



# Secure Provider Portal

*Registration, Eligibility and Secure Messaging*

August 25, 2020

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# Housekeeping



- Please mute your phone.
- Please do not put this call on hold-we can hear your hold music.
- **Please hold all questions until the end of the presentation.**

# Disclaimer



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- Receive current updates:
  - Arkansas Health and Wellness:
    - ✓ <https://www.arhealthwellness.com/providers/resources.html>
  - Arkansas Total Care:
    - ✓ <https://www.arkansastotalcare.com/providers.html>
- Choose the network you wish to receive information for

## Provider Resources

Arkansas Health & Wellness provides the tools and support you need to deliver the best quality of care. Please view our listing on the left, or below, that covers forms, guidelines, helpful links, and training.

- For Ambetter information, please visit our [Ambetter website](#).
- For Allwell information, please visit our [Allwell website](#).

Interested in getting the latest alerts from Arkansas Health and Wellness? Fill out the form below and we'll add you to our email subscription.

Name \*

Position/Title \*

Email \*

Phone Number \*

Group Name \*

Group NPI \*

Tax ID \*

Network\*

- Ambetter
- Allwell

Submit

# Agenda

- Introduction
- Creating an Account
- User Management
- Eligibility
- Secure Messaging
- Q&A



# Secure Provider Portal

## - Creating An Account

# Account Creation

The screenshot displays the website's navigation bar with links for 'Features', 'Join Our Network', and 'CREATE ACCOUNT'. Below the navigation is a banner titled 'The Tools You Need Now!' with the subtext 'Our site has been designed to help you get your job done.' The main content area is divided into three sections: 'Check Eligibility' (with a thumbs-up icon), 'Authorize Services' (with a checkmark icon), and 'Manage Claims' (with a dollar sign icon). A 'Login' form is overlaid on the right side, featuring fields for 'User Name (Email)' and 'Password', a green 'Login' button, and a link for 'Forgot Password / Unlock Account'. Below the login form, a red circle highlights the 'Need To Create An Account?' section, which includes the text 'Registration is fast and simple, give it a try.' and an orange 'Create An Account' button. Below this, the 'How to Register' section provides instructions and links for 'Provider Registration Video' and 'Provider Registration PDF'.

## Secure Provider Portal:

- Verify member eligibility
- Submit and view status for claims and authorizations
- View detailed patient list
- Information contained on our Secure Provider Portal includes:
  - Member Eligibility
  - Patient Listings
  - Health Records & Care Gaps
  - Authorizations
  - Case Management Referrals
  - Claims Submissions & Status
  - Corrected Claims & Adjustments
  - Payments History
  - PCP Reports
- A login is required to access the secure portal
- If you have not logged in for more than 90 days, your account will automatically lock and require you to contact us for a password reset

# Register Provider



## Register Provider

Your  
Progress



Cancel

### Your Details

Tax ID

?

Tax ID is a required field

First Name

Last Name

Email

?

Re-enter Email

Password

?

Retype Password

Next →



# Error Message



If you receive error message: "We could not find your Tax ID in our system. If you have not already, please join our network." Please return to our public site to join the network. Once your data is in our systems you'll be able to create your account.

Register Provider

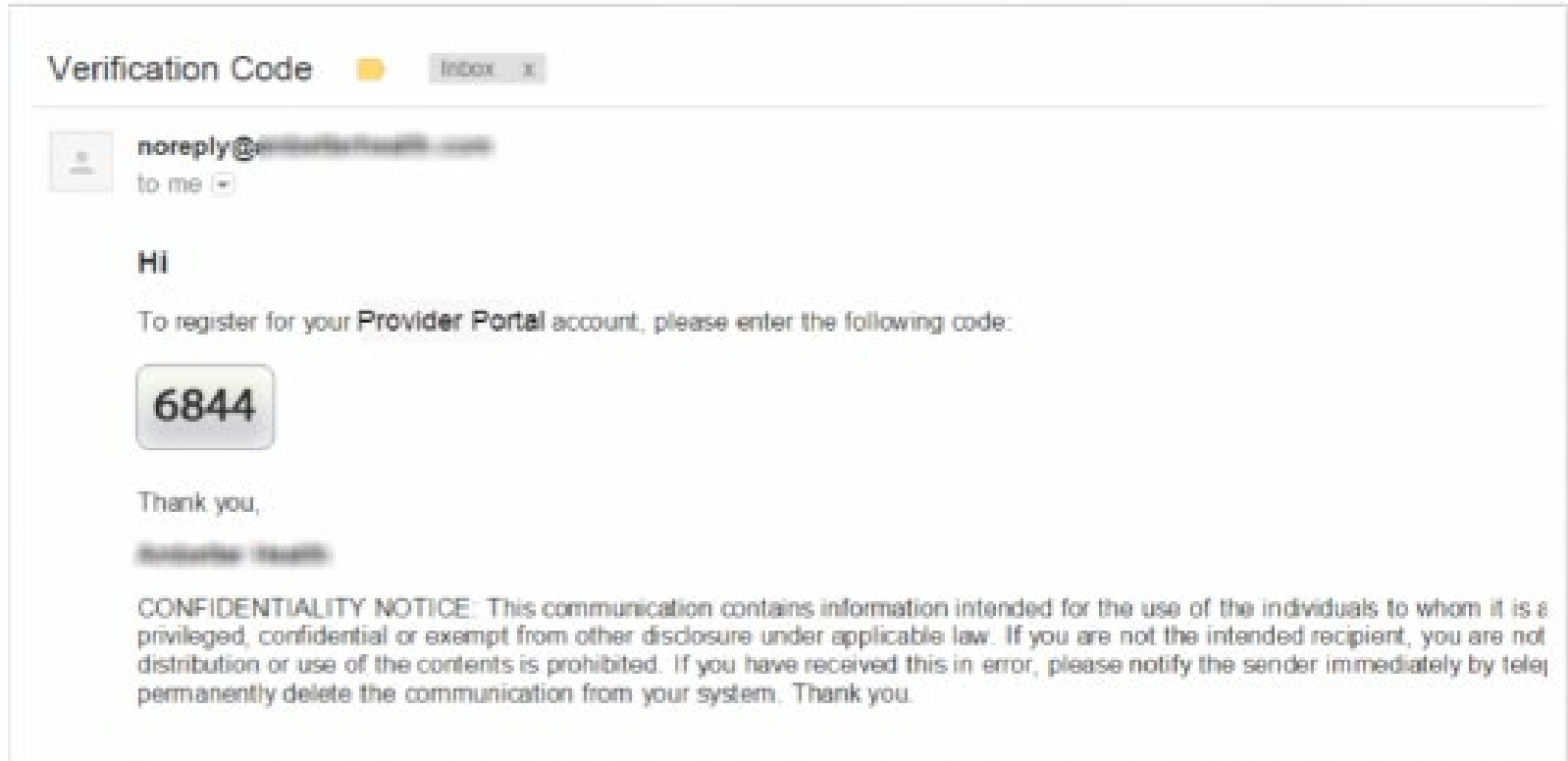
Your Progress



Cancel

We could not find your Tax ID in our system. If you have not already, please visit our public site to join the network.


# Confirmation Email



# Verification Code



## Register Provider

Your Progress 

[Cancel](#)

Registering Provider 331148820 at superuser@gmail.com

### Confirm Email

We've sent you an email with a 4-digit code to validate your email address.  
If you didn't receive it, please check your Spam or Junk folder.

[Confirm](#)

---

[Still didn't receive an email from us?](#)

# Account Setup



## Register Provider

Your Progress

Cancel

Registering Provider 52125965 at anewary@centene.com

### Account Setup

Enter your secret questions and contact information below, and then click "Submit" to complete your registration.  
Please do not close this window or your changes will be lost.

#### Secret Questions

Question 1: What city were you born in?

Answer: Clayton

Question 2: What is your favorite pet's name?

Answer: Clayton

Question 3: What is your mother's maiden name?

Answer: Clayton

#### Contact Information

Telephone Number:

Fax Number:

Submit

# Registration Complete



**Registration Complete!**

Your Progress

Thank you for completing your registration! A First Health Plan provider services specialist will be sending you an email when your profile has been activated. Please allow up to 2 business days for processing.

If you do not receive an email within 2 business days, please log in and contact us using secure messaging or call (866) [redacted] for additional assistance.

[Login](#)


# Ready to Login



Features    Join Our Network    [CREATE ACCOUNT](#)


## The Tools You Need Now!

Our site has been designed to help you get your job done.




### Check Eligibility

Find out if a member is eligible for service.



### Authorize Services

See if the service you provide is reimbursable.



### Manage Claims

Submit or track your claims and get paid fast.

### Login

User Name ( Email )

Password

[Login](#)

[Forgot Password / Unlock Account](#)

### Need To Create An Account?

Registration is fast and simple, give it a try.

[Create An Account](#)

### How to Register

Our registration process is quick and simple. Please click the button to learn how to register.

[Provider Registration Video](#)

[Provider Registration PDF](#)

# Account Manager/User Management

## - Creating An Account

Eligibility
Patients
Authorizations
Claims
Messaging

Viewing Dashboard For : TIN  Plan Type  GO

[Account Details](#)  
[User Management](#)

[What you need to know about COVID-19:](#)  
**Note:** As of January 1, 2020, QualChoice Marketplace plans (AR Works and FFM) will be rebranded as Ambetter. For information regarding services dated prior to 1/1, please utilize the QualChoice Member and Provider My Account online portals. For information regarding services dated on or after 1/1, please use the Ambetter Secure Member and Provider portals.

### Quick Eligibility Check for Ambetter

Member ID Only  Birthdate  Check Eligibility

### Recent Claims

STATUS	RECEIVED DATE	MEMBER NAME	CLAIM NO.
💰	08/10/2020		
💰	08/10/2020		
💰	08/07/2020		
💰	08/07/2020		
💰	08/10/2020		

### Welcome

- Add a TIN to My ACCOUNT >
- Manage Accounts >
- Reports >
- Patient Analytics >
- Provider Analytics >

### Recent Activity

Date  
Activity

### Go Paperless

Empower your practice with electronic settlement. Now you can receive EFT's and ERA's without investing in new technology and without changes to current systems.

PaySpan Site

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Viewing For : TIN  Plan Type

### Search for User

Email  Last Name  Status

Verification Pending

The **Invite a User** tool allows you to invite others to register for the Portal.

### Invite a User

Email Address

[Account Manager User Guide](#)

Email Address ↑	Last Name ↑	First Name ↑	TIN ↑	Telephone Number ↑	Status ↑		
					PasswordExpired	Account Manager Access	<input type="button" value="Update User"/>

One item found. Page 1/1 1

Viewing For : TIN  Plan Type

### Search for User

Users associated with this Tax ID number and Plan will be displayed below.

Search for User by Email, Last Name, and/or Status.

Email	Last Name	Status
<input type="text" value="Email"/>	<input type="text" value="Last Name"/>	<input type="text" value="Status..."/>

Verification Pending

### Invite a User

Email Address

[Account Manager User Guide](#)

Email Address ↑	Last Name ↑	First Name ↑	TIN ↑	Telephone Number ↑	Status ↑	
					PasswordExpired	<div style="background-color: #fff9c4; padding: 5px; display: inline-block;">Account Manager Access</div> <div style="border: 2px solid red; padding: 2px; display: inline-block; margin-left: 10px;"> <input type="button" value="Update User"/> </div>

One item found. Page 1/1 1

Click **Update User** to modify User's account.

## Update User status and permissions for

The Update User screen allows you to view/edit user status and permissions.

### User Information

Email:

Status: PasswordExpired

Name:

Last Login Time: 2019-09-14 11:02:57

Telephone Number:

### Profile Information

Click **Disable user/Enable user** to update user's account status.

Click on a specific item(s) to grant/remove access as needed.

Can Access:  Claims  Assessments  Health Passport  Reports  Health Record  Manage Account  Eligibility

Authorizations

Update Status:

Disable user

Send Password Reset Email

Comments:  
(required)

200 characters left

Comments History:

Enter comments listing updates made to user's account.

Click **Update User** to save changes.

Cancel

Eligibility
Patients
Authorizations
Claims
Messaging

Viewing Dashboard For : TIN  Plan Type  GO

[What you need to know about COVID-19](#)

Note: As of January 1, 2020, QualChoice Marketplace plans (AR Works and FFM) will be rebranded as Ambetter. For information regarding **services dated prior to 1/1**, please utilize the QualChoice Member and Provider **My Account** online portals. For information regarding **services dated on or after 1/1**, please use the Ambetter Secure Member and Provider portals.

### Quick Eligibility Check for Ambetter

Member ID Only  Birthdate  Check Eligibility

### Recent Claims

STATUS	RECEIVED DATE	MEMBER NAME	CLAIM NO.
\$	08/10/2020		
\$	08/10/2020		
\$	08/07/2020		
\$	08/07/2020		
\$	08/10/2020		

### Welcome

- Add a TIN to My ACCOUNT >
- Manage Accounts >
- Reports >
- Patient Analytics >
- Provider Analytics >

### Recent Activity

Date	Activity

### Go Paperless

Empower your practice with electronic settlement. Now you can receive EFT's and ERA's without investing in new technology and without changes to current systems.

PaySpan Site

Click Account Details

Account Details

User Management

Go to Dashboard For : TIN  Plan Type

### Account Details

- Name
- User Name (Email)
- Password
- Telephone Number
- Fax Number
- Secret Question What is your father's middle name?
- Secret Question What city were you born in?
- Secret Question What is your mother's maiden name?

### Add a TIN

Please note, provider services will need to validate any additional TINs, which could take several days. You will be notified by email when verification is complete.

Name TIN

Tax ID

# Member Eligibility

- How to check Member Eligibility

Viewing Dashboard For: **TIN**  **Plan Type**  [GO](#)

Enter the **Member ID** or Last Name.  
Enter the Member's **Birthdate**.  
Click **Check Eligibility** to continue.

Plans (AR Works and FFM) will be rebranded as ...  
or to 1/1, please utilize the QualChoice Member and ...  
arding services dated on or after 1/1, please use

### Quick Eligibility Check

Member ID  Birthdate  [Check Eligibility](#)

### Recent Claims

STATUS	RECEIVED DATE	MEMBER NAME	CLAIM NO.
\$	08/10/2020		
\$	08/10/2020		
\$	08/07/2020		
\$	08/07/2020		
\$	08/10/2020		

### Welcome

- [Add a TIN to My ACCOUNT](#) >
- [Manage Accounts](#) >
- [Reports](#) >
- [Patient Analytics](#) >
- [Provider Analytics](#) >

### Recent Activity

Date  
Activity

### Go Paperless

Empower your practice with electronic settlement.  
Now you can receive EFT's and ERA's without investing  
in new technology and without changes to current  
systems.

[PaySpan Site](#)



Viewing Eligibility For :   GO

The following screen will confirm if the member was found and their eligibility status.

## Eligibility Check




Date of Service 01/16/2019

Member ID Only 123456789 or Smith

DOB mm/dd/yyyy

Check Eligibility

Print

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	CARE GAPS
	01/16/2019	JANE DOE	01/16/2019	 Emergency Room Visit?  Remove

Click the member's name for more information.



# Member Information - Ambetter



[Back to Eligibility Check](#)

**Overview**

Cost Sharing

Benefit Tracker

Assessments

Health Record

Care Plan

Authorizations

Pharmacy PDL

Referrals

Coordination of Benefits

Claims

Summary of Benefits

Document Resource Center

This patient is eligible as of today, Jan 16, 2019. The premium paid through date is Jan 31, 2019 and the claims paid through date is Feb 28, 2019.

**Patient Information**

Name JOHN DOE  
Gender M  
Birthdate 10/29/1991  
Age 23  
Member # 001122333  
Address 123 ANYWHERE BLVD  
LITTLE ROCK, AR 72204

**PCP Information**

[View PCP History](#)

**Eligibility History**

Start Date	End Date	Product Name	Product Description
Jan 1, 2019	Dec 31, 2019	Ambetter Balanced Care 6 (2019)	AR Balance C6 87%
Jan 1, 2018	Dec 31, 2018	Ambetter Balanced Care 6 (2018)	AR Balance C6 87%

[more](#)

[View Clinical Information](#)

[Allergies](#)

None On File

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The **Patient Information** section displays the member's demographic information.

**Eligibility History** displays current and/or past coverage spans.

# Member Information - Allwell



[Back to Eligibility Check](#)

**Overview**

Cost Sharing

Assessments

Health Record

Care Plan

Authorizations

Referrals

Coordination of Benefits

Claims

Summary of Benefits

Document Resource Center

This patient is eligible as of today, Jan 22, 2019.

**Patient Information**

Name JOHN DOE  
Gender M  
Birthdate 10/29/1991  
Age 23  
Member # 001122333  
Address 123 ANYWHERE BLVD  
LITTLE ROCK, AR 72204

**Eligibility History**

Start Date	End Date	Product Name	Product Description
Jan 1, 2018	Ongoing	Medicare	AR ALLWELL MEDICARE HMO MAPD PLAN H9630-002

[View Clinical Information](#)

**PCP Information**

Practice Type  
Phone Number

[View PCP](#)

[EPSDT](#)

[Care Gaps](#)

None On File

[Allergies](#)

None On File

The **Patient Information** section displays the member's demographic information.


**Eligibility History** displays current and/or past coverage spans.

# Member Information – ARTC

[Back to Eligibility Check](#)

**Overview**

- Cost Sharing
- Assessments
- Health Record
- Care Plan
- Authorizations
- Referrals
- Coordination of Benefits
- Claims
- Document Resource Center
- Notes

 This patient is eligible as of today, Mar 19, 2019.

**Patient Information**

Name JOHN DOE  
Gender M  
Birthdate 10/29/1991  
Age 23  
Member # 001122333  
Address 123 ANYWHERE BLVD  
LITTLE ROCK, AR 72204

**Eligibility History**

Start Date	End Date	Product Name
Mar 1, 2019	Ongoing	Behavioral Health Non-Dual
Sep 1, 2018	Feb 28, 2019	Arkansas Behavioral Health Services Only

[View Clinical Information](#)

**PCP Information**  
UNASSIGNED PCP  
[View PCP History](#)

[EPSDT](#)

[Care Gaps](#)  
None On File

[Allergies](#)  
None On File

The **Patient Information** section displays the member's demographic information.

**Eligibility History** displays current and/or past coverage spans.

# Alternate Way to Verify Eligibility



Viewing Dashboard For : TIN  Plan Type

**Eligibility** Patients Authorizations Claims Messaging

[What you need to know about COVID-19:](#)  
**Note:** As of January 1, 2020, QualChoice Marketplace plans (AR Works and FFM) will be rebranded as Ambetter. For information regarding services dated prior to 1/1, please utilize the QualChoice Member and Provider My Account online portals. For information regarding services dated on or after 1/1, please use the Ambetter Secure Member and Provider portals.

### Quick Eligibility Check for Ambetter

Member ID Only:  Birthdate:  [Check Eligibility](#)

### Recent Claims

STATUS	RECEIVED DATE	MEMBER NAME	CLAIM NO.
🇺🇸	08/11/2020		
🇺🇸	08/11/2020		
🇺🇸	08/11/2020		
🇺🇸	08/11/2020		
🇺🇸	08/11/2020		

### Welcome

- [Add a TIN to My ACCOUNT](#)
- [Manage Accounts](#)
- [Reports](#)
- [Patient Analytics](#)
- [Provider Analytics](#)

### Recent Activity

Date	Activity
------	----------

### Go Paperless

Empower your practice with electronic settlement. Now you can receive EFT's and ERA's without investing in new technology and without changes to current systems.

[PaySpan Site](#)

# Check Eligibility



Viewing Eligibility For :

TIN

Plan Type

GO

Enter the **Member ID** or **Last Name**.  
Enter the Member's **Birthdate**.  
Click **Check Eligibility** to continue.

## Eligibility Check

Date of Service 08/12/2020

Member ID

123456789 or Smith

DOB mm/dd/yyyy

Check Eligibility

Print

ELIGIBLE

DATE OF SERVICE

PATIENT NAME

DATE CHECKED

CARE GAPS

LOG  
ER  
VISIT



# Eligibility Status – Not Found

Viewing Eligibility For :

### Eligibility Check

Date of Service  Member ID or Last Name

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED
Not Found	09/20/2016	Patient not found. (123456789 & 01/01/1990)	09/20/2016

The information entered on the Eligibility Check displays under Patient Name.

**Not Found** displays, if a member is not found based on the information entered.

# Eligibility Status - Ineligible



Viewing Eligibility For :

### Eligibility Check

Date of Service  Member ID or Last Name  DOB

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	
<b>Ineligible</b>	09/20/2016	<b>JANE DOE</b>	09/20/2016	<input type="button" value="Remove"/>

**Ineligible** displays when the member's coverage has ended.

Click the member's name to review their eligibility history.

# Secure Messaging



Eligibility
Patients
Authorizations
Claims
Messaging

Viewing Dashboard For : TIN  Plan Type  GO

**What you need to know about COVID-19:**  
 Note: As of January 1, 2020, QualChoice Marketplace plans (AR Works and FFM) will be rebranded as Ambetter. For information regarding services dated prior to 1/1, please utilize the QualChoice Member and Provider My Account online portals. For information regarding services dated on or after 1/1, please use the Ambetter Secure Member and Provider portals.

### Quick Eligibility Check for Ambetter

Member ID Only  Birthdate  Check Eligibility

### Welcome

- Add a TIN to My ACCOUNT >
- Manage Accounts >
- Reports >
- Patient Analytics >
- Provider Analytics >

### Recent Activity

Date	Activity

### Recent Claims

STATUS	RECEIVED DATE	MEMBER NAME	CLAIM NO.
\$	08/11/2020		
\$	08/11/2020		
\$	08/11/2020		
\$	08/11/2020		
\$	08/11/2020		

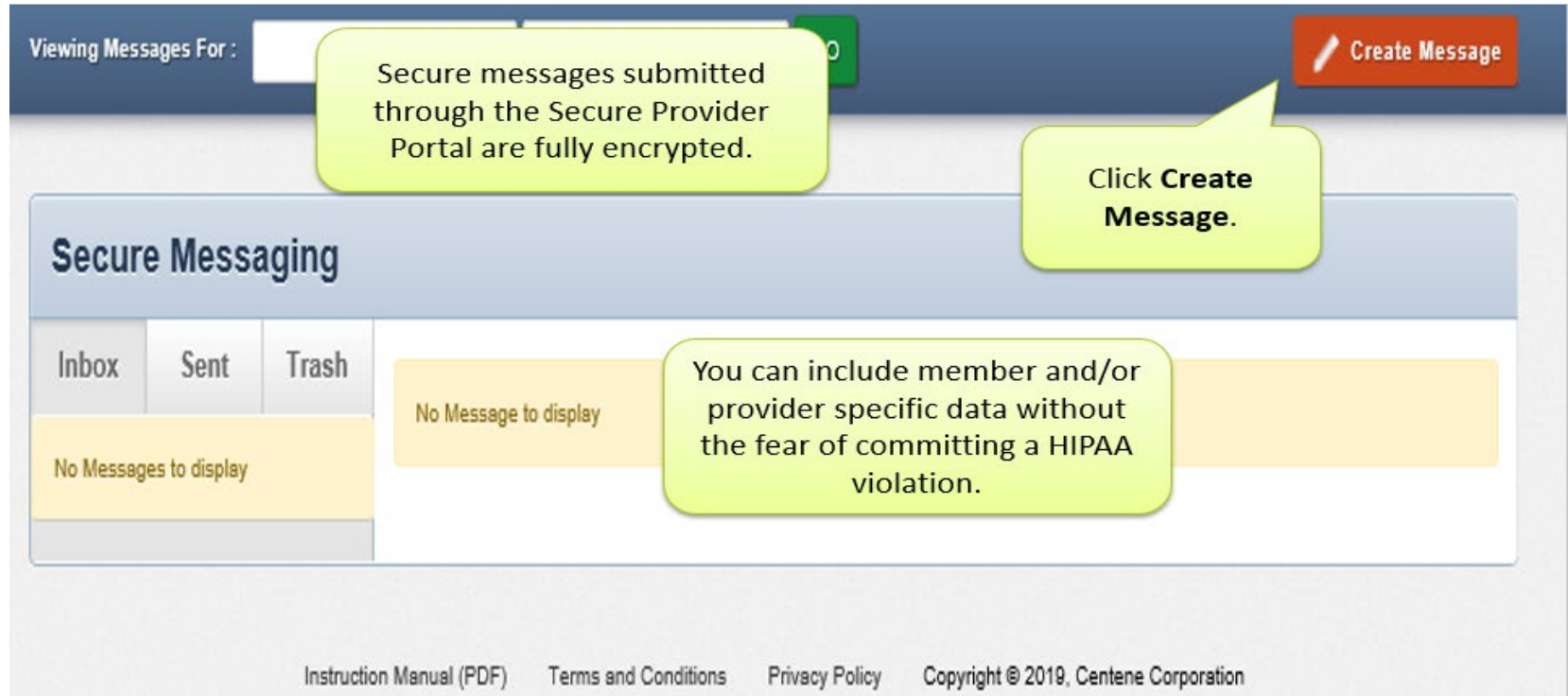
### Go Paperless

Empower your practice with electronic settlement. Now you can receive EFT's and ERA's without investing in new technology and without changes to current systems.

PaySpan Site

Click Messaging.

# Creating a Message



Viewing Messages For :  0

**Create Message**

Secure messages submitted through the Secure Provider Portal are fully encrypted.

Click **Create Message**.






## Secure Messaging

Inbox	Sent	Trash
No Messages to display		

No Message to display

You can include member and/or provider specific data without the fear of committing a HIPAA violation.

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 Eligibility
  Patients
  Authorizations
  Claims
  Messaging

Viewing Messages For : **TIN**  **Plan Type**  GO ✎ Create Message

### New Message

If your message is about a specific member, please include their ID and Date of Birth below.

To	<input type="text" value="Ambetter of Arkansas"/>	Member ID	<input type="text" value="123456789"/>
Subject	<input type="text" value="Select a subject"/>	Date of Birth	<input type="text" value="mm/dd/yyyy"/>

Your Message

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Select a subject

- Benefit Inquiry - Transportation
- Eligibility Inquiry
- Claim Payment
- Claim Status
- Claim Adjustment
- Contract Clarification
- Contract Request
- Provider Material
- Provider Relations Visit Request
- Appeal
- Provider Demographic Correction/Update
- Member Connections Request - Member/Patient Outreach
- Provider Panel Question
- Member/Patient Problem
- Benefit Inquiry - Benefit Limits/Copay
- Other

### New Message

We've selected **Claim Payment** for this example.

If your message is about a specific member, please include their ID and Date of Birth below.

Member ID

Date of Birth

Enter your message in the following text box. Be sure to include as much information as needed.

Your Message

Hello,  
I'm interested in getting set up for Electronic Funds Transfers, how would I go about doing that?  
Please advise,  
Thank you

Click **Send** to submit your message.

# Message Confirmation

The screenshot displays a web application interface for secure messaging. At the top, a navigation bar includes icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this, a header section contains a 'Viewing Messages For:' dropdown menu and a 'Create Message' button. The main content area is titled 'Secure Messaging' and features a sidebar with 'Inbox', 'Sent', and 'Trash' tabs. The 'Inbox' tab is active, showing 'No Messages to display'. A green confirmation message is displayed in the main area, stating 'Success! Message sent.' with a close button (X). A yellow callout box points to this message with the text: 'A confirmation that your message was sent will display.' Below the confirmation message, there is a yellow placeholder box that says 'No Message to display'.

The screenshot shows a user dashboard with a navigation bar at the top containing icons for Eligibility, Patients, Authorizations, Claims, and Messaging. The Messaging icon is highlighted with a red box and a callout bubble that says "Click **Messaging**." Another callout bubble points to the red notification icon on the Messaging icon, stating "A red notification icon with the number of unread messages will appear." Below the navigation bar, there is a "Viewing Dashboard For:" dropdown menu. The main content area is divided into three sections: "Quick Eligibility Check" with input fields for Member ID or Last Name and Birthdate; "Recent Claims" with a table of claim records; and a "Welcome" sidebar with links for "Add a TIN to My ACCOUNT", "Manage Accounts", and "Reports". A callout bubble near the Quick Eligibility Check section states "You'll receive a response to your message within 1 – 2 business days." Below the Recent Claims table, there is a "Recent Activity" section with columns for Date and Activity.

Viewing Dashboard For :

Eligibility Patients Authorizations Claims **Messaging**

A red notification icon with the number of unread messages will appear.

Click **Messaging**.

### Quick Eligibility Check

Member ID or Last Name Birthdate

123456789 or Smith

You'll receive a response to your message within 1 – 2 business days.

### Recent Claims

STATUS	RECEIPT DATE	MEMBER NAME	CLAIM NO.
	09/20/2016	JOHN DOE	<a href="#">P555IME66666</a>
	09/20/2016	JOHN DOE	<a href="#">P444IME55555</a>
	09/18/2016	JANE DOE	<a href="#">P333IME44444</a>
	09/05/2016	JOHN DOE	<a href="#">P222IME33333</a>
	09/01/2016	JAMES DOE	<a href="#">P111IME22222</a>

### Welcome

- Add a TIN to My ACCOUNT >
- Manage Accounts >
- Reports >

### Recent Activity

Date	Activity
------	----------

### Secure Messaging

Inbox Sent Trash

Ambetter of Arkansas  
3/02/2017 Claim Status

Ambetter of Arkansas  
2/22/2017 Claim Status

From Ambetter of Arkansas  
Subject Claim Status  
Date 3/02/2017 at 6:00 AM  
Tax ID

reply send to trash

Good Morning,

, has been denied for timely filing on 4/28/16. If further assistance is needed below and a customer service representative will be happy to assist you.

ambetter.arhealthwellness.com  
877.617.0390

From:  
Date: 02/22/2017 03:10:00 CST  
User ID:  
Tax ID:

Member ID:  
Date of Birth:

Checking the status of a claim for member. Date of service was 8/6/15 in the amount of \$90.00. Please advise.

The following action buttons will allow you to reply or trash this message.

A response to your message will be displayed below.

These tabs will allow you to toggle between your Messaging Inbox, Sent and Deleted Messages.

# Contact Information



# **Allwell from Arkansas Health and Wellness Provider Services**

Phone: 1-855-565-9518

TTY/TDD: 711

[allwell.arhealthwellness.com](http://allwell.arhealthwellness.com)

# **Ambetter from Arkansas Health and Wellness Provider Services**

Phone: 1-877-617-0390

TTY/TDD: 1-877-617-0392

[ambetter.arhealthwellness.com](http://ambetter.arhealthwellness.com)

# **Arkansas Total Care**

## **Provider Services**

Phone: 1-866-282-6280

TTY/TDD: 711

[ArkansasTotalCare.com](http://ArkansasTotalCare.com)

# Education Requests

Would you like training for you and your staff?

You can submit your requests to

[Providers@arhealthwellness.com](mailto:Providers@arhealthwellness.com)

[Providers@ArkansasTotalCare.com](mailto:Providers@ArkansasTotalCare.com)



# Contracting Department

Phone Number: 1-844-631-6830

Hours of Operation: 8am-4:30pm



Provider Contracting Email Address:

[ArkansasContracting@centene.com](mailto:ArkansasContracting@centene.com)

Regular contracting inquiries and contract requests

## QUESTIONS?

Please use the Q & A feature to enter your questions.

Thank you for joining!