Customer Authorization Form FAQs

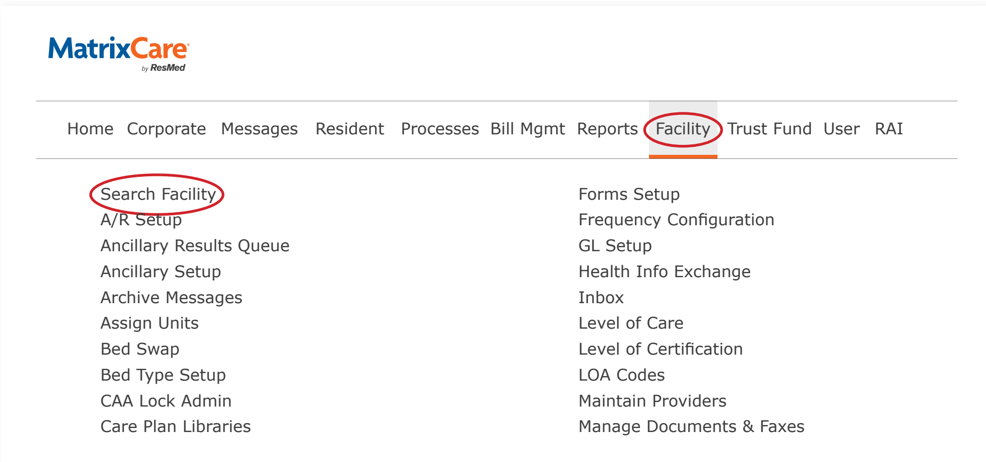
When completing the Customer Authorization Form please make sure you provide:

- 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)

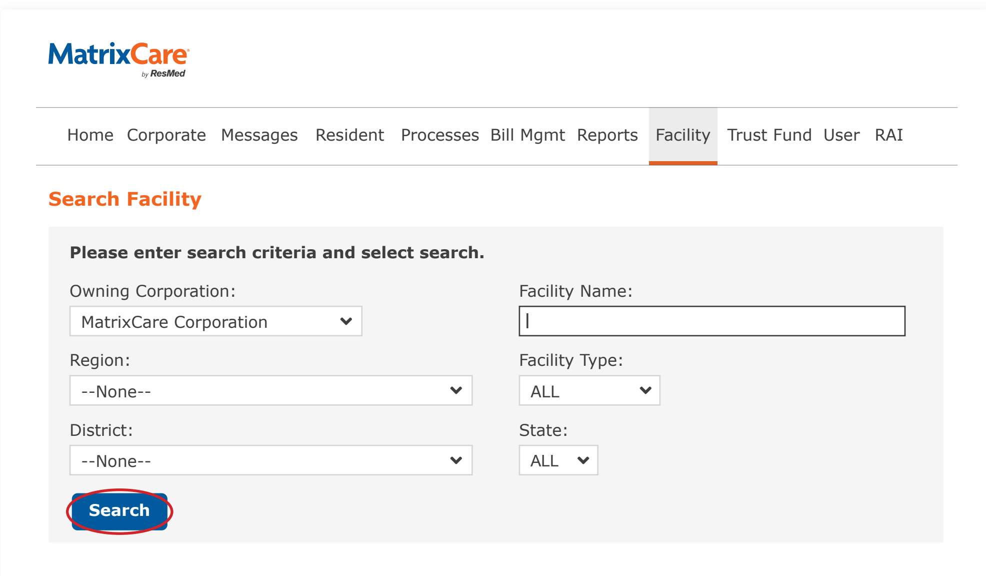
How to locate the MatrixCare Billing Client ID

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.



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



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:**	M00XXXX
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?

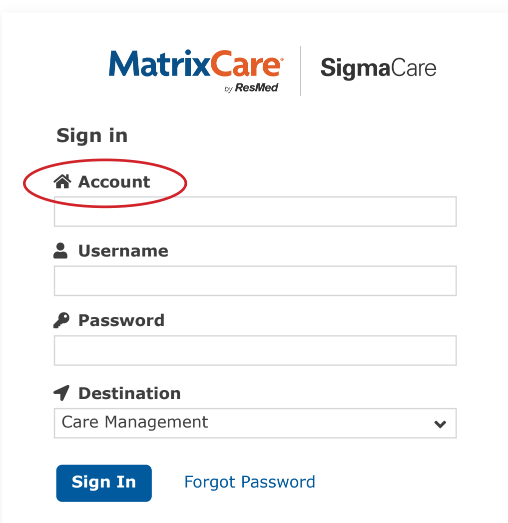
Most integrations are activated at the facility level. This means each care setting at each of your facilities/locations under your organization will require unique actions by our Technical Services team. Your MatrixCare Billing Client ID helps us complete your integrations more efficiently and helps 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.

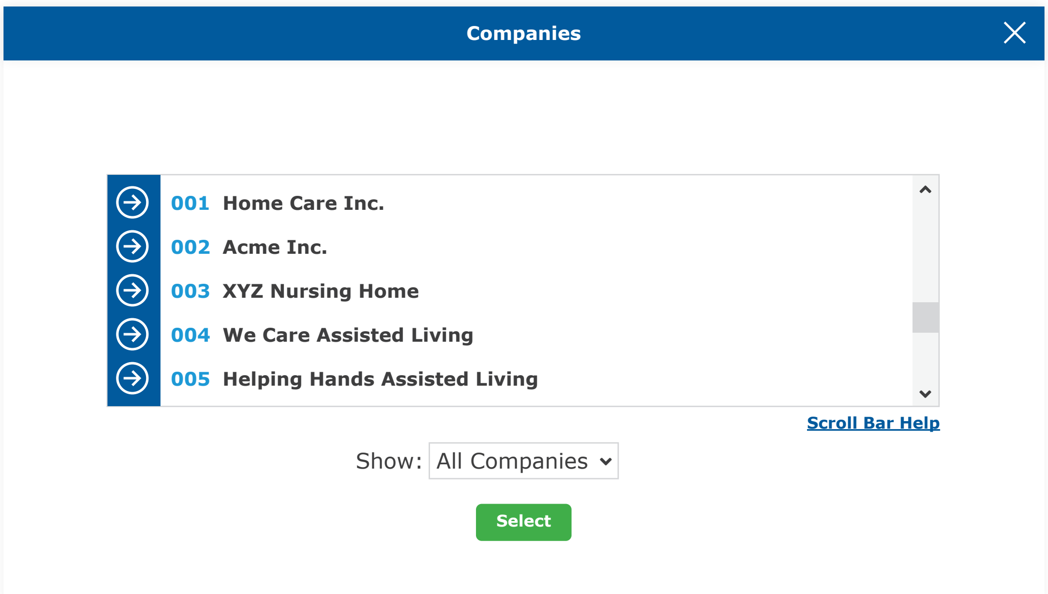


How to locate the LPC customer ID

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).



What if I have technical issues after my connection is live?

If you experience any sort of technical issue after the integration is live, then either the customer or the partner should reach out to MatrixCare support via email support@matrixcare.com or by calling (800) 869-1323. MatrixCare support will be able to assess and resolve the issue. If necessary this team will escalate the issue to the appropriate internal team. You will find that contacting support is the most efficient way to resolve technical issues relating to your integration.

How do I cancel an integration?

If you need to cancel a customer's integration, simply send an email with the date of cancellation and the customer information to Integration.cancel.req@matrixcare.com. If you are a partner, then the email must include the OID that was provided to you by the technician when the customer was onboarded, the customer/facility name and address. If you are a customer (aka facility) then you do not need to include the OID, just be sure into include the partner's name (aka the 3rd party solution), the facility name and address and MC ID if you know it.

Please Note: The effective date will be the date the request is received at Integration.cancel.req@matrixcare.com. If you want the cancellation to be effective on a future date, then please indicate this in the email.

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