

Provider Web Portal Quick Guide – Are you Billing from the Correct Account?

In the new Provider Web Portal, you must be logged into the correct account to submit claims appropriately, or claims will deny!

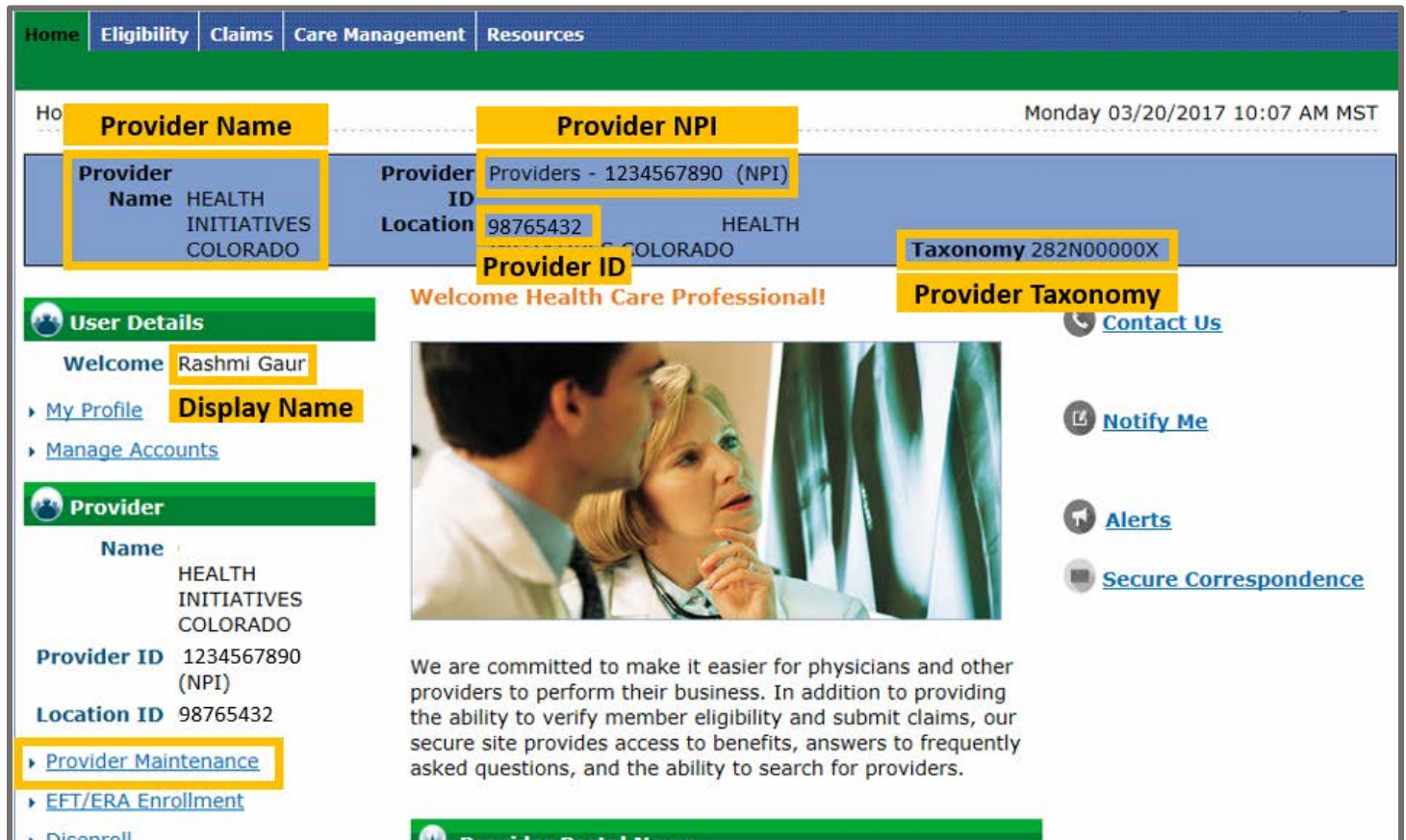
For example: If you are enrolled as a Nursing Facility and as a HCBS provider, you will have two (2) provider IDs, and should have two (2) Provider Web Portal accounts. Even a delegate, with claims access, needs to use the “switch provider” feature to select the correct account to bill under.

Nursing facility claims needs to be billed from your nursing facility account, and HCBS Respite claims need to be billed from your HCBS account. Otherwise your claims will deny.

Follow the instructions below to see which account you’re logged into. There are also instructions for changing your display name, to make it easier to identify which account you’re logged into going forward.

1. Login to Provider Web Portal as the Provider (Not as a Delegate).

The blue bar at the top of the page will show you basic information, **but does not show you provider type or address.**



The screenshot shows the Provider Web Portal interface. At the top, there is a navigation bar with links for Home, Eligibility, Claims, Care Management, and Resources. Below this, a blue bar displays the user's name (Rashmi Gaur), Provider Name (HEALTH INITIATIVES COLORADO), Provider NPI (1234567890), and Taxonomy (282N00000X). The main content area includes a 'Welcome Health Care Professional!' message, a 'User Details' section with links for My Profile, Manage Accounts, and Provider Maintenance, and a 'Provider' section with fields for Name, Provider ID, and Location ID. A 'Contact Us' link is also visible.

2. Don't see the Provider Maintenance link?

Being able to register for the Web Portal is NOT an indicator that you are using the correct Provider ID!

If you are not logged in as a delegate, and you don't see the Manage Accounts and Provider Maintenance links: you registered using the wrong Provider ID, or you registered using your NPI and the Web Portal linked to the wrong account.

How to fix it:

All you need to do is register for a new Provider Web Portal account, using the correct Provider ID (**not the NPI**). If you don't know your correct Provider ID, please call 1-844-235-2387.

You do **not** need to do anything with the incorrect Provider Web Portal account, just stop using it.

Registered w/ correct ID	Registered w/ incorrect ID
<div style="background-color: green; color: white; padding: 5px;">User Details</div> <p>Welcome Hospital_123 FakeSt</p> <div style="border: 2px solid yellow; padding: 5px;"> <p>▶ My Profile</p> <p>▶ Manage Accounts</p> </div> <div style="background-color: green; color: white; padding: 5px;">Provider</div> <p>Name Memorial Hospital</p> <p>Provider ID 123456789 (NPI)</p> <p>Location ID 98765432</p> <div style="border: 2px solid yellow; padding: 5px;"> <p>▶ Provider Maintenance</p> <p>▶ EFT/ERA Enrollment</p> <p>▶ Disenroll</p> </div>	<div style="background-color: green; color: white; padding: 5px;">User Details</div> <p>Welcome Hospital_123 FakeSt</p> <div style="border: 2px solid red; padding: 5px;"> <p>▶ My Profile</p> </div> <div style="background-color: red; color: white; padding: 5px; text-align: center;">Manage Accounts link missing</div> <div style="background-color: green; color: white; padding: 5px;">Provider</div> <p>Name Memorial Hospital</p> <p>Provider ID 123456789 (NPI)</p> <p>Location ID 98765432</p> <div style="border: 2px solid red; padding: 5px;"> <p>▶ Disenroll</p> </div> <div style="background-color: red; color: white; padding: 5px; text-align: center;">Provider Maintenance link missing</div>

Another indicator that you're using the wrong ID, is in My Profile → Roles.

"Provider Restricted" means you've registered using the wrong ID, or that this provider isn't enrolled.

Roles	
<p>Current Roles Providers Provider Restricted</p>	<p>Restricted = Wrong ID or unenrolled provider</p>

3. Click Provider Maintenance to see what provider type and location you're logged in as.

Click Provider Maintenance again.

[Home](#) > Provider Maintenance Monday 03/20/2017 10:08 AM MST

Provider Name	HEALTH INITIATIVES COLORADO	Provider ID	Providers - 1234567890 (NPI)	Location	98765432 HEALTH INITIATIVES COLORADO	Taxonomy	282N00000X
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Provider Maintenance

- ▶ [Provider Maintenance](#)
- ▶ [Provider Maintenance Status](#)

4. Click Specialty and Contact Information Changes

[Home](#) > [Provider Maintenance](#) > Provider Maintenance Instructions Monday 03/20/2017 10:0

Provider Name	HEALTH INITIATIVES COLORADO	Provider ID	Providers - 1234567890 (NPI)	Location	98765432 HEALTH INITIATIVES COLORADO	Taxonomy	282N00000X
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Provider Maintenance: Instructions

Instructions	<p>Use these pages to submit any changes to your organizational information.</p> <p>Please select the link on the left to access the information you would like to update. After all the necessary changes are made you must submit the changes from the Attachments and Submit page.</p> <p>Important information:</p> <ul style="list-style-type: none"> After you have updated the necessary provider information, please visit the Manage Accounts page to review and update (if necessary) your delegate information.
Change of Ownership	
Specialty and Contact Information Changes	
Address Changes	
Provider	

Continue **Cancel**

5. Write down the Provider Type for this account

The Provider Type in this example is a "Hospital – General". **When logged into this account, you should only submit claims for this provider type.**

Provider Maintenance: Specialty and Contact Information ?

Instructions	You are initiating a change request. Complete the desired changes for fields in each section and click the 'Continue' button to make additional changes. Or click the 'Go to Submit' button to submit your changes. The contact person may be contacted to answer questions regarding the updated information.				
Change of Ownership					
Specialty and Contact Information Changes	<p>* Indicates a required field.</p> <p>Initial Enrollment Information</p> <table border="1"> <tr> <td>Enrollment Type</td> <td>Facility</td> </tr> <tr> <td>Provider Type</td> <td>Hospital - General</td> </tr> </table>	Enrollment Type	Facility	Provider Type	Hospital - General
Enrollment Type	Facility				
Provider Type	Hospital - General				
Address Changes					
Provider Identification	<p>Specialties</p> <p><input checked="" type="checkbox"/> Indicates a primary record</p>				

6. Click address changes to see the service location for this account

Write down the address for this account.

Information Changes	Provider Addresses					
Address Changes	The provider addresses identify the location where a provider renders services, as well as locations that are used for billing and payment. At least one address must be selected as the primary address.					
Provider Identification Changes	All Providers must enter a Service Location, Billing, and Mailing address.					
Language Changes	Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.					
Other Information Changes		Type	Address	City	State	Action
Network Participation	+	Service Location	123 Fake St	LAKWOOD	Colorado	
	+	Mailing	[REDACTED]	[REDACTED]	Colorado	

7. Now that you have the Provider Type and location for this account, you may consider changing your display name to reflect that.

Click "Home" to go back to the Provider Web Portal home page.

Home
Eligibility
Claims
Care Management
Resources

Home > [Provider Maintenance](#) > Provider Maintenance Address Monday 03/20/2017 1

Provider Name HEALTH	Provider ID Providers - 1234567890 (NPI)
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8. Click "My Profile"

User Details

Welcome Rashmi Gaur

▶ My Profile

▶ Manage Accounts

Provider

Welcome Health Care Professional!



☎ [Contact Us](#)

📧 [Notify Me](#)

🔔 [Alerts](#)

9. Click Edit, under Contact Information

Contact Information

Display Name Rashmi Gaur

Phone Number

Current Email

Edit

Roles

10. Change your Display Name to reflect the provider type and service location for this account. **Do not use spaces.** Click save.

My Profile ?

Contact Information

* Indicates a required field.

Enter your contact information then click the **Save** button, or click **Cancel** to go back.

***Display Name** Hospital_123FakeSt

***Phone Number** 3033333333

Current Email _

Email

Confirm Email

Save **Cancel**

11. Click Confirm.

Contact Information

Update field labels are marked with a "●" icon.

Review your changes and click the **Confirm** button to save your information.

● **Display Name** Hospital_123FakeSt

● **Phone Number** 1-303-333-3333

● **Current Email** _

Edit **Confirm** **Cancel**

12. Click OK on the confirmation message

Confirmation x

Your Contact Information information has been successfully changed.

OK

13. Now when you log into the Provider Web Portal, you can easily identify which account you're logged into, and which types of claims you should be billing for (in this account).

The screenshot shows the top section of the Provider Web Portal. On the left, there is a 'User Details' sidebar with a 'Welcome Hospital_123FakeSt' message and links for 'My Profile' and 'Manage Accounts'. The main content area displays 'Welcome Health Care Professional!' and a profile picture of a man and a woman. At the top, a blue header bar contains the following information:

Provider Name	HEALTH INITIATIVES COLORADO	Provider ID	Providers - 1234567890 (NPI)	Location	98765432 HEALTH INITIATIVES COLORADO	Taxonomy	282N0000
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14. When your delegates log in, they will also be able to easily identify which Provider Type and location they are submitting claims under.

The screenshot shows the 'Switch Provider' form. At the top, it says 'Switch Provider' and 'Monday 03/20/2017 10:57 AM MST'. Below the header, there is a search section with the following text: 'Enter at least one selection criteria below and click Search to retrieve information.' There are two input fields: 'Display Name' and 'Email'. Below these fields are 'Search' and 'Reset' buttons. Underneath is a table titled 'Available Providers' with the instruction 'Select a Provider that you wish to switch to, then click Submit button.' The table has 6 records, with the 4th record highlighted in yellow and containing the text 'Hospital_123FakeSt'. The table also shows 'Total Records: 6'.

#	Display Name ^	Email Address
1	[Redacted]	[Redacted]
2	[Redacted]	[Redacted]
3	[Redacted]	[Redacted]
4	<input type="radio"/> Hospital_123FakeSt	[Redacted]
5	[Redacted]	[Redacted]
6	[Redacted]	[Redacted]

15. Repeat Process for the rest of your Provider IDs.

Need More Help?

Please visit the [Quick Guides and Webinars](#) web page to find all the Provider Web Portal Quick Guides:

Aid Code and Benefit Plan Acronyms
Are You Billing from the Correct Account?
Copy, Adjust, or Void a Claim
Delegates
Delegate Access Definitions
Entering Third Party Liability
Provider Maintenance
Pulling your 835 - Linking to your own TPID
Pulling your Remittance Advice (RA)
Reading your Remittance Advice (RA)

- Internal Control Number (ICN) Information Sheet
- Region Code Information Sheet

Updating your EFT/ERA Information
Validating a Trading Partner ID (TPID)
Verifying Member Eligibility

- Managed Care Assignments
- Primary Care Provider
- Medicare Coverage
- Member Co-Pay Amounts

Viewing Prior Authorizations in the Portal
Web Portal Registration

Provider Web Portal – Frequently Asked Questions (FAQs)

Please visit the [Provider FAQ Central](#) web page and look under the Billing and Web Portal headings to see Provider Web Portal FAQs.

Provider Web Portal – Recorded Webinars

Click the links below to access the recorded webinars:

- [Session #1](#) Access the new Portal, Portal Registration, Log in, My Profile, Manage Accounts (including delegates)
- [Session #2](#) Provider Maintenance (including updates and affiliations), EFT/ERA Enrollment, Disenroll
- [Session #3](#) Member Information and Eligibility Verification
- [Session #4](#) Remittance Advice (RA), Search Payment History, Search for Accounts Receivable Records, Make a Payment
- [Session #5](#) Notify Me, Alerts, Secure Correspondence
- [Session #6](#) Files Exchange, Resources
- [Session #7](#) Search & Submit CMS 1500, UB-04, Emergency Dental Claims, Prior Authorizations (Nursing Facility PETI PARs only)
- [Bridge](#) Bridge training for Community Centered Boards (CCBs) only