

Provider Portal Frequently Asked Questions (FAQs)

Updated as of September 4, 2020

Q: How do I reset my Password?

A: At the Provider Login screen, select Forgot Password Option. Enter your User ID and answers to your pre-selected security questions. Your identity will be verified and you will receive an email with an input code. Enter the input code from the email onto the screen and then create a new Password.

Q: How do I sign into the Provider Portal?

A: At the Provider Login Screen, enter your User ID and Password.

Q: How do I log out of the Provider Portal?

A: Select the dropdown arrow next to your name and select Logout option.

Q: How do I navigate the Provider Portal?

A: There is a Quick Links navigation menu across the top and on the left side of the Portal screen that allows you to quickly jump to the task you want to perform. The footer provides you with the Provider Engagement Center phone number and hours of operation. You can also view AvMed's Accessibility Policy, Privacy Policy, Conditions of Use and Notice of Non-Discrimination policies.

Q: How do I customize my Dashboard?

A: The dashboard can be customized to present the most valuable and useful information at a glance with the ability to view detailed information simply by selecting the desired object. The Customized gear list allows you to select what information should display on your dashboard based on your preferences.

- **Dashboard Widgets**
The Provider Dashboard contains several small boxes called widgets. Widgets can be moved or collapsed and some widgets can be hidden from view. This gives you the option to customize your Dashboard so you can quickly see the information you are most interested in each time you log in.
- **Gear List**
Select the Gear icon to open the widget list. You can deselect widgets, and save your preferences. The widget or widgets that you deselect will no longer display on your dashboard. You can reselect the widget or widgets at any time to display on your dashboard.

You can configure your dashboard to show: Membership Activity, Claims Financials 30 Days, Claim Statuses, Claims Aging in Last 60 Days, Authorization Last 30 Days.

Q: Where and how can I update my demographics information in the new Provider Portal?

A: Find Physician & Facilities Quick Links and select the sub-menu for Provider Search. Select the Provider Search Instructions link, located at the top right of the search results page, to display instruction on how to use the search functionality in order to load the Provider Directory. Once you find your information in the Provider Directory and would like to change data/information, you can create the request by clicking on the link under "If there is an error in any of the above data click here".

Q: How do I search and request Authorization(s)?

A: Start from the Authorizations & Referrals Quick Links Menu. Select Authorization & Referrals. Select Authorization Search. Enter the desired search criteria: AUTHS in, Member Last Name, Member ID, or Date of Birth. Search results will display in table format. You can review the details of any Authorization that displays in the search results by selecting the Authorization number.

For Authorization Request(s), start from the Authorizations & Referrals Quick Links Menu. Select Authorization & Referrals. Select Authorization & Referral Request.

Q: How do I search and request Referral(s)?

A: Start from the Authorizations & Referrals Quick Links Menu. Select Referral Search. Enter the desired search criteria: Referrals in, Member Last Name, Member ID, and Date of Birth. Search results will display in table format. You can review the details of any Referral that displays in the search results by selecting the Referral number.

For Referral Request(s), start from the Authorizations & Referrals Quick Links Menu. Select Auth/Referral Request.

Q: How do I view Prior Authorizations?

A: Start from the Authorizations & Referrals Quick Links Menu. Select Prior Authorization List.

Q: Can we submit authorization requests/check authorization status for Novologix through the new Provider Portal?

A: This feature is under construction in the new Provider Portal. We will send a request to our Pharmacy department on the code that you would like to check.

Q: How do I view Patient Eligibility?

A: Start from Patient Eligibility Quick Links Menu. Select Patient Eligibility Quick Link. Enter your desired search criteria: Member ID, Member First Name, Member Last Name, Date of Birth, Gender, or Eligibility as of date. Search results will display in a table format. You can then review the Member's eligibility by selecting the Member ID. Information display will be current and historical: Benefit Summary, Plan Details, Other Health Insurance, View Deductible/Out of Pocket, View Member Benefits and Limits.



Q: How do I search for Member Claims or EOP(s)?

A: Start from Claims Quick Links Menu. Select Claims Search. You can search for Medical, Dental and Pharmacy claims. Enter desired search criteria: Claims in, Claim Status, Member Last Name, Subscriber ID, Authorization #, or Date of Birth. View claim details.

Click on View EOP. You can search for EOPs using a date range.

Q: How do I submit Professional & Institutional Claims?

A: To submit a Professional Claim, start from Claims Quick Links Menu. Select Submit Professional Claim. Then search for and select the Patient. Search for Billing Provider. Pay to address is either a PO box or Lock box. Search for Servicing Provider. Enter Servicing Provider information. Search for Referring Provider. Enter From Date of Service and Through Date of Service. Enter or search for the diagnosis code.

To submit an Institutional Claim, start from Claims Quick Links Menu. Select Submit Institutional. Enter Date of Service and Through Date of Service. Search for Hospital/Facility. Pay to address is either a PO box or Lock box. For Member/Patient Information, from dropdown box, select patient relationship to member. Search for or manually enter Patient ID. Enter admission and discharge information into the fields. Other Health Information, by default No is selected. If yes is selected, enter the Other Health Insurance information. Attending, Operating, Other Provider, manually enter or search for the Provide NPI. Condition/Occurance/Value Codes, enter the claim header information. Enter or search for the Diagnosis Code. Then enter Claim Details and Save Batch. Then Submit Batch.

Start from Claims Batch Corrected/Replacement Claim. To Submit Corrected/Replacement Claim or Voided/Cancelled Claim, select Correct/Replacement claim link. Enter claim number.

Q: How do I submit or view Members' other health insurance?

A: Click Other Health Insurance Quick Links option. Select the coverage type you are reporting (Medical, Medicaid or Accident Related). Complete the form and submit form. Your request will be submitted to AvMed Member Engagement Center for processing.

Q: How do I view Forms and Preferred Medications?

A: Select Tools & Resources from Quick Links Menu. Select either Forms or Preferred Medications. Select the link labeled Forms and a list of available forms will display. Select the link labeled Preferred Medications and a list of preferred medications will display.

Q: How do I view Pharmacy Benefits?

A: Start from Pharmacy Benefits Quick Links Menu. Select Pharmacy. Select I Agree and you will be directed to CVS Caremark.



Q: Why can't I see my fee schedule in the new Provider Portal?

A: We are in the process of loading a copy of the fee schedule in the Provider Portal and this will be available soon. If you would like to have a copy, please send a request in writing on letterhead with Tax I.D. and fax it to 877-231-7685. A copy of your fee schedule will be sent to you within 24-72 hours upon receipt of request.

Q: How do I access my panel list in the new Provider Portal? Can I download a copy?

A. Under Quick Links for Patient Eligibility, you can see a sub-menu for Member Panel. You will be able to view your member panel list. From this section of the Provider Portal and you can download a copy of it by clicking on the Excel or PDF icon at the right hand corner of the page.