



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
 - PCMPs 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 their members.



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.

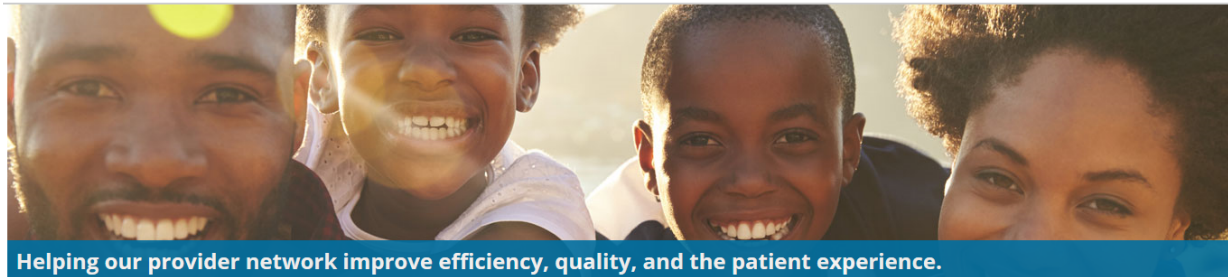
Registration

If you have problems registering, please contact our support team at:

Email: ProviderPortal.Support@coaccess.com

Registration

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



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

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthx Inc., reserves all rights not expressly granted in this Agreement.

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Term and Termination. This license is effective until terminated by either you or the producers of this website. This license will automatically terminate without notice if you fail to comply with any provisions of this Agreement. The provisions of this Agreement which by their nature extend beyond the termination of this Agreement shall survive termination of this Agreement, including but not limited to the sections relating to Restrictions, Content of the Website, Links to Third Party Websites, Disclaimer of Warranties, Limitation of Liability, and Governing Law.

Content of the Website. The insurance products, data, and other information referenced in the website are provided by parties other than the producer of the website. We make no representations regarding the products, data, or any information about the products. We are not liable for errors in data or transmission or for lost data. Any questions, complaints, or claims regarding the products or data must be directed to the appropriate provider or vendor.

☒ 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 a 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

E-mail Address

Confirm E-mail Address

Password

Confirm Password

Security Question 1

Security Question 2

Security Question 3

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: *%~!@#\$%()+-+[]{};:,.?|_
 - 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

Registration

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):

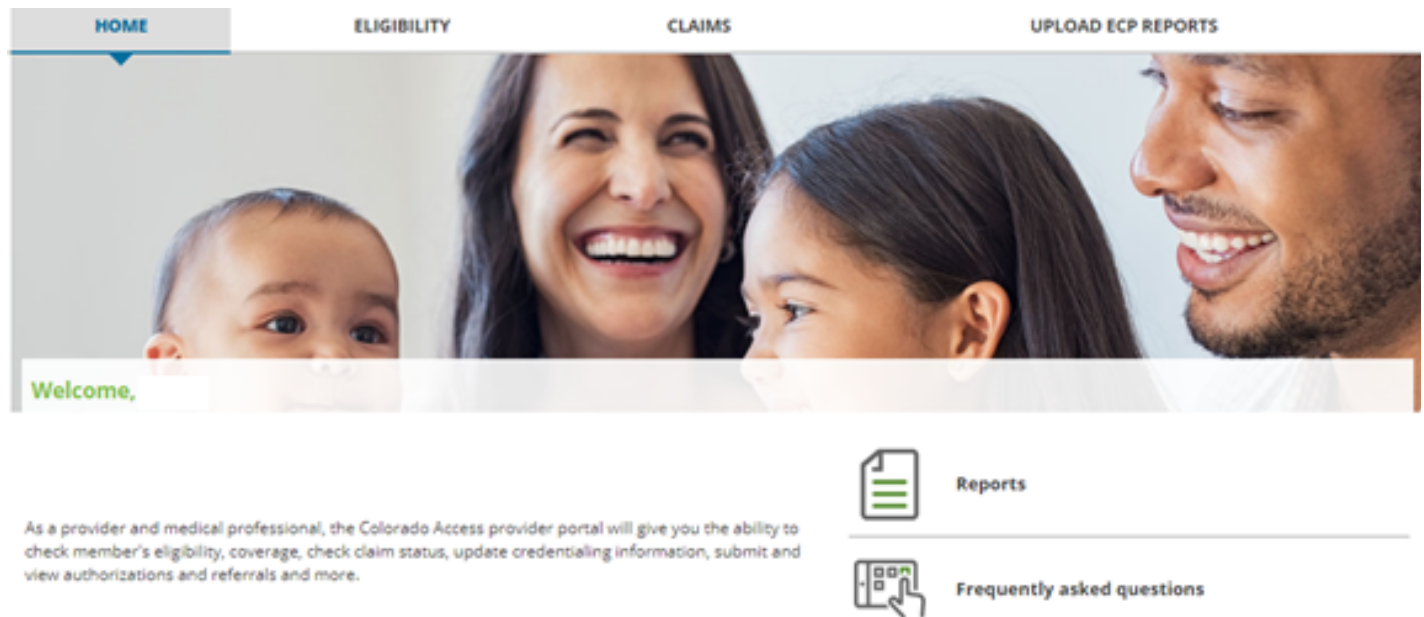
Previous

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**

Sign into your account

Username

Password

Sign in

Create account

[Forgot your username or password?](#)



Signing 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

Step 1 Step 2 Step 3

Forgot Username or Password?
Enter the following information in order to retrieve your username and password

TIN*

First Name*

Last Name*

Next

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**

The screenshot shows a login interface with a progress bar at the top indicating three steps: Step 1, Step 2 (active), and Step 3. The main content area has a pink background and displays the message "Your username is: Test1234". Below this, there is a green link "Login now" followed by the text "if you remember your password." Below the pink area, there is a section titled "Forgot your password? Please answer your security questions below." with a subtext "If you forgot your password then you can reset it now by answering the security questions below." This section contains two security questions, each with a text input field: "What is the name of the first company you worked for?*" and "What was the name of your first pet?*". At the bottom, there are two blue buttons: "Next" and "Cancel".

Step 1 Step 2 Step 3

Your username is:
Test1234

[Login now](#) if you remember your password.

Forgot your password? Please answer your security questions below.
If you forgot your password then you can reset it now by answering the security questions below.

What is the name of the first company you worked for?*

What was the name of your first pet?*

Next Cancel

Signing In

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

Step 1

Step 2

Step 3

Reset Your Password

New Password

Re-enter New Password

We have the following email address on file. Please update it now if it has changed.

Email Address

Confirm Email

Reset and Log In

Need assistance? Contact [customer support](#).



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.

Step 1

Step 2

Step 3

Reset Your Password

New Password

Re-enter New Password

We have the following email address on file. Please update it now if it has changed.

Email Address

Confirm Email

[Reset and Log In](#)

Need assistance? Contact [customer support](#)





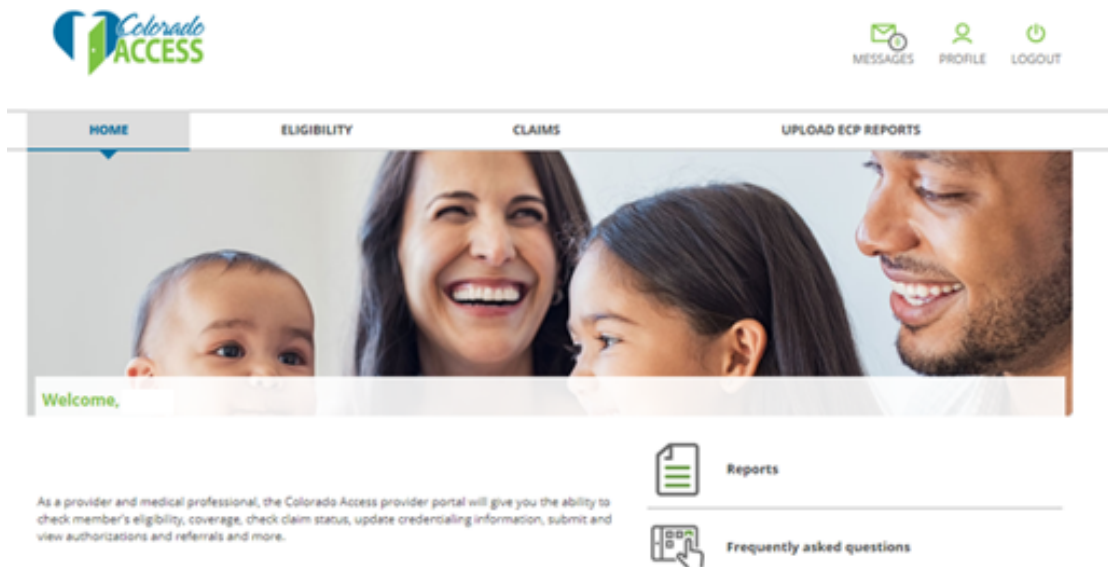
Navigating the Provider Portal



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.



HOME	ELIGIBILITY	CLAIMS	UPLOAD ECP REPORTS
------	-------------	--------	--------------------

State ID ▾

Member Last Name:

Date of Birth:

Search

Reset



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.

State ID
07

Member Last Name:

Date of Birth:

Search

Reset

Name

Date of Birth

Gender

Member ID

Colorado Access ID

Plan

Member information

Member name, state ID, Colorado Access ID, county, date of birth, gender, address, country, phone number, current PCP name, current office copay 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 and the begin/end date of service or the check number.

You will receive information on the submitted claim.

Click on **Search**



MESSAGES PROFILE LOGOUT

HOME	ELIGIBILITY	CLAIMS	UPLOAD ECP REPORTS
Claim Number(s): <input type="text"/>	Member ID: <input type="text"/> Date of Birth: <input type="text"/>	Begin Date: <input type="text" value="8/9/2018"/> End Date: <input type="text" value="11/9/2018"/>	Check Number: <input type="text"/>

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 detail 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 #
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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.



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 PCMP providers who receive capitation payment. Other reports will be made available in the future.



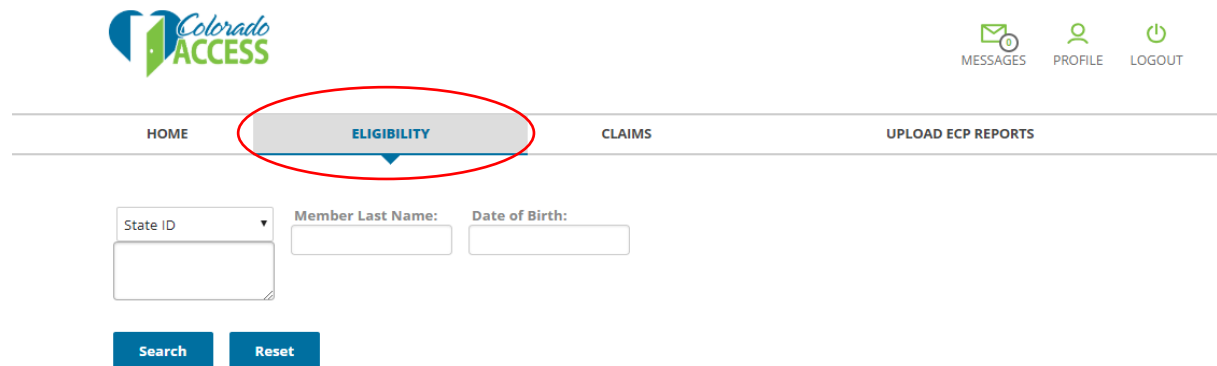
Changing a Member's PCP



Changing PCPs

From the home page, click on **Eligibility** and search for the member.

- Search by state ID/Colorado Access ID or the member's last name and date of birth.
- This functionality is for our CHP PCPs only. Members enrolled in Health First Colorado must still contact HCPF's enrollment broker to their PCMP.



The screenshot displays the Colorado ACCESS web application interface. At the top left is the Colorado ACCESS logo. On the top right are links for MESSAGES, PROFILE, and LOGOUT. Below these is a navigation bar with four tabs: HOME, ELIGIBILITY (highlighted with a red circle), CLAIMS, and UPLOAD ECP REPORTS. Under the ELIGIBILITY tab, there is a search form with three input fields: 'State ID' (a dropdown menu), 'Member Last Name:', and 'Date of Birth:'. Below these fields are two buttons: 'Search' and 'Reset'.

Changing PCPs

- **State ID:** Unique identifier for health plan
- **Colorado Access ID:** Unique Colorado Access identifier
- **Last name:** Last name of the member
- **Birth date:** Birth date of the member listed as MM/DD/YYYY

Changing PCPs

Once the search results appear, click the name on the left side that is on the corresponding plan line that needs to be changed.

<u>Name</u> ●	<u>Date of Birth</u>	<u>Gender</u>	<u>State ID</u>	<u>Colorado Access ID</u>	<u>Plan</u>	<u>Coverage Span</u>
<u>JOHNSON</u>		F			Behavioral Health Region 3	07/01/2018 - 10/31/2018
<u>JOHNSON</u>		F			CHP+ HMO	11/01/2018 - 10/31/2025
<u>JOHNSON</u>		F			Regional Care Collaborative Organization	03/01/2017 - 11/30/2017
<u>JOHNSON</u>		F			Behavioral Health Inc.	03/01/2017 - 11/30/2017
<u>JOHNSON</u>		F			Physical Health Region 3	07/01/2018 - 10/31/2018

This will show the member's eligibility information. At the bottom of this screen, there will be a **Change PCP** button.

Information for JOHNSON

Change PCP

Changing PCPs

Once the provider PCP change window appears, the only fields that need to be updated are:

- New PCP Address
- Check mark the acknowledgment box

Click **Submit** to complete.

Current Plan:

CHP+ HMO

Current PCP:

FLATIRONS FAMILY PRACTICE INC

New PCP:

ARTS - *Addiction Research and Treatment*

New PCP Provider Address*

New PCP Tax ID:

8460

Change Request Date:

1/8/2019

Changes submitted will be available in 3 business days.

I attest this change is being made in the presence of the member listed above and/or guardian and they have given their permission to update their PCP assignment to this location. I acknowledge that this member is not currently hospitalized and understand that any misstatements or omissions from this verification are cause for denial of the requested change and possible suspension for future change requests.

☐

By checking this box, I attest the statement above is true.

Back

Submit





Provider Group Administrator



Provider Group Administrator

The new portal offers administrator designation for our provider groups. The administrator will be able to add users without sending us an email or calling us. To designate an administrator, send the following user information to ProviderPortal.Support@coaccess.com:

- First and last name
- Email address
- Their requested user name*
- TIN tied to the specific user
- Practice name

*User ID should be between 6 and 30 characters. An email address can be used as a user ID and is highly recommended.

Provider Group Administrator

Once a profile has been set up, the administrator will receive an encrypted email with a temporary password. They should then be able to log in using the temporary password and will be prompted to:

- Accept license agreement
- Change password
- Change security questions

A user's manual is available upon completion of registration.

If you have any issues, you can contact the provider support team at ProviderPortal.Support@coaccess.com or 888-844-3710

Contact

Questions?

Email ProviderRelations@coaccess.com