Provider Portal Training

Introduction

The Colorado Access provider portal provides secure, web-enabled, role-based access. You will be able to perform the following functions:

- Verify a member's eligibility

- View a member's claim status

- View explanations of payment (EOPs)

- View enhanced payment report
  - PCPs only

Please note: Information supplied by the provider portal is only available to authorized users. The product uses web protocols to ensure secure access to protected health information (PHI). An authorized physician's practice will only have access to view member

System Requirements

To run the provider portal application, you will need a computer with the following specifications:

- Internet Explorer (IE) 11.0 or higher or the latest version of Google Chrome, Firefox or Safari

New Provider Registration

Registration

The new provider registration is used to gain access to the provider portal and provide health care services to subscribers and/or members.

In order to complete the registration process, the tax identification number (TIN) and claim number (submitted within last 180 days) must match exactly what is on file with us.

The link to the portal will be available in the provider toolkit section of our website starting January 25, 2019.

Registration

If you have problems registering, please contact our support team at:
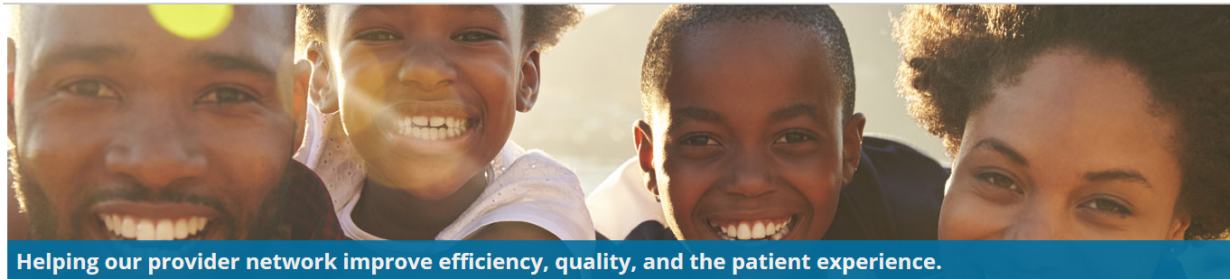
ProviderPortal.Support@coaccess.com

Toll-Free: 888-844-3710

Local: 720-744-5224

Registration

To begin the registration process, click on **Create Account**

Helping our provider network improve efficiency, quality, and the patient experience.

As a provider and medical professional, the Colorado Access provider portal will give you the ability to check eligibility, coverage, check claim status, upload ECP Reports, and more.

Join the Colorado Access Provider Network

We share the same mission as doctors, dentists and other health care professionals, hospitals and facilities. We all strive for the better health and well-being of your patients - our customers. Learn more

Sign into your account

Username

Password

Sign in   Create account

Forgot your username or password?

Registration

Check **Accept** to accept the Terms of Use and License Agreement and click **Next**

YOU AGREE TO THE FOLLOWING:

1. Confidential Information, including but not limited to, protected health information ("PHI"), electronic protected health information ("ePHI"), medical, financial, and other patient/member private information may be available to you through the Provider Portal. Confidential Information in the Provider Portal is being disclosed to you for treatment and payment purposes as allowed by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Once you access and/or download the information, you are responsible for complying with applicable state and federal privacy requirements. You shall not access Provider Portal data for any other purpose(s).

2. You will not access, use, or disclose any PHI, ePHI, or any other Confidential Information obtained by accessing the Provider Portal unless authorized to do so.

3. You will not access, view, or request information on anyone with whom you do not have a clinical treatment relationship, or for whom your provider employer does

License Agreement

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☑ Accept

| Cancel | Next |

Registration

Enter personal information, click **Add TIN**

First Name
Tony

Last Name
Stark

Address Line 1
123 Main St

City
Aurora

State
Colorado ▾

Zip
80014

Phone
(555) 555-5555

Previous | Add TIN | Cancel

Registration

Add your TIN and the claim number from the last 180 days. If you do not have a claim submitted to us within the last 180 days, please contact provider portal support.

- Confirm information, then click **Authenticate**

Registration

Click **Add TIN** to enter another TIN or click **Next** to continue

First Name
Tony

Last Name
Stark

Added Providers

TIN	Recent Claim Number		
xxxxx79899	4908852432	Edit	Remove

Address Line 1
123 Main St

City
Aurora

State
Colorado

Zip
80014

Phone
(555) 555-5555

Previous	Add TIN	Next

Cancel

Registration

Enter your account information

Username

tony.stark@coaccess.com

E-mail Address

tony.stark@coaccess.com

Confirm E-mail Address

tony.stark@coaccess.com

Password

·········

Confirm Password

·········

Security Question 1

What was the name of your first pet?

Jarvis

Security Question 2

What is the name of a college you applied to but didn't attend?

MIT

Security Question 3

What is your favorite cartoon character?

Hulk

Cancel	Next	Previous

Registration

User ID: This unique user ID is used each time the user accesses the application. User ID should be between 6 and 30 characters. An email address can be used as a user ID and is highly recommended.

Password: Must follow this criteria:

- A minimum of eight (8) characters
- A combination that has at least three of the four following character types:
    - Uppercase letters
    - Lowercase letters
    - Number
    - Special characters: *%~!@#$%()+-+[]{};:,.?l_
    - Spaces are not allowed

Registration

Security questions: Select pre-set security questions from the drop-down menu. The answers you provide will be used for password recovery. During the password recovery process, the application will randomly display one of the security questions. The answer entered will be compared to the previously entered answers to validate the user.

- **Security Question #1:** Select the appropriate security question from the dropdown menu and enter the answer

- **Security Question #2:** Select the appropriate security question from the dropdown menu and enter the answer

- **Security Question #3:** Select the appropriate security question from the dropdown menu and enter the answer

Click **Finish** to complete registration

Username: tony.stark@coaccess.com

First Name: Tony
Last Name: Stark
E-Mail Address: tony.stark@coaccess.com
Address: 123 Main St
Aurora, CO 80014

TIN: 5873879899
NPI(s):

Previous	Finish	Cancel

Registration

Your registration is now complete.

Signing In

Signing In

Login Page

User ID: Unique user ID set up when creating a new account

Password: Unique password set up when creating a new account

To log into the provider portal, click **Sign in**

To retrieve a username or reset a password, click the **Forgot your username or password** link under the 'sign in' button on the home page

Sign into your account

Username

Password

Sign in   Create account

Forgot your username or password?

Signing In

Enter the TIN and first and last name associated with the user and click **Next**.

*Note: all fields must be completed
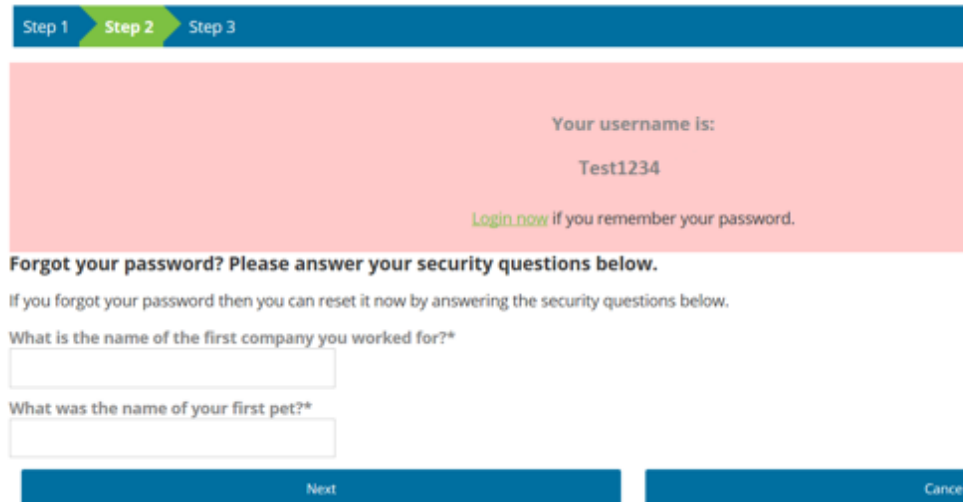
Signing In

The page will display the correct username.

- If the issue was only retrieving the username, click on **Login now** and the process is complete

- If the password needs to be reset, answer the security questions at the bottom followed by clicking **Next**

Signing In

Enter the new password and re-enter the verification. Verify the email address attached to the user and update here, if necessary.

Signing In

Once all fields are entered and confirmed, click **Reset and Log in**. The password will now be reset and you will be signed into the portal. If this is not working, or more assistance is needed, please click on the **contact customer support link** at the bottom.
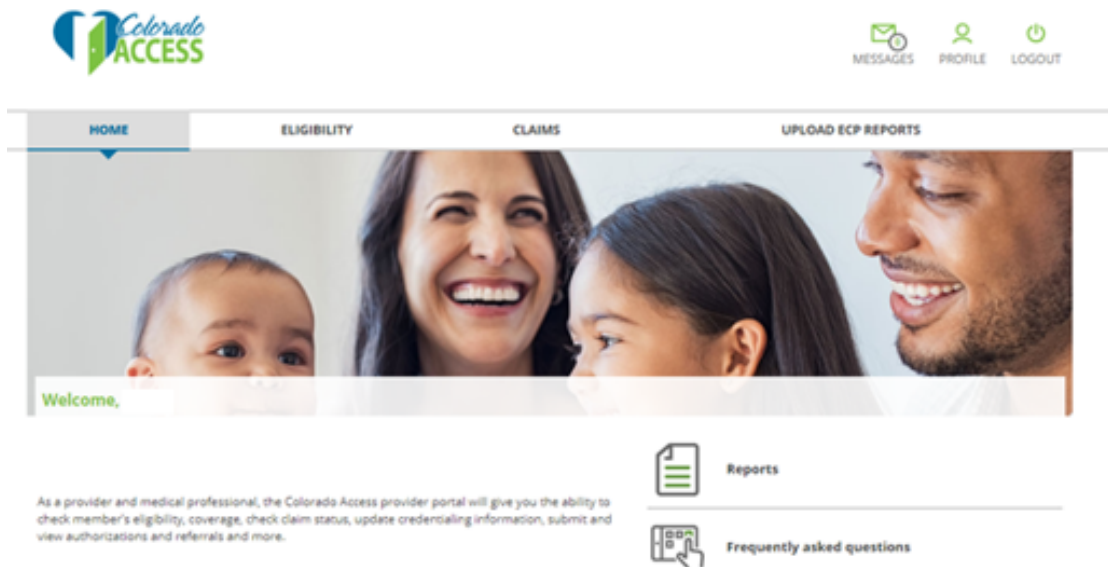
Navigating the Provider Portal

Provider Homepage

When you log in, you will see menu options to check eligibility, claims. Quick links are available to view reports and check out frequently asked questions.

Please note: the **Upload ECP Reports** option is for ECP practices only

Member Search

Search by state/Colorado Access ID or the member's last name and date of birth

- **State ID:** Unique identifier for health plan

- **Colorado Access ID:** Unique Colorado Access identifier

- **Last name:** Last name of the member

- **Date of birth:** Birth date of the member listed as MM/DD/YYYY

- Click on **Search**

Member Search

To do a member search, you must enter either the member's state ID/Colorado Access ID, or their last name and date of birth.

Eligibility

Member's name, date of birth, gender, member ID, Colorado Access ID and plan information will be displayed.

- Click on the member's name to view additional details.

Member information

Member name, state ID, Colorado Access ID, county, date of birth, gender, address, country, phone number, current PCP name, current office co-pay and current PCP span are displayed.
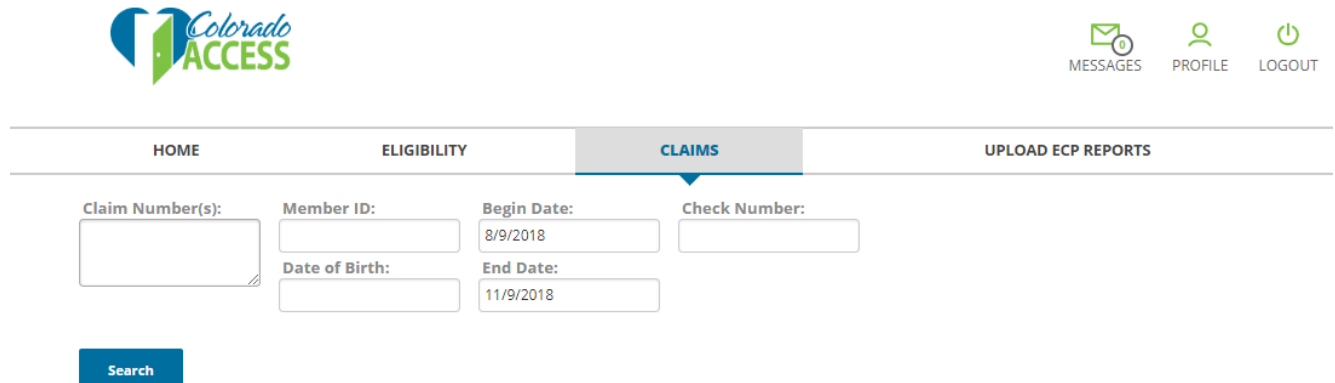
Note: Date is current as of the prior business day. Claim status and eligibility coverage includes 12 months of data.

Claims

To do a claim search, you must enter either the claim number(s) or the member ID, date of birth and the begin/end date of service or the check number.

You will receive information on the submitted claim.

Click on **Search**

Claims

Search Results

- **Claim number:** System generated claim number that identifies your submitted claim

- **Service date:** Date service was provided

- **Billed amount:** Amount that was billed

- **Check number:** Check number by which the payment was made

- **Claim status:** Status of the claim

- Click on **Claim Number** to view claim in detail

Claim Number	Service Date ⊙	Billed Amount	Check Number	Claim Status

◄◄ ◄ Page 1 of 1 ► ►►

Download Results

Claims

Clicking on a claim will display the claim delay and payment as seen below.

You can also click on **View EOP** at the bottom right of the claim details page. This will display the most recent EOP pdf document in a different window. This can be saved and printed.

Claim #

Claim Number:	Member Name:	State ID:
Colorado Access ID:	Date(s) of Service:	Billed Amount:
Paid Amount:	Date Paid:	Plan:

Payment Details

Billing Provider Name / TIN / NPI	Rendering Provider NPI	Received Date	Patient Account #

Claim Details

Line #	Date(s)	Code	Modifier	Units	POS	Diag	Billed	Allowed	Paid	Copay	Interest/ Penalty	Status
						Total						

Denial Code and Description

Disclaimer

THIS IS NOT A BILL
Data is current as of the prior business day.
Claim status and eligibility coverage includes twelve months of data.

Back to Search Results | Print View | View EOP

Reports

Reports

Click on the **Reports** quick link to view the available reports.

 Reports

Currently, only the provider enhanced payment report is available for select providers who receive capitation payment. Other reports will be made available in the future.

Contact

Questions?

Email ProviderRelations@coaccess.com