PROVIDERConnect Provider Portal User Guide



Table of Contents

How to Access the PROVIDERConnect Portal	2
PROVIDERConnect Portal Homepage	3
Eligibility and Benefits	4
Authorizations	5
Claims	6
Update Provider Demographics	7
View Care Plans	8
Fast Claim	9
Provider Directory Search1	0
Inquiries1	1
Additional Tools & Resources1	2

How to Use This Guide

This user guide is a resource for essential information regarding the capabilities, tools and resources available in the PROVIDERConnect Provider Portal.

The most essential portal functions are given step-by-step walkthroughs that will guide you through the process of accessing and utilizing each tool. Additional tools and resources can be found at the end of the guide. Click on the title of any tool in the table of contents above and you will be directed to the corresponding page.

How to Access the PROVIDERConnect Portal

1. Visit <u>www.phs.org/mypres</u> and sign in using your login credentials. (Figure 1)

User ID	Password	•	
Enter User ID	Enter Password	SIGN IN	>
Forgot your user ID? ►	Forgot your password? >		
	Learn mo	re about myPRES security and priv	acy)

- 2. On the Menu of Services page, under Provider Services, click the "View More" link to expand the list. (Figure 2)
- 3. Select PROVIDERConnect from the list of services and you will be taken to the PROVIDERConnect homepage. (Figure 3)

	MENU OF SERVICES
Workforce	Provider Services Behavioral Health - Magellan Portal Cultural Sensitivity Competencies
MENU OF SERVICES	ePayments Contracted Providers ePayments non-Contractor Providers National Imaging Accessistes Provider Parts
Provider Services Behavioral Health - Magellan Portal > Clear Claims Connection > Cultural Sensitivity Competencies > View More	National Imaging Associates Provider Portal > PROVIDERConnect - NEW > Submit an Electronic Authorization Request > View Less
	Figure 3

Figure 2

PROVIDERConnect Portal Homepage

Once you log in, you will have access to the PROVIDERConnect Portal homepage which contains a dashboard with the following tools and resources (Figure 4):

- 1. Quick links for viewing member's eligibility and benefits information, checking authorizations, and searching claims. These links are also available on the top menu bar.
- 2. Essential tool links such as Fast Claim, e-Payments, Care Plans and more.
- 3. Important resource links such as Medicaid training, provider manuals, FDA drug news and more.



Figure 4

Note: Users may return to the homepage dashboard from any page by clicking on either the "Home" link in the top menu bar or by clicking on the "Presbyterian" or "PROVIDERConnect" headers. (Figure 5)



Eligibility and Benefits

1. Member eligibility and benefits searches can be completed by clicking on the quick link below. (Figure 6)

OVIDERConnect	Home Eligibility/Benefits Authorizations Claims News		
19.52			
I want to 🕈			

- 2. Users can search for a single member's eligiblity/benefits information using their name/date of birth (DOB), member ID, Medicaid ID, Medicare ID, or Social Security Number (SSN). Then click "Search."
 - a. Users can search for multiple members by clicking the expand icon. (Figure 7)

Member Search By					
O Name and DOB	Member ID	O Medicaid ID	O Medicare ID	O Patient SSN	O List of Members
Mambar ID * @	а				
Enter Member ID		Search O	Clear All N		
Litter Weinber ib	¥	Search	Clear All		

b. In the pop-up box that appears, enter and separate each ID number and SSN with a comma and click the "Enter" button. (Figure 8) Click the "Search" button to initiate the search.

Enter Member IDs	×
000000000, 111111111, 2222222222	
	b
Note: If entering multiple Member IDs, please separate each number with a comma.	-
	Enter 🔊

Figure 8

3. Each member name in the results list may be clicked to access further eligibility information. (Figure 9)

Last Name	Member ID	Medicaid ID	DOB	Gender
Last Hamo	Wielinger in	inculculu ib	000	Gender
	Last Name	Last Name Member ID	Last Name Member ID Medicaid ID	Last Name Member ID Medicaid ID DOB

Figure 6

Authorizations

1. Authorization information can be accessed by clicking on the quick link below. (Figure 10)

A PRESBYTERIAN Health Plan, Inc.			
PROVIDERConnect	Home Eligibi	ility/Benefits Authorizations Claims News	
I want to	+		
	Check Authorizations	Search Claims	

Figure 10

2. Users can research if an authorization for a service is required, submit a new request and check the status of previous requests by clicking on the respective links. (Figure 11)

Advanced Imaging, Cardiac Imaging, Spine Surgery	Behavioral Health	
National Imaging Associates(NIA) RadMD.com Telephone : 1-866-236-8717 Fax : 1-800-784-6864	Turquoise Care Medicaid Submit an electronic authorization request The enhanced PA tool is streamlined and intuitive to make quick work of the request Check if a PA is peeded	
Request All Other Medical Authorizations	 4 easy steps to submit the request Automatically fills requester and patient information	
Submit an electronic authorization request The enhanced PA tool is streamlined and intuitive to make quick work of the request • Check if a PA is needed • 4 easy steps to submit the request • Automatically fills requester and patient information • Upload documents to support the request	 Upload documents to support the request Follow the status of the request in PHP 's review process Homepage shows PA status and history Homepage search, sort and content hover to access information quickly 	
 Follow the status of the request in PHP 's review process Homepage shows PA status and history Homepage search, sort and content hover to access information quickly 	Optum https://www.optumproportal.com/home	
Pharmacy	Telephone : Inpatient : 505-232-1600 Prior Auth : 1-800-620-6768, 505-232-1600 Fax : Inpatient : 505-232-1387	
www.phs.org/providers/authorizations Telephone : 505-923-5757, option 3 Events : 505-923-5757, option 3	Prior Auth : 1-888-992-2809, 505-232-1386	

Figure 11

 The button in the All Other Medical Authorization Requests section will open the prior authorization tool. (Figure 12) See the <u>Presbyterian Prior Authorization User Manual</u> for a full walkthrough of this process.

Search by Ref. Number or Patient Filter by Provider 10/10/2020 → 11/10/2020 🗎 Fetc

Claims

1. Information regarding member claims can be accessed by clicking on the quick link below. (Figure 13)

A PRESBYTERIAN Health Plan, Inc.			
ROVIDERConnect	Home Eligibilit	y/Benefits Authorizations Claims News	
I want to		+	
View Eligibility & Benefits	Check Authorizations	Search Claims	

Figure 13

- 2. Users can search for a single member's claims information using their name/DOB, member ID, Medicaid ID, Medicare ID, SSN, National Provider Identifier (NPI) or specific claim/check number. Then click "Search."
 - a. Users can search for multiple claims by clicking on the expand icon. (Figure 14)

laims Search		
Claims Name and DOB Claim Numbers	O Member ID O NPI Check Number	2
Enter Claim Numbers	Enter Check Number	Search 📀 Clear All 🕨
To enter multiple claim numbers, click o icon.	n expand	

Figure 14

b. In the pop-up box that appears, enter and separate each claim number with a comma and click the "Enter" button. (Figure 15) Click the "Search" button to initiate the search.



3. Each member name in the results list may be clicked to access further claims information. (Figure 16)

Claim Number	Patient Name	Service Date	Claim Status	Total Charge	Paid To
				No Data Found	

Figure 16

6

Update Provider Demographics

Individual providers, groups and facilities are required to verify and/or update their provider directory information every 90 days and may do so by completing the following steps (Note: Providers must request delegate access to update directory information. To request access, use the <u>delegate access request form</u>):

1. Click the "Update Provider Demographics" tool to update your provider directory data, including your



Figure 17

- 2. To update your address details, including physical, mailing and remittance address, select **Address Details** from the menu and click any pencil icon.
- 3. To update your directory address and office hours, select **Directory Address & Office Hours** from the menu and click any pencil icon.
- 4. To update your provider profile, which includes information like spoken language, specialized services, race, ethnicity, panel status (whether you are accepting new patients) and more, select **Profile** from the menu and click any pencil icon.
- 5. When you have completed your update, click the "Confirm" button. (Figure 18)



Figure 18

7

View Care Plans

Users can search for and download care plans for individual members by completing the following steps:

1. Click the "View Care Plans" tool on the dashboard. (Figure 19)



Figure 19

2. Users can search for a member's care plan using their name/DOB, member ID, Medicaid ID, or Medicare ID. Then click "Search." (Figure 20)

ember Details				
Member Search By	O Member ID	O Medicaid ID O Medicare	a ID	
First Name ③		Last Name ②	DOB *	•

Figure 20

3. Click on the "View Care Plan" link next to the member's name to access their care plan (Figure 21) For further information on care plans, view the <u>Presbyterian Member CarePlan Tool Provider User Manual</u>.

Actions	First Name	Last Name	Member ID	DOB	Gender
				No Data Fou	nd

Fast Claim

Enrolled providers may use Fast Claim to participate in the online claims submission service or log in to submit a claim online. To enroll or log in to Fast Claim:

1. Click the "Fast Claim" tool on the dashboard. (Figure 22)



- 2. Complete the enrollment form and click "Enroll."
- 3. Enter your login credentials and click "Log In." (Figure 23)

Fast Claim - Enrolln	ıent	Welcome to Presbyterian Health Plan's new direct claim entry
Provider/Facility Name Address 1 Address 2 City State Zip NPI Tax ID		<i>Fast Claim</i> takes the hassle and expense out of electronic claim submission. With <i>Fast Claim</i> , providers can submit directly to Presbyterian Health Plan in a simple and easy to use format. Enrollment only takes minutes. Save time and money and begin submitting claims electronically today through <i>Fast Claim</i> !
Your Name Your Phone		Existing User Login
Your Email	Enroll	3 User ID: User Name Password: Password
		Log In



Provider Directory Search

The Presbyterian Provider Directory can be utilized to search for all providers in the Presbyterian network. To search for a provider, complete the following steps:

1. Click the "Provider Directory Search" tool on the dashbaord. (Figure 24)



Figure 24

2. Searches may be performed by using filters such as provider or medical group name, provider availability, speciality, insurance, and more. Click the "Search" icon when finished. (Figure 25)



Inquiries

1. Users can search and view existing inquiries, submit new inquiries or request adjustments by clicking the "Inquiries" tool on the dashboard. (Figure 26)



Figure 26

2. Click the "Create New Inquiry" button to begin the inquiry submission process. (Figure 27)

Inquiries : John Doe BAII (0)	New (0) → In Progress (0) √ Resolved (0)		Create New Inquiry
Inquiry Lists Q banch	Information for Inquiry		•
		No information to view	

Figure 27

3. Complete the inquiry request form and upload any additional documentation that you would like to include in your inquiry or request. (Figure 28)

Attach File	Reason For Inquiry or Adjustment Request
(Maximum upload file size : 15 MB)	
	0/300 Character Limit
Back	Submit 👀 Clear All 🕨

Additional Tools & Resources

The following additional tools are available from the dashboard: (Figure 29-1)

- **E-Payment Tools:** Access the e-Payment Center for contracted providers or the Zelis Payments Provider Portal for non-contracted providers
- Behavioral Health Provider Portal: Log in to the Magellan Provider Portal for behavioral health providers
- Evolent: View resources for prior authorizations for radiology and advanced imaging
- Cultural Sensitivity Competencies: Complete training on treatment of diverse patient populations
- Appeals and Grievances Status: Submit/view status of appeals and grievances
- Provider Contract Status: Find the contract status of providers within your group
- Avalon Claim Check: Access the Avalon Portal to view status of related claims

Useful provider resource links are also available on the right side of the homepage. Provider manuals, FDA drug news, formularies, prior authorization information, the Provider Services contact guide and more can all be accessed by clicking on the following links. (Figure 29-2)





www.phs.org/myPRES