

Section 4

Provider Portal

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Section 4 Provider Portal

Overview

My Care Family providers and third-party billers are required to register and actively use allwaysprovider.org, AllWays Health Partners secure provider portal. Through the provider portal, users have access to a variety of transactions in a self-service capacity. The Provider Portal allows providers access to patient information under the context of the provider site to which the user is associated. [Allwaysprovider.org](https://allwaysprovider.org) supports access to multiple provider sites with a single account (if required).

AllWays Health Partners strives to protect the privacy of each member's Protected Health Information (PHI) and other personally identifiable information. User actions are audited regularly. Your access to allwaysprovider.org is subject to the approval of the designated user administrator of the provider site you are associated with as well as AllWays Health Partners Provider Relations.

User access to their provider site information must be renewed every 180 days. Accounts inactive for 30 days or more are subject to automatic terminations.

The provider portal is your primary point of contact when you need to conduct the following transactions with AllWays Health Partners. Only inquiries that cannot be addressed via the provider portal should be directed to AllWays Health Partners Provider Service.

Using the Provider Portal

Member Eligibility

The provider portal is designed to give contracted providers around the clock access to member information. Eligibility information is updated three times per day to ensure the most up-to-date information is displayed.

Providers are responsible for verifying member eligibility daily through the provider portal prior to rendering services.

Claims Status

The provider portal is your primary point of contact when you need to check claim status with AllWays Health Partners. A user can verify the status of a submitted claim while in process and/or finalized by AllWays Health Partners. Only limited claim status can be obtained by calling AllWays Health Partners Provider Service.

Explanation of Payments (EOPs)

Providers have instant access to current and historical copies of AllWays Health Partners' EOPs as downloadable PDFs.

Electronic Funds Transfer and Electronic Remittance Advice

Providers are required to register for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA/835). Once registration is complete, providers will no longer receive paper checks or EOPs.

Referrals and Authorizations

Referrals and prior authorizations are submitted through the provider portal. Clinical documentation should be uploaded to support an authorization request.

The provider portal provides real-time access to authorization and referral status requests. Providers should refer to the provider portal for status inquiries. A report is available to verify the existence of any required prior authorization and/or referral for patients referred to the provider's office by another provider.

PCP Panel Status and Changes within Your Practice Site

Through the provider portal, AllWays Health Partners provides updated PCP assignment information daily to PCP offices. Discrepancies in a patient's PCP information can be systematically corrected by the PCP

office through allwaysprovider.org or initiated by the patient by calling AllWays Health Partners Member Service.

The primary way to notify AllWays Health Partners of enrollment changes is through the provider portal. Requests that can be submitted through the provider portal include:

- Enroll a new clinician into your group
- Terminate an existing clinician from your group
- Open and close your panels
- Provider demographic changes

Through the provider portal, you can also view real time status information on your enrollment request as well as receive email notification when your request has been completed.

Reports

The Enrollment Reports function is divided into four sections:

- **Member Roster Report**—Allows you to download a complete listing of patients by provider.
- **Member Transaction Report**—Displays member enrollment changes for your site.
- **Redetermination Report**—This report will display all members for the currently selected site with recent Medicaid and Connector redetermination dates.
- **Site Provider Roster Report**—Displays a current listing of enrolled practitioners for your site. Providers are required to regularly review this report and notify AllWays Health Partners of any changes to their roster.

Clinical Reports

Provider can access site-based member utilization data on ER utilization, immunization rates, and other disease management (e.g., asthma, diabetes).

Site Documents

Providers have access to securely retrieve sensitive reports and other data requested of AllWays Health Partners.

User Administrator Functions

All sites must have at least one designated User Administrator to manage user accounts and permissions for your practice. The User Administrator has access to view all allwaysprovider.org users registered for the site and change permissions as needed. Request for new access within your site must be approved by your User Administrator.

To enroll, please visit allwaysprovider.org and follow the easy registration instructions or consult with your site's appointed User Administrator.

For detailed step-by-step instructions on the provider portal functionality please refer to the provider portal user guide.

Providers needing more help can email* prweb@allwayshealth.org.

*Please do not send Protected Health Information (PHI) through unsecured email.