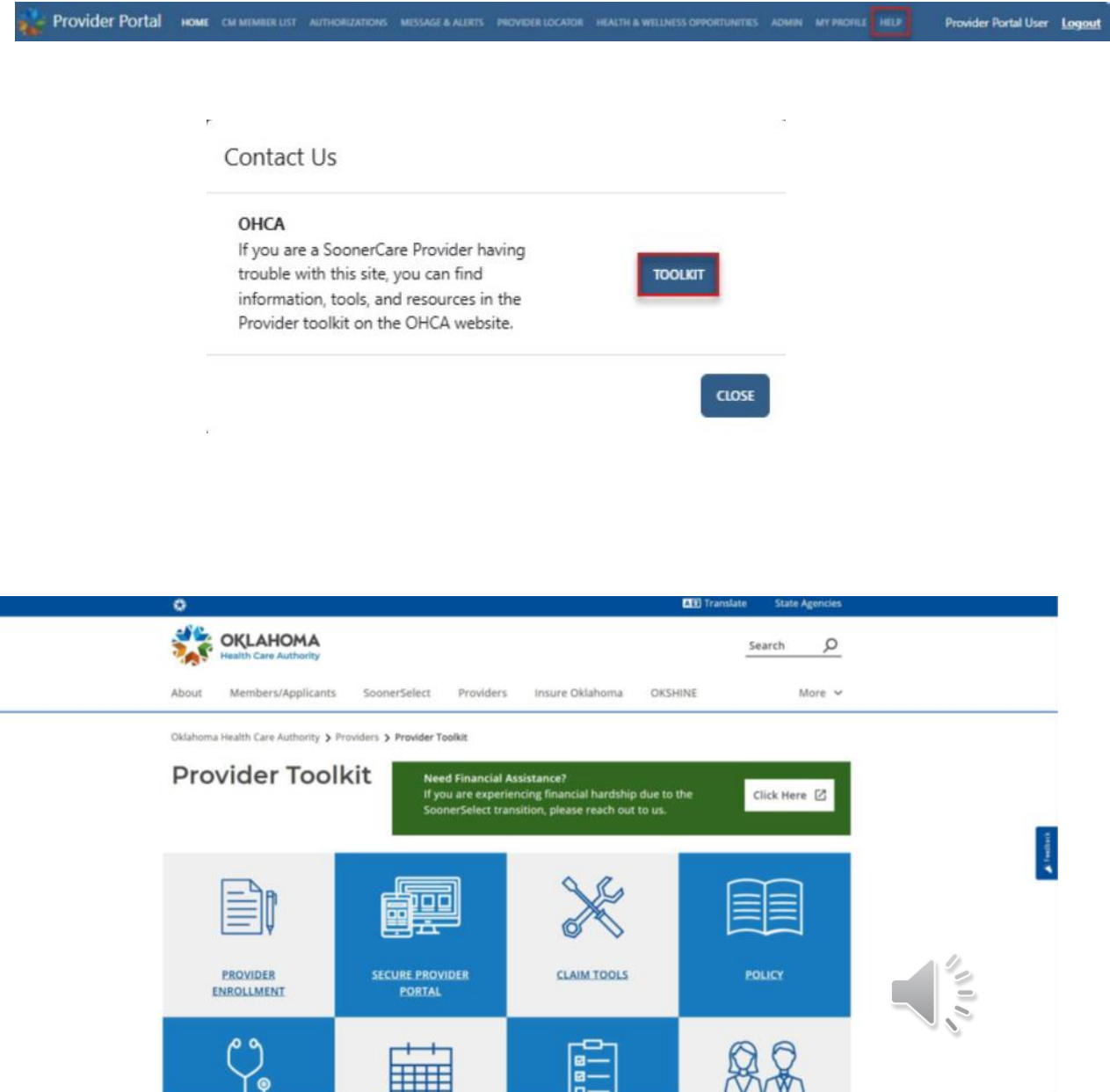
## DEMOGRAPHICS

Edit or update name, address, and/or phone number. Click UPDATE to save changes.



# HELP

- The Help menu option provides the user with Customer Support or Provider Relations tools and team contact information.
- A pop-up window will appear with a message stating, “If you are a SoonerCare Provider having trouble with this site, you can find information, tools and resources in the Provider Toolkit on the OHCA website”.
- Clicking the Toolkit icon will open a new browser tab that directs the User to the URL for the Provider Toolkit.





**OKLAHOMA**  
Health Care Authority

## GET IN TOUCH

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105

[oklahoma.gov/ohca](http://oklahoma.gov/ohca)  
[mysoonerhealth.org](http://mysoonerhealth.org)



Agency: 405-522-6205  
Helpline: 800-522-0114  
BH: • Press 6 then 2  
Help Desk • Press 2 then 1

