



Provider Reports Management Portal: Frequently Asked Questions

How do I get access to the portal?

1. You or someone within your organization should have completed the [User Account Request Form](#) to access the Provider Reports Management (PRM) Portal. This form is used to submit the approved users and email addresses for your organization, so that they can access the portal.
2. Visit <https://prm.choicesccs.org/> to access the portal.
 - a. You will login with your email address, which should have been submitted in the above form.
 - b. You should have been provided with a first-time password. Be sure to type it rather than copying and pasting it. Include exact punctuation and spacing. Click "Show Password" to double check.
3. Once you enter that password, you will receive a verification code via email. You will use that to enter the portal.
4. Once in the portal, you will be required to change your password.
5. Use your email address and your new password going forward.

Why am I having trouble accessing the portal?

If you are not able to login following the above steps, the email address Choices has on file for your portal account may need to be verified.

Another common issue is not typing the first-time password EXACTLY as it has been assigned. As a security measure, the portal will still ask for a verification code when an incorrect password is entered.

If an incorrect password is entered, a Choices CCS Login Alert email will be sent to the registered email address with the following message:

An attempt was made to login to your account, but the password was incorrect.

If you attempt to log in and do not receive either a verification code OR a login alert message, the email address is not registered in the portal. Contact your Provider Relations Manager for help.



Once I get into the portal, what steps do I follow?

Follow the steps in the Provider Reports Management Portal video, which is about 8 minutes long. It is published on our website here: <https://www.choicesccs.org/providers/provider-resources>

Who do I contact if I still have a question about the portal?

Contact your current Provider Relations Manager if you have reviewed information about the portal and still have questions.