

Customer Authorization Form FAQs

When completing the Customer Authorization Form please make sure you provide:

- > The physical address of the exact facility location(s) that will be integrated.
- > The care setting that will be integrated, such as SNF, Assisted Living, etc.
- > If applicable, the MatrixCare Billing Client ID (for MatrixCare SNF environment only)
- > The SigmaCare Account ID (for SigmaCare SNF environment only)
- > The LPC Company Code (for Life Plan Community / LPC environment only)

How to locate the MatrixCare Billing Client ID

PLEASE NOTE: The MatrixCare Billing Client ID is not visible to all users. If you are not able to locate/view the Billing Client ID, please see question below: "What if I cannot find my MatrixCare Billing Client ID"

Select the Facility tab from the top menu bar. Then select Search Facility.

	by ResMed					
Home (Corporate	Messages	Resident	Processes	Bill Mgmt	Reports Facility Trust Fund User RAI
Sea	rch Facility	>				Forms Setup
A/R	Setup					Frequency Configuration
Anci	illary Resu	lts Queue				GL Setup
Anci	illary Setu	C				Health Info Exchange
Arch	hive Messa	ges				Inbox
Assi	ign Units					Level of Care
Bed	Swap					Level of Certification
Bed	Type Setu	р				LOA Codes
CAA	A Lock Adm	iin				Maintain Providers
Care	e Plan Libra	aries				Manage Documents & Faxes

Select your Owning Corporation and then Search. A list of facilities will populate. Select the desired facility.

Home	Corporate	Messages	Resident	Processes	Bill Mgmt	Reports	Facility	Trust Fund User	RAI
arch	Facility								
Pleas	e enter se	arch criteri	a and sel	ect search.					
Ownin	ıg Corporati	on:			Facilit	y Name:			
Matr	ixCare Corp	oration	~		1				
Regior	n:				Facilit	y Type:			
No	ne			~	ALL	•	·		
Distric	:t:				State:				
No	ne			~	ALL	~			

Facility Information					
Facility:	Training Facility - FL	Status:	Conversion		
Facility Type:	Nursing Home	Inheritable:	Yes		
Address:	100 Main St Tampa, FL 00000	CMS Certification Number (Medicare Provider #):			
County:		State Provider ID#:			
Phone:	(111) 111-1111	National Provider ID:			
Fax:	(111) 111-1111	Federal Tax #:			
District Office:		PBJ Facility ID:			
Time Zone:	America/New York	MatrixCare Billing Client ID:	MOOXXXX		
Time Display:	Standard	Use Digital Signatures:	Yes		
Require SSN on Face Sheet:	No	Allow Duplicate SSN:	Yes		

This will bring you to the Facility View page where you will find the MatrixCare Billing Client ID.

Why do I need to provide the MatrixCare Billing Client ID?

Most integrations are activated at the facility level. This means each care setting at each of your facilities/locations under your organization will require unique actions by our Technical Services team. Your MatrixCare Billing Client ID helps us complete your integrations more efficiently and helps ensure the correct location and MatrixCare care setting/environment is activated, and the correct data is being shared with our partners.

What if I cannot find the MatrixCare Billing Client ID?

If you are not able to find your MatrixCare Billing Client ID, we can still complete your integration. Please make sure you enter the correct physical address of the facility/location and make sure the enter the correct care setting for the location (i.e. Skilled Nursing or SNF, Independent Living or IL, Assisted Living or AL, etc.). By providing the exact location of the facility and the care setting we will be able to identify the correct account in our system. We may reach out to you for additional information or verification to ensure the integration is activated at the correct location.

How to locate the SigmaCare account ID

Your SigmaCare account ID is on the login screen. Enter this information on the Customer Authorization Form.

	MatrixCa	re Si	gma Care	
	Sign in			
\langle	Account			
	Username			
	Password			
ا •	Destination			
	Care Management		~	
	Sign In Forgot P	assword		

How to locate the LPC customer ID

ResMed

MatrixCare

Your customer ID is located at the top of your MatrixCare invoice. Enter this information on the Customer Authorization Form.

How to locate the LPC company code

Your company code is located on your MatrixCare home screen. Enter this information on the Customer Authorization Form in the field (i.e. the company code for HomeCare Inc is 001).

	Companies	\times
	MatrixCare _{Ny} ResMed	
(001 Home Care Inc.	
(a)	002 Acme Inc.	
()	003 XYZ Nursing Home	
()	004 We Care Assisted Living	
$\overline{\bigcirc}$	005 Helping Hands Assisted Living	
	Show: All Companies v	
	Select	

If you have any questions, please contact us at authorization.form@matrixcare.com.