

# **ProviderConnect Overview**

### **Agenda**

| 01 | ProviderConnect Advantages      | 02 | How to Access ProviderConnect        |
|----|---------------------------------|----|--------------------------------------|
| 03 | Member Eligibility and Benefits | 04 | Authorizations                       |
| 05 | Claims                          | 06 | Viewing Provider Summary<br>Vouchers |
| 07 | Demographic Updates             | 08 | Additional Training Options          |
| 09 | ProviderConnect Demo            | 10 | Questions                            |



#### Chapter

01

# ProviderConnect Advantages



#### **Services**

| Verify member benefits and eligibility               | View and print forms   |
|--|--|
| Request and view authorizations                      | <ul> <li>Download and print authorization<br/>letters</li> </ul> |
| Submit claims and view status                        | <ul> <li>Access Provider Summary Vouchers<br/>(PSV)</li> </ul>   |
| <ul> <li>Request payment for EAP services</li> </ul> | Submit EAP case activity forms (CAF)                             |
| Submit updates to provider demographic information   | Submit credentialing applications                                |
| Submit customer service inquiries                    | Access ProviderConnect message center                            |

Disclaimer: Please note that ProviderConnect may look different and have different functionalities based on individual contract needs, therefore some functions may not be available or may look different for your specific contract.



#### **Benefits**

Free and secure online Decreases labor expenses, paper files, and postage application, available 24/7 Efficient processing allows for Reduces the need to call for quicker payment routine information Less risk of human error or Integrates with practice mishandling management software Mac and Windows compatible Mobile device friendly

INCREASED CONVENIENCE, DECREASED ADMINISTRATIVE PROCESSES

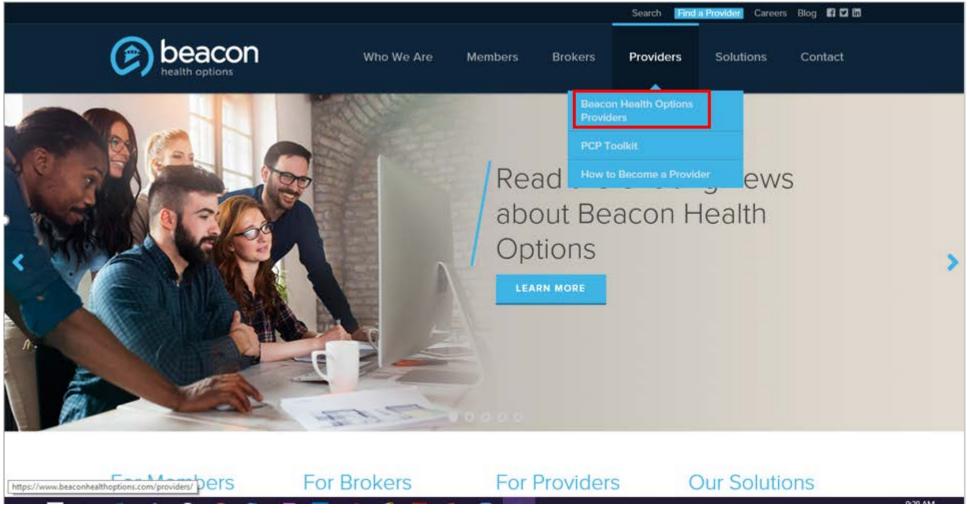


#### Chapter

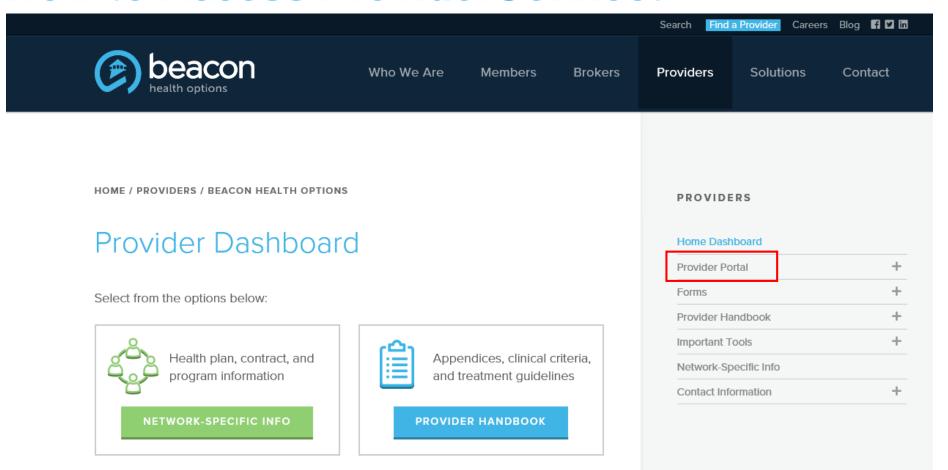
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# How to Access ProviderConnect



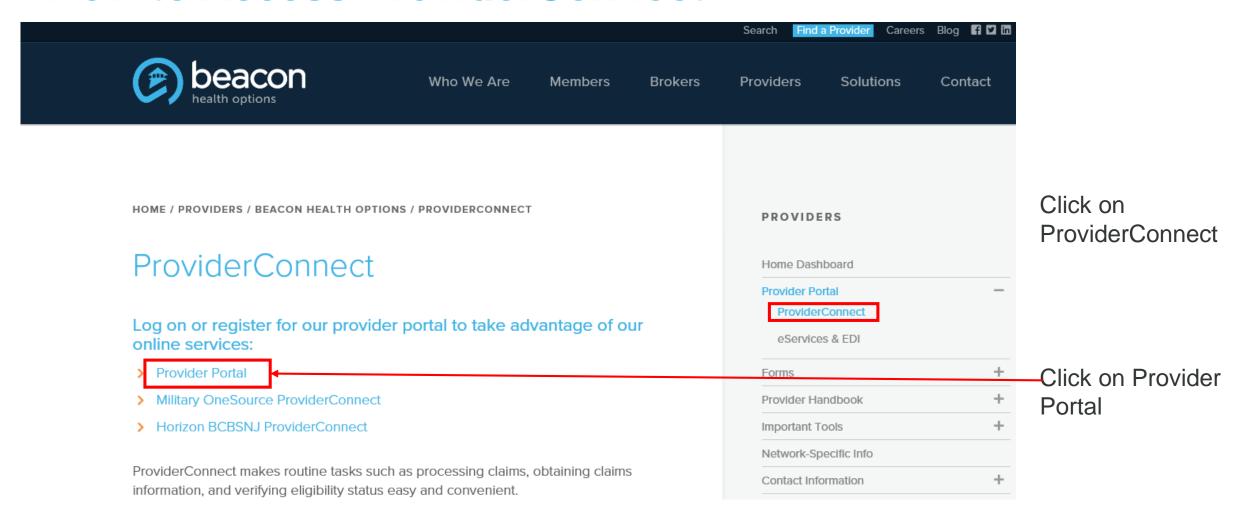




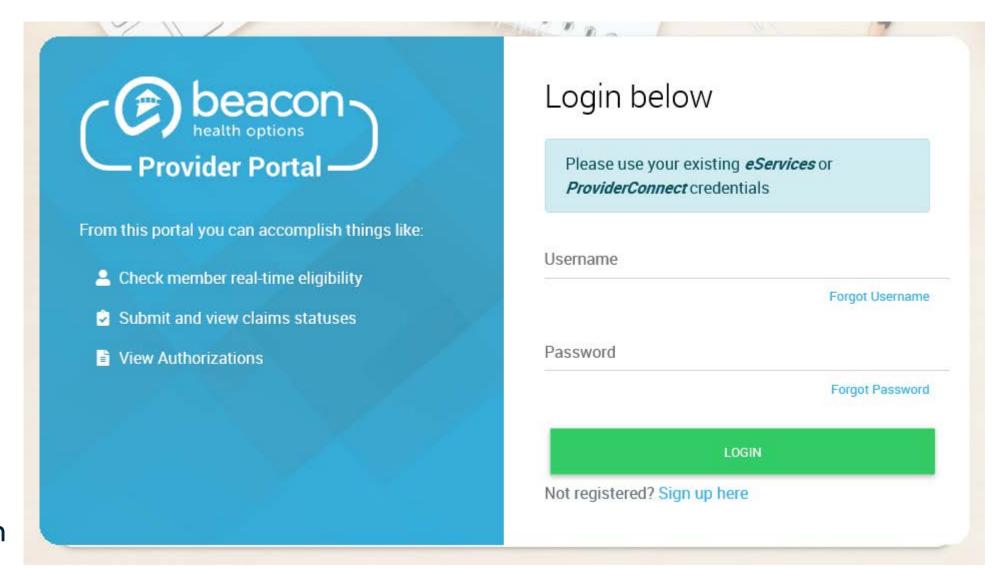


Click on Provider Portal











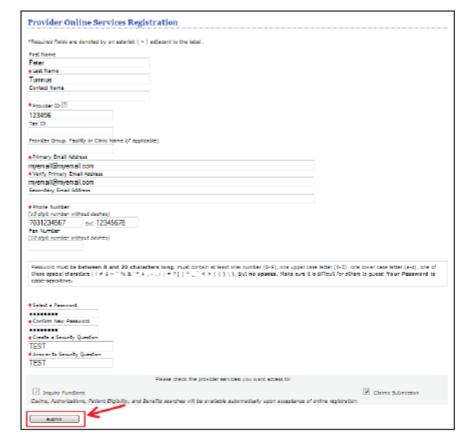
#### Logging into ProviderConnect





#### **Two Registration Options**

#### Online



\*\*Note: The online registration process includes e-signature for claims access

#### Account Request Form

#### Forms

Providers must obtain a User ID before using Online Services. To accomplish this, the following forms must be completed.

- ➤ Online Services Account Request (Editable Version) ☐
  This form authorizes Beacon Health Options (Beacon) to receive and process claims
- electronically and certifies that claims will comply with all laws, rules and regulations governing your contract with Beacon. Providers who wish to have inquiry-only access to our system for the purpose of conducting eligibility inquiries and claim status inquiries must also submit this form.
- Account Request Form for Access to Multiple Providers (Editable Version) This form allows the user access to multiple Beacon's provider identification numbers under one login once the users have completed online registration or the Online Services Account Request Form.
- Online Services Intermediary Authorization (Editable Version) This form authorizes an external entity such as a billing agent or clearinghouse to submit claims on the provider's behalf. This form must be completed only if the provider utilizes the services of a billing agency, clearinghouse or other third party.

#### Form is necessary for:

- Multiple users at one practice
- Establishing Super User access
- Setting up network-specific accounts



#### Chapter

03

# Member Eligibility and Benefits

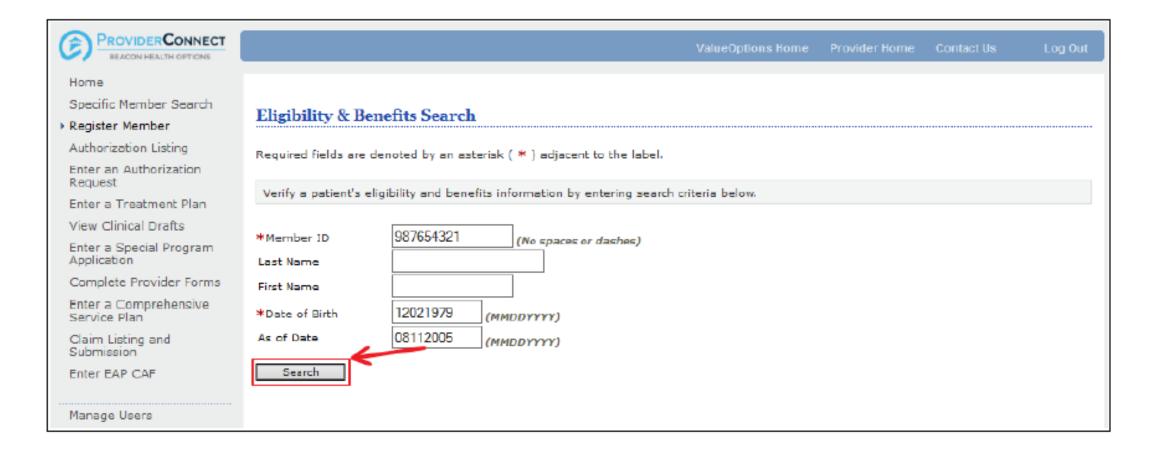


#### **Verifying Member Eligibility**





#### **Member Eligibility**



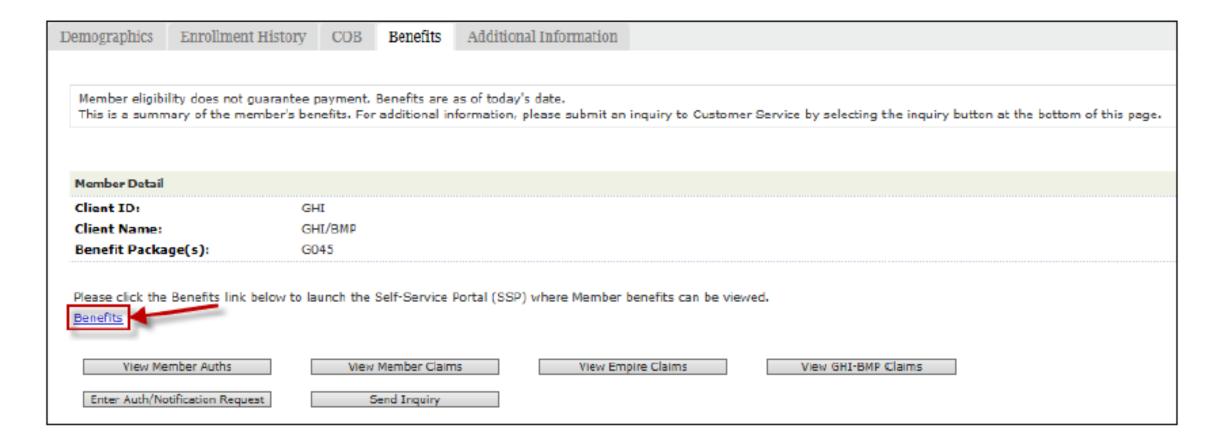


#### **Member Demographics**



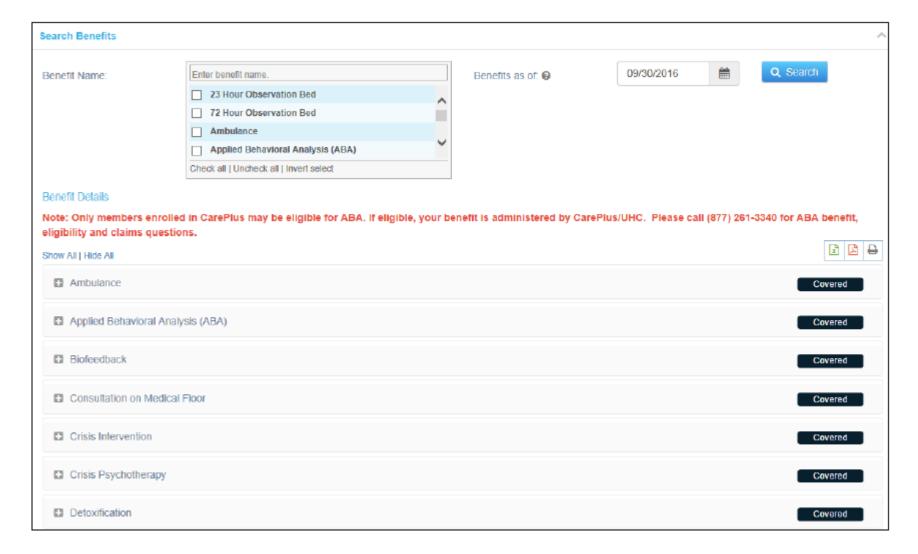


#### **Member Benefits**





#### **Member Benefits**





#### Chapter

04

## **Authorizations**





# Enter an Authorization Request

#### **Authorizations**

Each line of business (Northeast Health Partners, Health Colorado, Kaiser, etc) have different authorization process/ requirements.

Contact the following for authorizations:

Northeast Health Partners: 888-502-4189

Health Colorado: 888-502-4185

Kaiser: 866-702-9026

You can also view the authorization requirements on the websites:

• Northeast Health Partners: <a href="https://www.northeasthealthpartners.org/providers/clinical-tools/">https://www.northeasthealthpartners.org/providers/clinical-tools/</a>

Health Colorado: <a href="https://www.healthcoloradorae.com/providers/clinical-tools/">https://www.healthcoloradorae.com/providers/clinical-tools/</a>

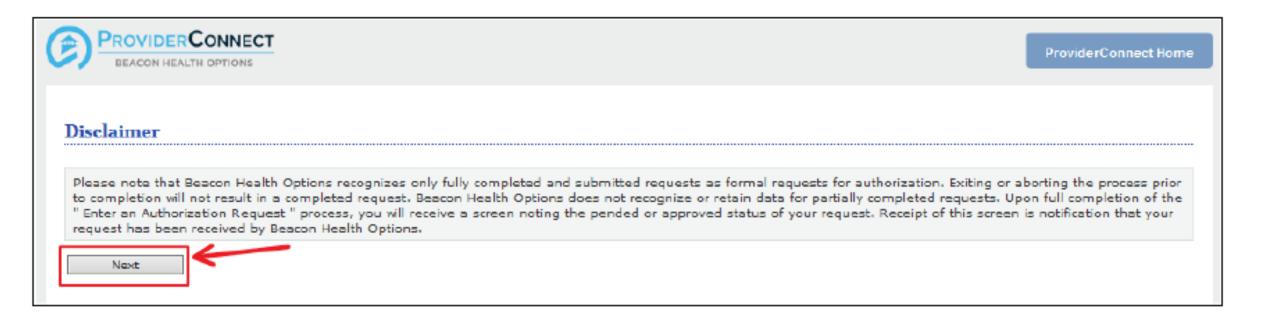


#### **Enter an Authorization Request**





#### **Disclaimer**



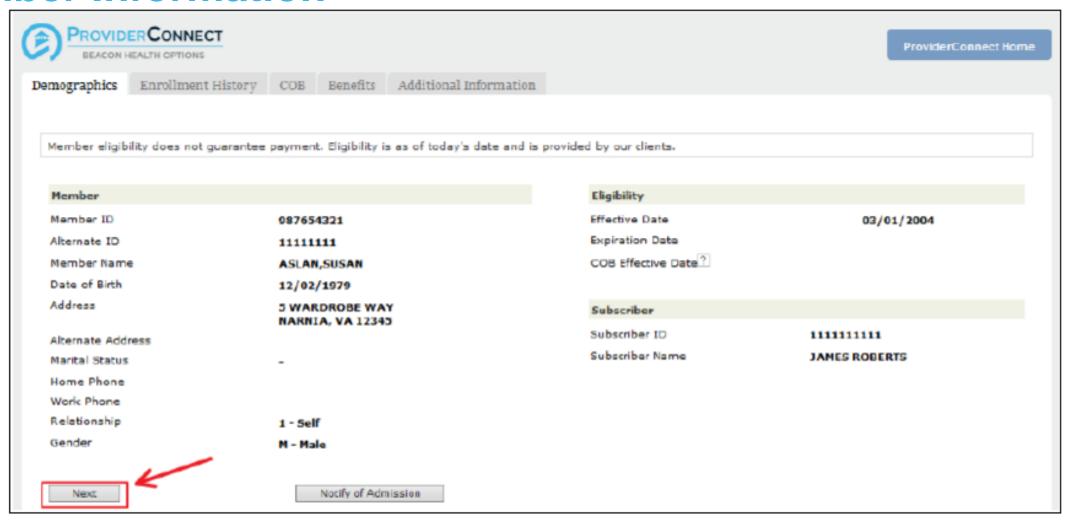


#### Search a Member



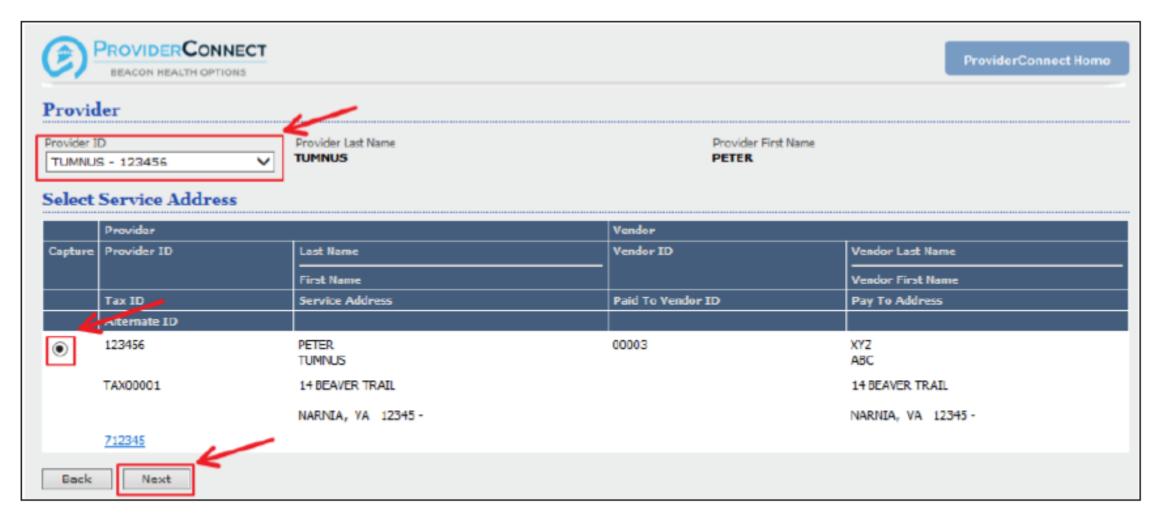


#### **Member Information**



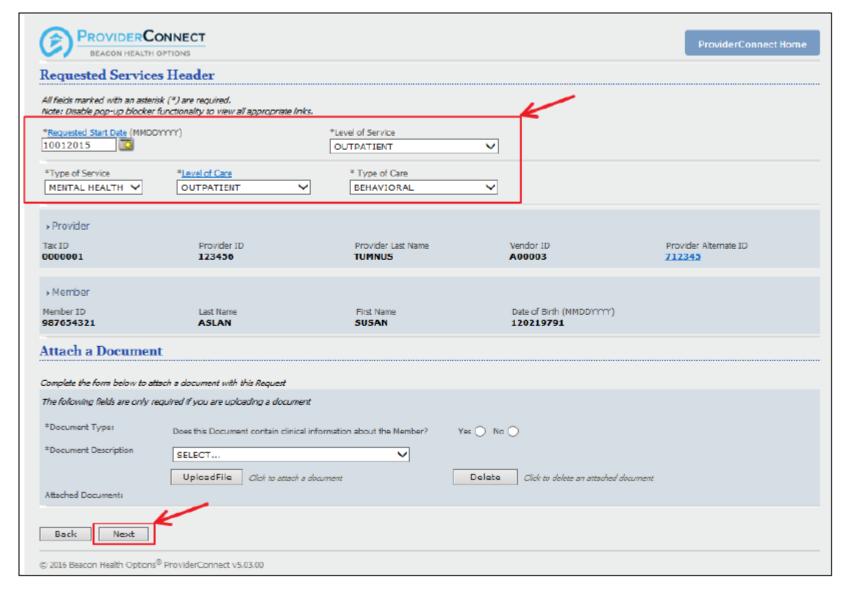


#### **Service Address**



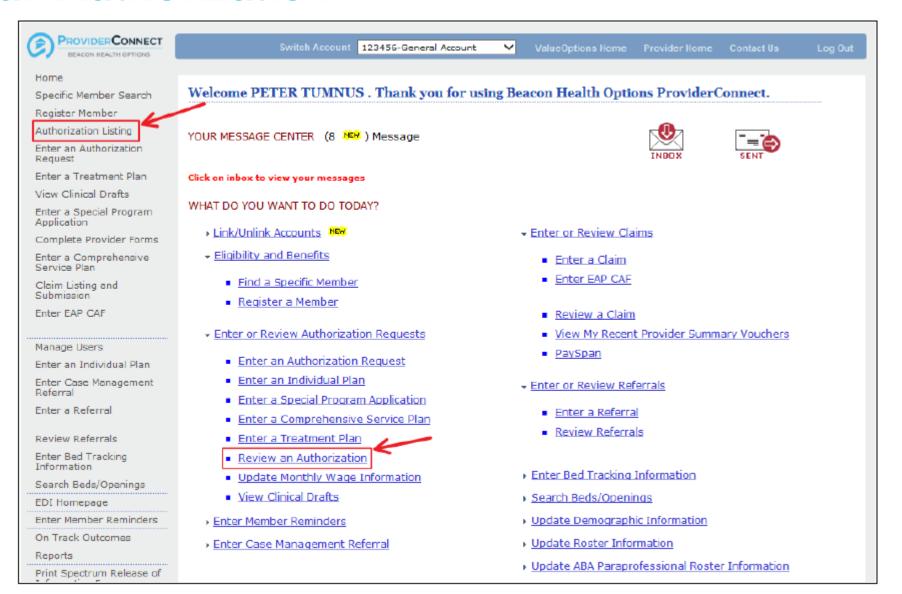


#### Requested Services Header



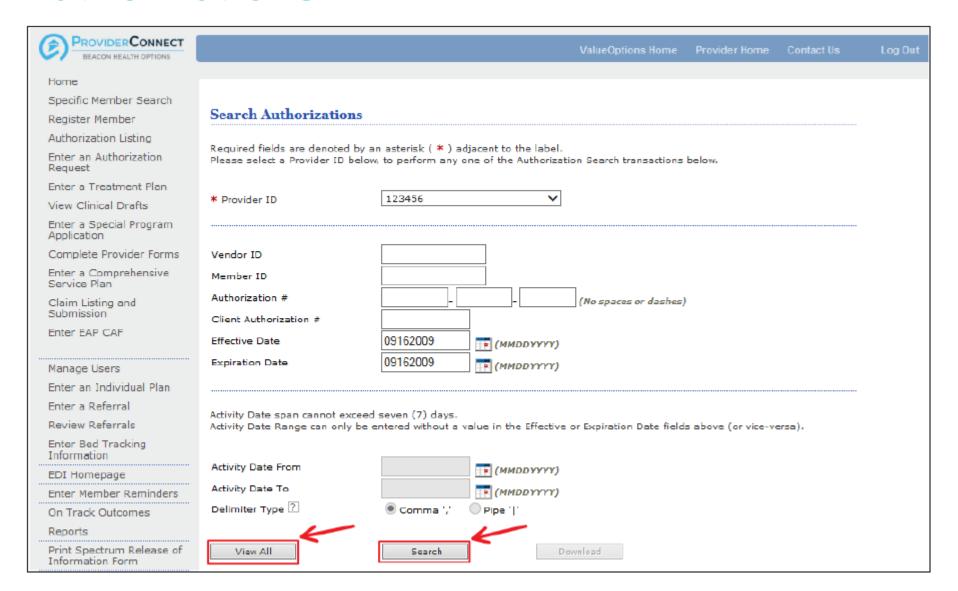


#### **Review an Authorization**



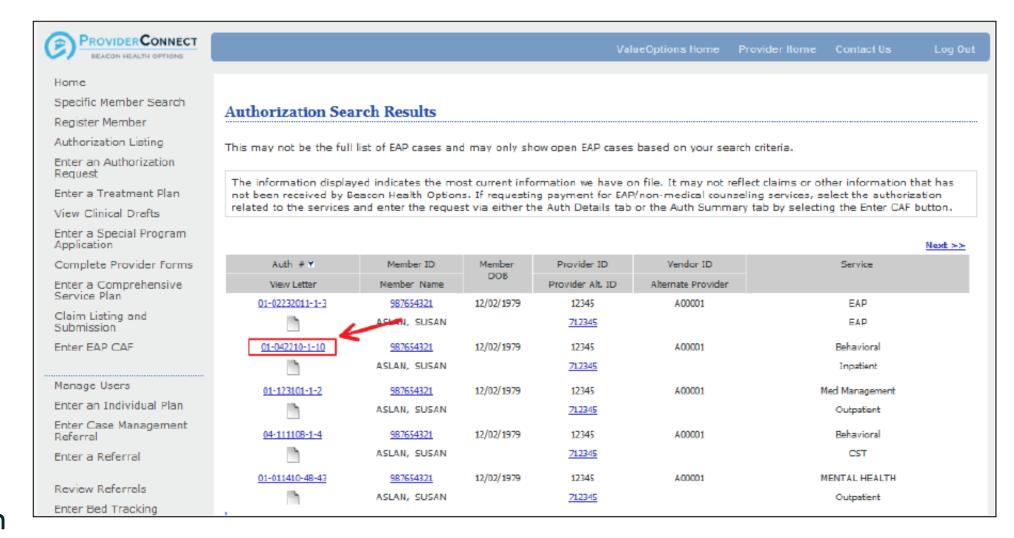


#### **Search Authorizations**





#### **Authorization Search Results**





#### Chapter

05

## **Claims**



#### **Tips for Claim Submission Success**

When submitting any claim, be sure to complete all required fields

- Providers: Tips for completing the CMS-1500 or UB04 are located under <u>Administrative Forms</u>
- Direct claim submission: Required fields designated with an asterisk (\*)
- Batch claim submission: Follow the implementation and Companion Guides located on the <u>ProviderConnect resource page</u>

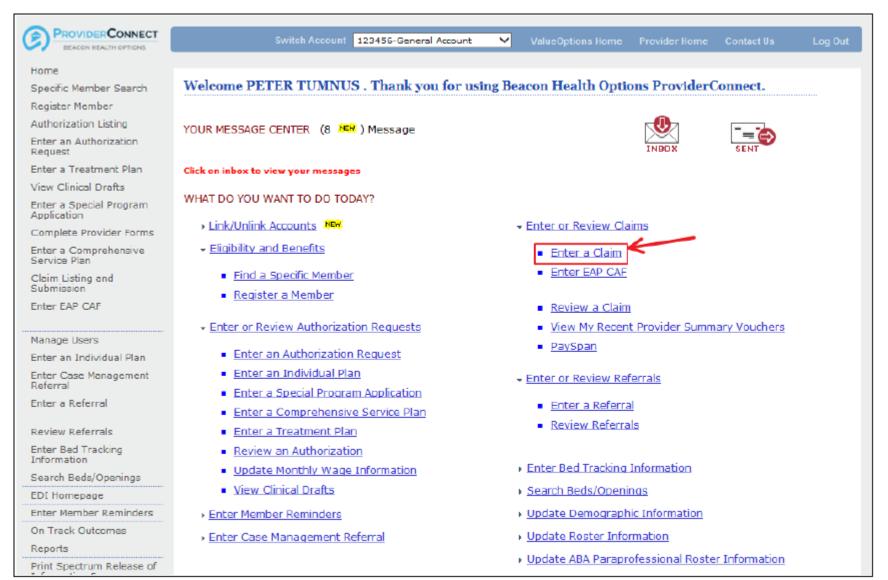


#### **Direct Claim Submission**

- Provides ability to enter a claim directly into ProviderConnect portal without using special software
- Expedites processing of the claim and payment
- Available for professional services only, not higher levels of care
- Recommended for providers submitting a lower volume of outpatient claims



#### **Direct Claim Submission**





#### **Batch Claim Submission**

- Allows you to upload HIPAA 5010 compliant files directly to Beacon
- Expedites processing of the claim and payment
- Available for all levels of care
- Recommended for facilities and providers submitting a higher volume of claims
- Payer ID
  - FHC &Affiliates
  - Clearinghouses may provide their own five digit payer ID for Beacon Health Options



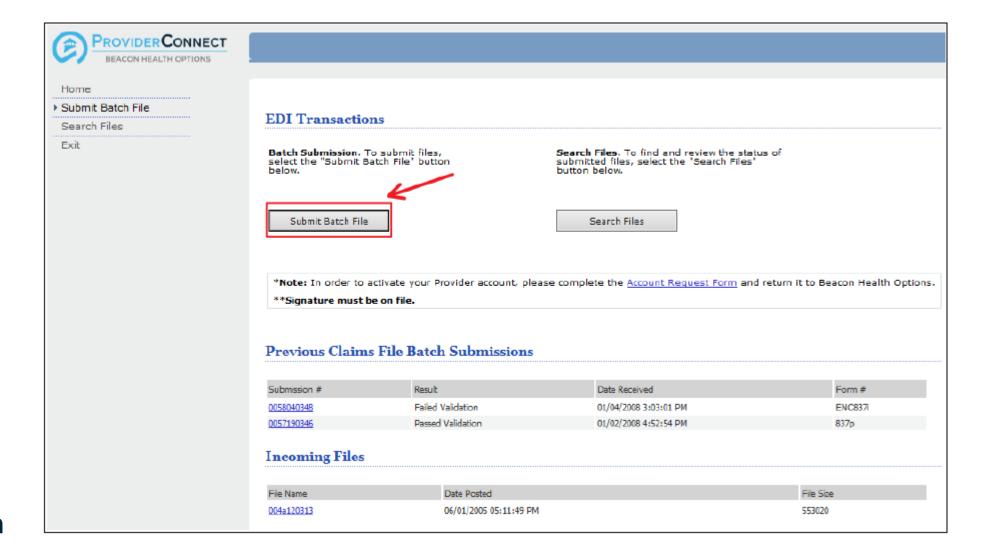
Contact your clearinghouse to see what payer ID is needed

#### **Batch Claim Submission**





#### **Batch Claim Submission**



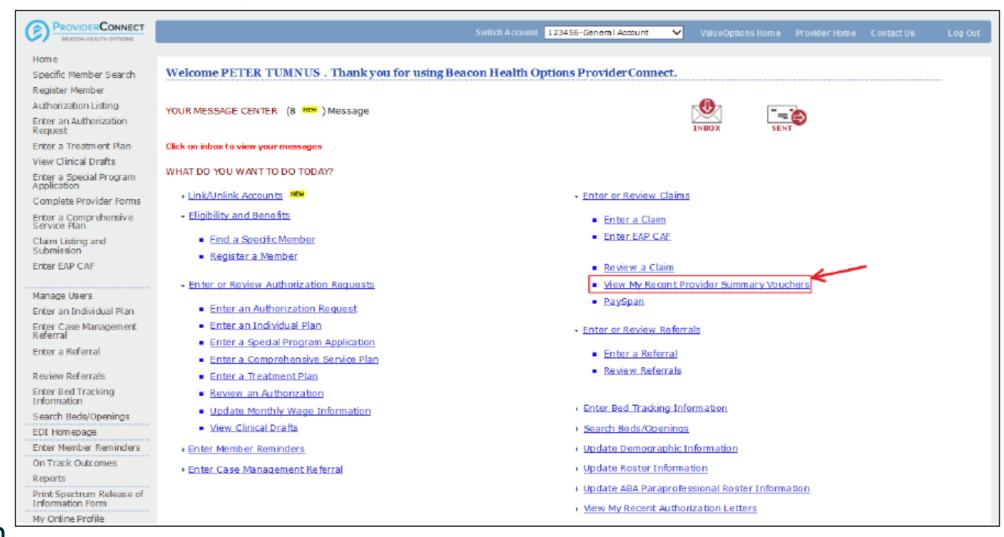


06

# Viewing Provider Summary Vouchers (PSV)

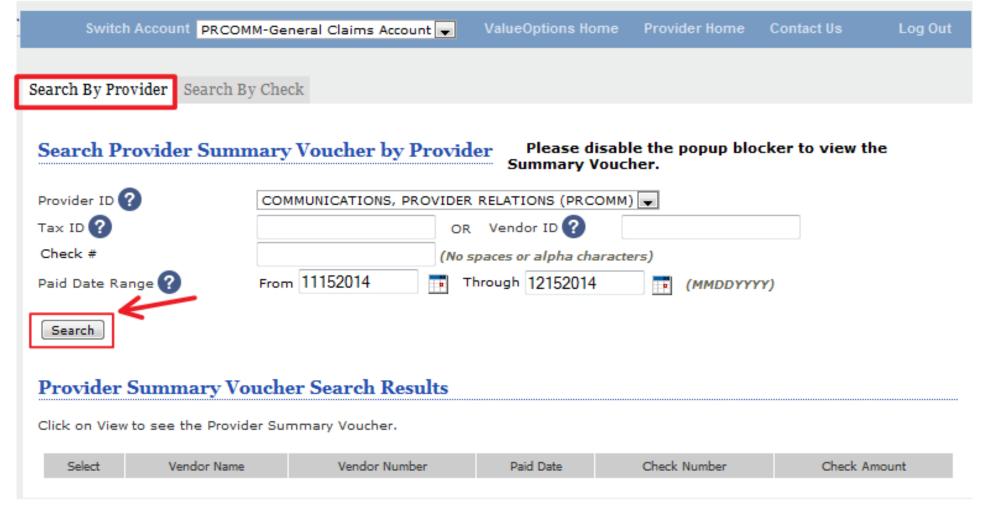


# **Provider Summary Vouchers**



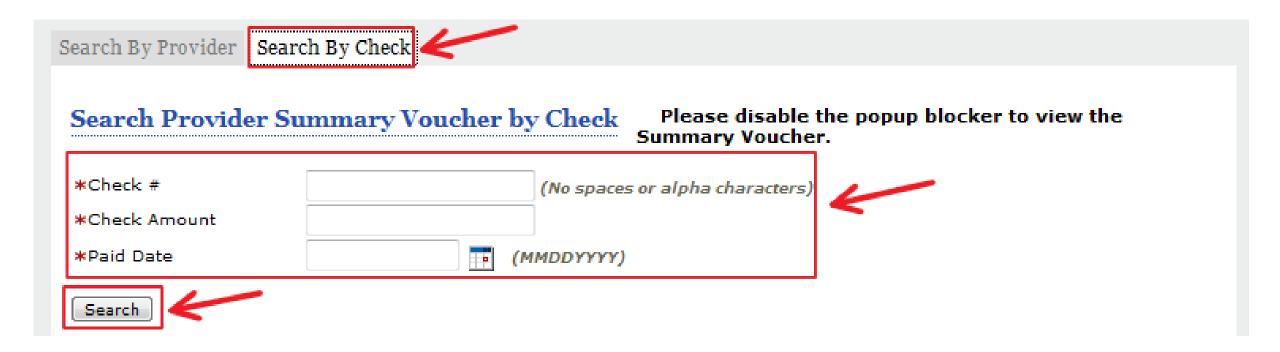


# **Search by Provider**



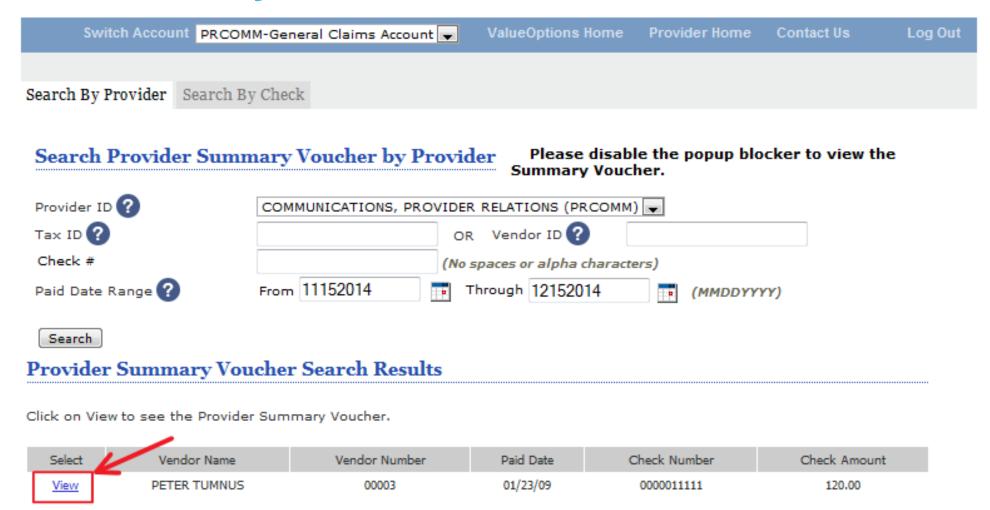


# **Search by Check**





# **Provider Summary Voucher Results**

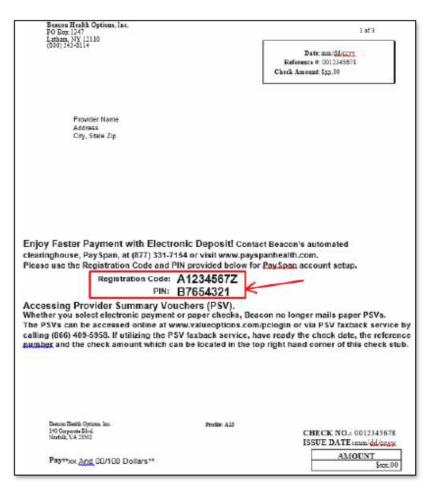




# PaySpan Health: Electronic Funds Transfer (EFT)

- Multiple registration options:
  - Click the PaySpan link through <u>ProviderConnect</u>
  - Visit <u>PaySpanHealth.com</u>
  - Call PaySpan at 877-331-7154
- Have registration code and PIN from the payment stub of a paper check handy
  - Note: EFT is location specific, so if you update or add an address, you will have to contact PaySpan to add it to your file
- Until successful registration with PaySpan is complete, physical checks will continue be generated







07

# Demographic Updates



### **Demographic Updates**

- Review information on a regular basis to ensure member referral information is accurate
- Many changes can be made in real time in ProviderConnect

| Phone numbers     | Fax numbers          | Email addresses        | Website URLs                  |
|-------------------|----------------------|------------------------|-------------------------------|
| Billing addresses | Mailing address      | Disability access      | Office hours                  |
| Service addresses | Foreign<br>languages | Accepting new patients | Update Tax ID with W9 upload* |

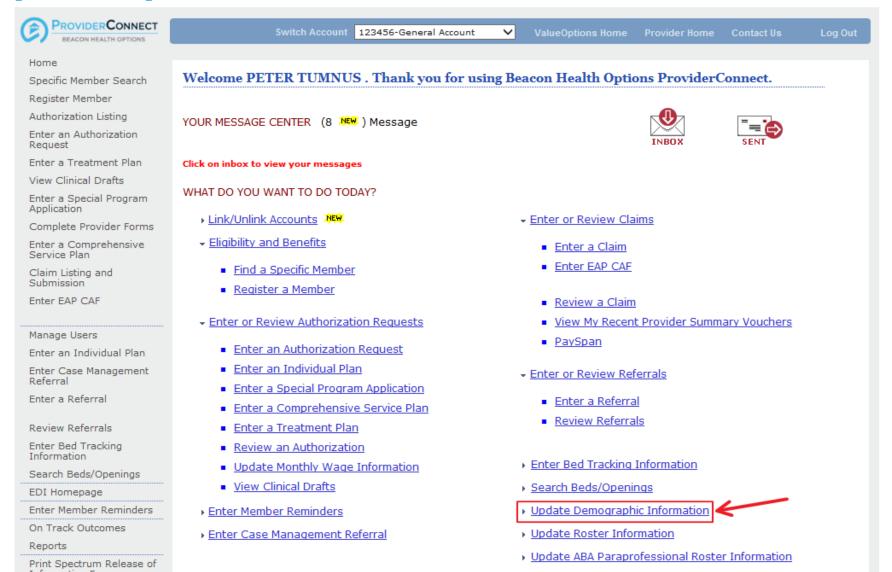
\*Tax ID update takes 3-5 business days for validation

Also review and update CAQH for consistency

If you are unable to update demographic information on ProviderConnect, reach out to our Colorado Provider Relations team or our National Provider Service Line

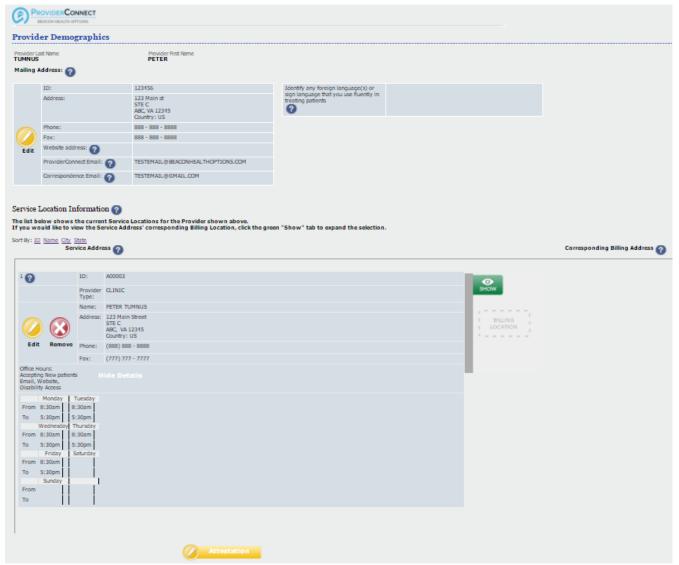


### **Demographic Update Features**





# **Demographic Update Features**





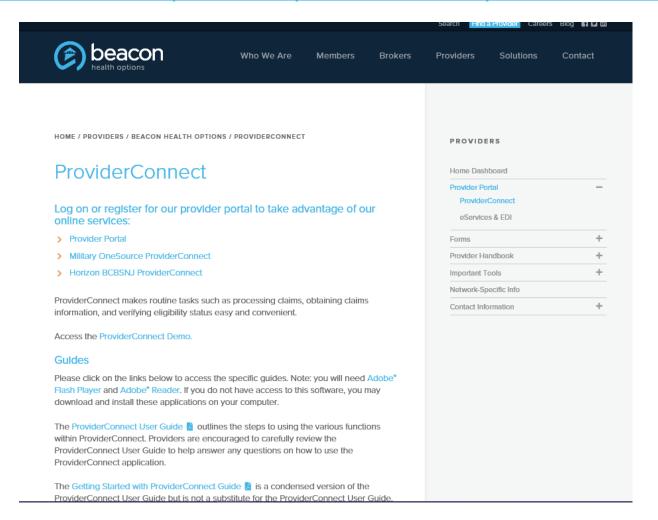
08

# Additional Training Options



# **Helpful Resources**

https://www.beaconhealthoptions.com/providers/beacon/providerconnect/



#### On this page, you will find:

- Guides for ProviderConnect
- Forms
- Webinars and Tutorials from our national training team
- How-To-Video Tutorials
- Compliance Resources
- EDI resources

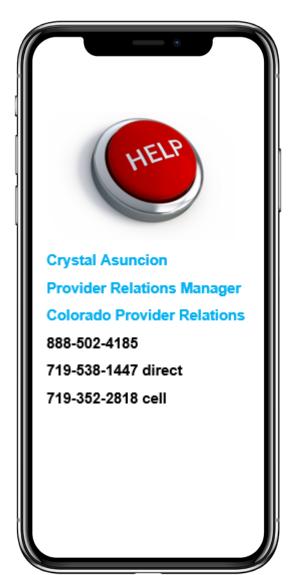


### **Contact Information**

| EDI HelpDesk                              | PaySpan   | Provider Relations  |
|---|---|---|
| 888-247-9311                              | 877-331-7154  | 800-397-1630 or 888-502-4185                                    |
| E-supportservices@beaconhealthoptions.com | providersupport@payspanhealth.com   | coproviderrelations@beaconhealthoptions.com                     |
| Mon- Friday 8 a.m. – 6 p.m. ET            | Mon- Fri 8 a.m. – 8 p.m. ET   | Mon- Friday 8 a.m. – 8 p.m. ET<br>Mon-Friday 8 a.m. – 5 p.m. MT |
|   | Can't location your registration code? Email: corporatefinance@beaconhealthoptions .com A reply will be received within 3 business days |   |
|   |   |   |



# If you would like one-one training on ProviderConnect



#### Email:

crystal.asuncion@beaconhealthoptions.com

#### Or

coproviderrelations@beaconhealthoptions.com



09

# ProviderConnect Training Demo



# **Thank You**

#### **Contact Us**



- 800-397-1630 or 888-502-4185
- www.beaconhealthoptions.com
- coproviderrelations@beaconhealthoptions.com