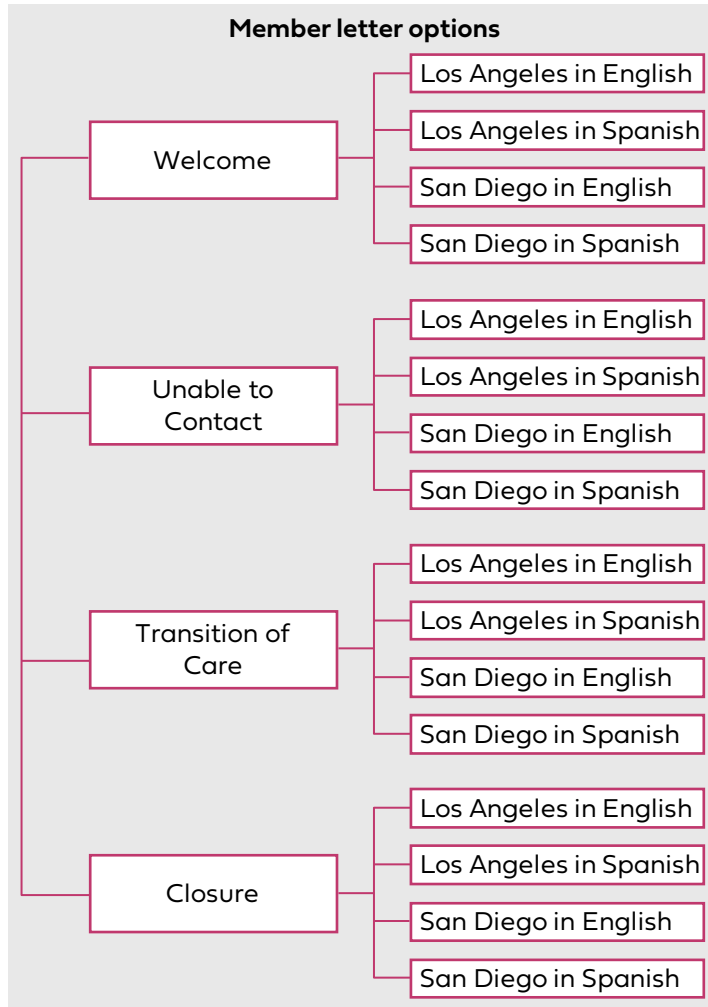


Member letters feature available on [Enhanced Care Management \(ECM\)](#) and [Community Supports \(CS\)](#) contracted provider portal

Providers will be able to send four different types of letters from co-branded and county-specific templates to individual members.



Navigation to autogenerate *Welcome* and *Closure* letters

1. Access ECM/CS *Contract provider log-in* portal on *Provider Connection*
2. Enter member's name into the search bar and click *Search*
3. Click the member's name under *Account Name*
4. Click the *Create Contact log* (encounter) tab to enroll the member to autogenerate the Welcome letter and to autogenerate the Closure letter
5. Complete the encounter dropdown fields in the usual manner then click *Submit*
6. You will now see the letter's correspondence number link listed under the *Correspondences* tab and you may download the letter if desired

Navigation to send *Unable to Contact* and *Transition of Care* letters (and if welcome & closure letters don't autogenerate)

1. Click the *Case #* under the *Cases* tab
2. Click the *Correspondences* tab
3. Click *Send to Member*
4. Verify or edit the member's address and language
5. If desired, select from the listed provider(s) to fax them a copy of the member's letter
6. Click *Next*
7. Click one of the letter options (*L* stands for English and *S* for Spanish)
8. Click *Next*
9. A preview of the letter appears
10. Click *Next*
11. Click *Submit* if the letter is correct and includes the multiple language disclosures (or *No, Cancel it* if not)
12. You will now see the letter's correspondence number link listed under the *Correspondences* tab and you may download the letter if desired