HealthPartners

Fast Facts

AUGUST PROVIDER PORTAL SPECIAL EDITION 2021

News for Providers from HealthPartners Professional Services and Hospital Network Management

Provider Portal Tips & tricks

Whether you've never signed in before, or if 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.

INSIDE THIS ISSUE

Find member eligibility and benefits

The Eligibility Inquiry application allows you to find additional online benefit descriptions, member's formulary information, benefit limits, remaining visits 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 dates, you'll get the member's most applicable benefit level.
- **Click for more details:** In the list of benefits, look for the information icon (i) next to a benefit for more specifics. In the coverage details section, click on:
  - *View additional benefits* – Provides many additional benefit details that cannot be displayed on our screen like: therapy visit limitations, dental service details, DME coverage and limitations, eyewear coverage and much 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*
  - *View a member's insurance card*

Find everything you need to know about a claim

- Remittance Inquiry/EOP/payment details – Review the claims associated with your payment. Simply search by a check number or review payments associated with your facility. You can also opt-in for email notifications when a new remittance is available.
- Claims Status Inquiry – See if your claims have been received and where processing stands, including codes to describe approved, denied and pending status.
- Claims Estimator – Get an accurate, real-time estimate for outpatient services using the member's benefits and contracted rates to know how much the plan will cover and what the member will pay out of pocket. This is useful when eligibility is not specific enough for your specific needs.
- Clear Claim Connect (C3) – Review coding edits to determine appropriate codes to use before submitting a claim.
- Fee Schedules – Question regarding the reimbursement rate on your claim? You and your staff can log in to review professional fee schedules for State Public Programs and Medicare.
- **Electronic connections** – Addresses all your electronic data exchange needs.
    - **Clearinghouses and Payer ID:** Sending claims electronically 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** and **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 clinicians' race, ethnicity, languages spoken and gender.

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

Expert 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

The Portal has many other common resources needed to do business with HealthPartners. Access information quickly and easily, when it fits in your schedule.

- **Forms for providers**
- **Credentialing resources**
  - **Submit credentialing application online**
  - Coming soon – Credentialing inquiry to check the status of an application!
- 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 user ID and password confidential.
- Get your own account – never share accounts.
- Report any unusual activity or concerns with your account.
- Delegates – confirm user identification before resetting or reactivating accounts.

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 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.

Helpful 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.

We would love to hear from you!

Take our annual **Provider portal survey** to tell us how we’re doing, what you find helpful, and how else we can help you! You may also visit HealthPartners.com/providerfeedback to take the survey.

This survey is only available for a limited time.

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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