

# Provider Portal

## User Reference Guide

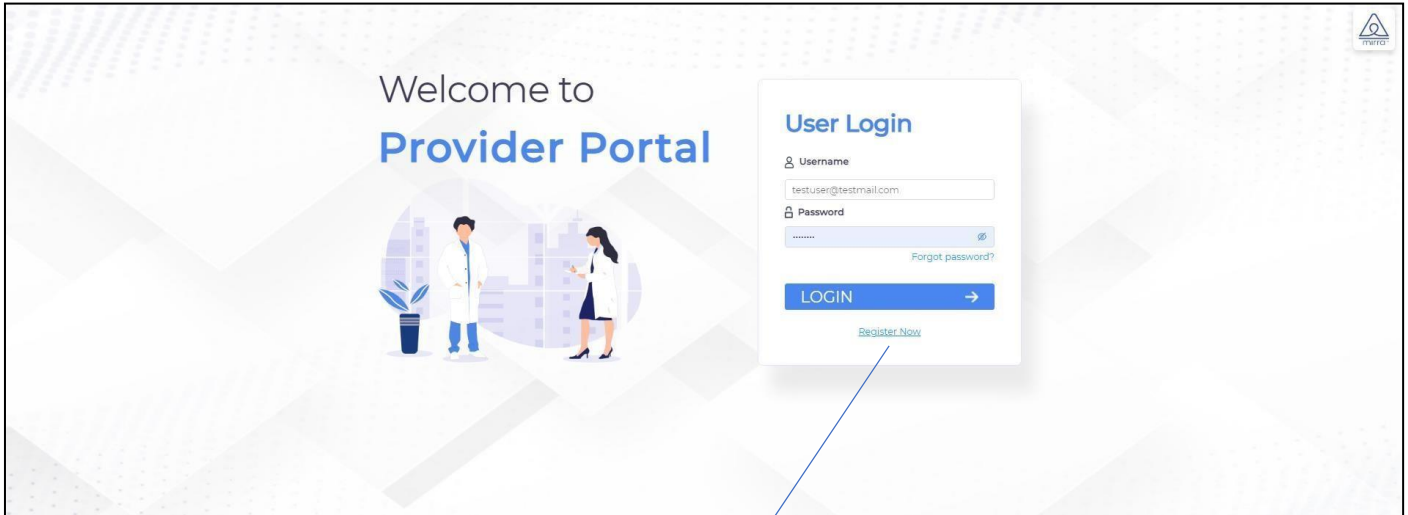
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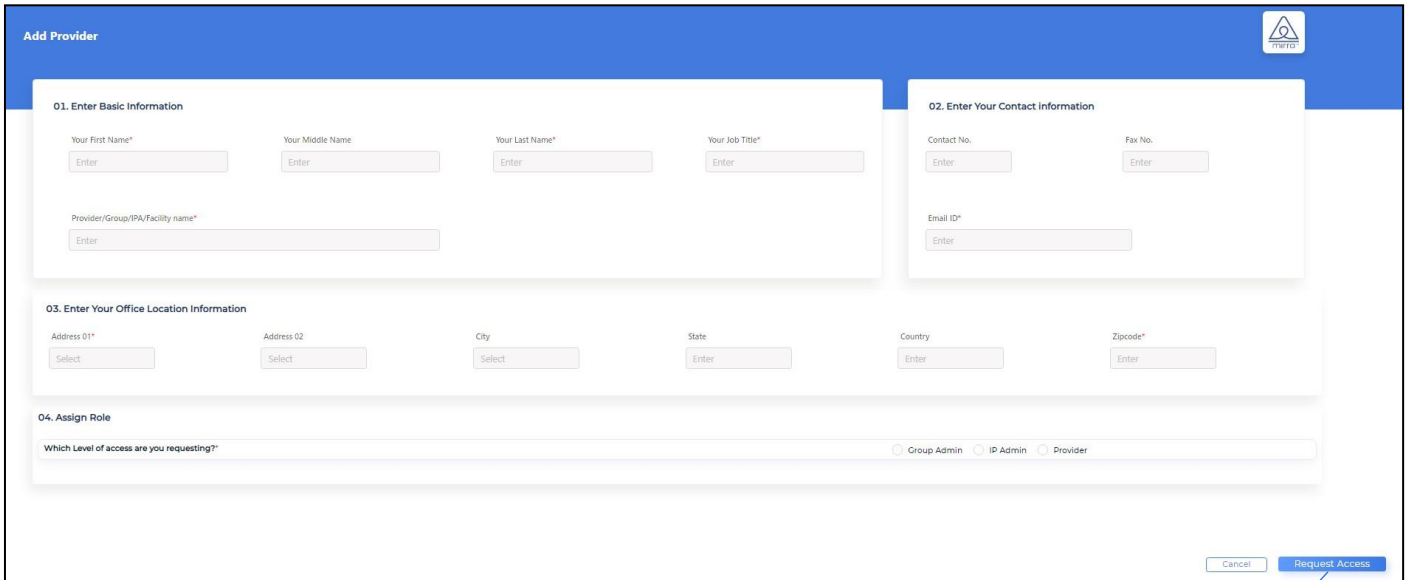
### Overview

This is a document that explains various options on Provider Portal for users to register, login, check eligibility, authorization status and claim status of a member.

### User Registration



Click on "Register Now" hyperlink to register into the plans Provider Portal.

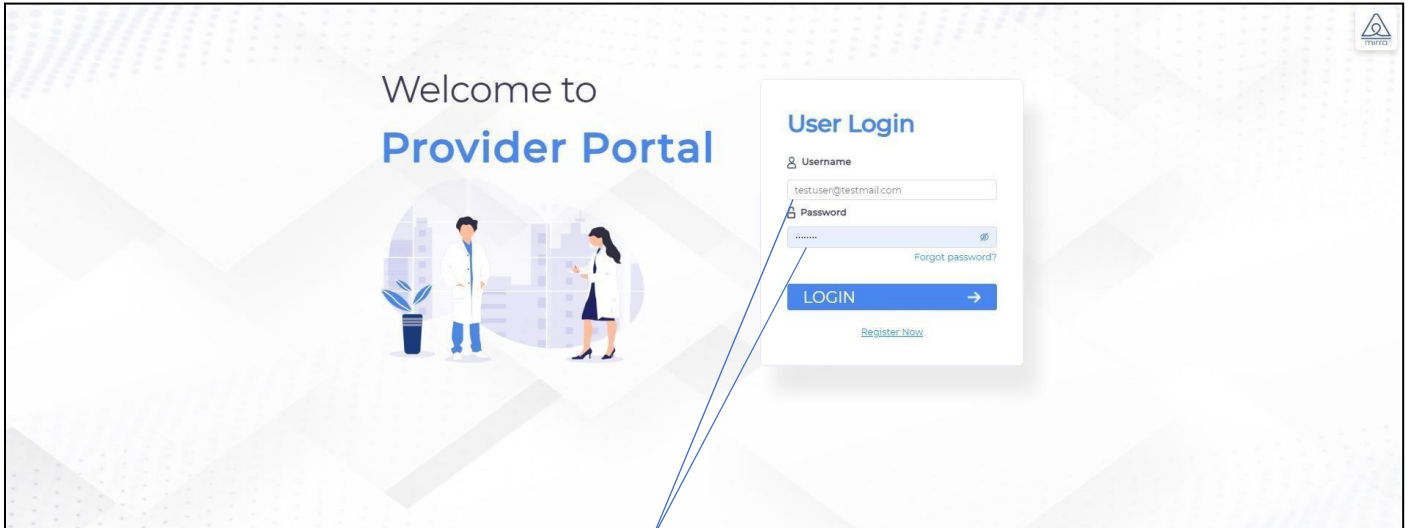


Fill all mandatory fields, select access type needed and click on "Request Access" to register into the Plans Provider Portal. It may take up to 24 hours to review grant access.

## Login

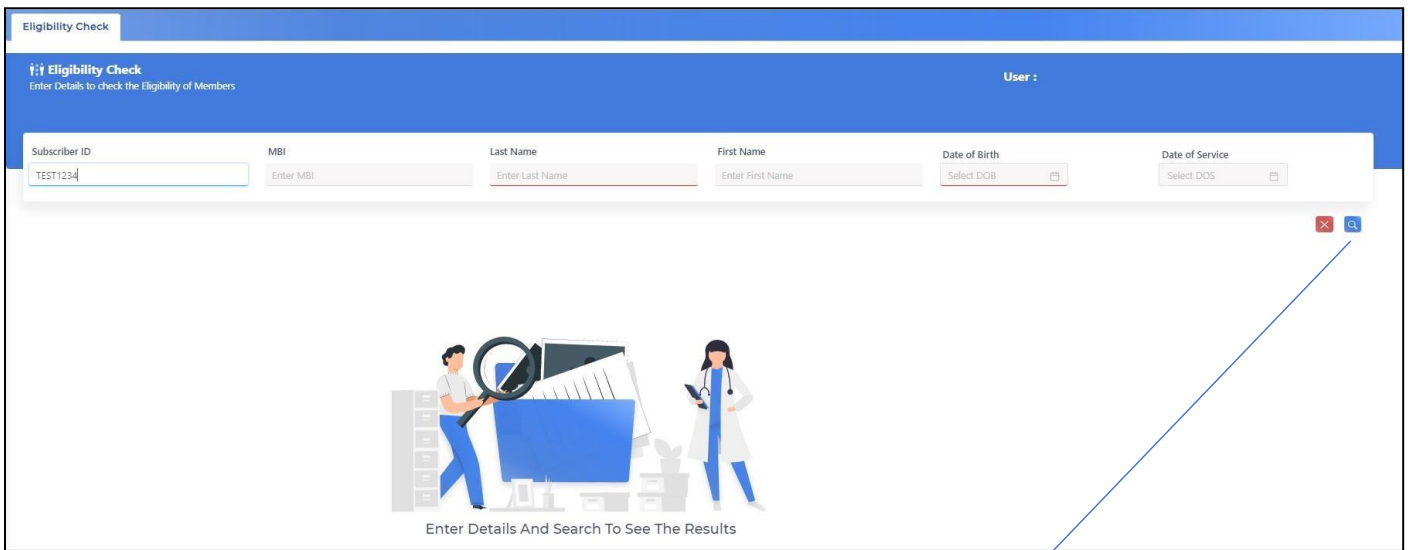
Eligibility Check is a page on Provider Portal that allows users to verify if a member has an active policy for a selected date of service. Provider Portal allows user to search for member's eligibility with any one of the below mentioned combinations:

- Subscriber ID + Member's Last Name
- Subscriber ID + Member's DOB
- Member's First and Last Name + Member's DOB
- MBI + Member's Last Name
- MBI + Member's DOB



Enter your registered username and password to login into Provider Portal.

## Check Eligibility



## Claims Search

Claim Number	Billing Provider	Tax ID	NPI	Rendering Provider	Sub ID	Member Name	DOS From	DOS To	Net Pay Amt (\$)	Total Charges(\$)	Claim Status	Claim Type
TESTCLAIM1234	MKS ZEYBQ VKMSNOW C...	111111111	111111111	YSCYBLWKN KXSK	TEST1234	BDCIOU KXSKQBSF	12/05/2020	12/05/2020	\$3.00	\$100.00	PREBATCH	
TESTCLAIM5678	MKS COMSDMKBZ OBKHL	111111111	111111111	YBKOSZ QXSNQEA KD...	TEST1234	DBKGODC VSKQ	09/08/2020	09/08/2020	\$63.00	\$100.00	PREBATCH	

Claims Search is a page on Provider Portal that allows users to check status of a claim submitted for a particular provider that they have access for. Users can search for a claim with any of the above displayed search fields.

When user searches for a claim and clicks on the search result, Provider Portal will re-direct user to a detailed view of the claim selected. Claim Detail tab will show user Service & Payment, Claim and Provider level details of a claim submitted and will also explains the status of a particular claim selected.

Claims Search Claim No: TESTCLAIM1234 X															
<b>Professional (Clean Claim)</b> Billing Provider: Test Provider Age: 0 Days PCP Name: D.O.S. From - D.O.S. Sep 27, 2021 - Sep 27, 2021 PBP: --- P.O.S. 81 Tax ID: 111111111 Patient Control No: 1234567890											Patient ID: TEST1234 Received Date: Oct 5, 2021 Billed Amount: \$ 93.37 State: REJECTED Status: REJECTED Form Type: CMS-1500 Claim Type: (EDI) Moop Amount: \$ 0.00				
<b>Service &amp; Payment Details</b>															
<b>01. Payment information</b>															
Adjustment \$ 0.00	Deductible \$ 0.00	Coinsurance \$ 0.00	Copay \$ 0.00	Total Payment Amt. \$ 0.00											
Net Payment Amt. \$ 0.00	Recovery Amt. \$ 0.00	Interest Payable \$ 0.00	IS A/R Amt. Eligible No	A/R Balance \$ 0.00											
OK Pay Date ---	Paid Date ---	Check Number ---	Plan CDN 212780737062198												
Primary ICD 10: <span style="border: 1px solid black; padding: 2px;">N3000</span>															
#	Code	Dos From	Dos To	P.O.S.	Modifier A B C D			Diagnosis Points A B C D			Unit	Unit Count	Total Charges	Adjudication Status	Status
01	87088	Sep 27, 2021	Sep 27, 2021	81	-	-	-	1	-	-	UN	1	\$32.62	-	DENY
02	87086	Sep 27, 2021	Sep 27, 2021	81	-	-	-	1	-	-	UN	1	\$60.75	-	DENY

## Authorization Search

#	Req	Abv	Reference	Sub ID	Member Name	D.O.S	Status	POS	Auth	Mode	DX
01	ST	OFC	TEST123	TEST1234	Test Member	10/13/2021	Pend-MR	11	PS	FAX	Test Procedure

Auth Search is a page on Provider Portal that allows users to check status of any authorization submitted for a particular provider that they have access for. Users can search for an authorization with any of the above displayed search fields.

When user searches for an auth and clicks on the search result, Provider Portal will re-redirect user to a detailed view of the authorization selected. Auth Detail tab will show user Summary of the authorization status, procedural details, notes added by plan for provider's reference, etc.

Summary		Auth Summary	Notes	Contacts	Attachments	Letters
<b>01. Basic Information</b>						
P.Q.S 11 - OFFICE	Authorization PreService	Type Of Care Elective	Received Oct 11, 2021	D.O.S Oct 13, 2021		
PCP Test Doctor	Request Standard	Co-Management Obtain False				

**\*\*For any further questions, please contact your provider service representative for assistance.**