



Dear Providers,

Please use the links below to watch the recorded webinars. There are two sessions, each with different topics.

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### **Session 1 - Working Through Claims**

Recorded Webinar Session 1

#### **Suspensions and Denials**

What Does Suspend Mean to a Provider

What Could Cause a Suspension

Why Did the Claim Deny

Where Are the Error Codes

How To Fix a Denied Claim

#### **How to Adjust a Claim**

How to Read a Remittance Advice

Common Errors Seen for Claims Submissions

[Click here to watch Session 1](#)

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### **Session 2 - Working Through the Provider Web Portal**

Recorded Webinar Session 2

#### **Enrollment Requirements**

Correct Enrollment/Provider/Specialty Types

Providing Supporting Documentation

Credentials for Application Access

#### **Registration/Logins/Password**

What Numbers to Use and When

#### **Delegation**

Who Can See/Do What

#### **Member Verification**

What Information Is Available


#### **Updating Affiliations**

What Changes Can Be Made

[Click here to watch Session 2](#)

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### **Provider Web Portal Cheat Sheets & FAQs**



**Questions about the  
Provider Web Portal?**  
You're not the only one!  
Please review these  
FAQs and Cheat Sheets!

[Take me there!](#)

[Click here to go to Provider Web Portal FAQs](#)

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Want More Provider Web Portal Training?



## Provider Web Portal Training

Webinar recordings and FAQs are available now!

[Click to Access](#)

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Have you Reviewed the new Billing Manuals?



## New Billing Manuals

New instructional guides to assist enrolled providers with claims submission and more!

[Download Now!](#)

[Click here for the Billing Manuals](#)

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