Fast Facts

DECEMBER PROVIDER PORTAL EDITION 2020

News for Providers from HealthPartners Professional Services and Hospital Network Management

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Provider Portal tips & tricks

Happy Holidays!

Our wish for you is a healthy, safe and happy holiday season.

We have a special gift to share: bonus tips and tricks to make your job easier. Whether you've never signed in before or you use it every day, the **Provider Portal** has new and little-known ways for you to get the information and answers you need. A few minutes of reading now can help you avoid long wait times on the phone later.

Find member eligibility and benefits

The *Eligibility Inquiry* application allows you to find additional online benefit descriptions, member's formulary information and much more. Here are two key tips for getting the most detailed answers.

- **Use detailed searches:** The more you put in, the more you get out. By including your provider name, practitioner and specific date, you'll get the member's most applicable benefit level.
- **Click and hover for more details:** In the list of benefits, look for underlined symbols such as D O and information icons next to a benefit for more information about that service.

  In the coverage details section, click on:

  - *View additional benefits* – Provides many additional benefit details like: therapy visit limitations, dental service details, DME coverage and limitations, eyewear coverage and more.
  - *View coverage criteria* – Search by code, description or scroll the alphabetic list of coverage policies specific to the member.
  - *View policyholder information*
  - *View a member's formulary*

Find everything you need to know about a claim

The Portal now gives you access to even more claim information. Check out these applications.

- *Claims Status Inquiry:* See if your claims have been received and where processing stands, including NEW AND MORE DETAILED codes to describe the approved, denied and pending claim status.
- *Remittance Inquiry:* Got a check with no details? Search for the claims associated with your payment. You can also opt-in for email notifications when a new remittance is available.
- *Claims Estimator:* Get an accurate, real-time estimate for outpatient professional services. This tool uses the member's benefits and contracted rates to determine how much the plan will cover and what the member will pay out of pocket. This is useful when eligibility may not provide the detailed information you need.
- *Clear Claim Connection:* Review coding edits to determine appropriate codes to use before submitting a claim.
- *Fee Schedules:* Have a question regarding the reimbursement rate on your claim? Review fee schedules that are applicable to your provider agreement with HealthPartners, Inc.
- **Electronic connections:** Addresses all your electronic needs (available without login)
  - **Clearinghouses and Payer ID:** Sending claims electrically to HealthPartners? See a list of approved clearinghouses and Payer IDs.
  - **Electronic Funds Transfers (EFT/ACH)**: Want to get paid faster? Sign up for electronic payments.

Quick Tip

*Bookmark the **Claim Submission Quick Reference Guide**. It has options for various types of claims submissions and corrections. When you're ready to submit, use our easy online claim forms for **adjustments**, **appeals**, **attachments** and **correspondence**.*

Support your patients with efficient Prior Authorization (PA) and Referrals

The one-stop *Authorizations and Referrals* application has everything you'd expect. Start here and check back to make sure your patients get the care they need.

- **Verify PA requirements** as well as **coverage criteria policies** *(available without signing in!).*
- **Find fillable PA request forms** *(available without signing in!).*
- Submit a new PA request and check the status of previous requests.
- Submit a referral.
- Check the status of referrals made to you, including details like services included, number of units approved, comments and more.

Help patients find you with a complete and updated profile

Many patients rely on website search tools. More often, they're looking for information on race, ethnicity, languages spoken and gender.

The *Provider Data Profiles* application allows you to add those details, as well as clinician's specialized training and experience, location information, directions and even a link to your website. The information feeds directly into HealthPartners member directories.

Quick Tip

After you've made your updates online, save time and download a prefilled MN Uniform Change form to submit to other payers.

Don't miss these other time-saving tools *(available without signing in!)*

The Portal has many other common resources needed to do business with HealthPartners. These resources are available on our public site. Access information quickly and easily, when it fits in your schedule.

- **Forms for providers**
- **Credentialing resources**
- Policy information
    - **Medicare policies**
    - **Administrative policies**
    - **Pharmacy policies**
    - **Medical claim policies**

Be cyber smart

We've seen an increase in cyber-crime targeting healthcare. These scams attempt to access and exploit patient or other account information. You can help protect information on the HealthPartners Provider Portal.

- Keep your username and password confidential.
- Get your own account – never share accounts.
- Report any unusual activity or concerns with your account.
- Confirm user identification before resetting or reactivating accounts (portal delegates).

Don’t have a Portal account yet? It’s easy to register

Health care providers and billing organizations are welcome to use the Provider Portal. There are two ways for a provider group to **register for an account**:

- Get instant access using a HealthPartners-issued check.
- Have a PIN code sent to you via US Mail.

Billing organizations/third parties must establish an independent account for their organization and can then request access to their client’s data. It’s very fast, secure and allows them to manage all their client’s business without separate logins!

Your organization only needs to register once. The first person to register is assigned delegate status to create and maintain accounts for other staff. If you see an application here that you want, contact your delegate to create or update your account.

Quick Tip

For help checking if your organization is registered, use the ***Delegate search*** *or review the* ***Registration FAQs****.*

We’re here for you!

Visit the **Contact us** page to find the right contact for different topics.

If you have questions about the HealthPartners Provider Portal, email **providerwebhelp@healthpartners.com** or call **952-883-7505** ext. **2**.

If you have questions regarding the content of this newsletter, please contact the person indicated in the article or call your HealthPartners Service Specialist. If you don’t have his/her phone number, please call **952-883-5589** or toll-free at **888-638-6648**. This newsletter is available online at **healthpartners.com/fastfacts**.

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