

APS Healthcare-Maine User & Provider Deactivation Process & Form

Deactivating a User in APS CareConnection®

No later than the **same day** that a particular user in an organization is no longer employed at that organization or the organization determines that the person no longer has a need for APS CareConnection access, the organization is required to submit the “User Deactivation Form” to APS Healthcare-Maine.

To deactivate a user in APS CareConnection Providers should complete the following form and fax to APS Healthcare. The IT/Helpdesk Representative will then deactivate the specified user appropriately. The form may also be found on the www.qualitycareforme.com website.

Deactivating a Provider in APS CareConnection®

Providers who are no longer providing services authorized by APS Healthcare must notify APS Healthcare as soon as possible about the change, preferably 30 days in advance of the date of the change. The provider must notify APS Healthcare in writing the following:

1. The provider agency or hospital name
2. The effective date of the change
3. The names of all APS CareConnection “organizations” that will be deactivated
4. The MaineCare Provider Billing ID’s that will no longer be in use
5. The names of the MaineCare services that are ending
6. The locations of discontinued services

The provider must submit a User Deactivation Form for each staff person affected at least 5 business days prior to the date of the change.



APS Healthcare-Maine User Deactivation Form

Please remove this User from the APS CareConnection® system for the Maine ASO Behavioral Health Services Utilization Review Program:

User's First Name: _____

User's Last Name: _____

User's Logon: _____

Organization Name(s): _____

Agency/Hospital Name: _____

MaineCare Provider ID: _____

Date to Remove User from APS CareConnection®: _____

Signature of Person Authorized to Request Removal and Title Date

Please Fax to: (866) 325-4752

Internal Use Only

Help Desk Staff Name: _____

Date User Deactivated: _____

Date Agency/Hospital Notified: