



Let's get started.

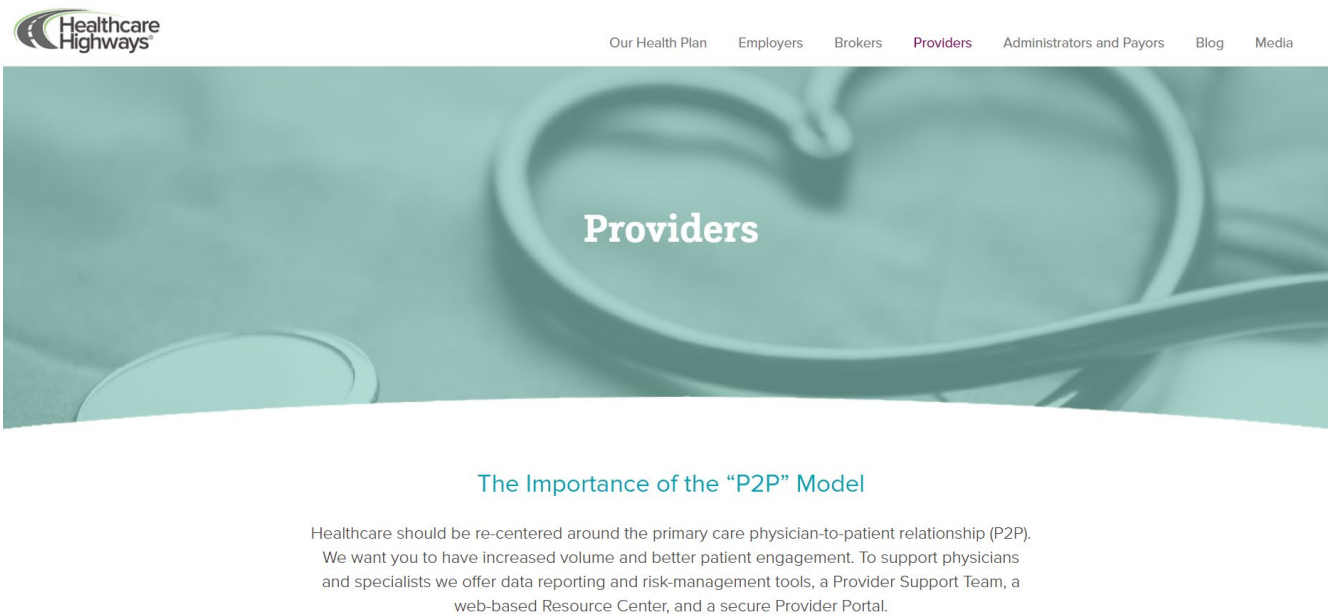
Provider Portal Guide.

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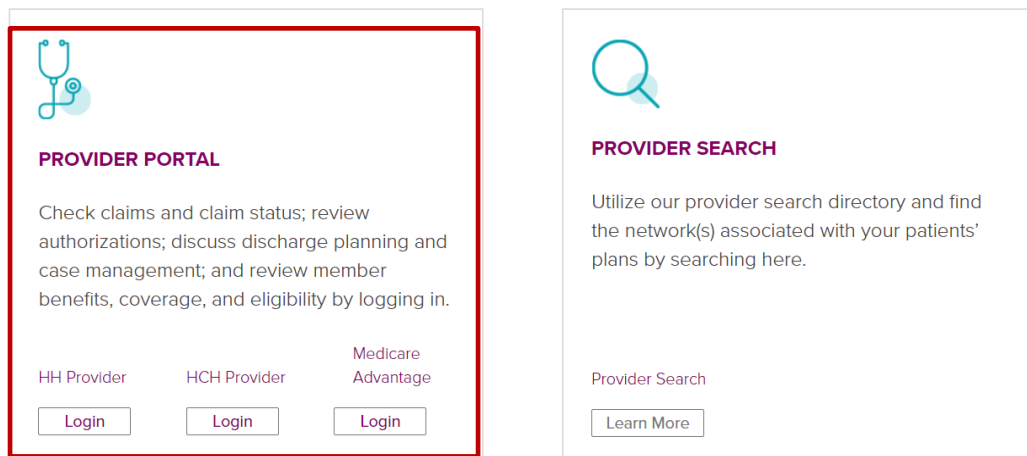
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Login Instructions

1. Go to healthcarehighways.com/providers.

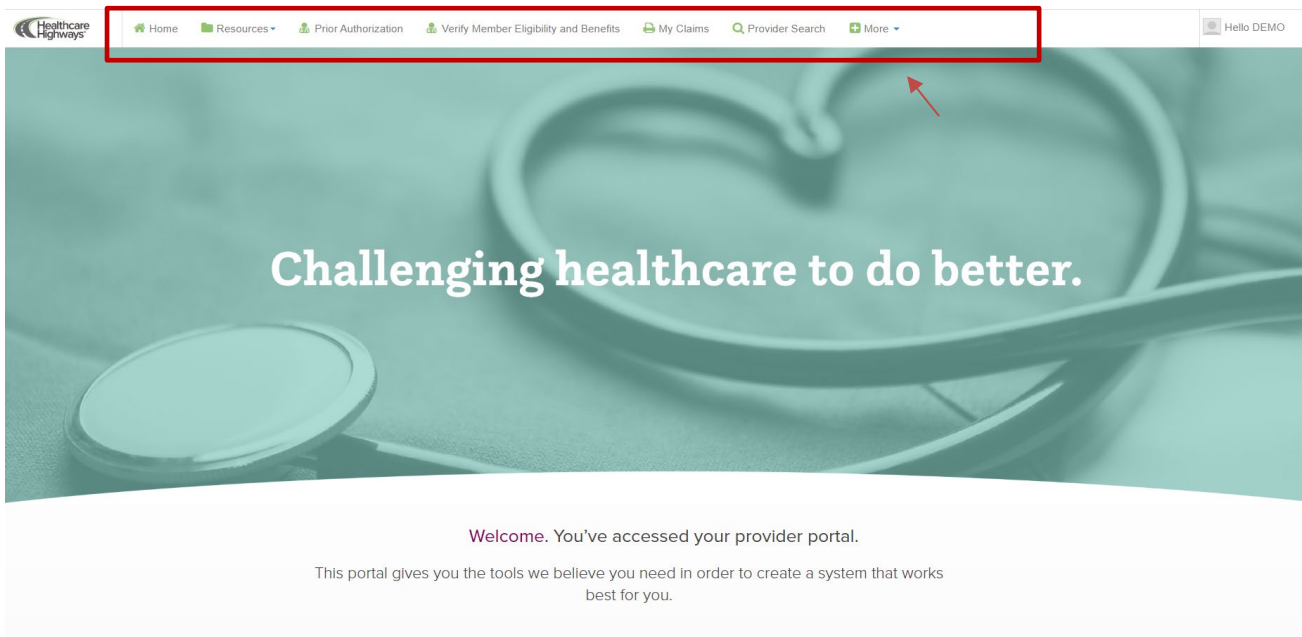


2. Scroll down and look for the section that is titled **Provider Portal**. Once here, look for the group number that matches your group number and click on the login button accordingly, which will bring you to a new screen.

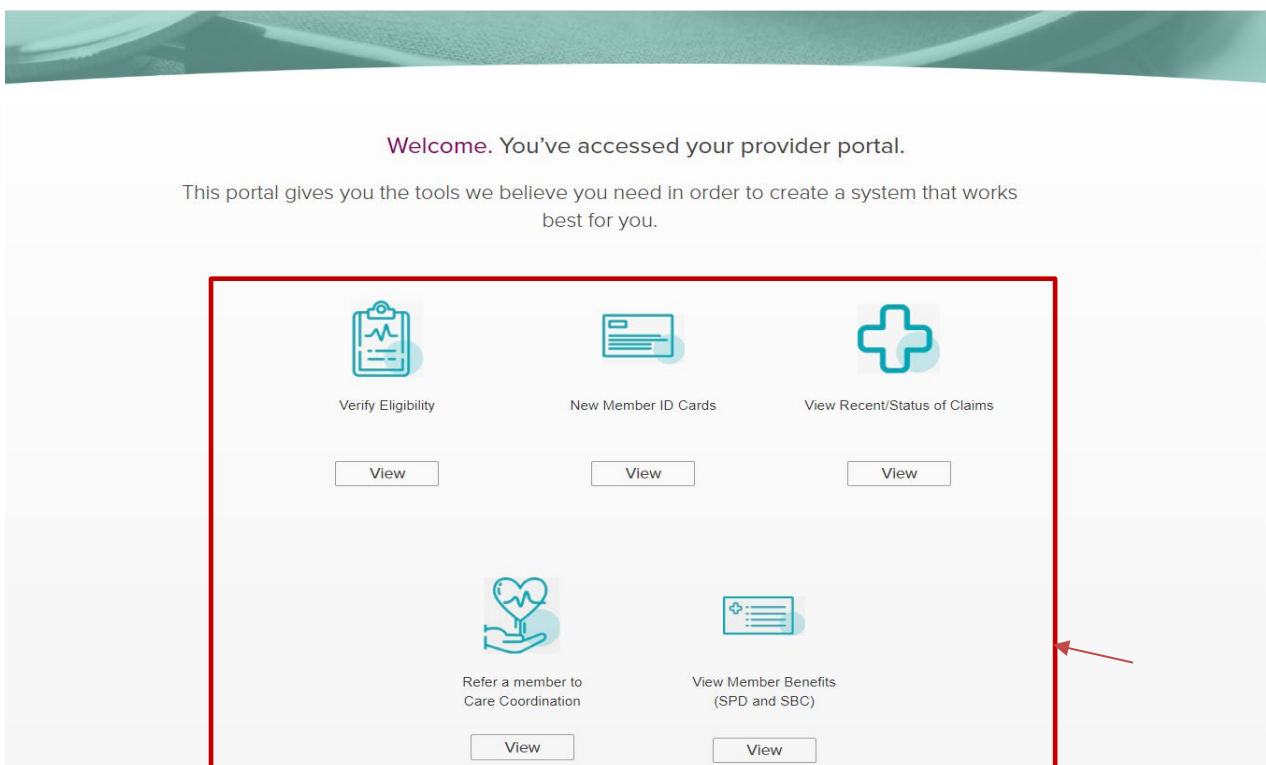


3. Enter your credentials to access the portal and click the sign in button. **Note:** Your sign in screen will look different, depending on the letter combination that your group number starts with (i.e. HH, HCH, Medicare Advantage).

- Once you've entered your credentials, you will be taken to the home page, where you will see the main menu at the top.

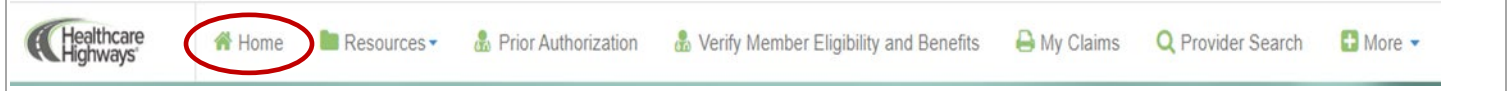
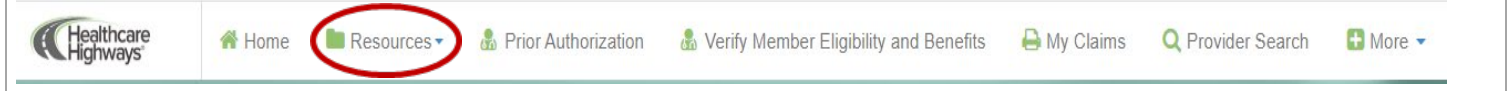
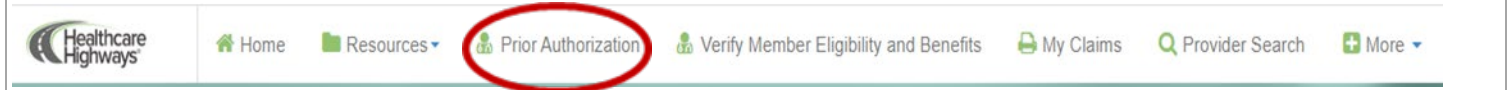
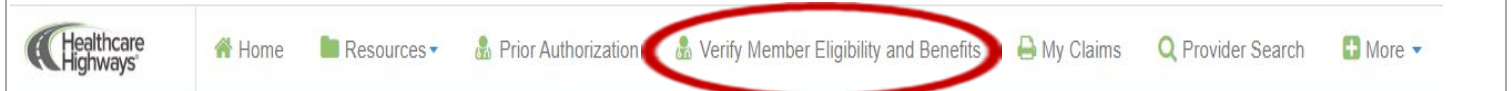



And **quick access buttons** if you scroll down. **Note:** The quick access buttons are shortcuts to features you can access quickly. You can still access the features in the quick access menu through the **Main Menu**.



Quick Start - Navigating the Main Menu

The following table provides brief details of the features available in the Main Menu:

Table 1 : Menu and Descriptions
Item
<p>Home Tab--Takes you to the homepage.</p>  <p>The screenshot shows the top navigation bar of the Healthcare Highways website. The 'Home' icon, represented by a house symbol, is circled in red. Other icons include Resources (with a dropdown arrow), Prior Authorization, Verify Member Eligibility and Benefits, My Claims, Provider Search, and More (with a dropdown arrow).</p>
<p>Resources Tab -- Allows you access to the items below:</p> <ul style="list-style-type: none"> • Quick reference guide • Provider Administrative Handbook  <p>The screenshot shows the top navigation bar with the 'Resources' icon, represented by a folder symbol, circled in red. The other icons are the same as in the previous screenshot.</p>
<p>Prior Authorization Tab</p> <p>Allows you to access to the items below:</p> <ul style="list-style-type: none"> • Precertification Request • Clinical Update Request  <p>The screenshot shows the top navigation bar with the 'Prior Authorization' icon, represented by a person with a checkmark, circled in red. The other icons are the same as in the previous screenshots.</p>
<p>Verify Member Eligibility and Benefits Tab</p> <p>Allows you to access to the items below:</p> <ul style="list-style-type: none"> • Verify eligibility and benefits • Place a referral to care coordination • View Claims • View/Request ID card(s) • View deductible/out-of-pocket max  <p>The screenshot shows the top navigation bar with the 'Verify Member Eligibility and Benefits' icon, represented by a person with a magnifying glass, circled in red. The other icons are the same as in the previous screenshots.</p>
<p>Claims Tab</p>  <p>The screenshot shows the top navigation bar with the 'My Claims' icon, represented by a document with a checkmark, circled in red. The other icons are the same as in the previous screenshots.</p>

Allows you to access to the items below:

- Claims

Provider Search Tab

Allows you to search for a provider based on:

- Doctor's name
- Specialty
- Location



More Tab

Takes you to page with contact information



Admin Password

When you first register to the HCH portal, you will be able to create your username/password. In order to do so, you will need your Tax ID Number (TIN). If you have any questions about this, please contact the Healthcare Highways Provider Support Team at: 1-866-806-3400.

However, in the event that you'd like to change your password, you would follow the steps below:

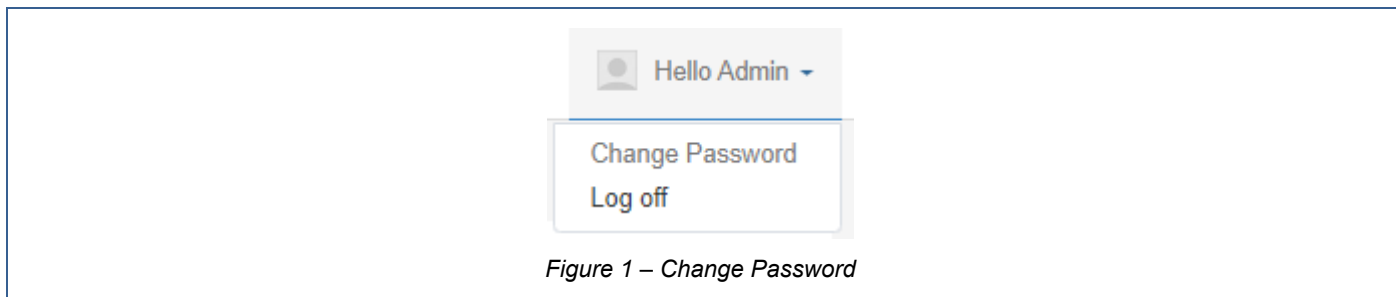


Figure 1 – Change Password

Step 1: Locate the **Hello Admin** menu on the top right-hand side. Select **Change Password**.

The Reset Password screen is displayed. Note: even though it says reset, you are still changing your password.

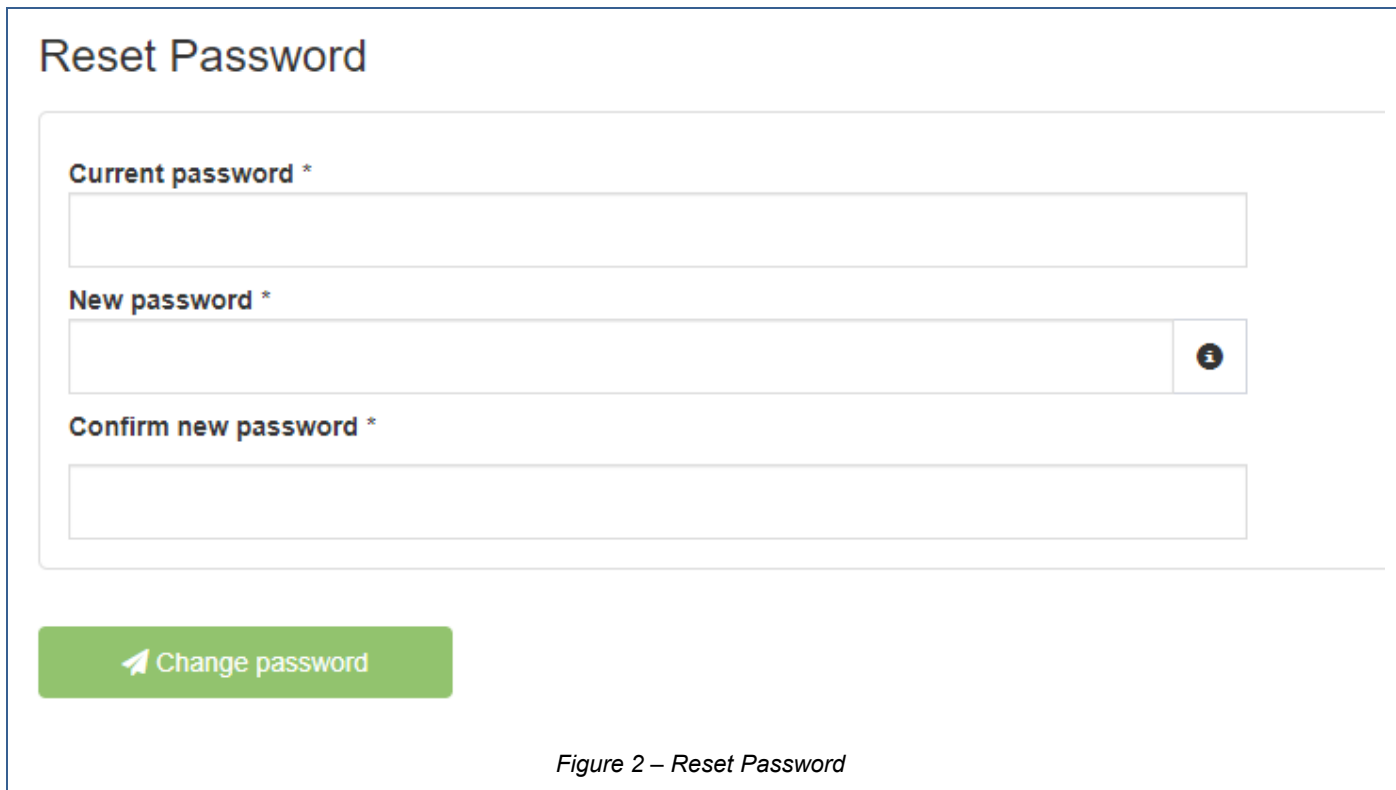



Figure 2 – Reset Password

Enter the following information:

- a. **Current Password:** enter the currently used password.
- b. **New Password:** enter the new password to access the portal.



Hover on this  icon to view the information regarding the setting of the new password.

c. **Confirm New Password:** Re-enter the new password for confirmation.

Click the **Change Password** button.

The password will be successfully updated.

Resources

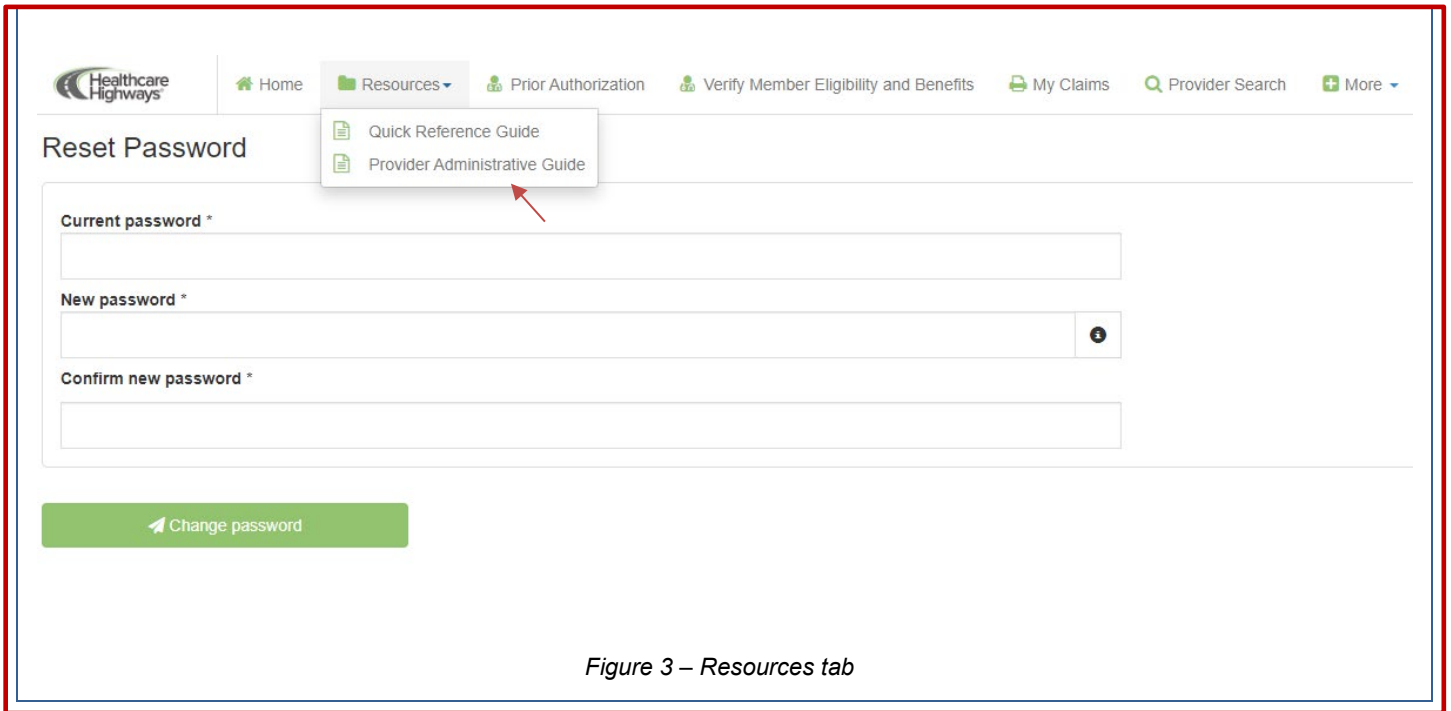


Figure 3 – Resources tab

To locate resources, hover over the Resources tab, where you will see the following features:

❖ **QUICK REFERENCE GUIDE**

This guide includes:

- Important resources
- EDI information
- EFT and ERA information
- ID cards

❖ **PROVIDER ADMINISTRATIVE GUIDE**

This is a resource for you that goes over:

- Healthcare Highways Resources
- Provider Responsibilities
- Claim Payment Information & Policies
- Utilization Management
- Quality Management Program

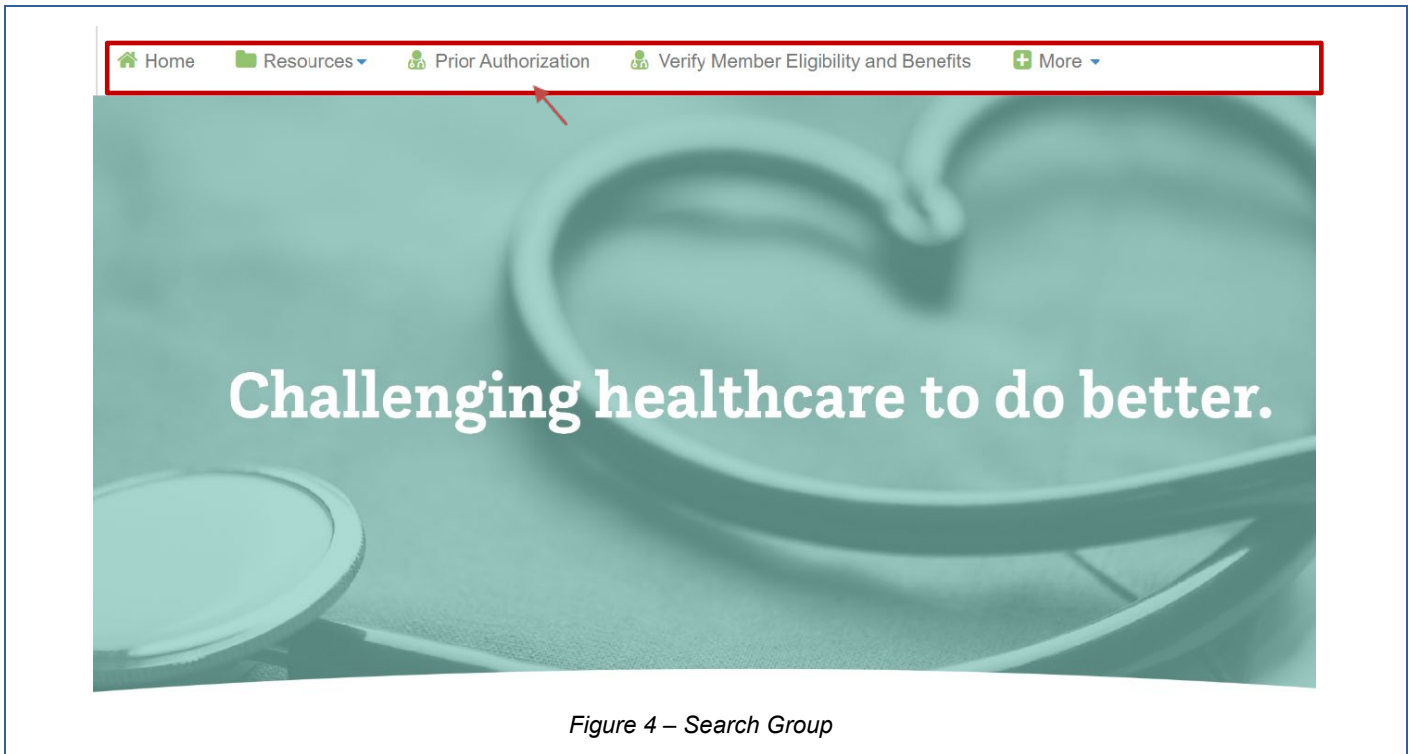
Once you click on either selection (**Quick Reference Guide** or **Provider Administrative Guide**), a PDF version of the document will open on a browser.

Prior Authorization

In this section, you can:

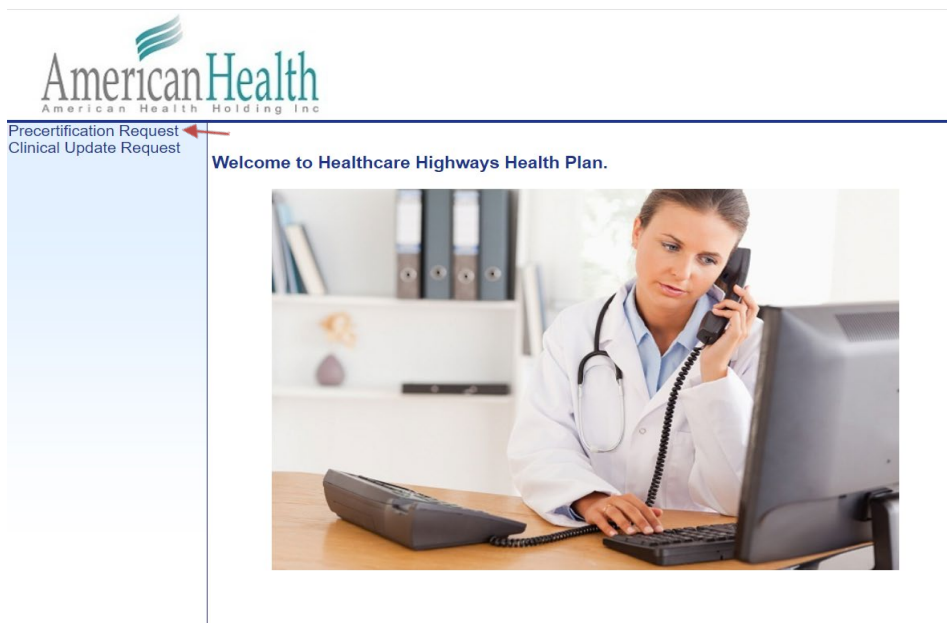
- 1. Make a precertification request
- 2. Make a clinical update request

Make a Precertification Request



Start by locating the **Prior Authorization** tab at the top and clicking on it.

A new browser will open. On the left-hand side, click on **Precertification Request**, as shown below.



The screen will have American Health Holding, as shown above. American Health Holding handles the precertification and utilization management processes for Healthcare Highways.

You will be prompted to fill the form fields. Fields with asterisks(*) are required information. After all information is entered on a screen, click on the next button at the bottom until you reach the submission page.

American Health
American Health Holding Inc

Introduction
Patient Information
Service Information
Service Details
Provider Information
Facility Information
Summary
Submission
Return to Main

Certification Request Form

Welcome to the Healthcare Highways Health Plan certification website. This online certification process is designed to improve the response time for completing your request for review.

The information you may be asked to provide is required to ensure the accuracy of your request and to prevent unnecessary delays in the review process.

If you have an urgent/emergent case please call 866.353.8162

Please have the following information available before you begin:

- Member Identification number
- Patient's full name, address and phone number
- Diagnosis code(s)
- CPT codes (if applicable)
- Admitting/Ordering physician's full name, address, phone number and tax ID
- Facility name, address, phone number and tax ID

After completing this form, you will be contacted regarding the outcome of your request. If additional information is needed to complete the review, you will be contacted within one business day.

If you are experiencing technical issues with this site, please contact us at 866-270-2244. This is for technical issues only. For all other inquiries, please contact us via the emergency phone number listed above.

Make a Clinical Update Request

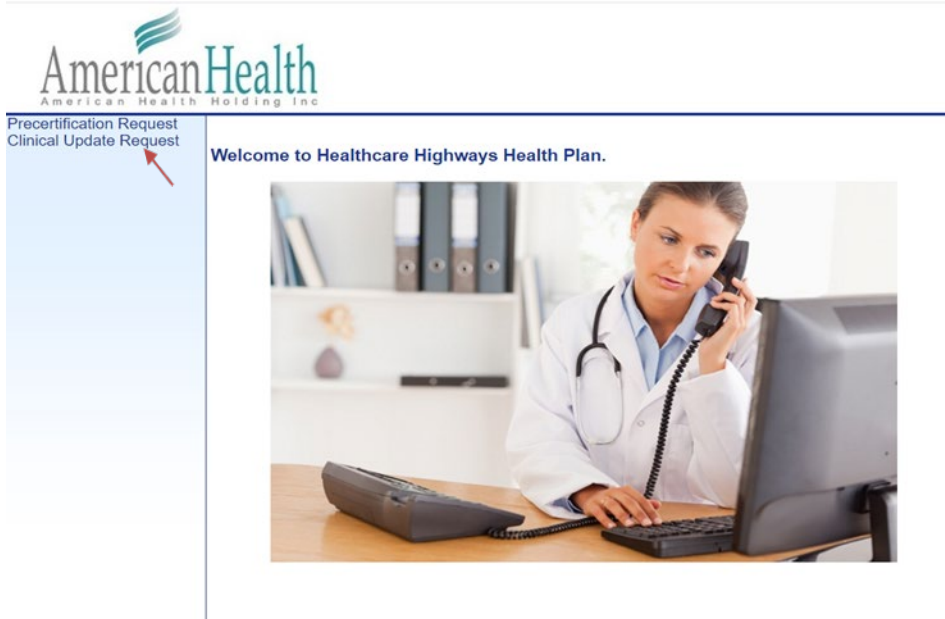
Start by locating the **Prior Authorization** tab at the top and clicking on it.

Home Resources **Prior Authorization** Verify Member Eligibility and Benefits More

Challenging healthcare to do better.

Figure 5 – Making a Clinical Update Request

1. A new browser will open. On the left-hand side, click on **Clinical Update Request**, as shown below.



3. You will be prompted to fill the form fields. Fields with asterisks(*) are required information. After all information is entered on the screen, click on the **Submit** button at the bottom of the page

The screenshot shows the 'Clinical Update Request' form. At the top left is the American Health logo. The page title is 'Clinical Update Request'. On the left side, there is a 'Return to Main' link. The main content area contains the following sections:

- Person completing form**: Includes fields for Name (*), Phone (*), Fax (*), Email (*), and Source (*).
- Patient Information**: Includes fields for Reference No., Member ID (*), Name (*), Birth Date (*), Gender (*), Address 1 (*), Address 2 (*), City (*), State (*), and Postal Code (*).
- Clinical Information**: Includes a Date of Service (*), a text area for Clinical Information (*), and a character count 'Characters used: 0 out of 5000'.

At the bottom center of the form is a 'Submit' button, which is circled in red.

Verify Member Eligibility and Benefits

Start by locating the **Verify Member Eligibility and Benefits** tab at the top and click on it.

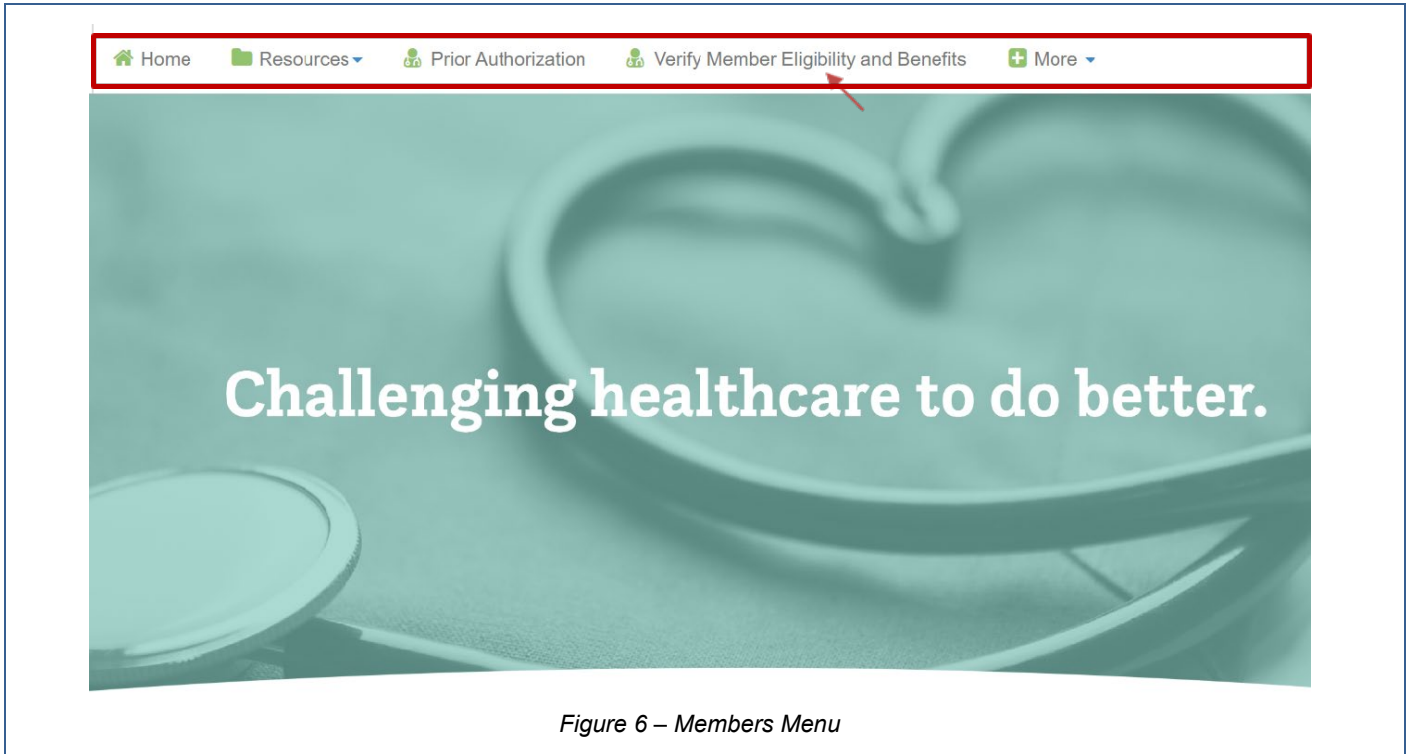


Figure 6 – Members Menu

You will be taken to a screen where you can perform a member search as shown below.

1. In the **Filter By** drop-down selection, choose to filter by member or dependent.
2. Enter information in the last name, first name, and member ID/SSN fields.
3. Click on the **Search** button to populate member.

Member Search

Filter By	Last Name	First Name	Member ID/SSN
<input type="text" value="Member"/>	<input type="text" value="Kelton"/>	<input type="text" value="Corey"/>	<input type="text" value="Member ID/SSN"/>
<input type="button" value="Q Search"/>		<input type="button" value="Reset"/>	

4. To view more specific member information, click on the Member ID

Member Search

Filter By: Member (dropdown) | Last Name: Kelton | First Name: Corey | Member ID/SSN: Member ID/SSN

Q Search | Reset

Group Number	Group Name	Last Name	First Name	Date of Birth	Member ID	Effective Date
HCH1003	The Children's Center Re...	Kelton	Corey	05/11/1993	H1003000463-01	04/01/2020

Showing 1 to 1 of 1 (filtered from 1,623 total) Show 5

5. Once you've clicked on the member ID, you will be taken to a screen where at the top you will see buttons for:

- Covered benefits
- Referral to Care Coordination
- View Recent Claims
- ID Card
-

As well as information displaying the member's:

- Group Details
- Employee Details
- Plan Details

Dan Jonathan | Covered Benefits | Ref to Care Coordination | View Recent Claims | ID Card

Group Details

Group Number: HCH9000
Group Name: HCH Test Group

Deductible: 0.00
Out-of-Pocket Max: 0.00
Last Refresh: 1/21/2020 10:25:46 AM

Employee Details

First Name: Dan | Date of Birth: 11/14/1988 | Cell Phone Number: |
 Middle Initial: | Effective Date: 12/15/2019 | Alternate Number: |
 Last Name: Jonathan | Gender: Male | Email: kilyas@tfnitech.com
 MemberID: H9000000266-01

Mailing Address: Mailing address | City: Lahore | Zip: |
 Mailing Address 2: | State: AL

Plans Detail

Category	Medical	Plan Name	MEC BASIC	Tier	EE
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Covered Benefits

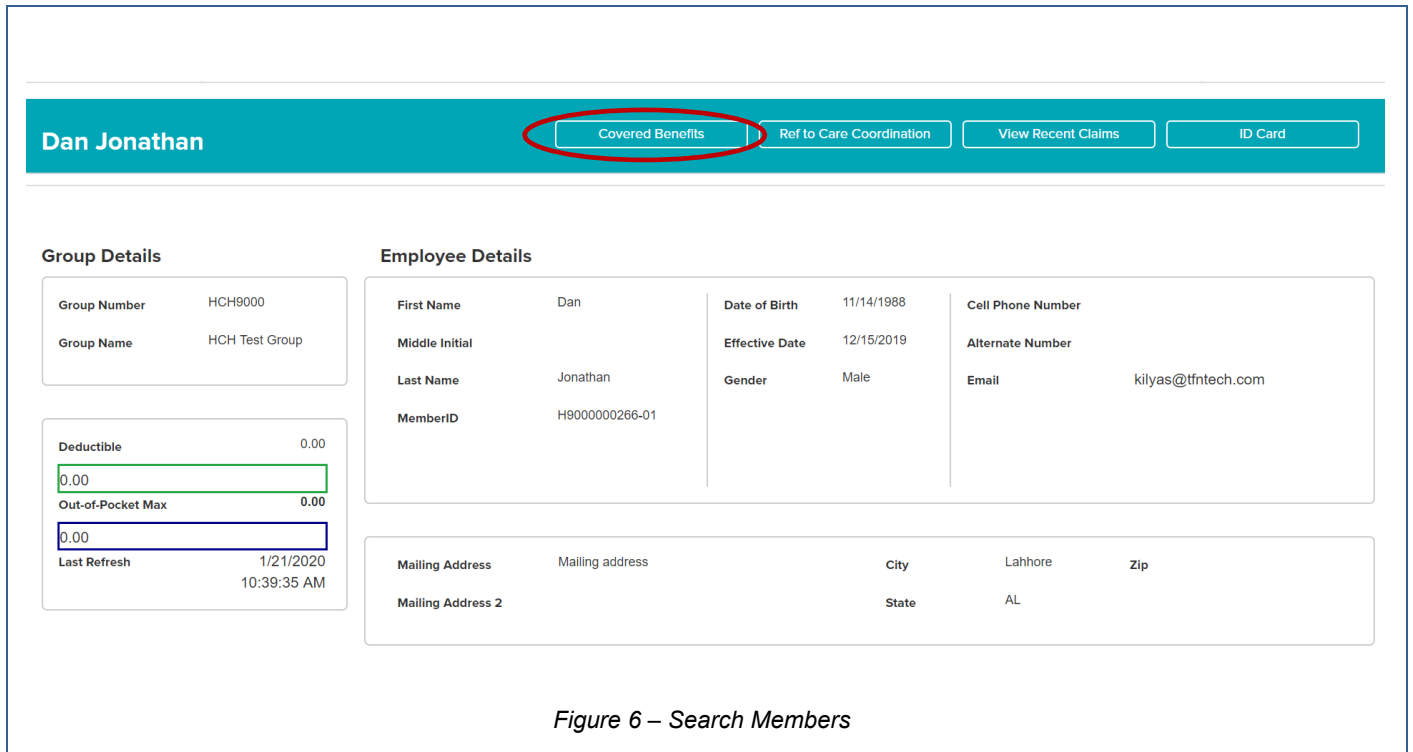
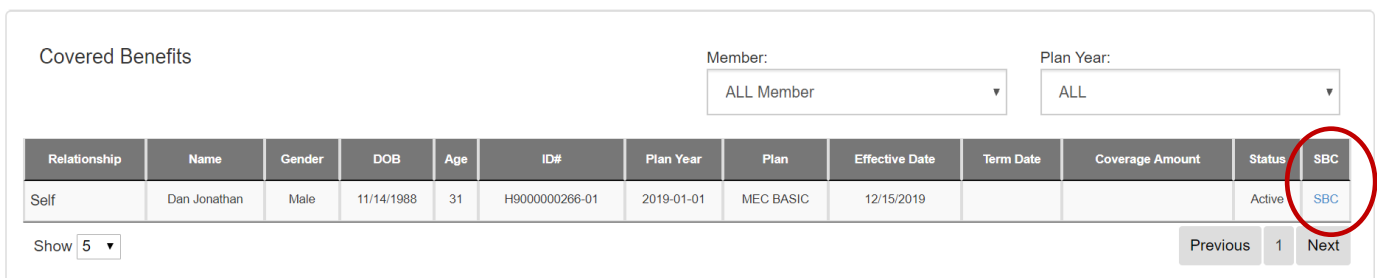


Figure 6 – Search Members

1. To access a member’s covered benefits, on the Member ID menu click on the **Covered Benefits** button.
2. To view specific covered benefits, click on the Summary of Benefits and Coverage (**SBC**) button on the right-hand side.



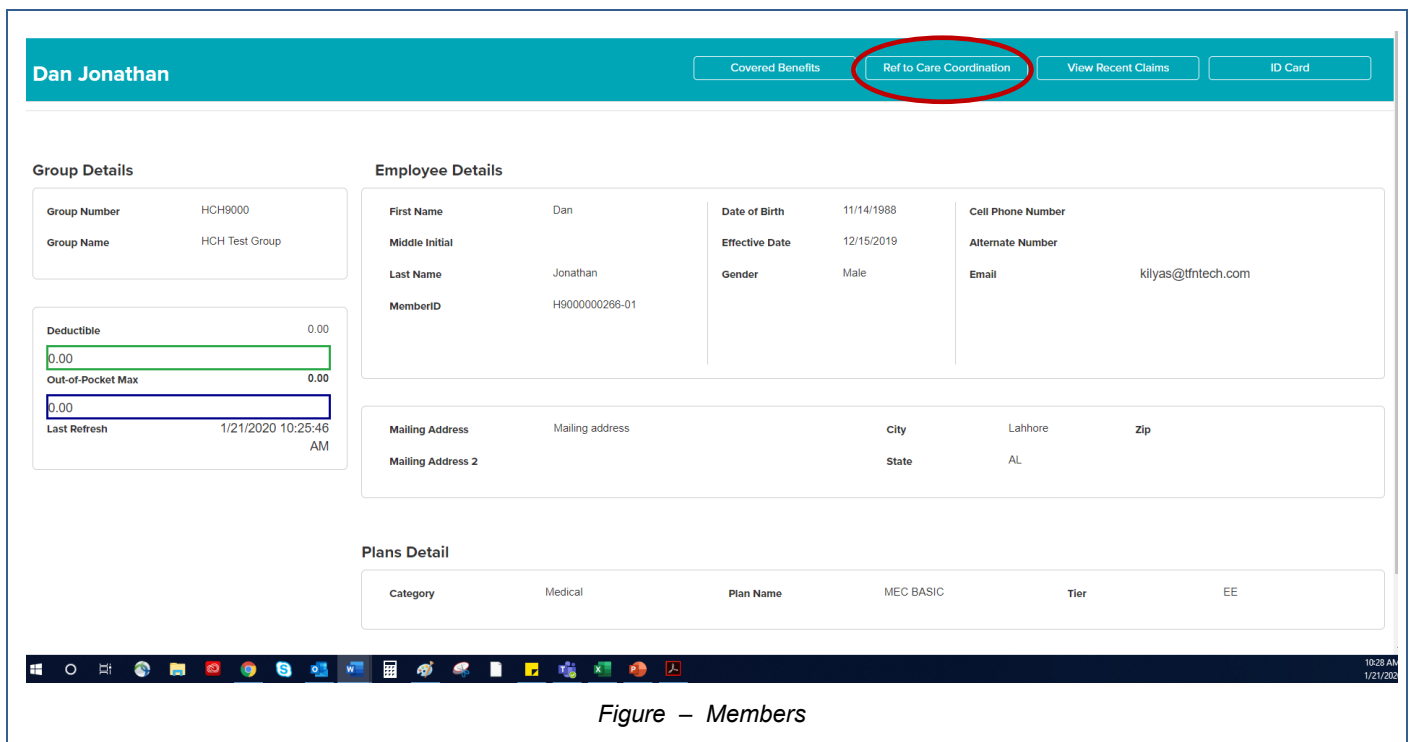
3. A file will auto-download with member-specific coverage information.

Refer to Care Coordination

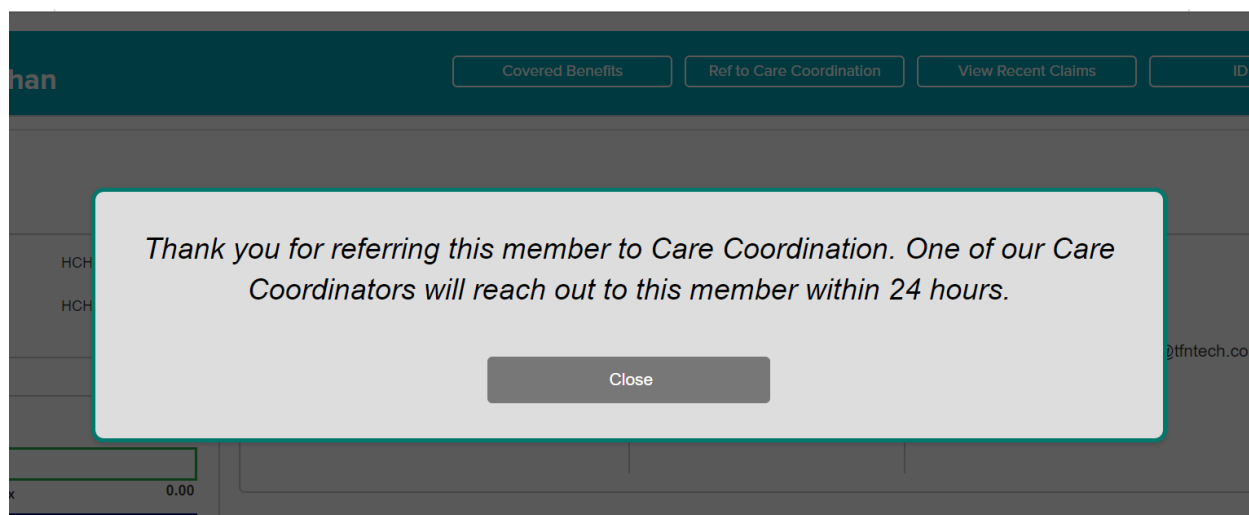
The **refer to care coordination** function allows you to connect a patient with a benefit that will help them in the event that they encounter a health or medical situation. The care coordination benefit includes a care coordination team dedicated to helping them navigate and make the most of their healthcare services. The member will have access to a confidential team of professionals that provides them with personalized, one-on-one, care coordination and navigation assistance to help eliminate barriers to their health care needs.

The care coordination team will work directly with the member and their primary care providers (PCPs) to identify, understand, and take control of health risks and chronic diseases so that they have the best health outcomes possible.

1. To access the Referral to Care Coordination function, on the Member ID menu click on the **Ref to Care Coordination** button at the top.



2. A message will appear, letting you know a member of the care coordination team will be contacting you, as shown below.



View Recent Claims

1. To access the View Recent Claims function, on the Member ID menu click on the **View Recent Claims** button at the top.

The screenshot shows the HCH Admin interface for a member named Dan Jonathan. The top navigation bar contains buttons for 'Covered Benefits', 'Ref to Care Coordination', 'View Recent Claims' (circled in red), and 'ID Card'. Below the navigation bar, there are sections for 'Group Details', 'Employee Details', 'Mailing Address', and 'Plans Detail'. The 'Group Details' section shows Group Number HCH9000 and Group Name HCH Test Group. The 'Employee Details' section shows First Name Dan, Date of Birth 11/14/1988, Cell Phone Number, Middle Initial, Effective Date 12/15/2019, Alternate Number, Last Name Jonathan, Gender Male, Email kilyas@fntech.com, and MemberID H900000266-01. The 'Mailing Address' section shows Mailing Address, City Lahore, Zip, Mailing Address 2, and State AL. The 'Plans Detail' section shows Category Medical, Plan Name MEC BASIC, Tier, and EE. The bottom of the screenshot shows a Windows taskbar with various application icons and a system tray showing the time 10:28 AM on 1/21/2020.

2. A list of all the claims will pop-up and display, as shown below.

The screenshot shows the 'Recent Claims' interface. At the top, there is a teal header with the text 'Recent Claims'. Below the header is a table with the following columns: Claim ID, Claim Type, Patient, Service Date, Billed, Paid, Provider, Status, Paid Date, and EOB. The table is currently empty and displays the text 'No record found'. Below the table, there is a 'Show 25' dropdown menu and two buttons labeled 'Previous' and 'Next'.

ID Card

1. To access the ID Card function, on the Member ID menu click on the **ID Card** button at the top.

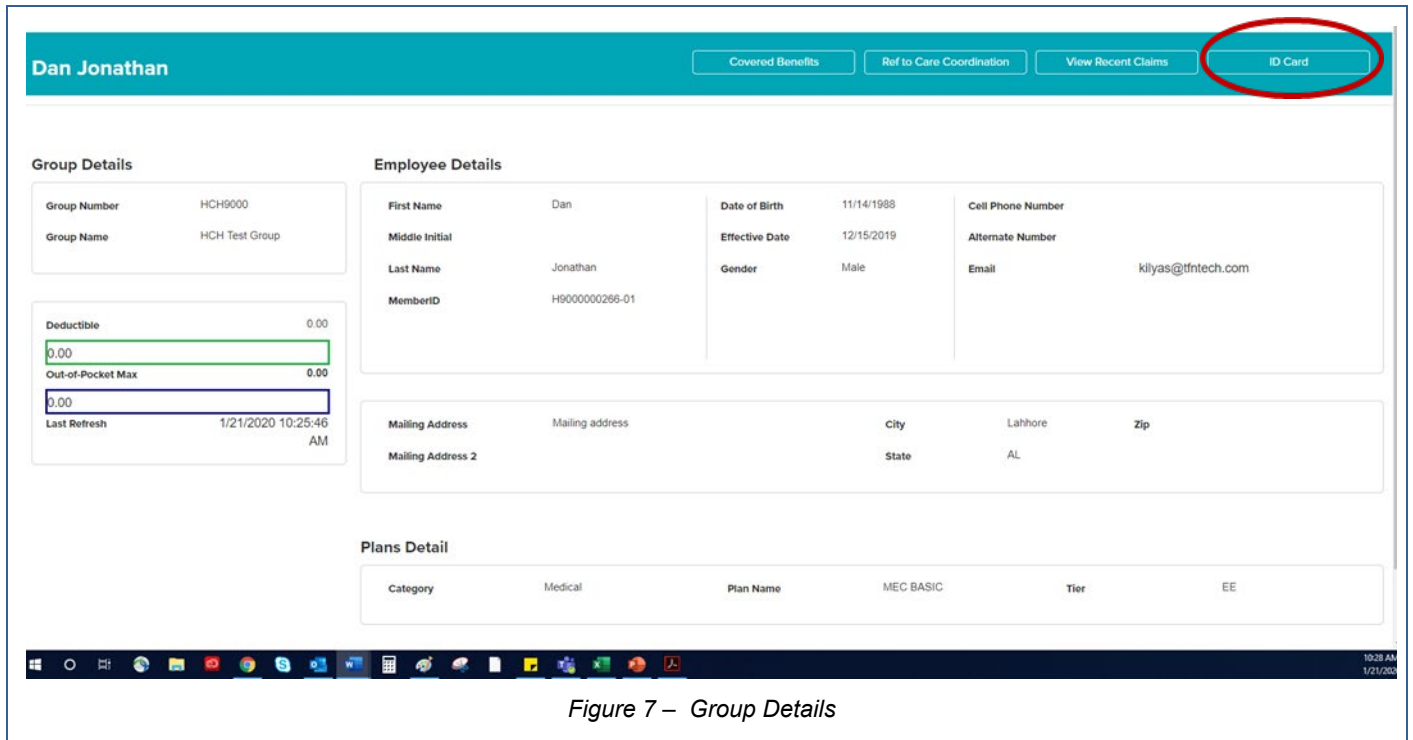
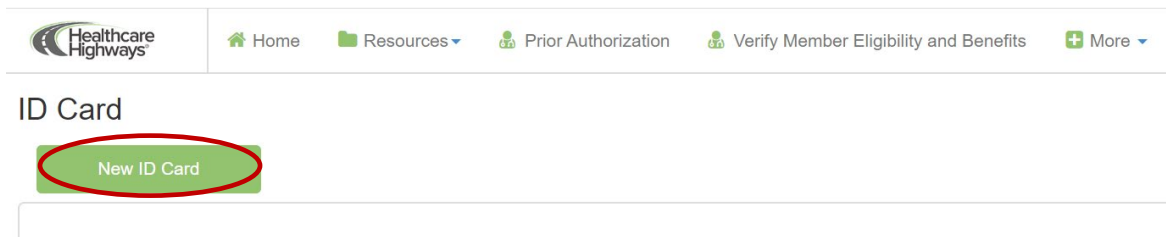
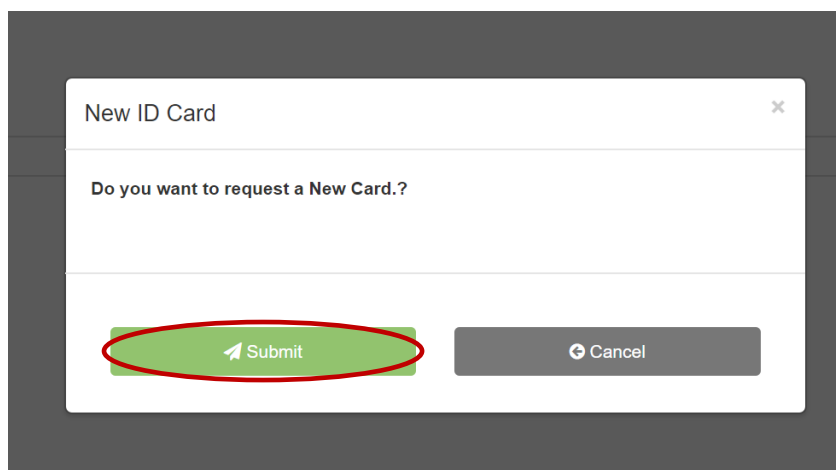


Figure 7 – Group Details

2. You will be prompted to the screen below. Click on the **New ID Card** button.



3. A screen will pop-up verifying that you're requesting a new ID card. Click on the green **Submit** button.



More

This area allows you to:

- Contact Us

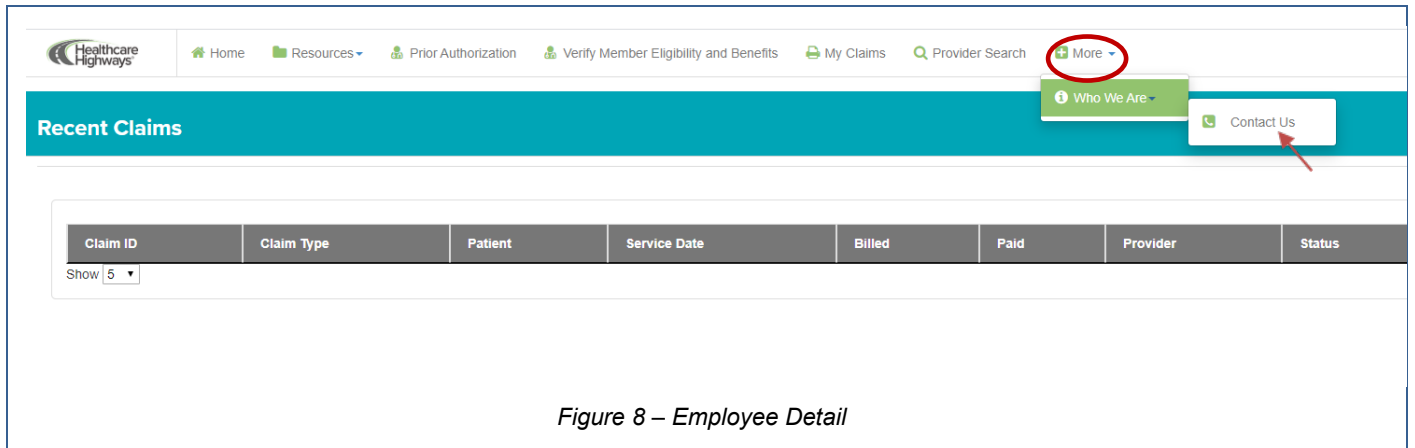


Figure 8 – Employee Detail

1. Start out by hovering over the **More** tab, which will display a second drop-down menu, where you will click on **Contact Us**.
2. You will be taken to the Contact Us screen, where you can find business contact information, such as the Healthcare Highways Provider Contact phone number, as well as addresses.