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## Children's Medical Service (CMS) Program

May 28, 2025

### **Providers and Program Stakeholders:**

The Maryland Department of Health (MDH) is excited to announce the Go-Live for the new Children's Medical Service Program Provider Portal, **Wednesday May 28, 2025**.

You can access the portal via the following link:

- **Provider Portal:** <https://phpa.my.site.com/providerportal/s/>

### **What this means:**

- **CMS Applications:**
  - **Effective Monday, June 16, 2025**, all providers must submit applications through the **new Salesforce Provider Portal**. Applications submitted via the existing Cognito form will no longer be accepted or reviewed.
- **CMS Pre-Authorizations:**
  - **Effective Monday, June 30, 2025**, all providers must submit pre-authorizations through the **new Salesforce Provider Portal**. Pre-authorizations submitted via the existing Cognito form will no longer be accepted or reviewed.

This modernization will bring a more secure and user-friendly experience for participants and providers by streamlining processes, expediting service delivery, and offering more robust tracking capabilities.

As you begin using the new system, **we anticipate you may have questions**. For any inquiries, please contact [mdh.childrensmedicalservices@maryland.gov](mailto:mdh.childrensmedicalservices@maryland.gov) or [crmsd@mdthink.maryland.gov](mailto:crmsd@mdthink.maryland.gov)

Thank you for your patience during this transition.

Children's Medical Service Program  
Maryland Department of Health  
Promoting Lifelong Health and Wellness for All Marylanders