Secure Provider Portal Overview for HOP Human Service Organizations

December 2023

Provider Portal Registration & Login

Identify Portal Account Manager

1. Identify the Portal Account Manager within your practice/department/team
2. Create a new account provider.carolinacompletehealth.com

Portal Registration: provider.carolinacompletehealth.com

Tip: add no-reply@mail.entrykeyid.com to your email contacts

Log In

Username (Email)

LOG IN

Create New Account

single password EntryKeyID reliable security

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carolina complete health

Create Your Account

Let's get started - creating an account is quick and easy.

Email

First Name

Last Name

Language Preference

English

Password

Passwords must be at least 8 characters and include three of the four items below:

- One uppercase letter
- One lowercase letter
- One number
- One special character (For example: &, $, !, *)

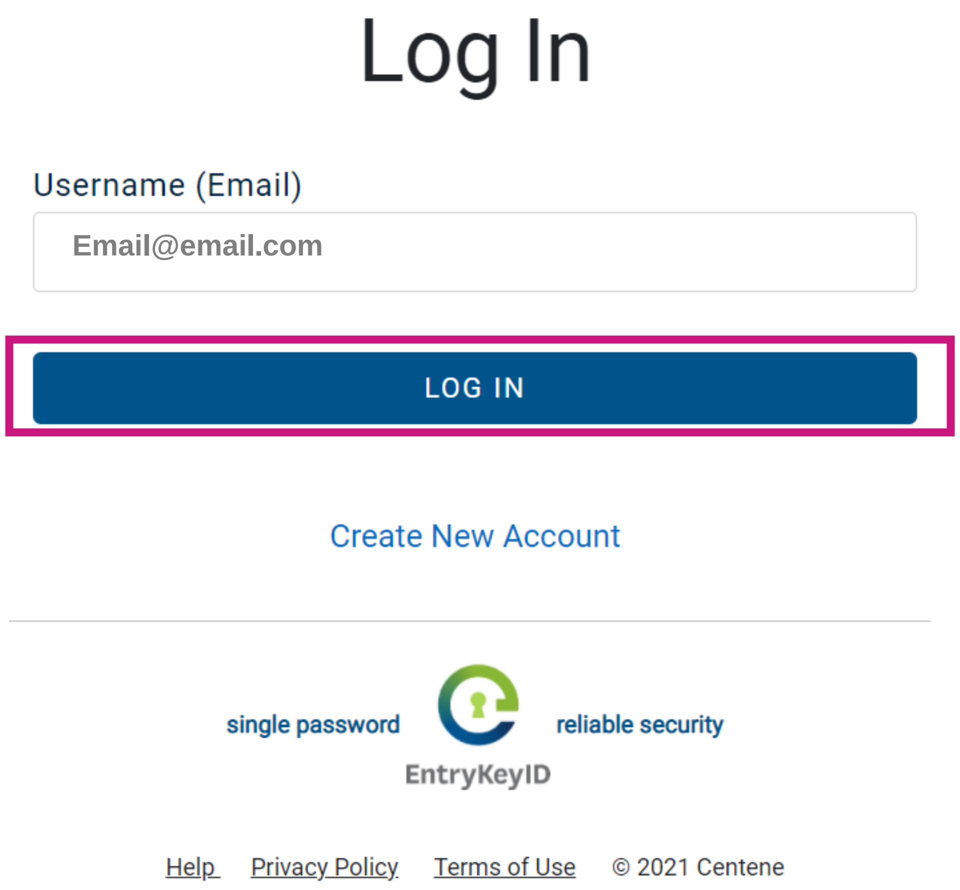
CREATE ACCOUNT

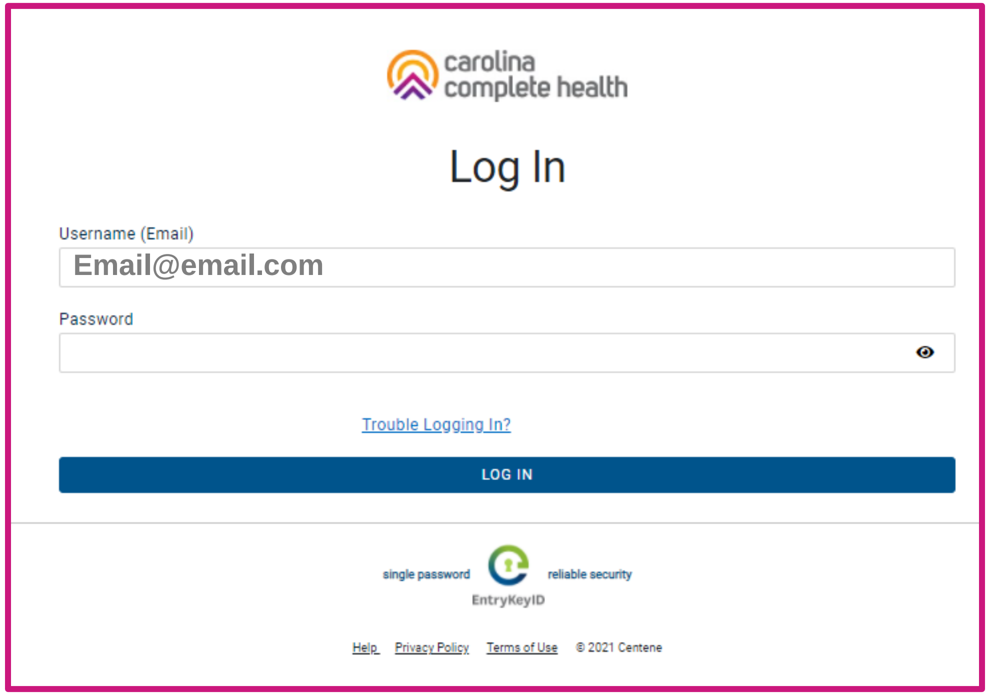
CANCEL

Verify Email

- Receive the email from EntryKeyID
- Verify your email address
- Once this step is complete, email Jane Kinlaw, Provider Engagement Supervisor (jkinlaw@cch-network.com) to establish the first account manager for your TIN by requesting portal validation and Account Manager status.

Portal Login



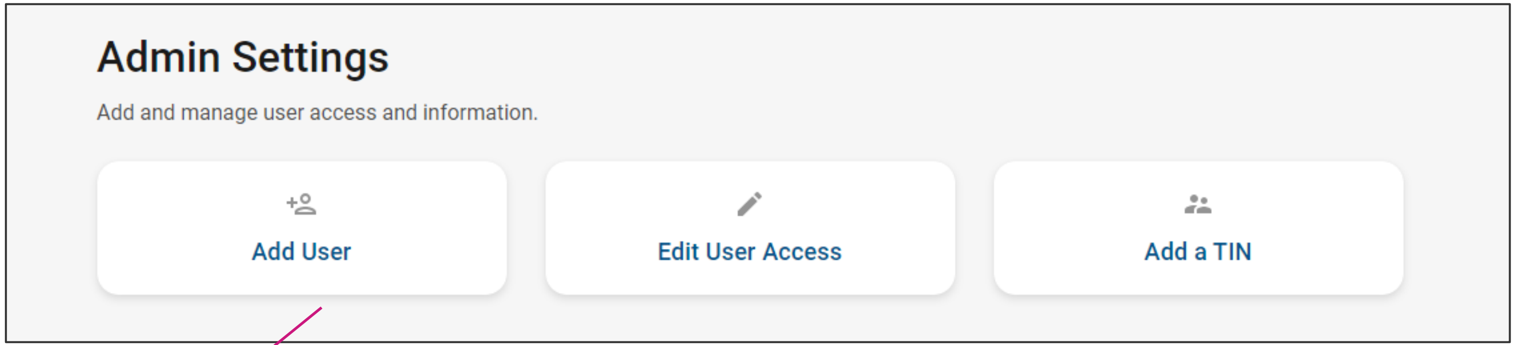


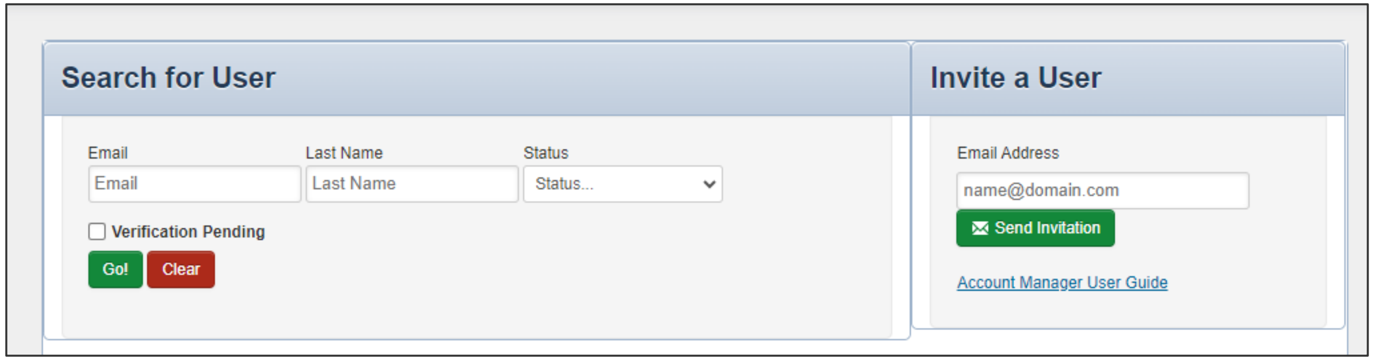
Portal Account Manager

Portal Account Manager

- A Portal Account Manager is a role assigned to a primary contact within a provider organization
- **The Account Manager is responsible for the day-to-day support of all Secure Provider Portal user accounts that are registered under the same TIN**
- HOP HSOs may email Jane Kinlaw, Provider Engagement Supervisor (jkinlaw@cch-network.com) to establish the first account manager.

Portal User Management: User Access





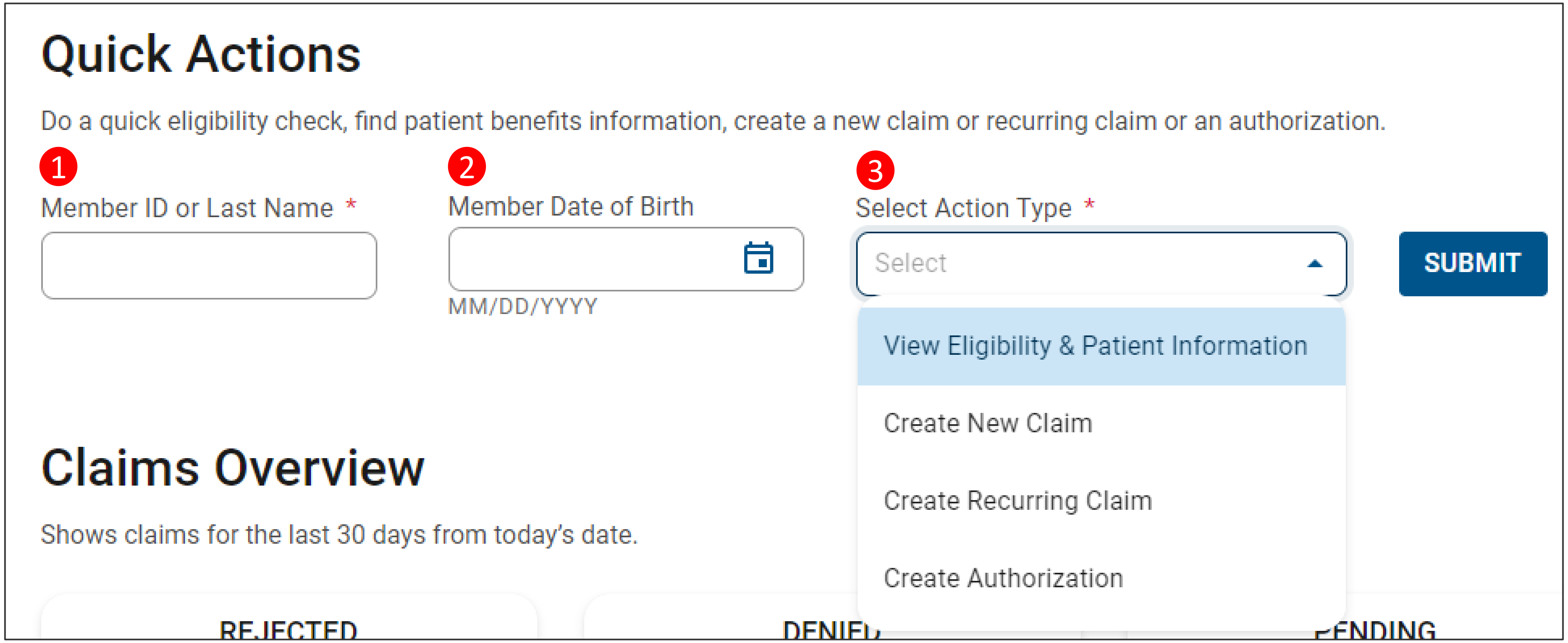
Portal Account Manager Tips

- Each TIN should have at least two Account Managers
  - For large organizations, it is recommended to have at least two Account Managers per department.
  - There is no limit on the number of Account Managers allowed under a TIN
- Account Managers should *regularly* log into the portal to:
  - Verify new portal registrations
  - Send password reset email to users whose portal account is locked due to inactivity
  - Disable / Enable a user's portal access
  - Modify portal permissions based on the user's role within your organization
- Account Managers **cannot** manage their own portal account

Tip: Always disable portal users, who no longer need portal access, especially when they leave your company.

Portal Functionality: Search for Members

Quick Eligibility Check



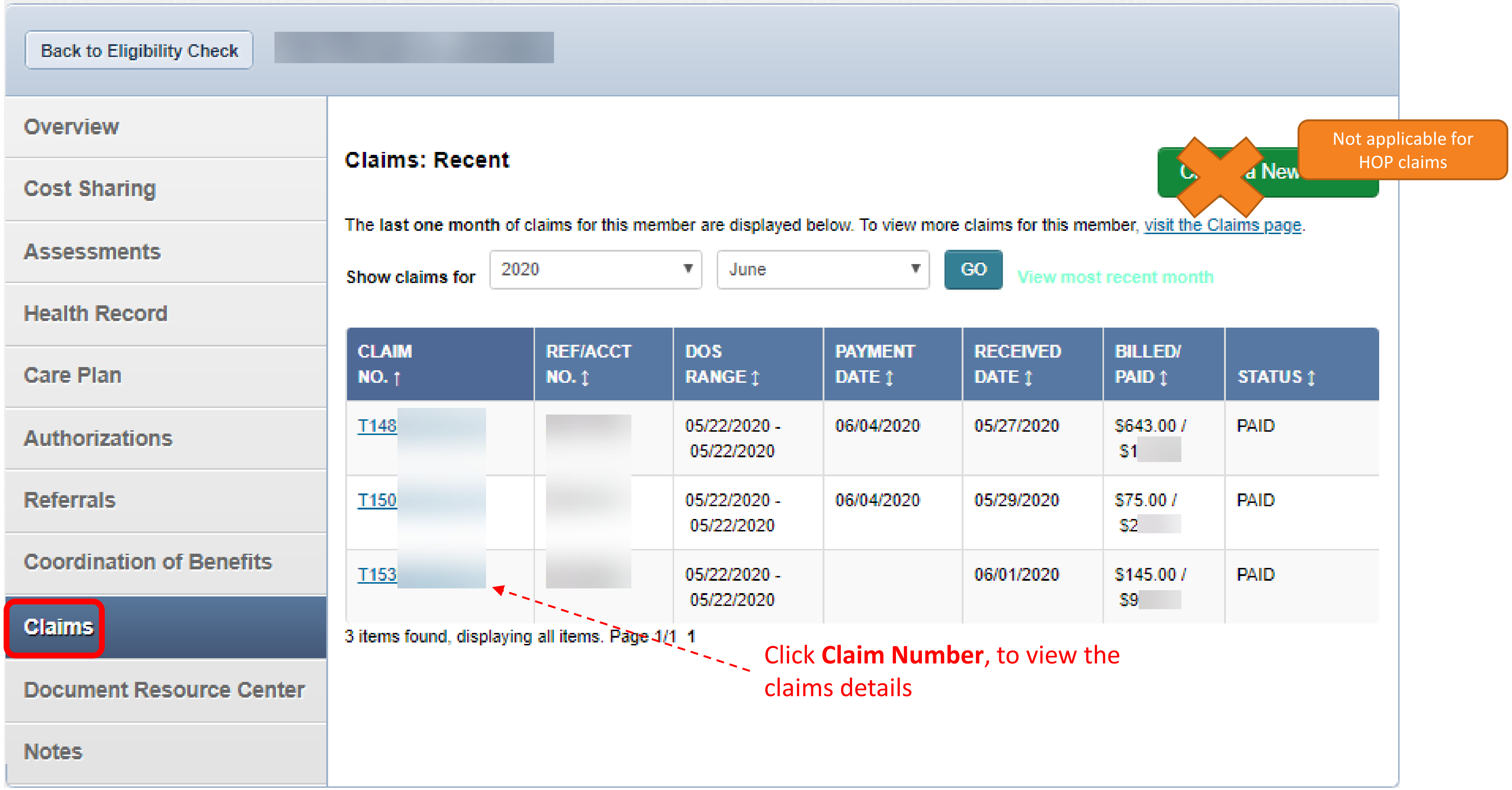
Portal Functionality: Claims

Claims

Providers are able to use the portal to:

- Access up to 24 months of claims-related history

Patient Overview – Claims

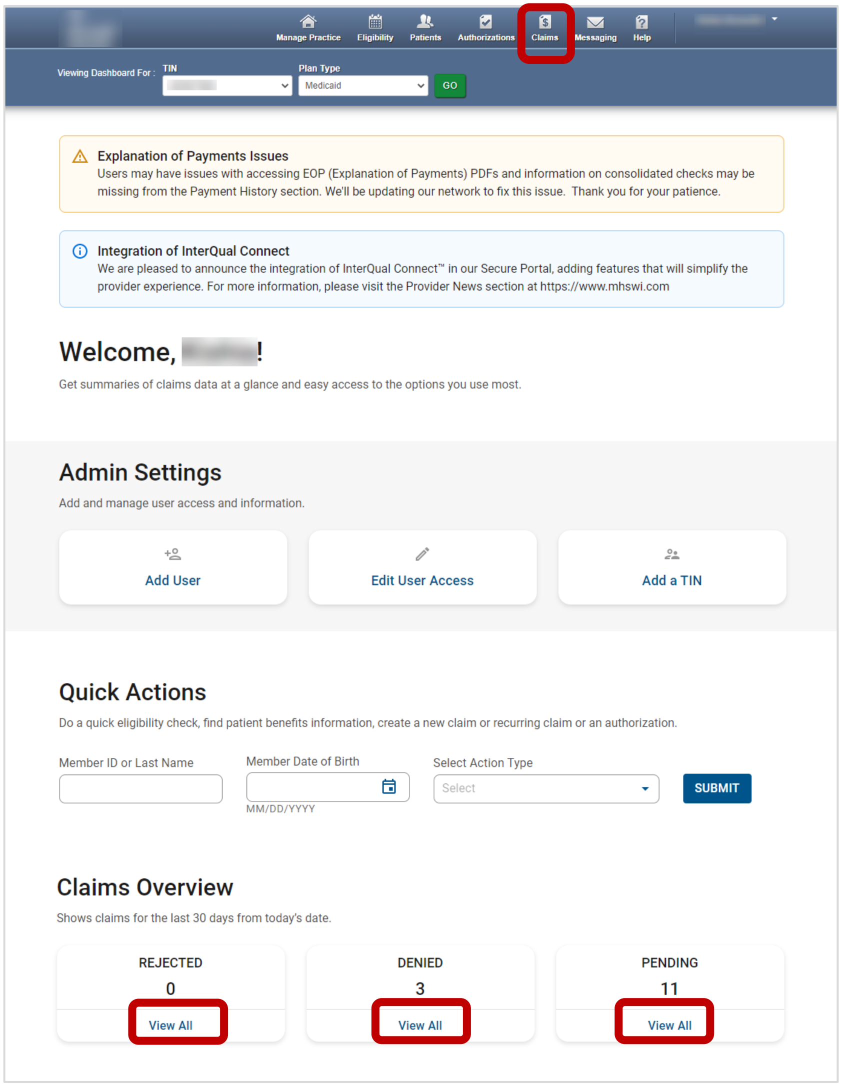


Click **Claim Number**, to view the claims details

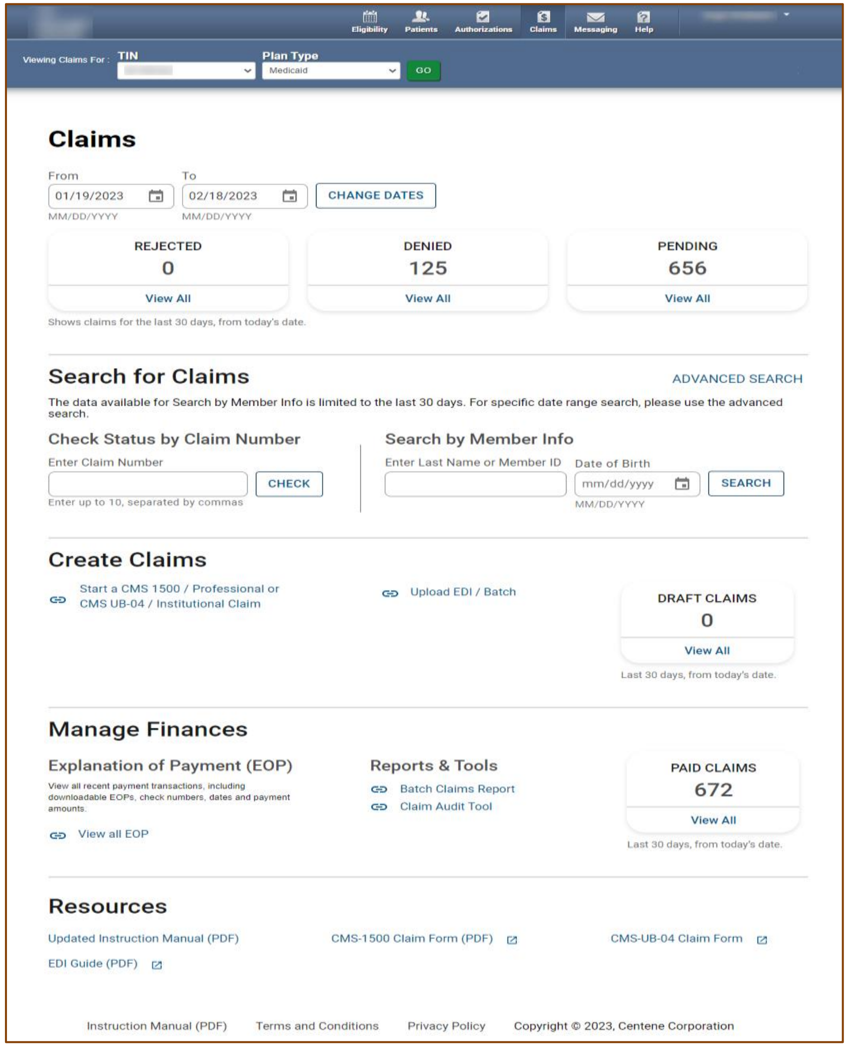
Accessing Claims

To access all claim-related information, click **Claims** in the portal toolbar.

Under Claims Overview, to access claims in the associated status count, click **View All**.



Claims Dashboard



- The new Claims Dashboard provides an easy view and access to claims / claims-related information:
  - Claims Tiles by status
  - Claim Search options
  - Claim Submission Methods
  - Managing Finances (i.e., EOPs, Paid Claims, etc.)
  - Claim Audit Tool, *where available*
  - Resources

Claims Dashboard – Change Dates Calendar Options

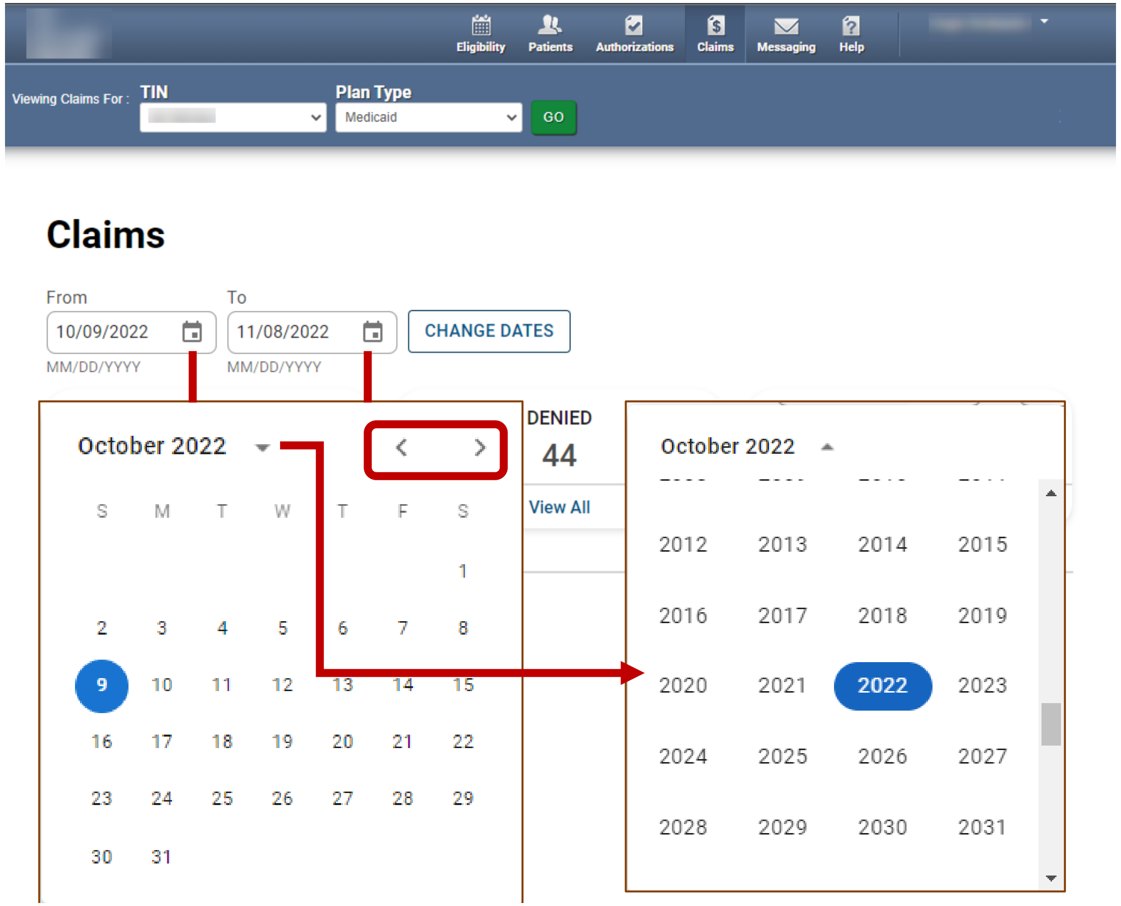
There are two ways to change the date range.

Manually

1. Type desired date range in **From** and **To** fields.
2. Click **CHANGE DATES**. The page will refresh to display Rejected, Denied, and Pending counts for the new date range.

Calendar Pop-Up

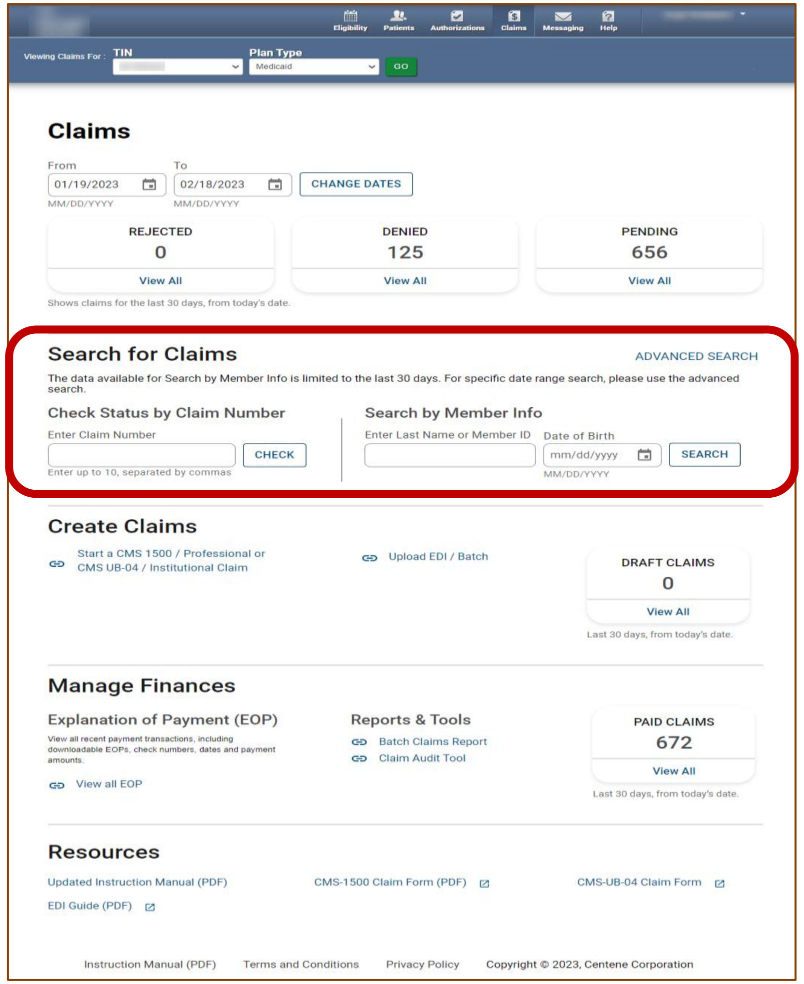
1. Click Calendar icon. The calendar pop-up displays.
2. Use the arrows to view and select desired date in **From** and **To** fields.
3. Click **CHANGE DATES**. The page will refresh to display Rejected, Denied, and Pending counts for the new date range.



Tips:

- Portal users can access up to 24 months of claim history. The key is the first DOS in the claim must be within the last 24 months from the current date.
- Date Range is limited to a 30-day span at a time.

Claims Dashboard – Search for Claims

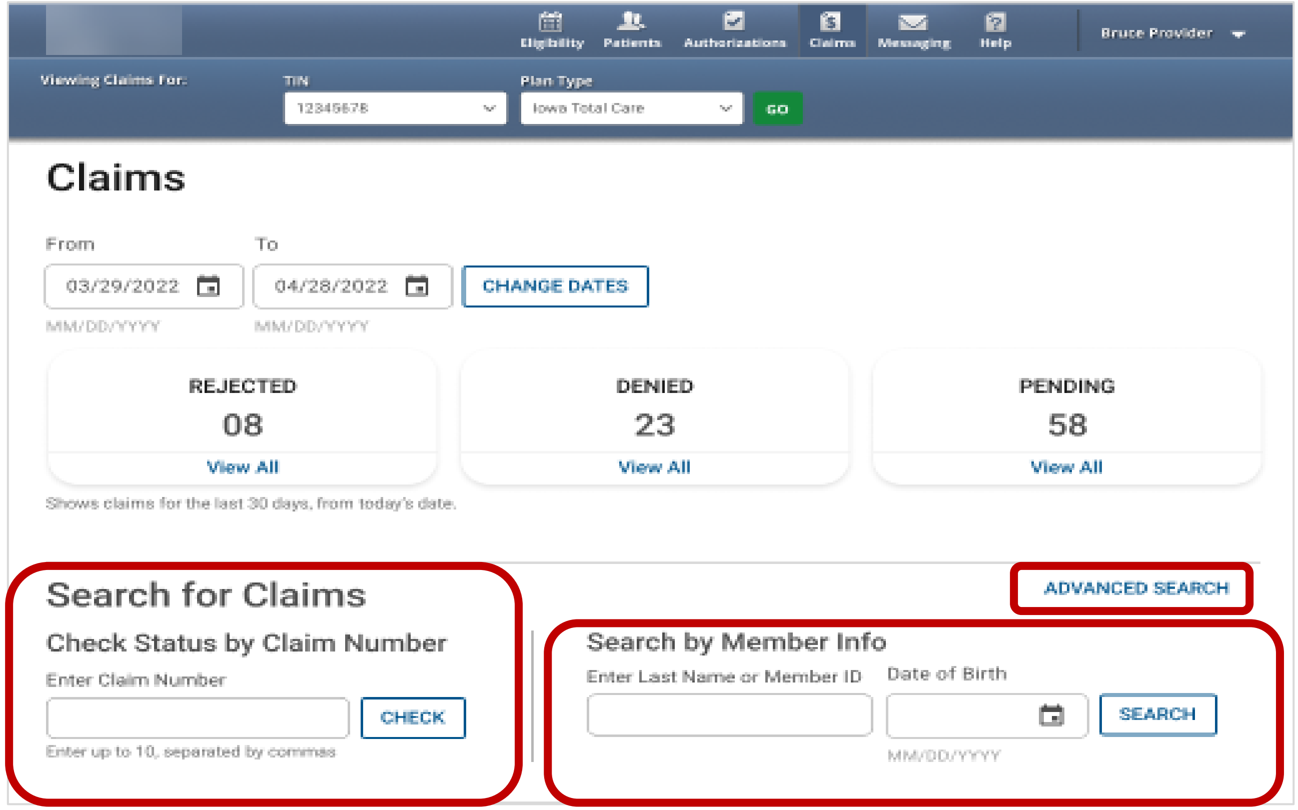


- Claims search options from the claims dashboard.
- Portal users can search up to 10 claims at once, by adding a comma, after each Claim Number, but no space following the comma(s).
- Search button, replaced with a hyperlink, and renamed Advanced Search.

Claims Dashboard – Claims Search Options

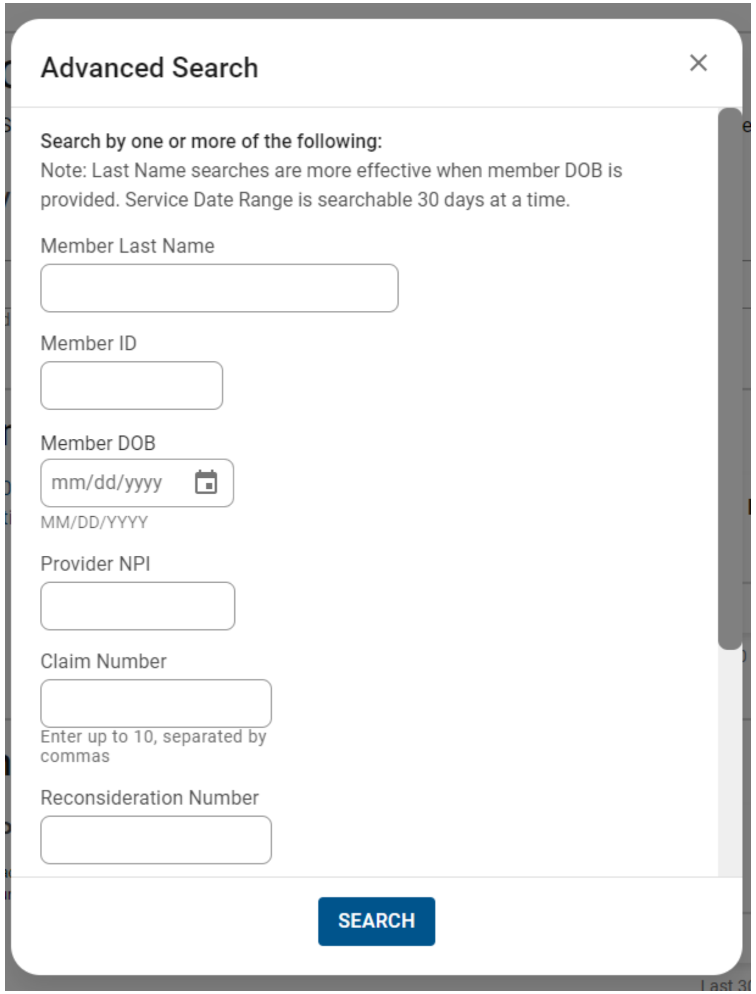
In the portal, there are three ways to search for claims:

1. Complete the **Check Status by Claim Number**
2. Complete the **Search by Member Info**, or
3. Use the **Advanced Search**



Tip: In the Check Status by Claim Number, enter up to 10 Claim Numbers separated by commas, but no spaces. For example, you would enter V290XXP00010,V300XXE07468,V305XXE01234 (no space after the comma and upper-case letters).

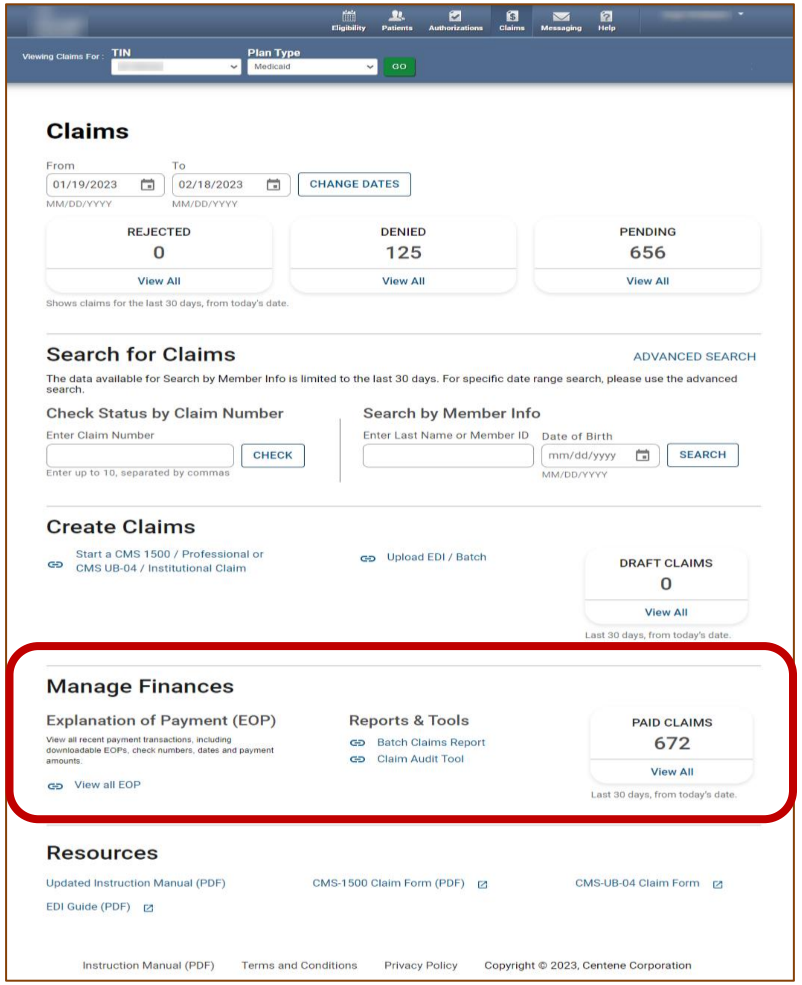
Claims Dashboard – Advanced Search



- Search pop-up renamed "Advanced Search".
- Right scrollbar added, to view available options.
- Can search up to 10 Claim Numbers by separating them by a comma, but no spaces.
- Portal users can search by Total Charged Amount.
- Field errors provide data and/or format guidance.

Portal Functionality:
View EOP

Claims Dashboard – Manage Finances



- Click Claims at the top of the page
- From Claims Dashboard, scroll to 'Manage Finances'
- "View all EOPs" links to existing Payment History tab and information
- Batch Claims Reports link provides quick access to EDI Response Report (i.e., 999, TA1, etc.).
- Claim Audit Tool (*where available*) changed from a tab to a link.

Claims Dashboard – Manage Finances

Claims | Individual | Saved | Submitted | Batch | Recurring | Payment History | Claims Audit Tool | Filter

Transactions

All activity posted to your account between **09/03/2023** and **10/03/2023** .

Instructions: Click a Check Date link to view the payment details from your payment provider. Only available electronic files are linked. The PDF opens in a new window. You can save or print the document. If there are any discrepancies about your payment details, contact Provider Services.

CHECK DATE ↑	CHECK NUMBER ↕	CHECK CLEAR DATE ↕	MAILING ADDRESS ↕	PAYMENT AMOUNT ↕
09/06/2023 (PDF)	[redacted]		[redacted]	[redacted]
09/19/2023 (PDF)	[redacted]		[redacted]	[redacted]
10/03/2023 (PDF)	[redacted]		[redacted]	[redacted]

3 items found, displaying all items. Page 1/1 **1**