# Instructions for ECG Quick Connect for HH CMAs

You are all set up. Please carefully review and follow the steps outlined below.

1.Next Step (please complete immediately): You will receive an email from ECG quick connect asking you to register. Please click on the hyperlink to register and follow the prompts to register your account. Once you have registered and are in the portal, please save the ECG link to your favorites so that you have access to ECG in the future. Write down your username and password that you created and save in a safe place.

2.Downloading a document to send to UHC:

- Click on Transfer File
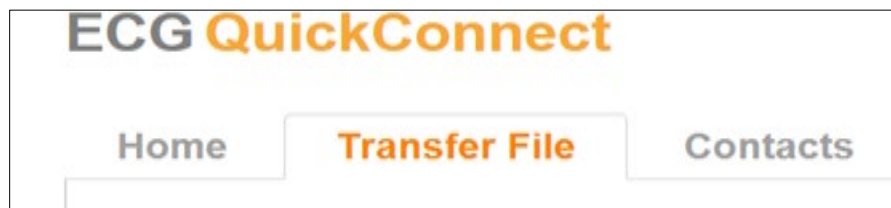
- Select "My computer" under Select Source File and click on "Browse my Computer" to locate the document you want to attach.
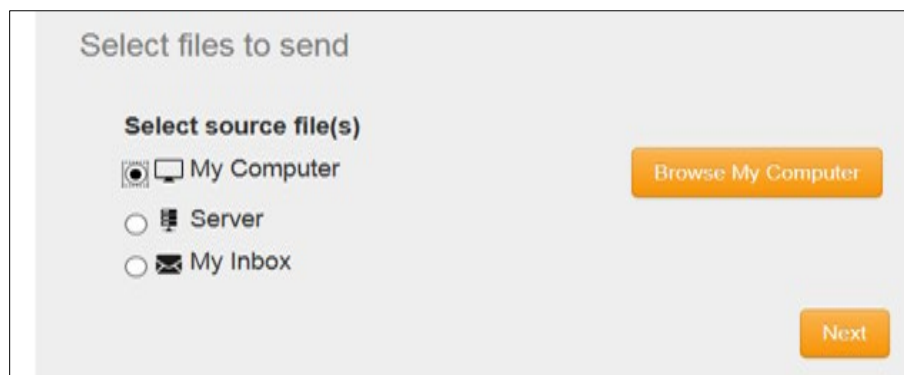
- Once you have attached the document (your document will appear on the right hand side), click next.

- Select Contacts screen will appear – click on "GROUPS". You will see the name of your Lead Health Home(s) appear. Choose the appropriate lead Health Home that the member is assigned to. If you do not see the name of the member's lead Health Home, STOP and Email **jason.ross@uhc.com**. Otherwise, click on the Lead Health Home member is assigned to and click Next.
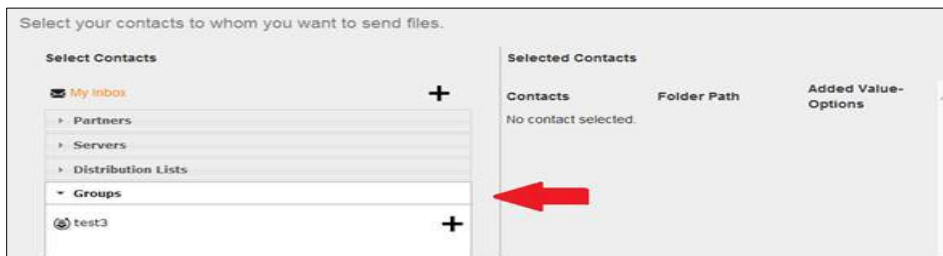
- Name of lead Health Home will appear on the right side, click next and then send now.

- Your document has now been sent successfully to UHC.

3. When/How will I receive the HCBS Level of Service Determination (LOSD) Letter from UHC?:

- The LOSD letter will be sent to the assigned HH Care Manager within 3 business days or sooner via ECG Quick Connect (as long as we have all of the information needed to complete the review). If there is missing information, we will contact you.
- You will receive an email alert in your inbox from ECG QUICK CONNECT (not from an individual person and not from a UHC email address). Please look out for this email. The email will alert you that you have a file to download.
- Once you receive the email alert from ECG QUICK CONNECT, sign into ECG Quick Connect and download the document immediately. The document will automatically delete within 10 days.

4. How to download a document:

- Sign into ECG Quick Connect using the same username/password that you created when you first registered

- You will see the document in ECG, click on small box on left hand side of the document.

- Click on download and save the file to your computer (either to a folder or your desktop).
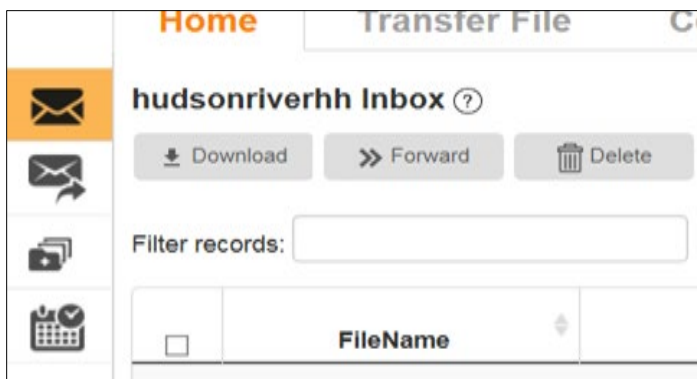
- Go to the place that you saved the document to open letter.

5. Please review the LOSD letter with your member ASAP so that the member can select a HCBS provider and referral can be made to provider.

Any questions please let me know. If you do not receive the LOSD letter within 3 business days and you have not heard from anyone regarding additional information needed to complete the review, please contact me immediately at jason.ross@uhc.com