

September 24, 2024

IMPORTANT BULLETIN

Transition to New Provider Portal Platform

We are excited to announce that we are beginning the transition to a new provider portal through AlayaCare, a leading software platform for managing referrals and authorizations. AlayaCare will replace the current CSI Portal. As we begin this transition, over the next several weeks, we will reach out to schedule training calls to introduce the new CSI AlayaCare Portal and demonstrate its features and processes.

The CSI AlayaCare Portal offers the same functions as our current system and includes additional tools to help you manage patient authorizations more effectively. After your agency has been trained, we will coordinate with you to set a *Go Live* date for transitioning your caseload to the CSI AlayaCare Portal. Following this date, you will manage your cases through the CSI AlayaCare Portal and will no longer have access to the legacy CSI Portal.

With this transition, your agency will gain the capability to manage users directly within the CSI AlayaCare Portal, eliminating the need to contact CSI for user setup or deactivation. All agencies using the AlayaCare portal for CSI are required to sign an Amendment to your contract, which outlines HIPAA compliance related to user access.

Thank you for your continued support as we move to this new system. If you have any questions or need assistance, please reach out to the CSI Network Department. Our team is here to help you through this transition.

**CSI Network Department
440-717-1700 Option 6 or email
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