

## Search Tips for the Provider Resource Center

The Provider Resource Center is a central repository on CarePartners of Connecticut’s public Provider [website](#) where providers and office staff can find provider documentation including, but not limited to, provider manuals, payment policies, forms, and clinical and prior authorization criteria. CarePartners of Connecticut recommends using the following tips to help you find what you are looking for.

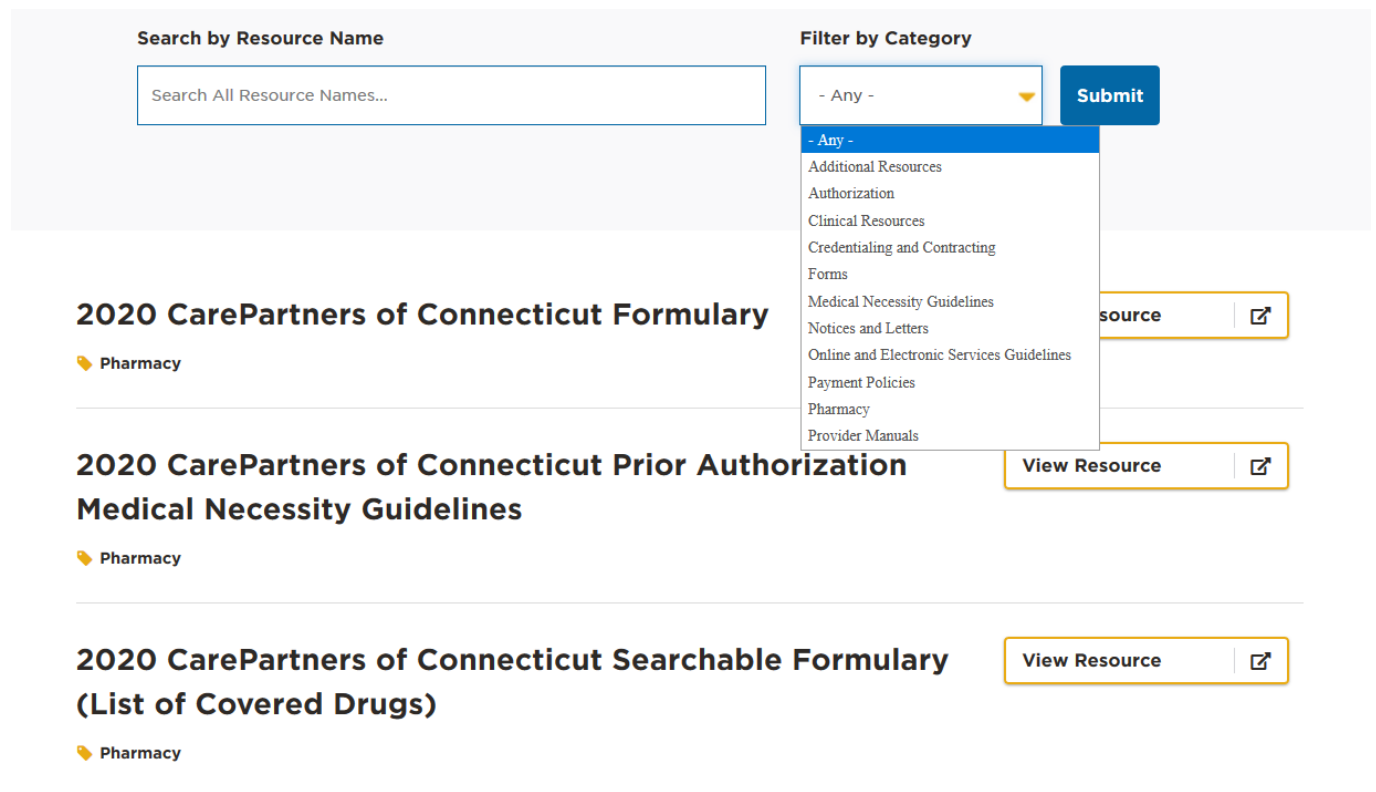
### Steps for Effective Searching

**Step 1:** Enter **Search Term**.

**Step 2:** Filter by **Category** to narrow the search further.

More information about each step is included on page 2.

**Note:** Search results will only include documentation located within the Provider Resource Center. It will not include results for documentation located on other pages of the public Provider website.



### Search Term Tips

The following tips will help you return the most accurate results in **Step 1**.

1. Do not use unnecessary words, such as “of” “in” or “and.”
2. Do not use special characters, including quotation marks.
3. Use specific, brief search terms whenever possible.

**Note:** The system processes all text entered in the search as part of the search. The shorter the search query, and the less filler words used, the more likely you are to return a useful result.

### Filter by Category

The category filters (**Step 2**) give you the opportunity to further refine your search results. You can choose to filter before or after entering a search query.

The categories available in the Provider Resource Center to filter your search results are:

- Additional Resources
- Authorizations
- Clinical Resources
- Credentialing and Contracting
- Forms
- Medical Necessity Guidelines
- Notices and Letters
- Online and Electronic Services Guidelines
- Payment Policies
- Pharmacy
- Provider Manuals

Additionally, the filters can be used without a search query by simply checking off whichever category is needed. This will return all documents within the selected category.

**Note:** The filter will **not** clear after each search. If you are unable to find your document within a certain filter, you will need to select a new category from the filter drop-down to continue searching.