



PROVIDER ALERT



Alert #4 – 2008 – 2-08 – HCAL, HCYAB, HCCH, HCNE, HCCMP, HCNC, ALDA

PROVIDER ONLINE

Community Care, as part of the implementation of its new claims system, is now offering a web-based portal, called ***Provider Online***, to its providers. ***Provider Online*** is a tool that can be used to confirm authorizations, claims receipt, and direct claims submission. Any Community Care provider, who has access to the Internet, can use ***Provider Online***.

There are many benefits to ***Provider Online*** including:

1. Ability to review authorizations;
2. Ability to directly key claims (submit claims electronically directly into the system);
3. Upload a file of 837 claims file directly rather than using a claims clearinghouse; and
4. Confirming the status (payment/denial) online.

All information on the portal is based on the most current status in the live claims system.

As with any new application, any provider who wants to access ***Provider Online*** will need to learn how to use the system and how to read the information. In order to gain access to Community Care's ***Provider Online*** portal, providers are required to complete certain forms and to access a tutorial. If you are interested in becoming a user of ***Provider Online***, please contact Bill Simmons via email: simmonswj@ccbh.com.

Providers interested in keying claims directly will be required to complete a tutorial that can be found at <http://online.ccbh.com/elearning/>. Upon receiving a passing grade, providers should send an email to Bill Simmons with "Provider Online" in the subject line. Bill is available to assist providers with the access to the system and to provide some technical help.

Providers considering using ***Provider Online*** for direct submission of their 837 files must submit two 837-test files; both files must pass the testing phase. The provider will be provided access to submit their 837 files via ***Provider Online*** into our production environment once the testing is complete. Upon requesting a non-disclosure form for this access, Community Care will provide documentation on our 837 requirements and complete directions of our testing process.

We strongly encourage providers to take advantage of this resource. ***Provider Online*** is a great tool to support providers through the authorization and claims process.