



Volume

1

AMERICA'S FIRST CHOICE

Provider Portal

User Guide

IKA CLAIMS SYSTEM VERSION 4.5

Provider Portal Guide v2.0

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1.1 Introduction

The *ika*Systems Provider Portal is the fast and easy way to search claim status, Member eligibility and referral status without ever picking up the phone. The Portal enables a Physician to independently verify eligibility and track claims during or after office hours through the web-based environment. The Portal not only enables the Physician and office staff to verify basic information within seconds but it also assists with minimizing the time spent on administrative functions so that patient care and satisfaction may remain the primary focus.

1.2 Benefits of Using Provider Portal

There are many benefits to utilizing the Provider Portal as a tool whether you are an IPA Administrator, Facility or a Physician Office. Provider Portal allows the opportunity to:

1. Improve Provider efficiency through independent claim status and Member eligibility lookup.
 2. Enable the Provider to review referral details for Members.
 3. Simplify and reduce time spent on administrative tasks; additionally enables users to perform these functions during 'off' hours.
 4. Reduce bad debt incurred through extending services to in-eligible patients.
 5. Enable Physician office staff to utilize the telephone lines for patient calls instead of routine calls to the Health Plan.
-

2.1 Registration and Login

Step 1) The Provider Portal Welcome Screen enables new users to register by selecting the 'Register Here' link as shown in the image below.

Welcome to our Provider Portal!

Quick and easy access to

- View member eligibility
- View and submit referrals
- View claims
- View other participating providers
- Create and manage Users

Login

Login ID:

Password:

Login

[Forgot your Password?](#)

New User? Register [Here](#)

[Contact Us](#)

[Need Help?](#)

Step 2) To continue with registration the User must select the 'Provider's' option and then click next as shown in the image below.

User Registration	
Select One *	<input checked="" type="radio"/> Providers
Next	

Step 3) Next the User must select a User Type as detailed below.

- | | |
|---|--|
| Primary Care Physician Office | (If registering an Individual PCP not affiliated with a Group or an IPA) |
| Specialist Office | (Should not be utilized at this time) |
| Ancillary/Hospitals/IPA/Group Providers | (Use if registering an IPA, Physician Office, Ancillary, Facility or Group Provider) |



The screenshot shows the 'User Registration' header and a 'Select Type *' dropdown menu. The menu is open, showing three options: 'Primary Care Physician Office' (unselected), 'Specialist Office' (unselected), and 'Ancillary Provider /Hospitals /IPA /Group Providers' (selected with a radio button).

Step 4) Based on the 'Type' selected the User will be prompted to enter either their NPI or Tax ID number. Providers associated with that NPI or Tax ID will be displayed on the left side of the screen under 'List of available providers'.


Note: Records with '^' displayed next to the name have already been registered under another login and may not be re-selected for registration at this time. If you feel this message is received in error please contact our support line using the 'Contact Us' link at the bottom of the screen.

The screenshot shows the 'User Registration' form with the 'Select Type' dropdown menu still open. Below the dropdown, there are input fields for 'Provider ID', 'Tax ID *' (containing '123456789'), and 'Facility Name', followed by a 'Search' button. Below these fields are two lists of providers: 'List of available providers [Last Name, First Name/ Name]' and 'List of selected providers [Last Name, First Name/ Name]'. The available providers list contains three entries: 'DEFAULT, DEFAULT^', 'TEST PROVIDER', and 'PROFESSIONAL, TEST'. The selected providers list is empty. There are right and left arrow buttons between the two lists. At the bottom, a note reads: '^ This provider is already assigned. You will not be able to select this provider. Contact your Administrator or the Health Plan.'

Step 5) Select the appropriate Provider(s) and move to the right of the screen using the right facing arrow. The registering User should be the account administrator (or should designate an administrator during registration) and will be able to create users, view claims, members and referral details for the Providers selected during this registration process.

User Registration			
Select Type *		<input type="radio"/> Primary Care Physician Office <input type="radio"/> Specialist Office <input checked="" type="radio"/> Ancillary Provider /Hospitals /IPA /Group Providers	
Provider ID	<input type="text"/>	Tax ID *	<input type="text" value="123456789"/> Facility Name <input type="text"/>
<i>List of available providers</i> [Last Name, First Name/ Name]		<i>List of selected providers</i> [Last Name, First Name/ Name]	
<input type="text" value="DEFAULT, DEFAULT^"/>		<input type="text" value="TEST PROVIDER
PROFESSIONAL, TEST"/>	
		 	

Step 6) The User must now create login credentials to complete the registration process. Ensure that the Account Administrator’s First and Last Name and email address are entered during this step. Once all information is entered, user will select ‘Finish’.

User Registration	
Password Requirements	Must be at least 7 characters and maximum 12 characters. Must contain at least: <ul style="list-style-type: none"> • One lower case letter • One upper case letter • One digit • One special character - Valid special characters: ~ ` ! @ \$ % ^ * + =
Last Name *	<input type="text" value="Admin Last"/>
First Name *	<input type="text" value="Admin First"/>
Username *	<input type="text" value="TESTUSER"/>
Security Question *	<input type="text" value="What is your home town?"/> 
Answer * (Max. Length: 15)	<input type="text"/>
Password *	<input type="password" value="....."/>
Confirm Password *	<input type="password" value="....."/>
Email *	<input type="text"/>
Confirm Email *	<input type="text"/>
<input type="button" value="Previous"/> <input type="button" value="Finish"/>	

Step 7) Once confirmation message displays click on HOME to return to Portal Welcome Screen and login with the new user name and password created.

User Registration

User 'TESTLOGIN' created, email sent to :

Click on [Home](#) to return to home page and login.

Welcome to our Provider Portal!

Quick and easy access to

- View member eligibility
- View and submit referrals
- View claims
- View other participating providers
- Create and manage Users

Login

Login ID:

Password:

Login

[Forgot your Password?](#)

Step 8) Terms of Use must be read and accepted by choosing 'I Agree' to access the Portal. Selecting 'I Disagree' will log the User out of the Portal.

Terms of Use

Your access to and use of this website ("Site") are subject to the terms and conditions contained herein. By accessing and using this Site, you accept these Terms of Use without limitation or qualification.

This Site and its contents are provided "as is." While we have made every attempt to ensure that the information contained on this Site is complete and accurate, the data set forth herein is for informational purposes only, and no warranty is made that the information is error free. Further, we may change the information at any time without notice.

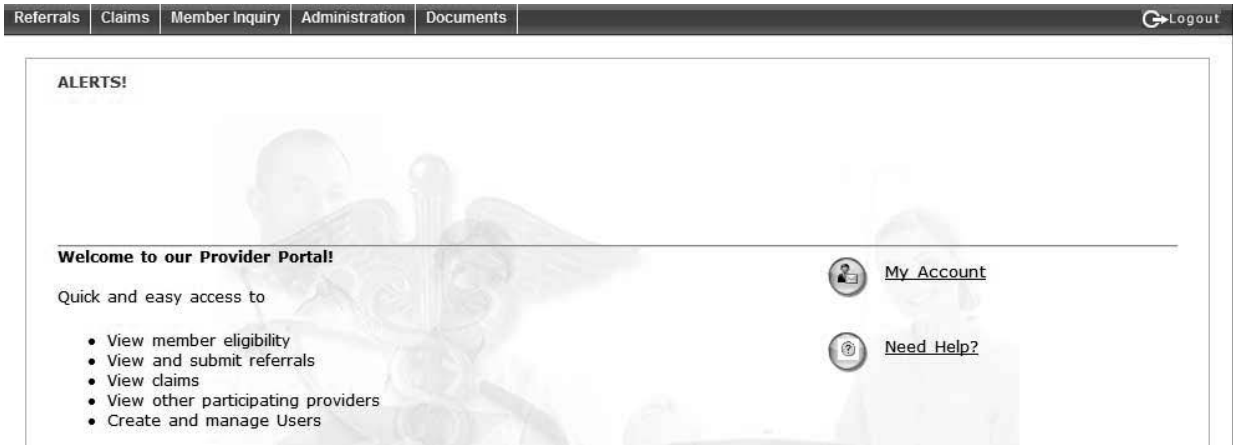
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You are responsible for reviewing any written confirmation statements provided to you (on paper or in electronic form) regarding any instructions, choices, or requests that you make through this Site. You are also responsible for reviewing, for inaccuracies, all of the information transmitted to you. If there are inaccuracies, you are responsible for correcting them using the tools available to you on

I Agree I Disagree

9) Once the Terms of Use have been accepted the Portal Home screen will display as shown below. Tabs will display along the top of the screen based on the User's security settings.



2.2 Create and Manage Users

The account administrator may create additional logins for staff members by selecting the 'Administration' tab and then 'Manage User'. Admin will then have the opportunity to select an existing User to be updated or to create a new User from the options on this screen. Note: Ability to create a new user or to update another user is based on security settings and may only be accessed by qualified Users.

User Name	<input type="text"/>	Status	<input type="text" value="▼"/>
Last Name	<input type="text"/>	First Name	<input type="text"/>
Select a Role	<input type="text" value="▼"/>	Provider ID	<input type="text"/>

Export only search results **Users Export** **Search**

Alternatively, click here to create a new user **Create User**

Note: Search will only fetch a maximum of 15 results.

To Create a New User:

- 1) Select the 'Create New User' button to display User Registration page. A registered PCP may create user logins for his/her office staff and likewise, a Physician Group may create user logins for individual Physicians in the group.



User Registration

Number of users created: 0
Maximum limit: 9999

* Indicates a required field

User Name *	<input type="text"/>	Active	<input checked="" type="checkbox"/>
Last Name *	<input type="text"/>	First Name	<input type="text"/>
Email *	<input type="text" value="abc@xyz.com"/>	Send Email	<input checked="" type="checkbox"/>
Create Privilege	<input type="checkbox"/>	User Limit	<input type="text" value="Max allowed: 9999"/>
Select a Role *	<input type="text"/>		

<i>List of available providers</i> <small>[Provider ID: Last Name, First Name/ Name]</small>	<i>List of selected providers</i> <small>[Provider ID: Last Name, First Name/ Name]</small>
P987616: PROFESSIONAL, TEST F985349: TEST PROVIDER	<div style="text-align: center; margin-top: 20px;"> <input type="button" value="▶"/> <input type="button" value="◀"/> </div>

Password Option * Auto Manual

- 2) Enter required information on the User Registration page to add a new Portal User.
 - a. User Name, First Name, Last Name and Email are required fields.
 - b. Active and Send Email selection will be defaulted for all new Users.
 - c. Create Privilege and User Limits may be entered to allow the new User to create and manage Users of their own. NOTE: User limit set must be lower than the total user limit of the Administrator's account.
 - d. Select the Role Setting, either Provider or Provider-Staff role.

- 3) Use the right-facing arrow to move the Provider from the 'List of Available Providers' to the 'List of Selected Providers'. NOTE: At least one Provider must be selected. If Provider Staff logins are being created for office staff the Provider(s) the staff will be assisting must be selected to ensure the staff user can view claims/eligibility/referrals for the selected Provider(s).

- 4) Then select if the password should be auto-generated or manually entered.

- 5) Click 'Create' to create the new Portal User. Ensure Providers and Staff are aware that the Account Administrator should be contacted when password resets, new users or privilege updates are required.

To Manage an Existing User:

1) Enter details in the search fields on 'Manage Users' screen and select 'Search' button. Search results will display with sort-able headings as shown in the image below. All underlined headings may be sorted by selecting the column heading name.

— Manage Users —

User Name	<input type="text"/>	Status	<input type="text" value="▼"/>
Last Name	<input type="text"/>	First Name	<input type="text"/>
Select a Role	<input type="text" value="▼"/>	Provider ID	<input type="text"/>

Export only search results **Users Export** **Search**

Alternatively, click here to create a new user **Create User**

Note: Search will only fetch a maximum of 15 results.

User name	First Name	Last Name	Group Name	Role Name	Status	Parent User Name
TESTPROV	TEST	PROVIDER	2: Providers	100088: Providers	Active	TESTLOGIN

2) Users with multiple sub-User accounts may select the 'Users Export' button to export all associated users or all users in search results to an excel sheet.

Export only search results **Users Export**

3) Click on a User name to display View/Edit Details screen. User details such as Role Setting, account password or email address can be updated from this screen. Additional Providers may be selected or removed from the login using the +/- option buttons. The User account may also be terminated by selecting the 'Terminated' status from the 'Active' drop down box (note that a termination reason must be selected). Click the 'Save' button once any changes are made.

— View / Edit User Details —

** indicates a required field.*

User Name *	<input type="text" value="TESTPROV"/>		
Active	<input style="border: none; border-bottom: 1px solid black;" type="text" value="Active"/> ▼		
Last Name *	<input type="text"/>	First Name	<input type="text" value="TEST"/>
Email *	<input type="text" value="sdague@freedomh.com"/>	[abc@xyz.com]	Send Email <input checked="" type="checkbox"/>
Create Privilege	<input checked="" type="checkbox"/>	User Limit	<input type="text" value="99"/> No. of Users <input type="text" value="0"/>
Select a Role *	<input type="text" value="Providers"/>		

List of Available providers			List of selected providers		
Provider ID: Name	ID [Tax ID/ NPI]	Fac/ Prof	Provider ID: Name	ID [Tax ID/ NPI]	Fac/ Prof
+ P987616: PROFESSIONAL, TEST		P	- F985349: TEST PROVIDER	123456789	F

Back **Save**

2.3 My Account Settings

To view or edit your own account settings select the 'Administration' tab at top of screen and the 'My Account' option to display details. After any updates are made click the 'Update' button to save the changes.

My Account Details		Change Password	Change Password QA
<i>* indicates a required field</i>			
User Name *	TESTLOGIN	Active	<input checked="" type="checkbox"/>
Last Name *	Admin Last	First Name	Admin First
Email *	<input type="text" value="sc@xyz.com"/>	[abc@xyz.com]	Send Email <input checked="" type="checkbox"/>
Create Privilege	<input checked="" type="checkbox"/>	User Limit	<input type="text" value="9999"/> Users created <input type="text" value="1"/>
Role	Payee		
TAX_ID List <input type="text" value="123456789"/>		NPI List <input type="text"/>	List of selected providers <i>[Provider ID: Last Name, First Name/ Name]</i> F985349: TEST PROVIDER P987616: PROFESSIONAL, TEST
List of available providers <i>[Provider ID: Last Name, First Name/ Name]</i> DEFAULT: DEFAULT, DEFAULT^		<input type="button" value="▶"/> <input type="button" value="◀"/>	
<input type="button" value="Update"/>			
My Account Details		Change Password	Change Password QA
<i>* indicates a required field.</i>			
Password Requirements	Must be at least 7 characters and maximum 12 characters. Must contain at least: <ul style="list-style-type: none"> • One lower case letter • One upper case letter • One digit • One special character - Valid special characters: ~ ` ! @ \$ % ^ * + = 		
Current Password *	<input type="password"/>		
New Password *	<input type="password"/>		
Confirm New Password *	<input type="password"/>		
<input type="button" value="Update"/>			
My Account Details		Change Password	Change Password QA
<i>* indicates a required field.</i>			
Security Question *	<input type="text" value="Select a question"/>		
Answer * (Max. Length: 15)	<input type="text"/>		
Password *	<input type="password"/>		
<input type="button" value="Update"/>			

To update account details including email address, password or secret question select the appropriate tab from the 'My Account' screen. Once the update is made select the 'Update' button to save changes.

3.1 Check Member Eligibility

To check a specific Member's eligibility select the 'Member Inquiry' tab at top of screen and then select 'Eligibility' option to display details. The Eligibility tab will allow a User to search for any active Member.

Members may be searched by one of the options on this screen. Either search by Subscriber ID number or by First Name, Last Name, Date of Birth, Gender AND Medicare/HIC number to locate the Member. The Effective Date field will automatically default to the current date to search Members who are currently effective with the Health Plan as of the specified date.

NOTE: The 'My Members' tab will not be utilized as AFC Members are not assigned to individual Physicians.

Referrals	Claims	Member Inquiry	Administration	Documents
		Eligibility		
ALERTS!		My Members	Eligibility Search	

Search Eligibility PRINT

You may search a member's eligibility by a Member ID or Member demographics. * indicates a required field.

Please enter at least one of the following fields to search.

Subscriber ID	<input type="text" value="p"/>	OR	First Name *	<input type="text"/>
			Last Name *	<input type="text"/>
			Date of Birth [MM/DD/YYYY] *	<input type="text"/>
			Gender *	<input type="text" value=""/>
			Medicare/HIC No. *	<input type="text"/>

Effective Date [MM/DD/YYYY]

Note: Please drop Member suffix while entering Subscriber ID.
Click on an active member's record to see details

Name	Gender	Birth Date	Subscriber ID	Member Suffix	Other ID	Status
	Male			01		Active

Click on the Member record to display benefit plan information as shown in the image below. Please note that all personal details have been concealed to ensure Member privacy and HIPPA Compliance.

Eligibility																																																						
ID	. 01	Name																																																				
Birth Date		Gender	Female																																																			
Relationship	Self	Status	Active																																																			
Member Address	A:																																																					
Med. Prog. Code																																																						
PCP	DEFAULT: DEFAULT DEFAULT																																																					
PCP Contact Info	A: 123 TEST, WESLEY CHAPEL, FL- 33544, PHONE- 999-999-9999																																																					
Group	10490 - PALM BEACH																																																					
Benefit Plan	FH10060 - Freedom Medicare Plan Rx (HMO)																																																					
Benefit Plan Description	<table border="0"> <tr> <td>Plan Type</td> <td>HMO-PD</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Premium</td> <td>0</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Part B Buydown</td> <td></td> <td>0</td> <td></td> <td></td> </tr> <tr> <td>Max out of Pocket</td> <td></td> <td>3400</td> <td></td> <td></td> </tr> <tr> <td>Inpatient Care</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> Inpatient Hospital</td> <td>\$100 days 1-7</td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td>\$0 days 8-90</td> <td></td> <td></td> <td></td> </tr> <tr> <td> Inpatient Mental</td> <td>\$100 days 1-7</td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td>\$0 days 8-90</td> <td></td> <td></td> <td></td> </tr> <tr> <td> Skilled Nursing Facility</td> <td>\$0 days 1-8</td> <td></td> <td></td> <td></td> </tr> </table>				Plan Type	HMO-PD				Premium	0				Part B Buydown		0			Max out of Pocket		3400			Inpatient Care					Inpatient Hospital	\$100 days 1-7					\$0 days 8-90				Inpatient Mental	\$100 days 1-7					\$0 days 8-90				Skilled Nursing Facility	\$0 days 1-8			
Plan Type	HMO-PD																																																					
Premium	0																																																					
Part B Buydown		0																																																				
Max out of Pocket		3400																																																				
Inpatient Care																																																						
Inpatient Hospital	\$100 days 1-7																																																					
	\$0 days 8-90																																																					
Inpatient Mental	\$100 days 1-7																																																					
	\$0 days 8-90																																																					
Skilled Nursing Facility	\$0 days 1-8																																																					
Copayment Information																																																						
PCP Copay	Urgent Care Copay	Emergency Copay	Specialist Copay	IP Copay																																																		
\$0	\$10	\$50	\$20	\$100																																																		
Member PCP History																																																						
Eff. Date	Status	PCP																																																				
08/01/2010	Active	DEFAULT: DEFAULT DEFAULT																																																				

3.2 Check Claim Status

Users have the ability to check the status of a submitted claim via the Provider Portal. Select the Claims tab then use the search fields to locate the claim.

Referrals
Claims
Member Inquiry
Administration
Documents

— Search Claims —

Please enter at least one of the following fields to search.

First Name <input style="width: 80%;" type="text"/>	Last Name <input style="width: 80%;" type="text"/>	Date of Birth <input style="width: 80%;" type="text"/>	Claim ID <input style="width: 80%;" type="text"/>
Svc. Date <input style="width: 20%;" type="text"/> - <input style="width: 20%;" type="text"/>	Subscriber ID <input style="width: 80%;" type="text"/>	Patient Control No. <input style="width: 80%;" type="text"/>	Search

Search will only fetch a maximum of 40 results.

Click on the Claim ID to view claim details and status. Status will be located in the top left corner of the screen. Click on the 'Processed' button next to the Claim number to generate a copy of the EOP. Use the

Back buttons at bottom of screen to return to the search results.

Click on [Claim ID](#) to view claim details

Click on [Processed](#) to view EOP (Explanation Of Payments). This option is available only for processed claims.

Claim ID	Status/EOP	Member Name	Type	Svc. Date	Billed	Paid	Check No.	Paid On
1012133	Received		HCFA	07/01/2010	\$100.00	\$ 0.00		N/A
1007222	Processed		HCFA	06/30/2010	\$119.00	\$ 0.00		08/09/2010
1006080	Processed		HCFA	05/21/2010	\$70.00	\$ 0.00		07/06/2010
1006070	Processed		HCFA	05/13/2010	\$426.00	\$61.85		06/21/2010
1005270	Processed		HCFA	05/13/2010	\$56.00	\$19.88		06/07/2010

Explanation of Payment

Provider: _____ Check Amt: ---
 Check #: _____
 Check Date: _____

Patient: E ID#: 1 ID#: _____ Acc#: _____

Provider/Professional: ID#: P03115 Claim No#: _____

Service Dates	Service Code	Charged	Allowed	Discount	Coins	Deduct	Copy	Withhold	Paid
06/30/2010 06/30/2010	99325	119.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EOB Codes: 651									
* Totals this claim:		119.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
* Adjustment Amount this claim:									0.00
* Interest Paid this claim:									0.00
* Totals Paid this claim:									0.00

Remark Codes: _____
 EOB Notes: _____

EOP Explanation
 651 Denied - No Referral/Authorization on file

3.3 Search Referral Status

Users have the ability to review existing referrals when needed. To search existing referrals select the 'Referrals' tab then use the search fields to locate the appropriate Referral.

Referrals
Claims
Member Inquiry
Administration
Documents

Search Authorization

Subscriber ID First Name Last Name Authorization No.
 Begin Date [MM/DD/YYYY] - Authorized Prov. Authorized Prof.

Note: Please drop Member suffix while entering Subscriber ID. / Search will only fetch a maximum of 300 results. Search

Click on a Referral to view the status and details. Use the Back button at bottom of screen to return to the search results.

*indicates a required field

Authorization Entry

Auth. No. Begin Date * Days * End Date
 Svc. Type * Svc. Loc. * Auth. Type *
 Admit Date Hour Admit Source Dischg. Date Dischg. Sts. LOS

Patient/Insured Information

Patient ID * Last Name First Name MI DOB Sex Sts. PCP
 Cov. From Cov. To Plan ID Ins. Prod ID Rel. Cov. Type
 Insured ID * Last Name First Name MI Grp ID Health Management COB

Ordering Providers

	ID	Name	Tax ID	NPI	Taxonomy
Physician info	<input type="text" value="P987616"/>	<input type="text" value="PROFESSIONAL"/>	<input type="text" value="TEST"/>	<input type="text" value="123456789"/>	<input type="text"/>
Provider info *	<input type="text" value="F985349"/>	<input type="text" value="TEST PROVIDER"/>	<input type="text" value="123456789"/>	<input type="text"/>	<input type="text"/>

Authorized Providers [In-Network Only]

	ID	Name	Coverage Pool
Physician info	<input type="text" value="P30"/>	<input type="text" value="B"/>	<input type="text"/>
Provider info	<input type="text" value="OR F30"/>	<input type="text" value="ORTHOPAEDICS PA"/>	<input type="text"/>
Facility info	<input type="text"/>	<input type="text"/>	<input type="text"/>

Diagnosis Information

Primary Diag. * ICD Version
 Other Diag.
 ICD9 Proc. Codes
 Other Proc. Codes

Authorization Services

No.	Svc. From	Svc. To	Svc./CPT Code	Mod.	Unit Type	Units
<input checked="" type="checkbox"/> 1	<input type="text"/>	<input type="text"/>	<input type="text" value="99213"/>	<input type="checkbox"/>	<input type="text" value="01: Per visit"/>	<input type="text" value="1"/>
<input checked="" type="checkbox"/> 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/> 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/> 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/> 5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Next Last

Add Documents

Supported file types:
.gif,.png,.jpeg,.jpg,.pdf,.doc,.xls,.docx,.xlsx,.txt,.tif

Description

Comments

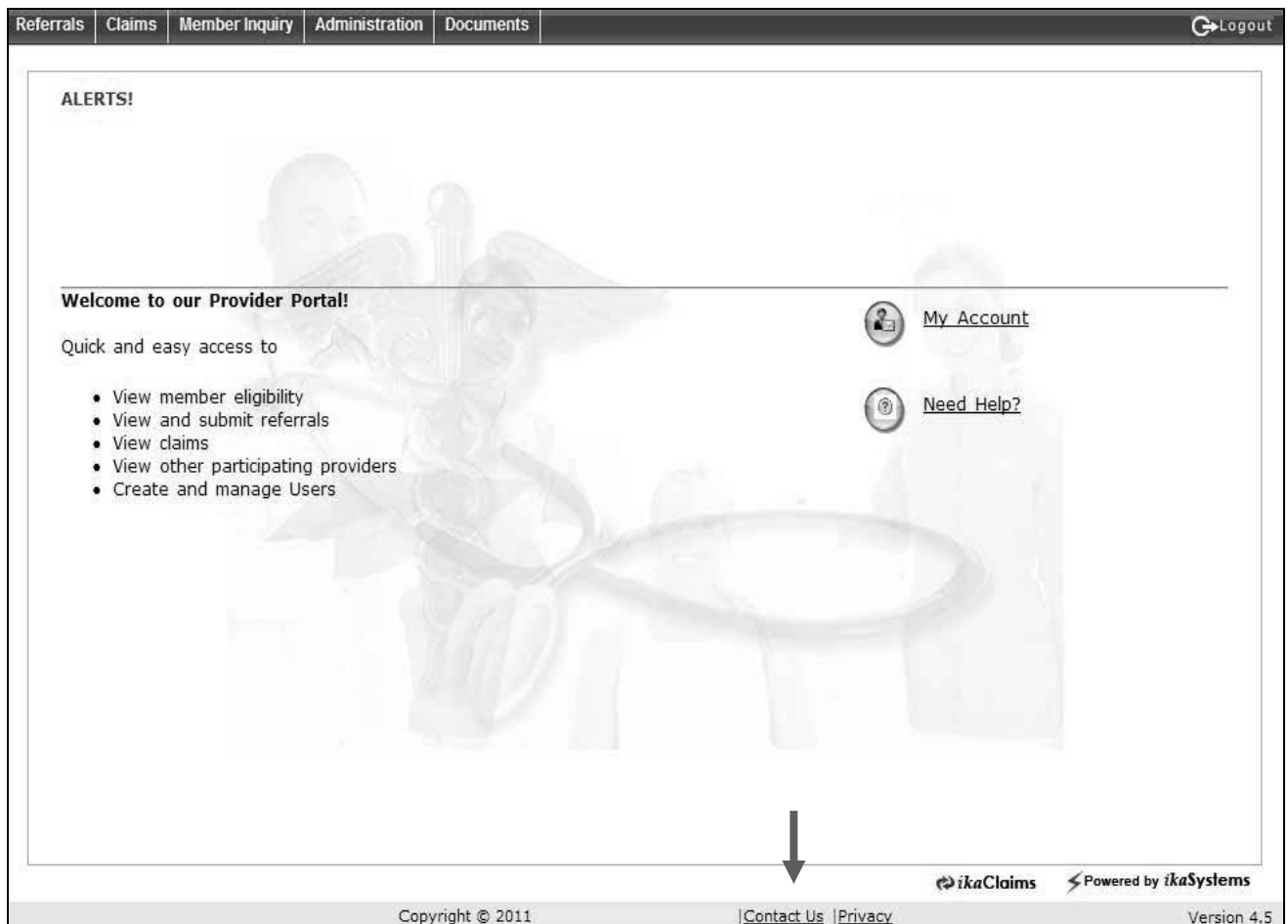
REFERRAL ENTRY EXAMPLE

Back Copy Notify

3.4 Contact Us

For assistance with the Provider Portal including new accounts and password resets please contact your Account Administrator.

If the Administrator is unable to assist please Contact Us. Contact information is available by selecting the 'Contact Us' link at the bottom of any screen.



The screenshot displays the Provider Portal interface. At the top, there is a navigation bar with tabs for Referrals, Claims, Member Inquiry, Administration, and Documents, along with a Logout button. Below this is an 'ALERTS!' section. The main content area features a 'Welcome to our Provider Portal!' message and a list of quick access options: View member eligibility, View and submit referrals, View claims, View other participating providers, and Create and manage Users. To the right, there are links for 'My Account' and 'Need Help?'. At the bottom of the page, there is a footer with 'Copyright © 2011', 'Contact Us', 'Privacy', 'ikaClaims', 'Powered by ikaSystems', and 'Version 4.5'. A black arrow points from the 'Contact Us' link in the footer to the 'Contact Us' link in the navigation bar.

Navigation Note:

To return to the home screen at any time click on the health plan logo at the top left corner of the page.