PROVIDERConnect Provider Portal
User Guide

PRESBYTERIAN

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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.

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How to Access the PROVIDERConnect Portal

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

Figure 1

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)

Figure 2

Figure 3

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.
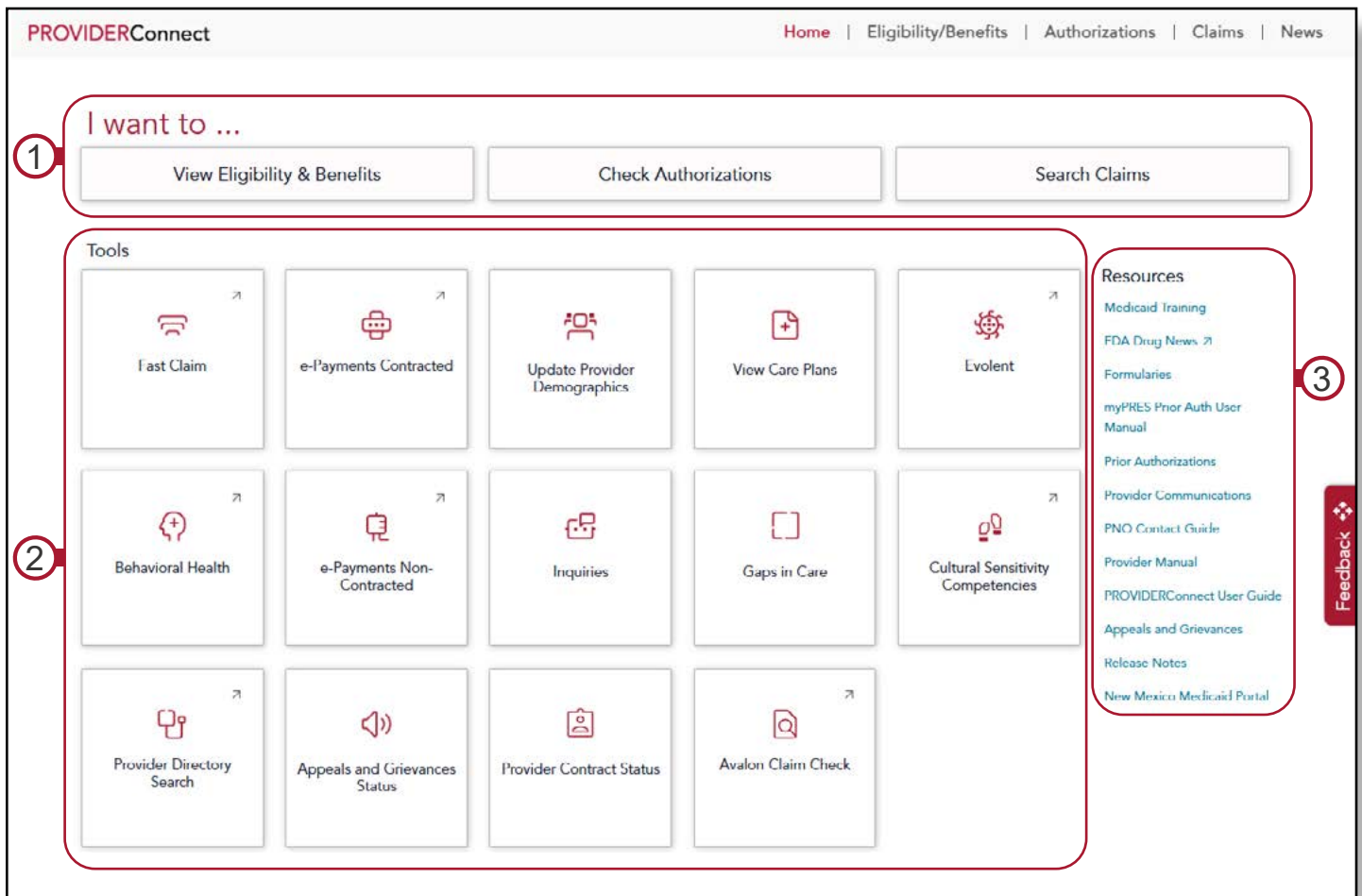

Figure 4

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)

Figure 5

Eligibility and Benefits

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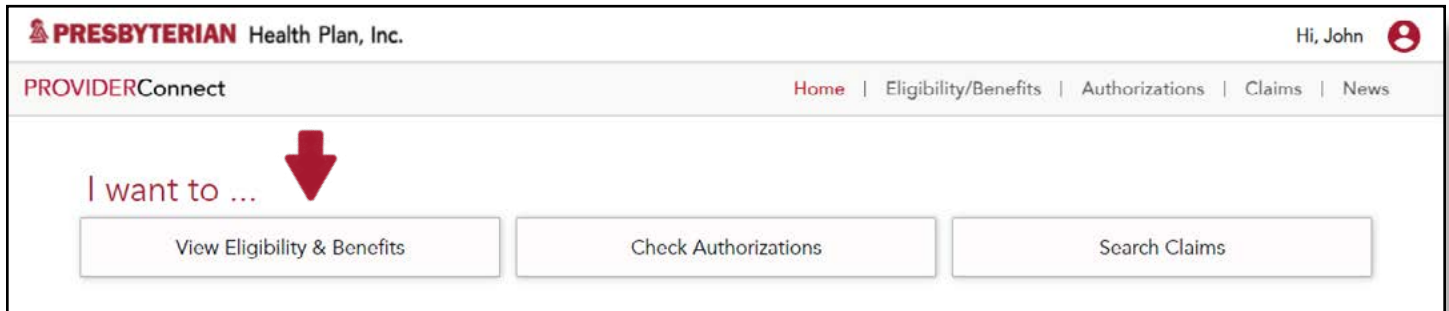

Figure 6

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."

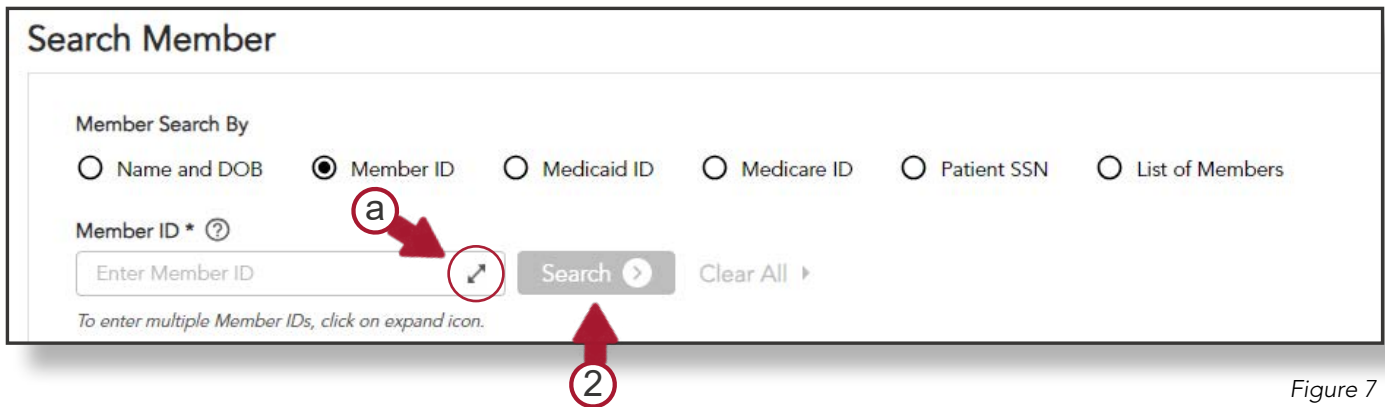   a. Users can search for multiple members by clicking the expand icon. (Figure 7)

Figure 7

   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.
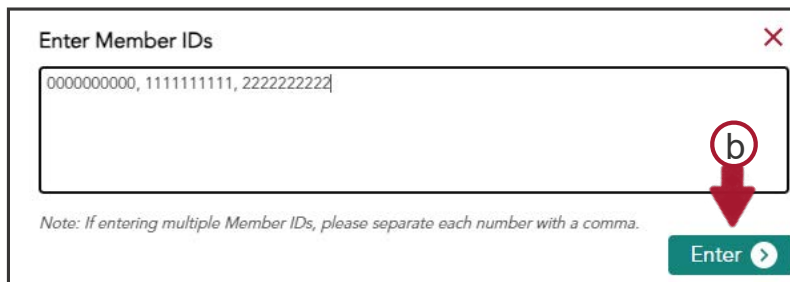

Figure 8

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

Figure 9

Authorizations

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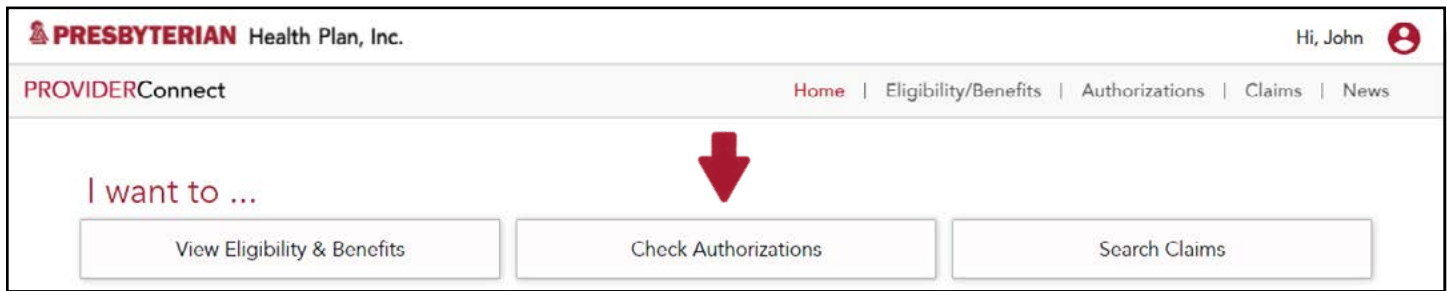

Figure 10

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)
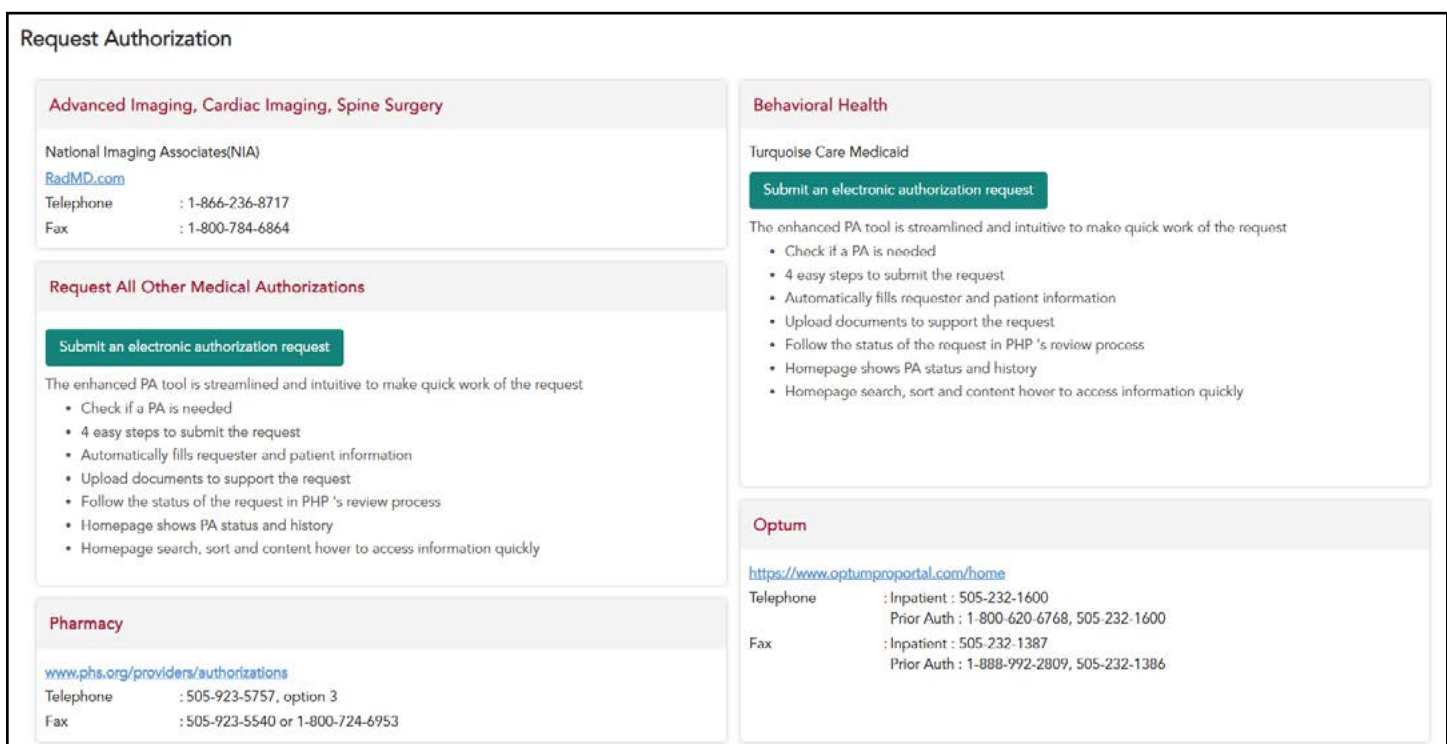

Figure 11

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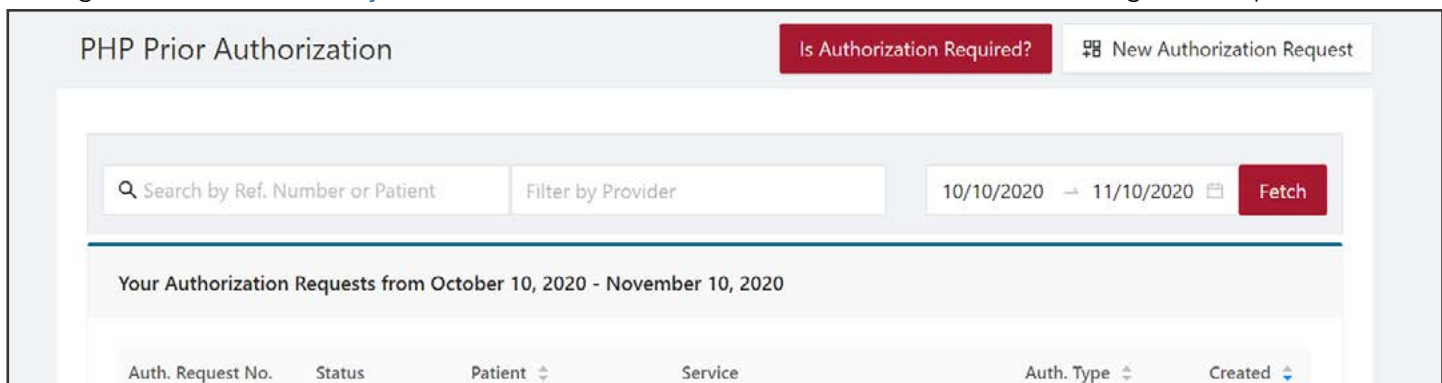

Figure 12

Claims

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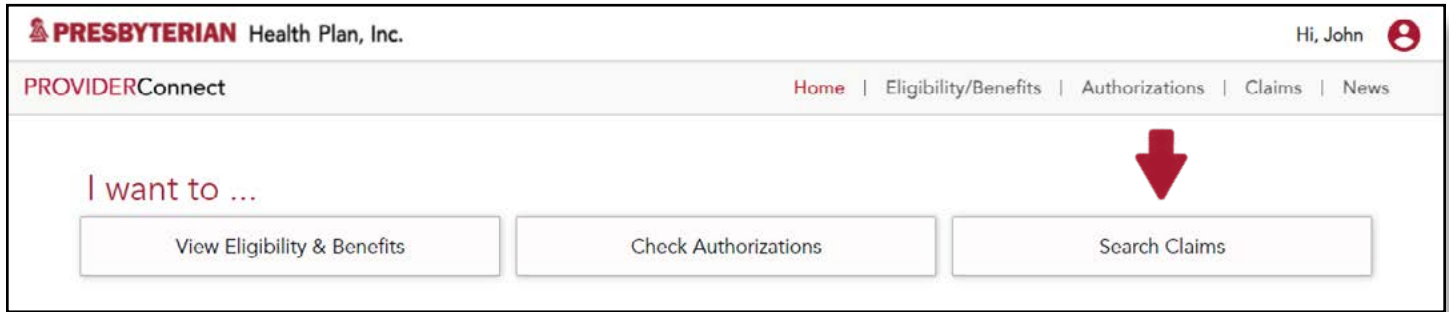

Figure 13

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."

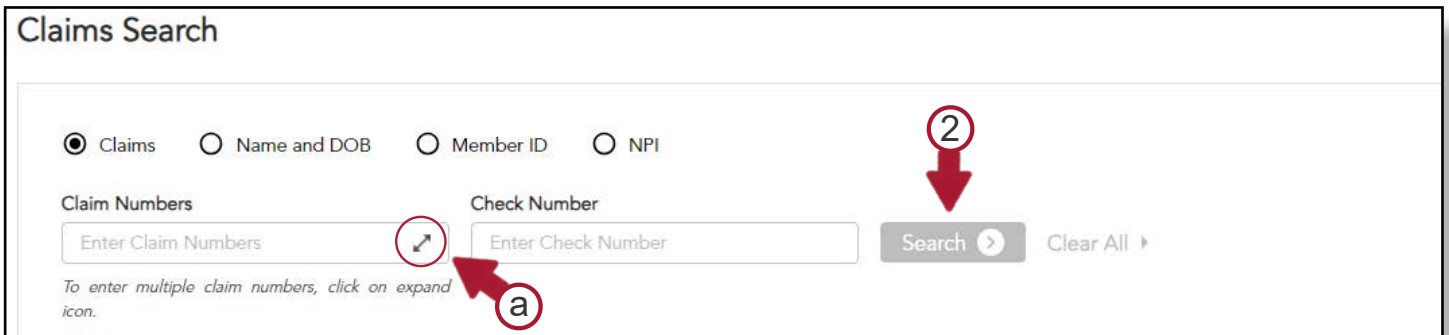   a. Users can search for multiple claims by clicking on the expand icon. (Figure 14)

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.
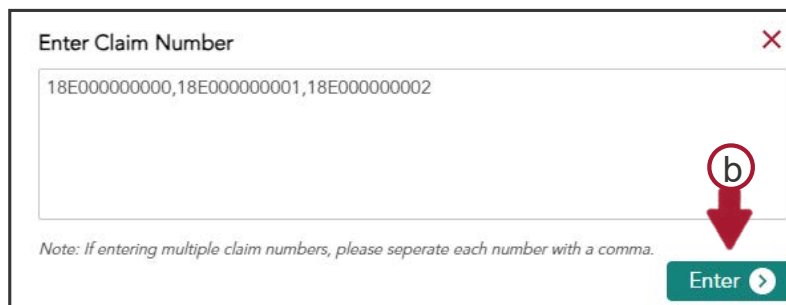

Figure 15

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

Figure 16

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 [delegate access request form](#)):

1. Click the "Update Provider Demographics" tool to update your provider directory data, including your
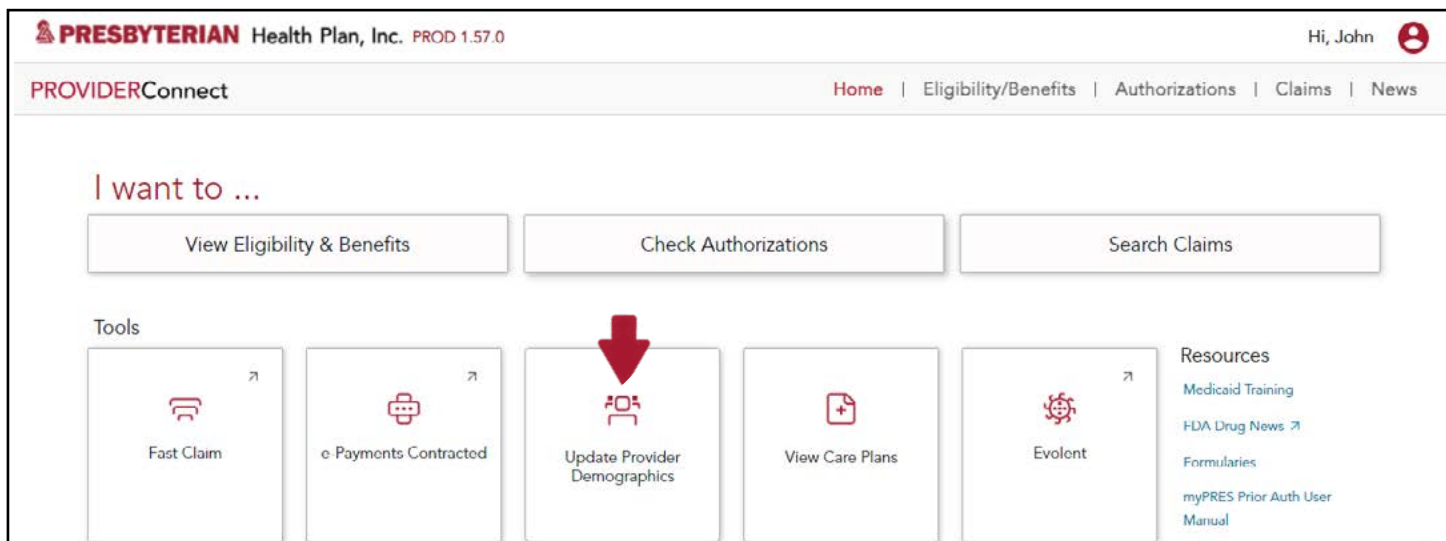
2. To update your address details, including physical, mailing and remittance address, select **Address Details** from the menu and click any pencil icon.

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.

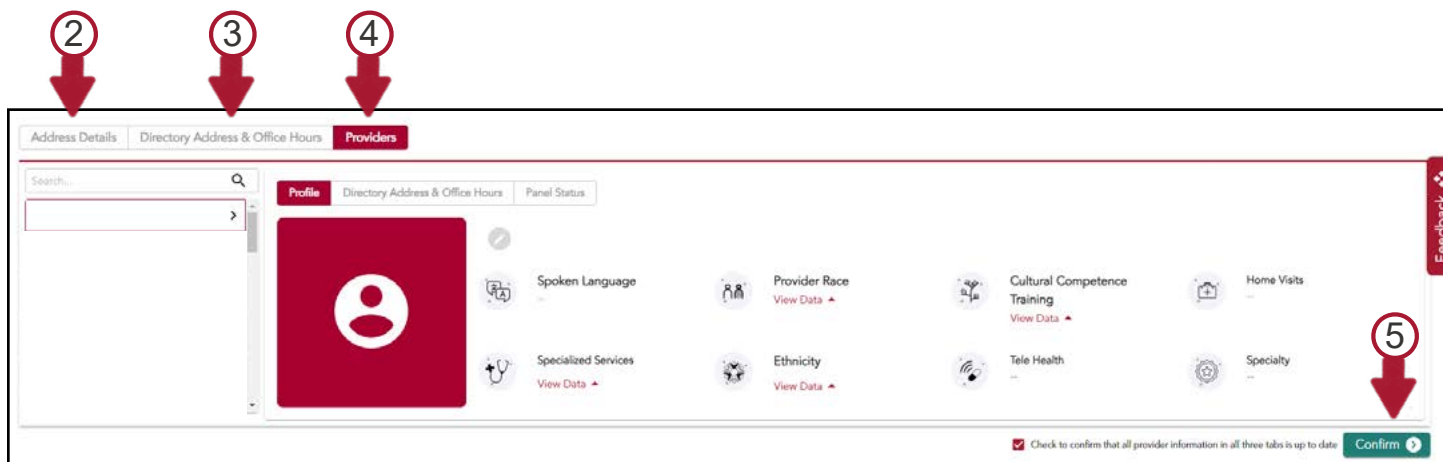5. When you have completed your update, click the "Confirm" button. (Figure 18)

View Care Plans

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

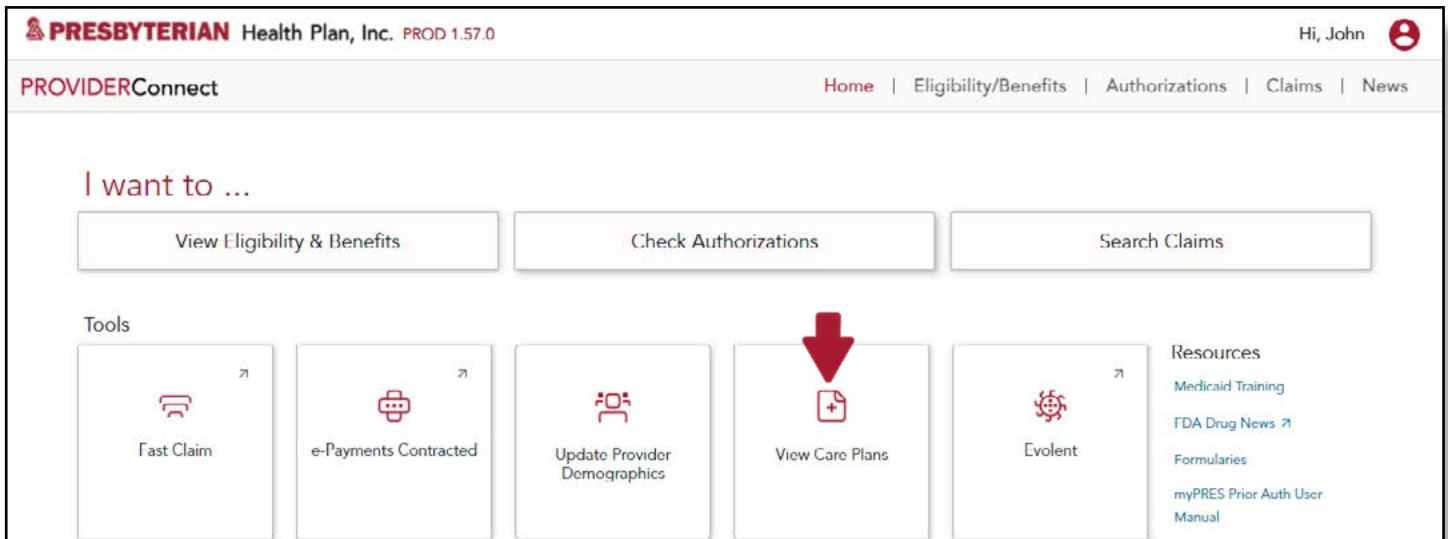1. Click the "View Care Plans" tool on the dashboard. (Figure 19)

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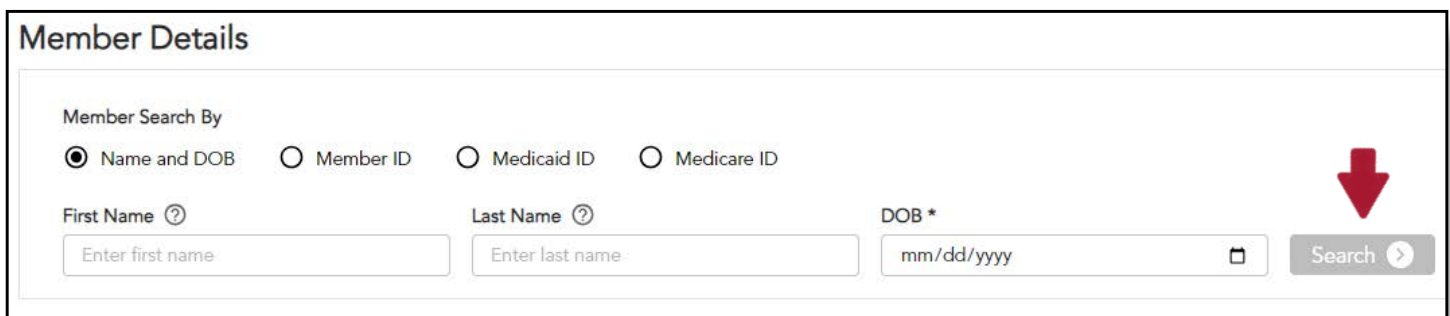
3. Click on the "View Care Plan" link next to the member's name to access their care plan (Figure 21) For further information on care plans, view the Presbyterian Member CarePlan Tool Provider User Manual.

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:

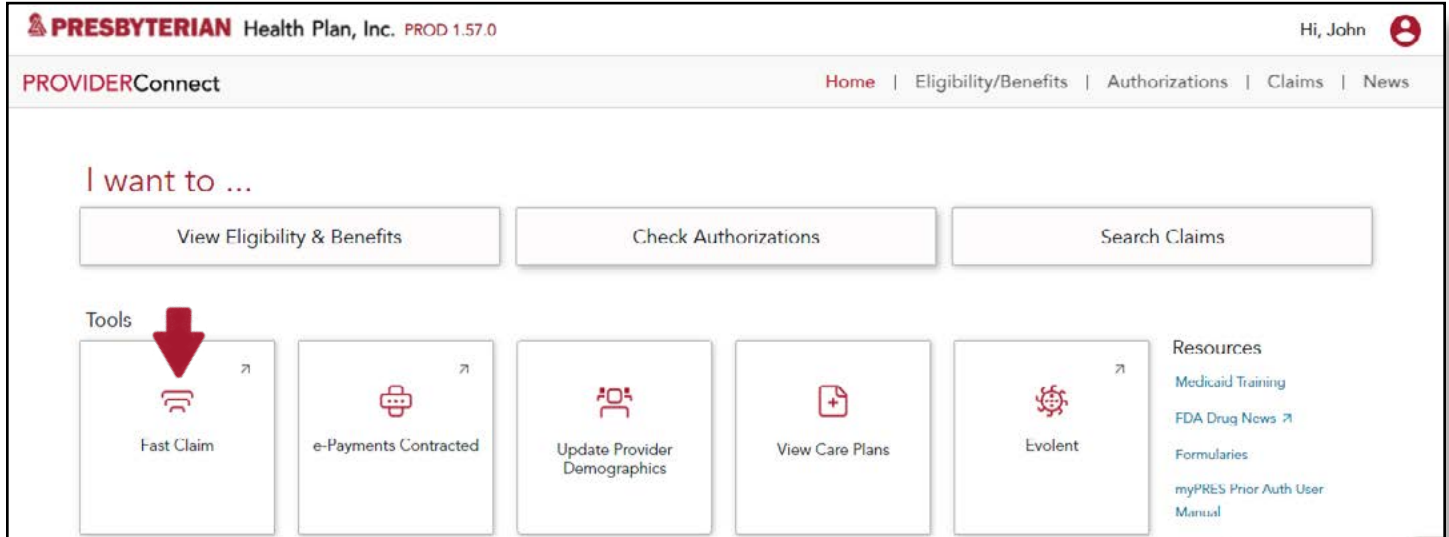1. Click the "Fast Claim" tool on the dashboard. (Figure 22)

Figure 22

2. Complete the enrollment form and click "Enroll."

3. Enter your login credentials and click "Log In." (Figure 23)

Figure 23

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:

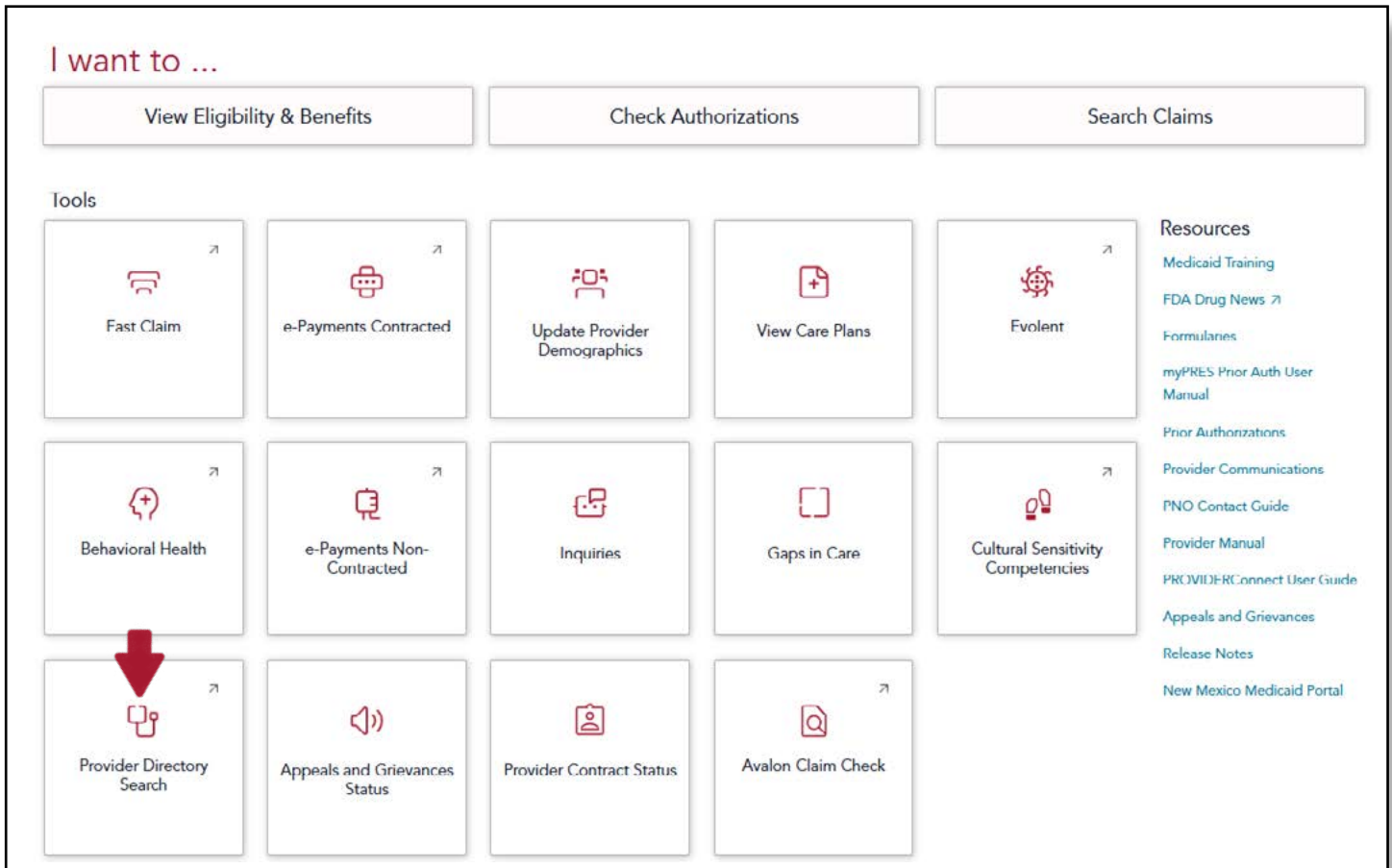1. Click the "Provider Directory Search" tool on the dashbaord. (Figure 24)

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)
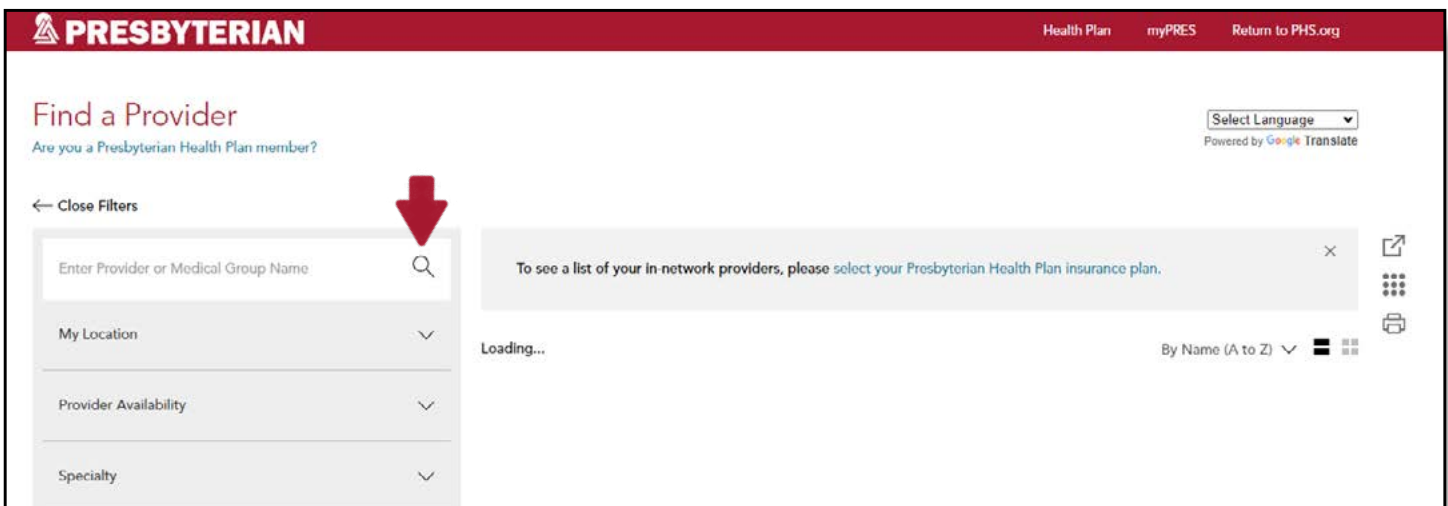

Figure 25

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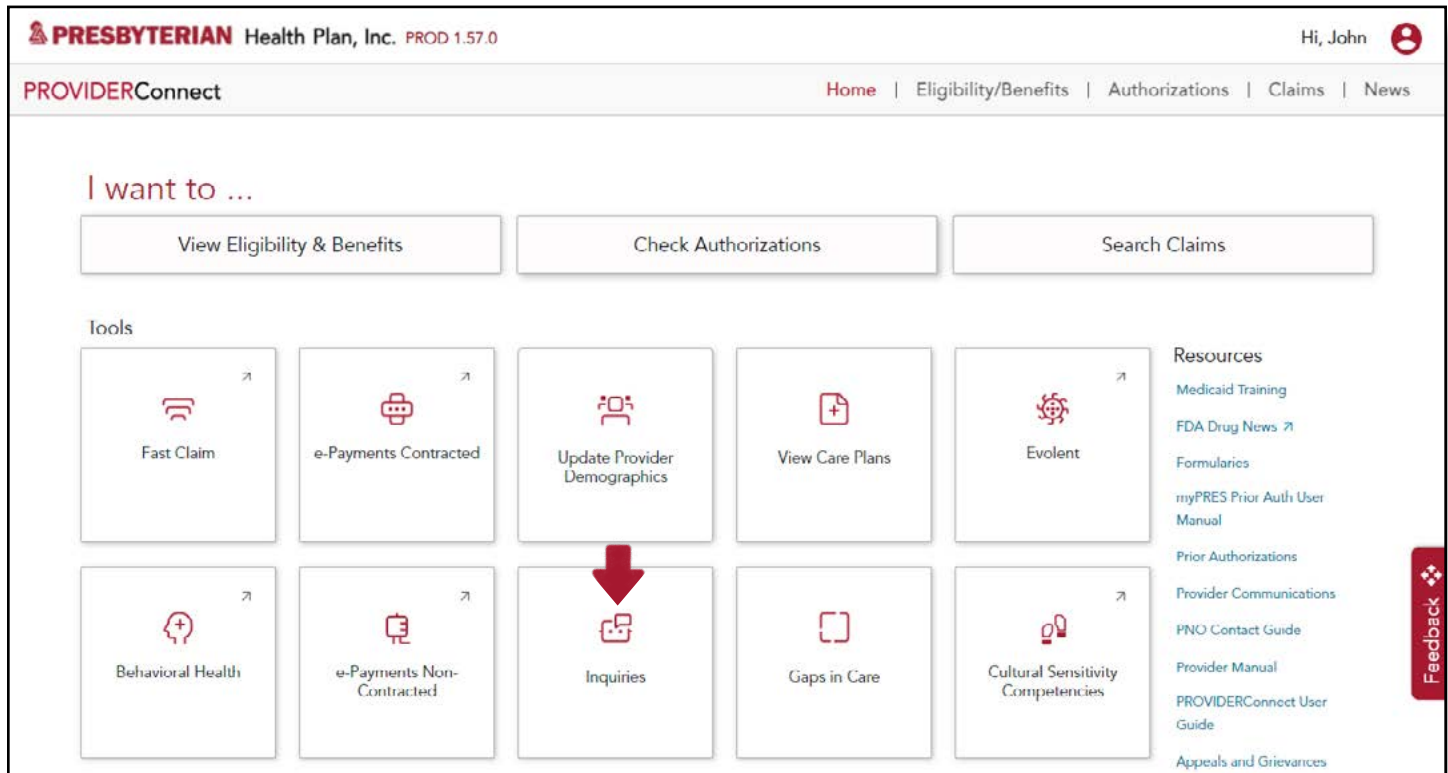
2. Click the "Create New Inquiry" button to begin the inquiry submission process. (Figure 27)

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

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)

Figure 29

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www.phs.org/myPRES