

## CMSI Provider Portal Instructions

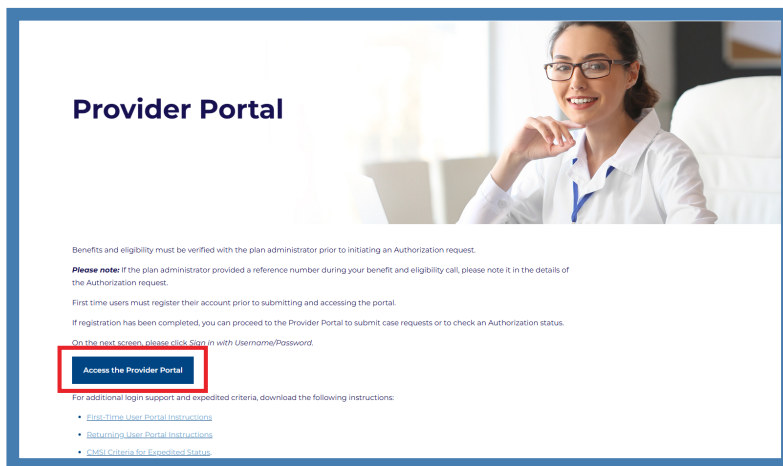
### First-Time Users

*CMSI completes medical necessity reviews. Verification of Benefits and Eligibility is the responsibility of the provider.*

*Benefits and Eligibility must be verified with the plan administrator prior to initiating any Authorization request.*

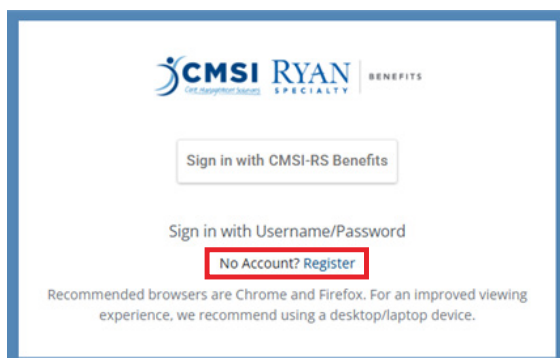
*CMSI does not complete Authorizations for secondary insurance plans.*

1. Click **Access the Provider Portal** to launch CMSI's Provider Portal.

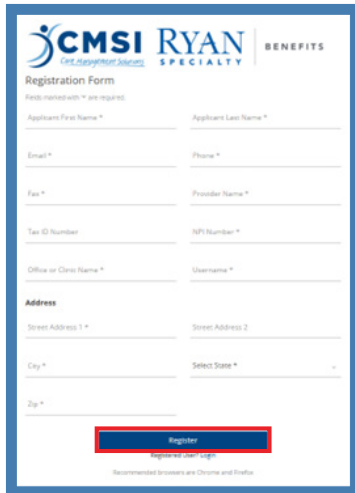


2. On the next screen, select Register. First-time users **must register** their account prior to submitting an Authorization Request.

**Please note:** Only one account is needed per user. During case submission, the fields can be edited to reflect the servicing provider.



4. **Complete the full registration form and click Register.** Your request will be sent to the CMSI intake team for review and approval. Business hours are M-F 8-4:30 CT. Typical registration approval is granted same day, during business hours. Access needs to be granted before Authorization requests can be submitted via the portal.



5. You will receive an auto-generated email from [providerportal@rsbenefits.com](mailto:providerportal@rsbenefits.com) with a link to set your password. Please note that this email is often filtered into Spam or Junk folders.
6. If an email is not received, **call CMSI at 262-369-8750 or 800-861-8744 for assistance.**

**For general questions or assistance, please contact the CMSI intake team:**

262-369-8750 or 800-861-8744

Monday to Friday, 8:00 AM to 4:30 PM CST

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