

Secure Provider Portal

THE TOOLS YOU NEED NOW

- Verify member eligibility
- Submit and manage claims, including 837 batch files
- Review and download payment history
- View and submit authorization requests (where available)
- Communicate with us via Secure Messaging
- Manage access for multiple accounts

Registration

1. To create an account, go to provider.cenpatico.com.

Create An Account

- 2. Click on the orange Create An Account button at the bottom right of the page.
- 3. Complete the required information in four easy steps and allow up to one business day for your account to be verified.
- 4. Refer to the following resources on the bottom right corner of the page for step by step instructions on how to register.

Provider Registration Video

Provider Registration PDF

User Management

- Create an unlimited number of accounts per Tax ID number.
 - * For HIPAA and reporting purposes, each user should create their own account.
- Add an unlimited number of Tax ID numbers per account.
- Manage user permissions for accounts associated with a given Tax ID number.
- Disable / Enable user accounts as needed.
- Invite other users to create an account.
- To access User Management, click Username → User Management.

Eligibility

- View member demographic data & eligibility spans.
- Member eligibility history is available regardless of the member's current coverage status.
- View coordination of benefits information.
- Authorizations are available within the member's record for 12 months (where available).
- Claims history is available within the member's record for 18 months.
- To access, click Eligibility or use the Quick Eligibility Check tool in the welcome page.

Authorizations (where available)

- View Inpatient and Outpatient authorization requests that have been approved or denied for the past 90 days.
- Create authorization requests for specific Outpatient services.
- Upload additional clinical documentation with each authorization request as needed.
- To access, click **Authorizations** or view from the member's eligibility record.

Claims

- View claim history for up to 18 months regardless of the submission method (Paper, Electronic, Direct EDI submission, Clearinghouse, etc)
- Create single claim submissions for both Professional and Institutional claims.
- Correct processed claims regardless of the submission method.
- Copy claims that are pending, paid or denied regardless of the submission method.
- View payment history for the past 18 months regardless of the payment method (Paper check or EFT)
- Explanation of Payment per check are available to view and download in an Excel spreadsheet.
- To access, click **Claims** or view from the member's eligibility record.

Secure Messaging

- Fully encrypted messaging system prevents the risk of HIPAA violations.
- Communicate directly with the Web Portal team.
- Request support for any Web related issues.
- Receive a response within one business day of your submission.
- To send a Secure Message, click **Messaging** → **Create Message**.

Web Portal Training

- Cenpatico is pleased to offer trainings on the Secure Provider Portal for all Cenpatico providers.
- To register to attend a Cenpatico Secure Provider Portal webinar:
 - 1. Go to Cenpatico University (<u>www.cenpaticou.com</u>).
 - 2. Click Secure Provider Portal.
 - 3. Select Web Portal Overview, Web Claims Training and/or Web Authorizations Training
 - 4. Review and follow the on-screen step-by-step instructions.

SAVE TIME, INCREASE EFFICIENCY