ANONYMOUS PROVIDER PORTAL GUIDE

June 2018

Version 1.1

Corporate Education & Development

NOTICE REGARDING CONFIDENTIAL INFORMATION

ALL INFORMATION IN THIS MANUAL IS CONFIDENTIAL AND MAY NOT BE DISCLOSED.

Employees agree to use this confidential information solely for the purpose of performing their job responsibilities with MultiPlan. Employees also agree to maintain the confidentiality of all confidential information, and to share such information only with MultiPlan consultants and contractors who reasonably need to have access to the information to perform their responsibilities for MultiPlan and who have signed confidentiality statements. Any release of confidential information constitutes grounds for disciplinary action, up to and including termination of employment.

Table of Contents

INTRODUCTION TO THE USER GUIDE

Overview

Introduction

The User Guide provides detailed instructions on how to use the Provider Portal. The contents on this page include how to find information within the user guide and user specific topics.

Finding Information

The table of contents contains links to each topic. Locate the desired topic and click on the title to move to the information. Topics specific to a user are also outlined below under the **User Specific Topics** section.

Topics Specific to a User Type

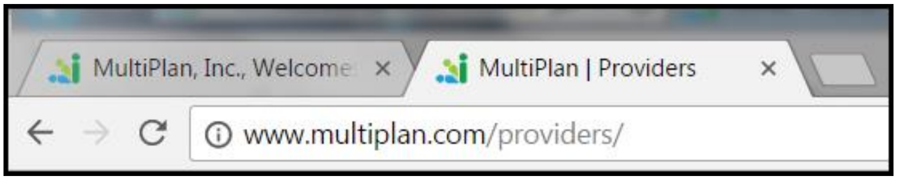
Each user type has similar and different features and functions within the Provider Portal. Self Service access allows Individually Contracted Practitioner(s) and Group or PHO/Health System types to utilize all of the features and functions within the Provider Portal, whereas the Ancillary and Facility type has access to Customer Service only.

INTERNET BROWSER TIP FOR THE PROVIDER PORTAL

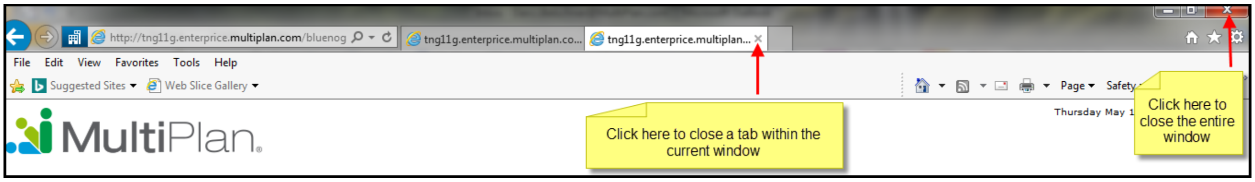
Overview

Tab vs. Window Browsing

Various internet browsers can open links differently by default or by user configurations which is important to recognize when navigating in the Provider Portal. The Portal User Survey is one item that will open differently depending on the Internet browser used.

Internet Browser	Method Browser Opens
Chrome	Opens a new tab within the current window. 
Internet Explorer	Opens a new window.  Have you tried a new feature? Take our survey as often as needed to help us improve the portal.

Note: Browser settings can be modified so that pop-ups are handled according to the preferences used. If the Portal User Survey opens a new table when closing out the click the "**X**" on the single tab not the "**X**" for the entire window/session.



Click here to close a tab within the current window

Click here to close the entire window

PROVIDER PORTAL BASICS

Overview

Introduction

The Provider Portal is a web-based application designed to perform various tasks independently online. This guide captures information on how to open a customer service case without creating an account.

There are three types of access supported by the Provider Portal:

- Individual Contracted Practioner(s): represents self-service features
- Group or PHO/Health System: represents self-service features
- Ancillary or Facility: represents customer service features

Unavailable Message

Anytime the Provider Portal is not available, a message will display on the login screen with a notification that the system is currently unavailable.

The MultiPlan Portal is currently unavailable

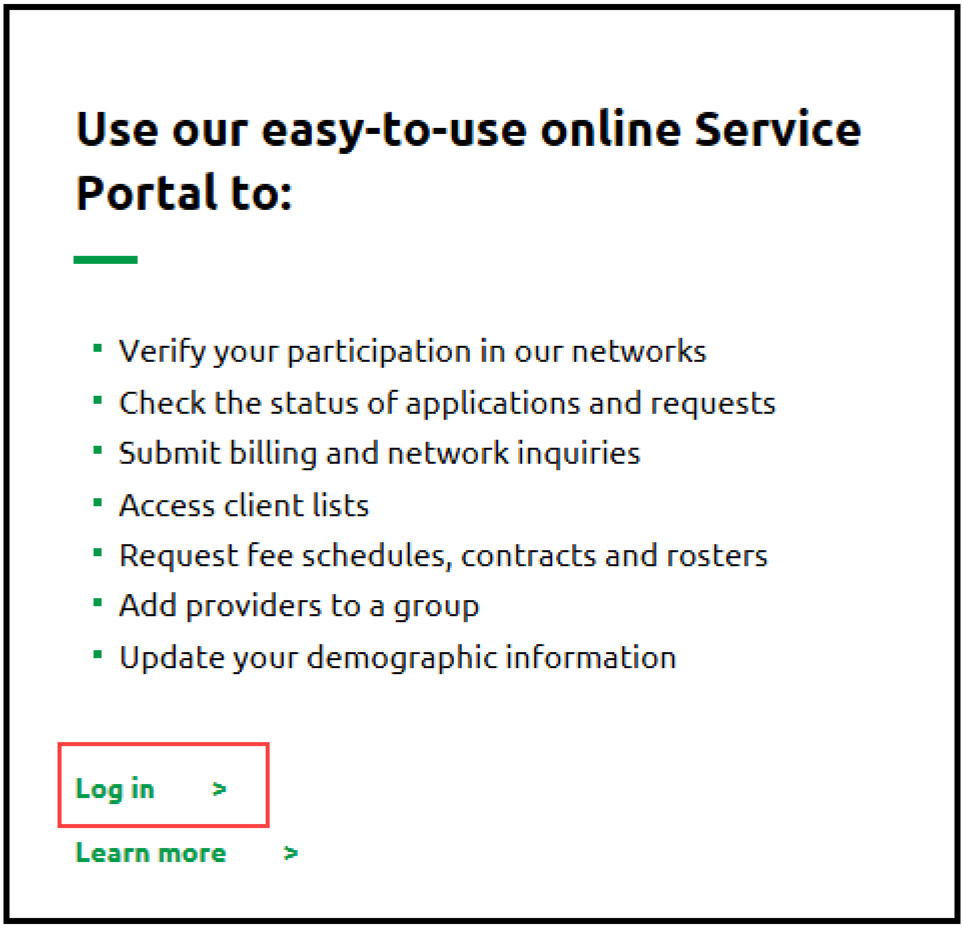
Here's a place where we can put some additional information. The text for planned downtime versus non-planned downtime would probably be different.

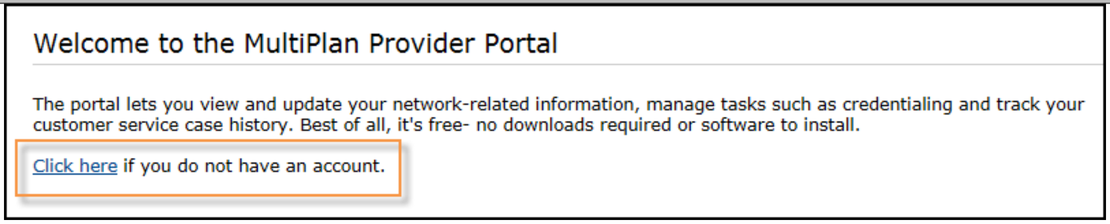
Log In Items

Accessing the Provider Portal

The link to access MultiPlan's Provider Portal varies depending on whether or not a user account exists.

Don't have an account or need to add another user?

Step	Action
1.	Go to the MultiPlan Website.
2.	Click the **Provider Resources** link. 
3.	Click on **Log in.**  Use our easy-to-use online Service Portal to: - Verify your participation in our networks - Check the status of applications and requests - Submit billing and network inquiries - Access client lists - Request fee schedules, contracts and rosters - Add providers to a group - Update your demographic information ***Note:*** Once Provider Portal Log In screen appears, save to favorites for easy access in the future.
4.	From the Provider Portal Log In screen, click the link that is labeled **Click here** to self-register.

Step	Action
	 Welcome to the MultiPlan Provider Portal The portal lets you view and update your network-related information, manage tasks such as credentialing and track your customer service case history. Best of all, it's free- no downloads required or software to install. Click here if you do not have an account.

Already have an account?

- Use the following link to sign into the secured Provider Portal site: https://provider.multiplan.com/provider/
- Or access through a saved link in favorites during the account access process.

Message Banner

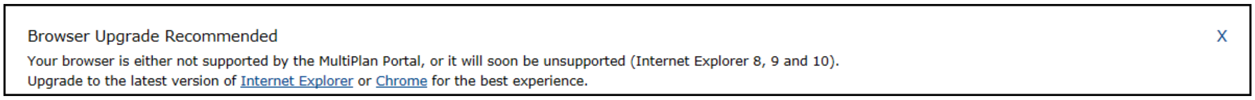
Anytime enhancements or routine maintenance are made in the Provider Portal, a message banner on the log in page stating when the system is being taken down.

⚠ The Portal will be down for routine maintenance from

A banner within the Provider Portal home page will also display the new features.

New as of August 24th!

The Browser Upgrade Recommended banner will notify when a current browser is out of date and how to upgrade to the latest version. To dismiss, click the **X** in the banner box.



Browser Upgrade Recommended

Your browser is either not supported by the MultiPlan Portal, or it will soon be unsupported (Internet Explorer 8, 9 and 10).
Upgrade to the latest version of Internet Explorer or Chrome for the best experience.

Technical Difficulties

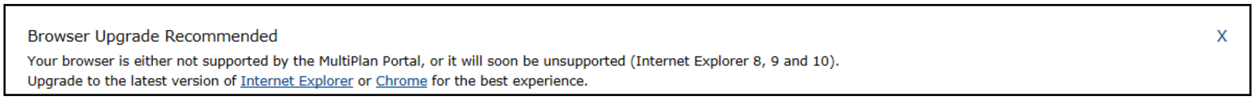
For technical difficulties, contact MultiPlan Support at support@mutliplan.com.

Support Applications

As of January 2016, Microsoft Corporation only supports the most current version of Internet Explorer (IE 11). Using an unsupported browser to access the Provider Portal may result in unavailable features or elements not appearing as they should.

When using IE 8, 9 or 10, MultiPlan recommends upgrading the browser soon to maintain optimal compatibility with the portal. Please also be aware that IE 7 and below are no longer supported, along with Firefox, Safari and Opera.

For the best portal experience, upgrade today to the latest version of Internet Explorer or Chrome.
The Browser Upgrade Recommended banner notifies when a current browser is out of date and how to upgrade to the latest version. To dismiss, click the **X** in the banner box.



Browser Upgrade Recommended

Your browser is either not supported by the MultiPlan Portal, or it will soon be unsupported (Internet Explorer 8, 9 and 10).
Upgrade to the latest version of Internet Explorer or Chrome for the best experience.

CUSTOMER SERVICE CASE CREATION

Overview

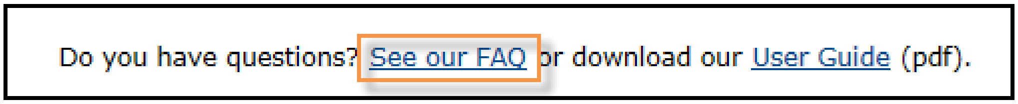
Introduction

The Provider Portal allows providers to create a customer service case without an account. To create a customer service case without an account, view the Creating a Customer Service Case section. It is recommended to create an account to access all of the features and functionalities that the Provider Portal has to offer. To create an account, go to Create and Activate an Account.

FAQ & User Guide

FAQ Information

A list of frequently asked questions about the Customer Service Tool and information regarding MultiPlan's networks are available by clicking the **See our FAQ** link:



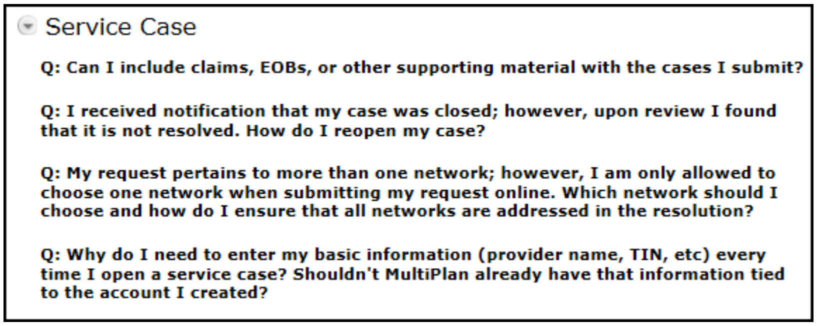
Do you have questions? See our FAQ or download our User Guide (pdf).

The FAQ section allows reviewing frequently asked questions and their answers. There are four topics: Service Case, Claim, Demographic, and Miscellaneous.

FAQ

- Service Case
- Claim
- Demographic
- Miscellaneous

Click on the triangle to open the topic to reveal the question.



Service Case

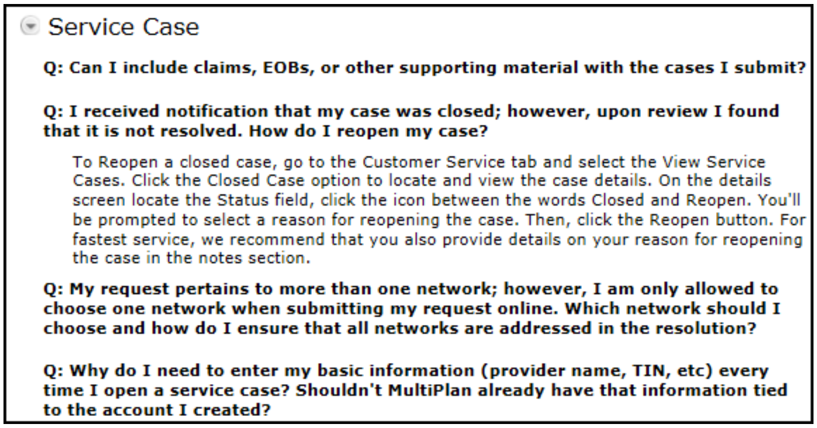
Q: Can I include claims, EOBs, or other supporting material with the cases I submit?

Q: I received notification that my case was closed; however, upon review I found that it is not resolved. How do I reopen my case?

Q: My request pertains to more than one network; however, I am only allowed to choose one network when submitting my request online. Which network should I choose and how do I ensure that all networks are addressed in the resolution?

Q: Why do I need to enter my basic information (provider name, TIN, etc) every time I open a service case? Shouldn't MultiPlan already have that information tied to the account I created?

Then click the question to reveal the answer.



Service Case

Q: Can I include claims, EOBs, or other supporting material with the cases I submit?

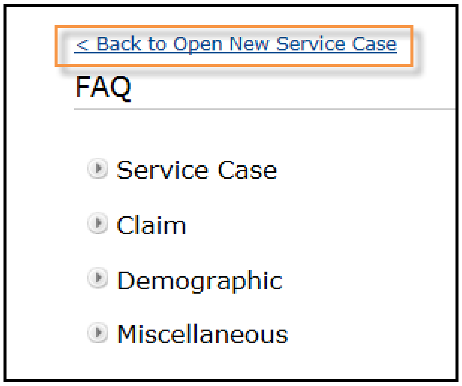
Q: I received notification that my case was closed; however, upon review I found that it is not resolved. How do I reopen my case?

To Reopen a closed case, go to the Customer Service tab and select the View Service Cases. Click the Closed Case option to locate and view the case details. On the details screen locate the Status field, click the icon between the words Closed and Reopen. You'll be prompted to select a reason for reopening the case. Then, click the Reopen button. For fastest service, we recommend that you also provide details on your reason for reopening the case in the notes section.

Q: My request pertains to more than one network; however, I am only allowed to choose one network when submitting my request online. Which network should I choose and how do I ensure that all networks are addressed in the resolution?

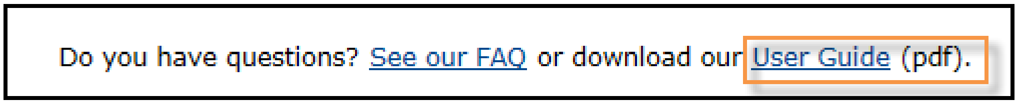
Q: Why do I need to enter my basic information (provider name, TIN, etc) every time I open a service case? Shouldn't MultiPlan already have that information tied to the account I created?

To get back to the previous screen click the Back to Open New Service Case link.



User Guide Information

A current downloadable PDF version of this user guide is available by clicking the **User Guide** link.



Do you have questions? See our FAQ or download our User Guide (pdf).

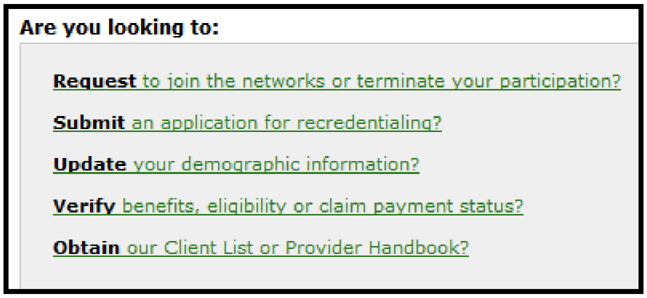
A new tab will appear displaying the user guide.

To close, click the **X** in the tab.

Are you looking to section

Introduction

A set of inquiries are available under the **Are you looking to:** section.



Are you looking to:

Request to join the networks or terminate your participation?

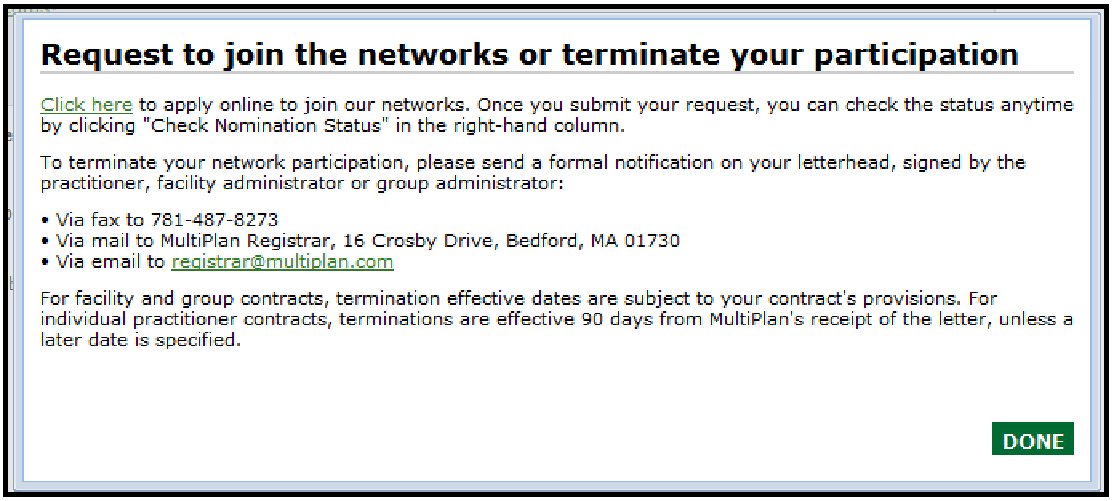
Submit an application for recredentialing?

Update your demographic information?

Verify benefits, eligibility or claim payment status?

Obtain our Client List or Provider Handbook?

A pop-up window will appear with instructions on how to complete the inquiry.



Request to join the networks or terminate your participation

Click here to apply online to join our networks. Once you submit your request, you can check the status anytime by clicking "Check Nomination Status" in the right-hand column.

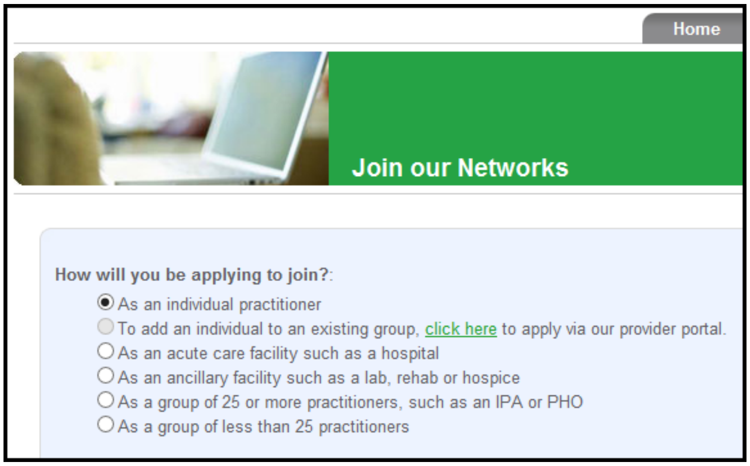
To terminate your network participation, please send a formal notification on your letterhead, signed by the practitioner, facility administrator or group administrator:

- Via fax to 781-487-8273
- Via mail to MultiPlan Registrar, 16 Crosby Drive, Bedford, MA 01730
- Via email to registrar@multiplan.com

For facility and group contracts, termination effective dates are subject to your contract's provisions. For individual practitioner contracts, terminations are effective 90 days from MultiPlan's receipt of the letter, unless a later date is specified.

Click the **Done** button to close the pop-up window.

Occasionally the instructions will direct to click on an additional link. This action will open another tab allowing the desired tasks to be completed.



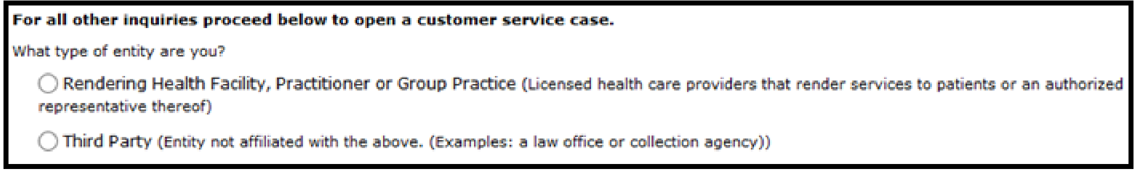
How will you be applying to join?:

● As an individual practitioner
○ To add an individual to an existing group, click here to apply via our provider portal.
○ As an acute care facility such as a hospital
○ As an ancillary facility such as a lab, rehab or hospice
○ As a group of 25 or more practitioners, such as an IPA or PHO
○ As a group of less than 25 practitioners

Creating a Customer Service Case

Introduction

To open a customer service case, click the radio button next to **Rendering Health Facility, Practitioner** or **Group Practice** or **Third Party**. This is the first step to open a customer service case.



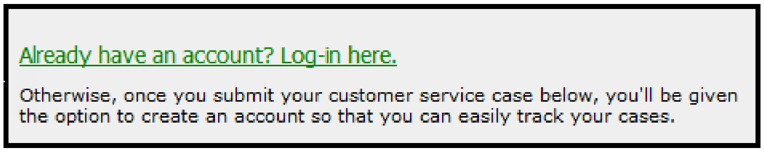
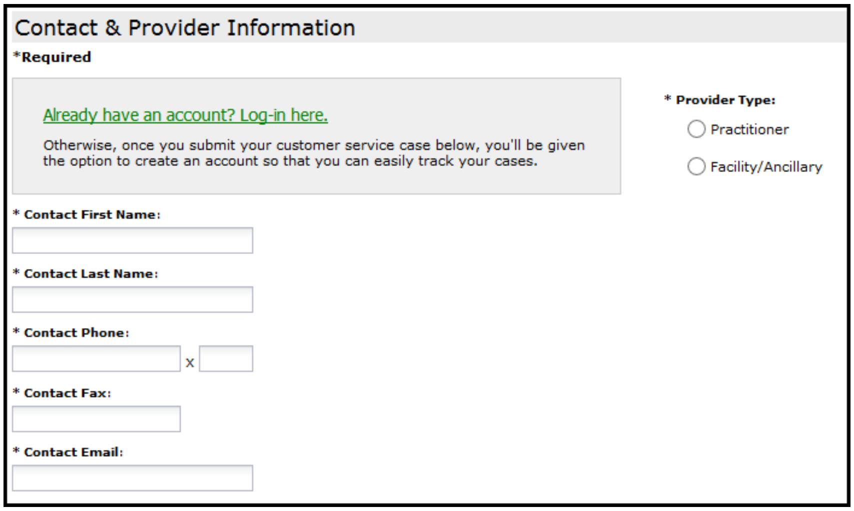
For all other inquiries proceed below to open a customer service case.

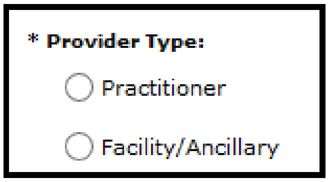
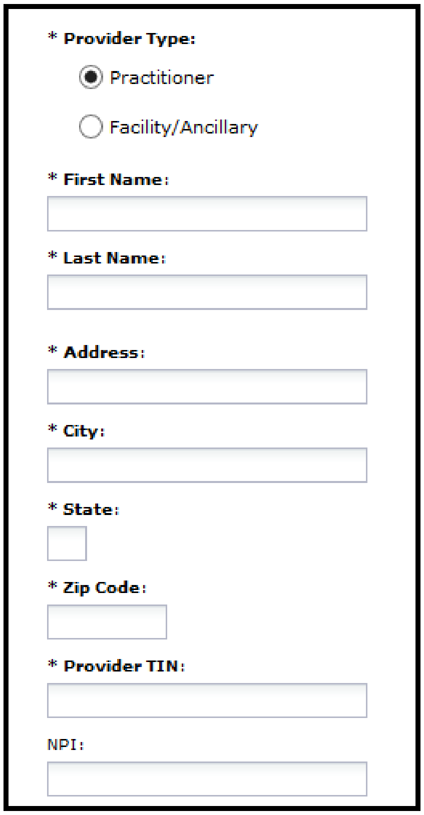
What type of entity are you?

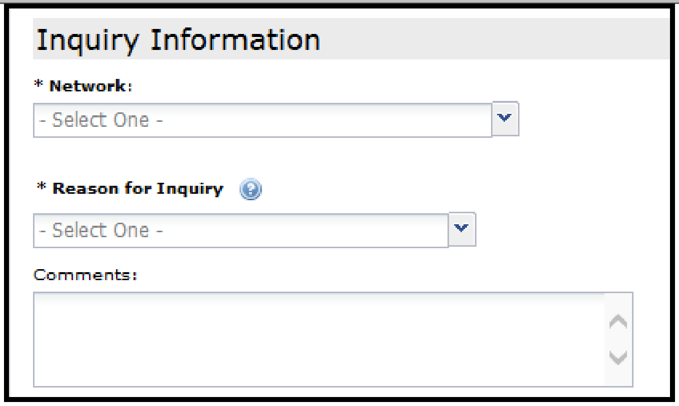
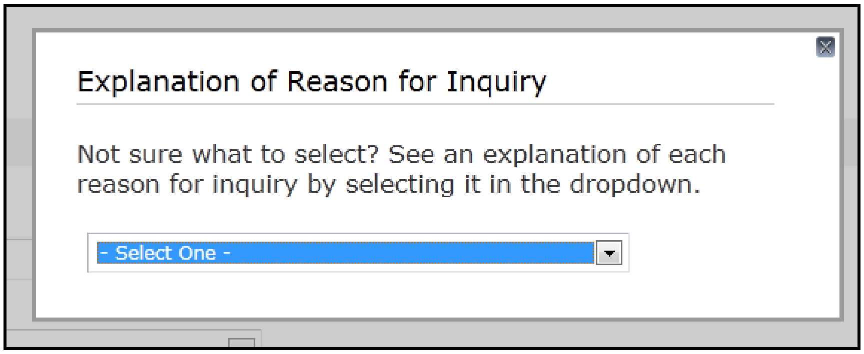
○ Rendering Health Facility, Practitioner or Group Practice (Licensed health care providers that render services to patients or an authorized representative thereof)

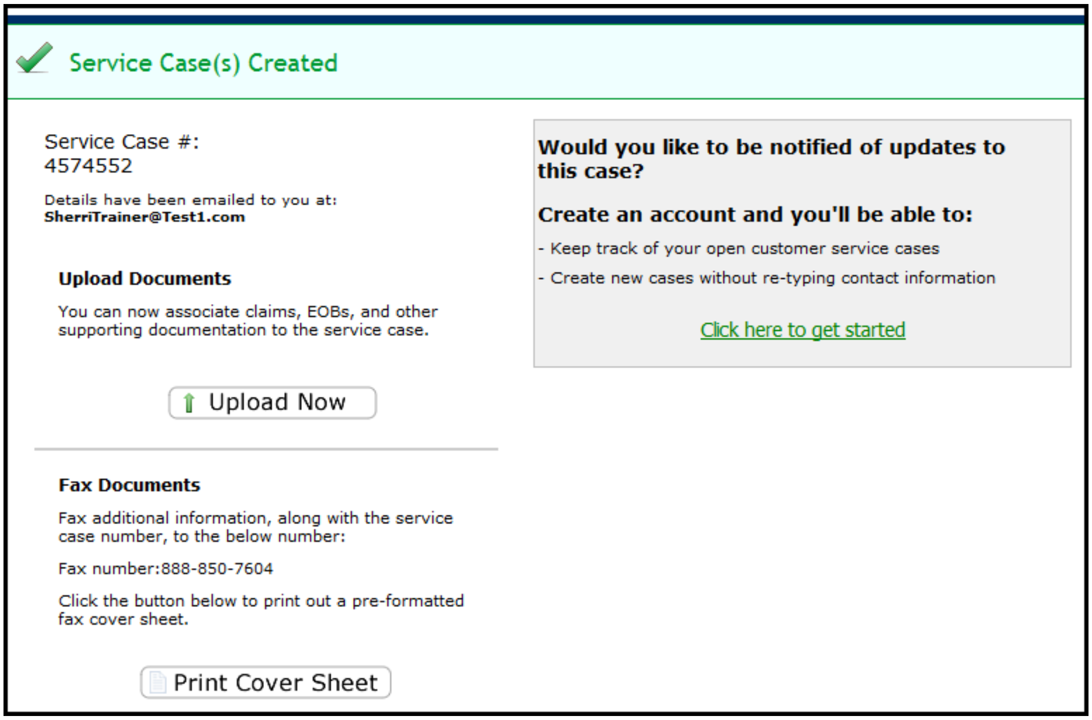
○ Third Party (Entity not affiliated with the above. (Examples: a law office or collection agency))

How to create a new service case for Rendering Health Facility, Practitioner or Group Practice:

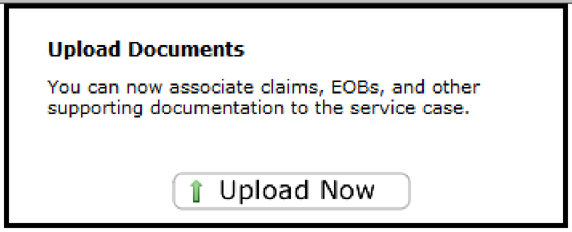
Step	Action
1.	Once **Rendering Health Facility, Practitioner or Group Practice radio button is** selected, the **Contact & Provider Information fields** appear and need to be filled out. ***Note:*** If there is already an account created, please click the **Already have an account** link.  Already have an account? Log-in here. Otherwise, once you submit your customer service case below, you'll be given the option to create an account so that you can easily track your cases.  Contact & Provider Information ***Required** Already have an account? Log-in here. Otherwise, once you submit your customer service case below, you'll be given the option to create an account so that you can easily track your cases. *** Contact First Name:** *** Contact Last Name:** *** Contact Phone:** x *** Contact Fax:** *** Contact Email:** *** Provider Type:** ○ Practitioner ○ Facility/Ancillary ***Note:*** All fields with an asterisk * is required.

Step	Action
2.	Click the radio button for **Practitioner** or **Facility/Ancillary depending on the provider type in question**.  * **Provider Type:** ○ Practitioner ○ Facility/Ancillary
3.	Fill out each field with contains an asterisk.  * **Provider Type:** ● Practitioner ○ Facility/Ancillary * **First Name:** * **Last Name:** * **Address:** * **City:** * **State:** * **Zip Code:** * **Provider TIN:** NPI:  * **Provider Type:** ○ Practitioner ● Facility/Ancillary * **Facility Name:** * **Address:** * **City:** * **State:** * **Zip Code:** * **Provider TIN:** NPI:
4.	In the Inquiry Information, complete the field and drop downs applicably.

Step	Action
	 Inquiry Information * Network: - Select One - * Reason for Inquiry - Select One - Comments: The first drop down is **Network**. Select the desired next from the list.  *Network - Select One -
5.	The next requirement is the **Reason for Inquiry** drop down. Select the reason for the from the drop down options.  *Reason for Inquiry - Select One - ***Note:*** Use the question mark icon, ?, to learn more about the selections. When the icon is clicked on, a pop-up appears the drop down items match the **Reason for Inquiry** drop down with the addition of additional information.  Explanation of Reason for Inquiry Not sure what to select? See an explanation of each reason for inquiry by selecting it in the dropdown. - Select One -

Step	Action
6.	Enter detailed notes in the **Comments** field.  Comments: Enter comments here.
7.	Click the **Open Case** button to submit the customer service case.  Clicking **Cancel** will not submit the information entered from the above fields. 
8.	The confirmation page will appear.  Service Case(s) Created Service Case #: 4574552 Details have been emailed to you at: **SherriTrainer@Test1.com** **Upload Documents** You can now associate claims, EOBs, and other supporting documentation to the service case. Upload Now **Fax Documents** Fax additional information, along with the service case number, to the below number: Fax number:888-850-7604 Click the button below to print out a pre-formatted fax cover sheet. Print Cover Sheet **Would you like to be notified of updates to this case?** **Create an account and you'll be able to:** - Keep track of your open customer service cases - Create new cases without re-typing contact information Click here to get started To upload a file, click the **Upload Now**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>



Upload Documents

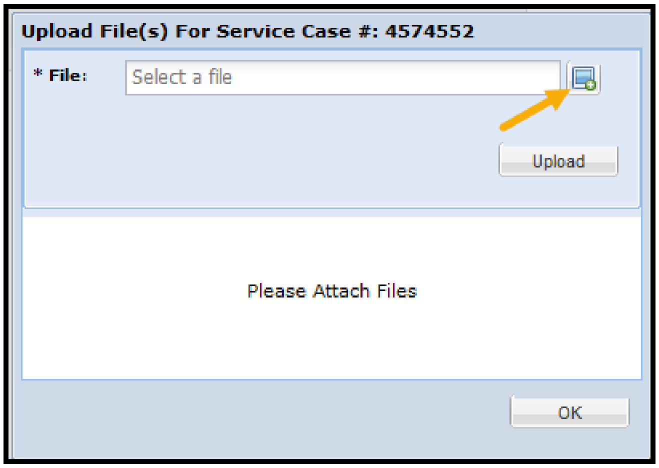
You can now associate claims, EOBs, and other supporting documentation to the service case.

The Provider Portal can accept the following file types and corresponding maximum file sizes:

<table>
<tr><th>File Type</th><th>Max Size</th><th>File Type</th><th>Max Size</th><th>File Type</th><th>Max Size</th></tr>
<tr><td>.DOCX</td><td>50 MB</td><td>.PDF</td><td>50 MB</td><td>.JPG</td><td>10 MB</td></tr>
<tr><td>.DOCM</td><td>50 MB</td><td>.DOC</td><td>50 MB</td><td>.MDI</td><td>50 MB</td></tr>
<tr><td>.XLSX</td><td>50 MB</td><td>.ZIP</td><td>50 MB</td><td>.PNG</td><td>10 MB</td></tr>
<tr><td>.XLSM</td><td>50 MB</td><td>.XLS</td><td>50 MB</td><td>.RTF</td><td>50 MB</td></tr>
<tr><td>.XLSB</td><td>50 MB</td><td>.TXT</td><td>50 MB</td><td>.BMP</td><td>10 MB</td></tr>
<tr><td>.TIF/.TIFF</td><td>50 MB</td><td>.HTM</td><td>10 MB</td><td>.GIF</td><td>10 MB</td></tr>
</table>

</td></tr>
<tr><td>9.</td><td>

A new screen will appear. Click the **Browse** icon in the **Upload File(s)** screen.



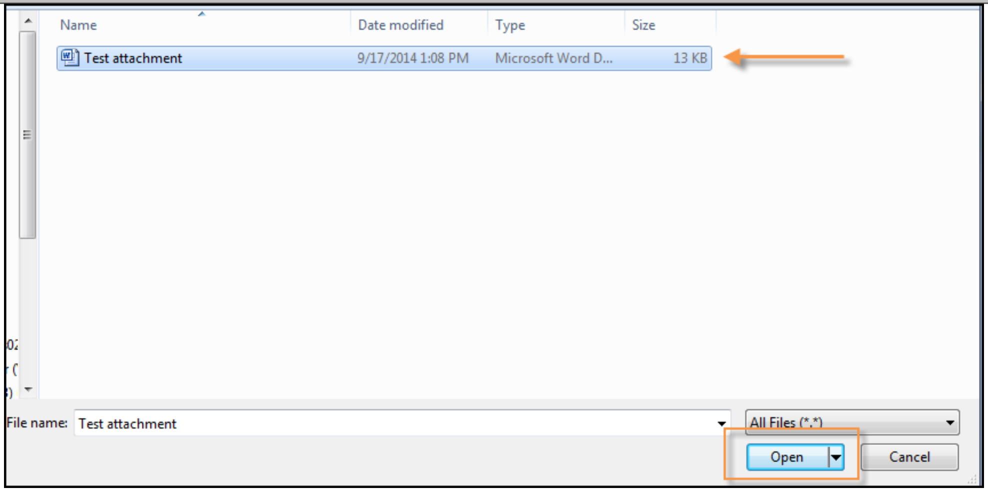
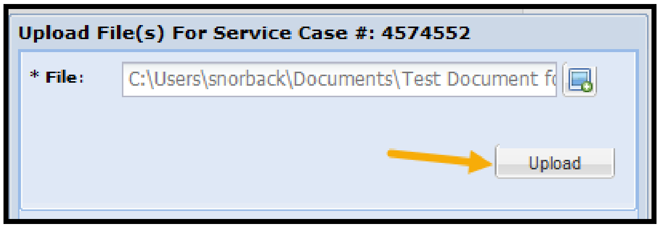
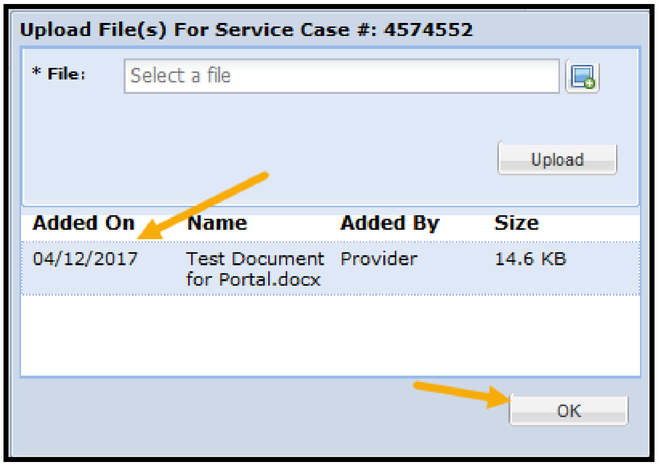
Upload File(s) For Service Case #: 4574552

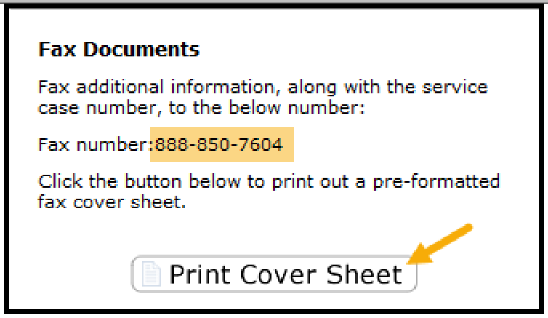
</td></tr>
<tr><td>10.</td><td>

Locate and select the desired document to be attached to the service case details.

Then click the **Open** button.

</td></tr>
</table>

Step	Action
	 Name Date modified Type Size Test attachment 9/17/2014 1:08 PM Microsoft Word D... 13 KB File name: Test attachment All Files (*.*) Open Cancel
11.	The document address will be auto filled in the browse field. Click the **Upload** button to attach the selected document to the case details.  Upload File(s) For Service Case #: 4574552 * File: C:\Users\snorback\Documents\Test Document f Upload
12.	When the attachment confirmation notice appears, click the **OK** button.  Upload File(s) For Service Case #: 4574552 * File: Select a file Upload Added On Name Added By Size 04/12/2017 Test Document for Portal.docx Provider 14.6 KB OK
13.	To attach multiple documents to the case details, repeat steps 9-13.
14.	To fax documentation, click **Print Cover Sheet to receive a** prepopulated cover sheet. Fax the cover sheet and documentation to the fax number listed.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

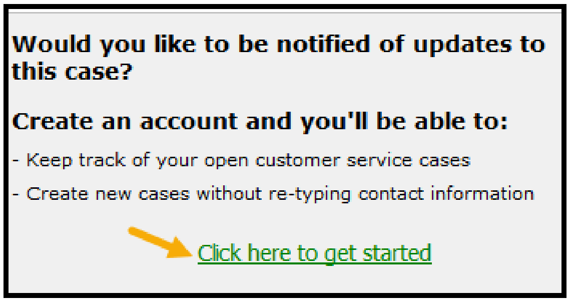
Fax Documents

Fax additional information, along with the service case number, to the below number:

Fax number:888-850-7604

Click the button below to print out a pre-formatted fax cover sheet.

</td></tr>
<tr><td>15.</td><td>To track this case and future cases click the Click here to get started link to create an account.

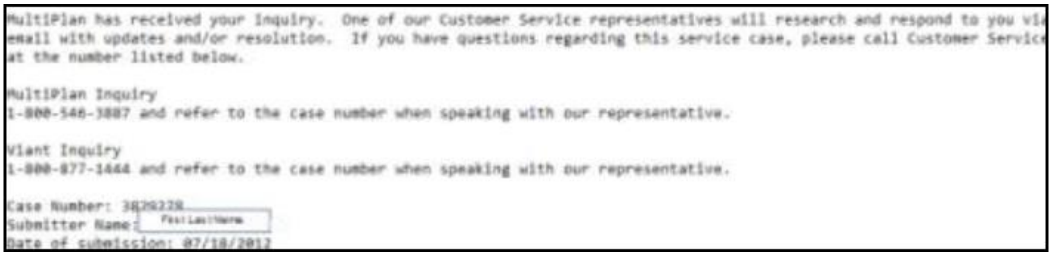


Would you like to be notified of updates to this case?

Create an account and you'll be able to:

- Keep track of your open customer service cases
- Create new cases without re-typing contact information

</td></tr>
<tr><td>16.</td><td>Upon successful completion of a case creation, users will receive an email notification. The email will include the case number and the Customer Service toll-free number to contact if there are questions or follow up is needed regarding the case.



MultiPlan has received your Inquiry. One of our Customer Service representatives will research and respond to you vi
email with updates and/or resolution. If you have questions regarding this service case, please call Customer Servic
at the number listed below.

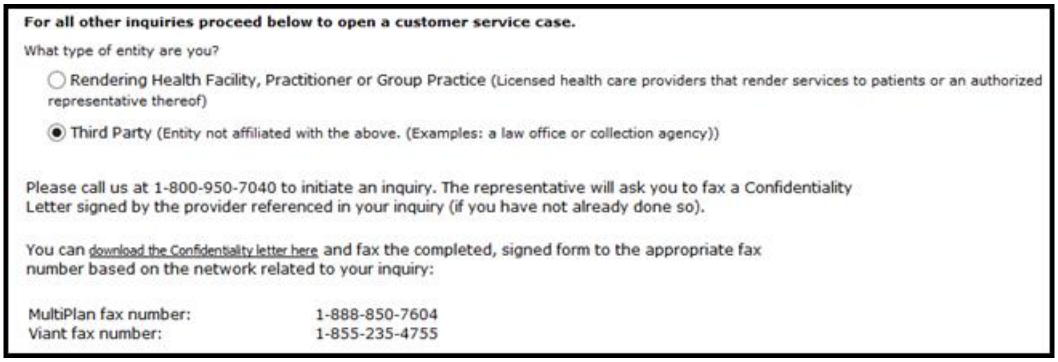
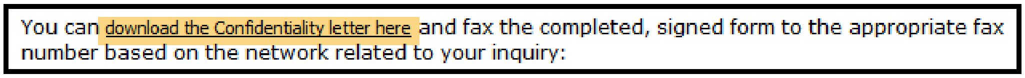
MultiPlan Inquiry
1-800-546-3887 and refer to the case number when speaking with our representative.

Viant Inquiry
1-800-877-1444 and refer to the case number when speaking with our representative.

Case Number: 3829228
Submitter Name: FirstLastName
Date of submission: 07/18/2012

<i>Note:</i> The email will be received from support@multiplan.com</td></tr>
</table>

Process for Third Party option:

Step	Action
1.	Once the **Third Party radio button** is selected, the **Third Party** message appears:  **For all other inquiries proceed below to open a customer service case.** What type of entity are you? ○ Rendering Health Facility, Practitioner or Group Practice (Licensed health care providers that render services to patients or an authorized representative thereof) ● Third Party (Entity not affiliated with the above. (Examples: a law office or collection agency)) Please call us at 1-800-950-7040 to initiate an inquiry. The representative will ask you to fax a Confidentiality Letter signed by the provider referenced in your inquiry (if you have not already done so). You can download the Confidentiality letter here and fax the completed, signed form to the appropriate fax number based on the network related to your inquiry: MultiPlan fax number: 1-888-850-7604 Viant fax number: 1-855-235-4755 The Confidentiality letter will need to be downloaded via the link and faxed into MultiPlan at 1-888-850-7604 for MultiPlan or 1-855-235-4755 for Viant.  You can download the Confidentiality letter here and fax the completed, signed form to the appropriate fax number based on the network related to your inquiry:
2.	Once faxed, call the Customer Service number at 1-800-950-7040 to initiate an inquiry.

FEATURES OF CREATING AN ACCOUNT

Overview

Introduction

The Provider Portal is a web-based application designed to perform various tasks independently online.

There are three types of access supported by the Provider Portal:

- Individual Contracted Practioner(s): represents self-service features
- Group or PHO/Health System: represents self-service features
- Ancillary or Facility: represents customer service features

Features available may vary depending on the access type.

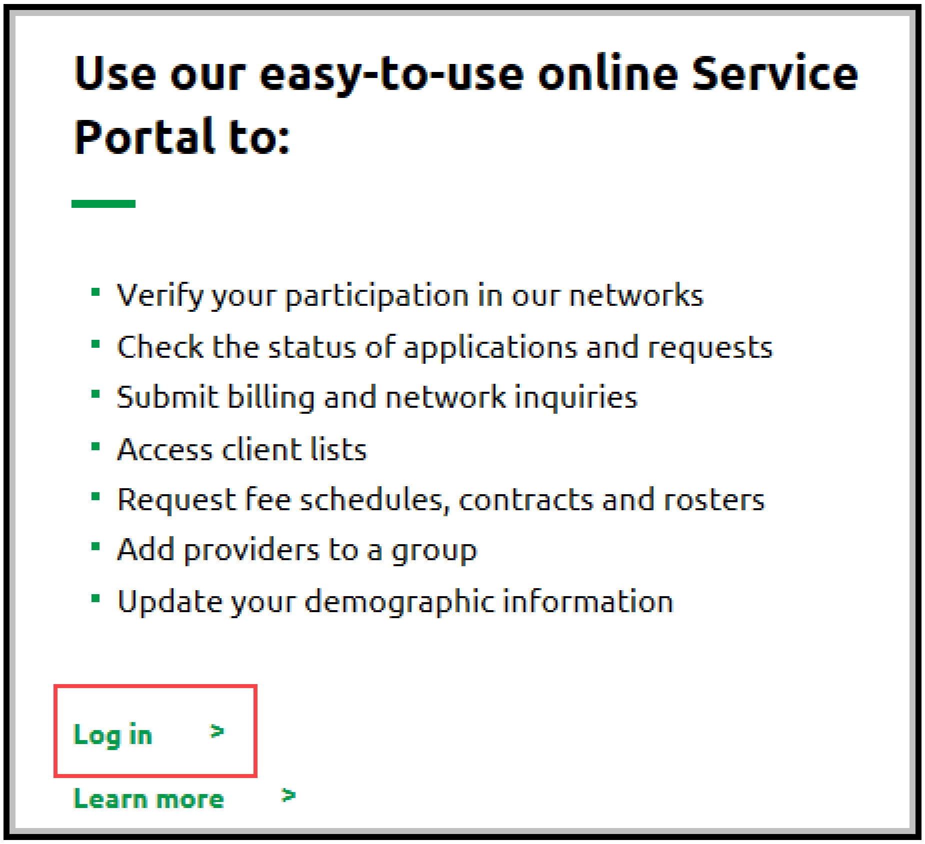
- Open a Customer Case
- Provider Portal Home Page Overview
- Search for a Claim
- Individual Provider Data
- Group Provider Data
- Help & Resources Overview
- Manage Users

Create and Activate an Account

Overview

When a new user would like to gain full access to MultiPlan's Provider Portal and all of its self-service features, the user can self-register for an account.

Go to the Provider Resources section and click **Log in** under **Use our easy-to-use online Service Portal**:

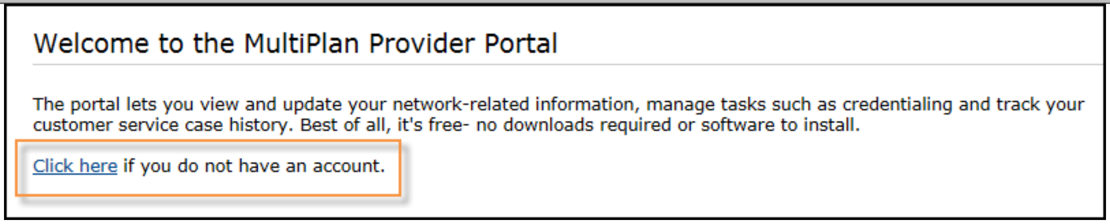


Use our easy-to-use online Service Portal to:

- Verify your participation in our networks
- Check the status of applications and requests
- Submit billing and network inquiries
- Access client lists
- Request fee schedules, contracts and rosters
- Add providers to a group
- Update your demographic information

How to Create an Account

Step	Action
1.	From the Provider Portal Log In screen, click the link that is labeled **Click here** to self-register.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
Welcome to the MultiPlan Provider Portal
The portal lets you view and update your network-related information, manage tasks such as credentialing and track your customer service case history. Best of all, it's free- no downloads required or software to install.
Click here if you do not have an account.</td></tr>
<tr><td>1.</td><td>Select type.

Register for an Account
For full access to customer service and the latest self-service features, select the type of organization you will represent, or go back to the log-in screen.
Why register for an account?
You'll have access to the following features:
• View and update your providers' demographics
• View your providers' repriced claims
• View your providers' recredentialing status
• Open customer service cases
• Track open and closed customer service cases

There are three types of access supported by the Provider Portal:
• Individual Contracted Practioner(s): represents self-service features
• Group or PHO/Health System: represents self-service features
• Ancillary or Facility: represents customer service features</td></tr>
<tr><td>2.</td><td>Fill out information for each screen. All fields with an * are required.
Then click the **Next** button to move to the next screen and repeat.

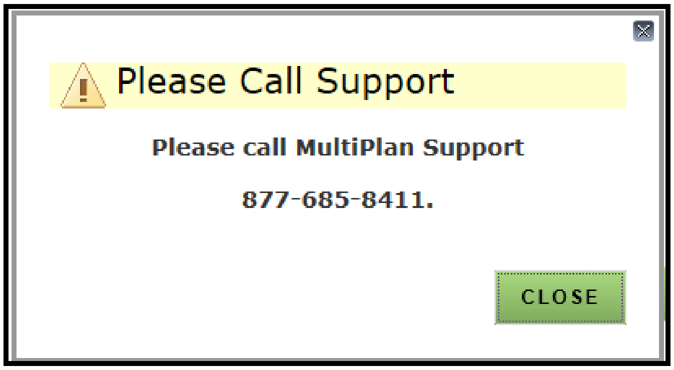
</td></tr>
<tr><td>3.</td><td>When all screens are filled out, submit the account request by clicking the **Yes, Create Account** button.

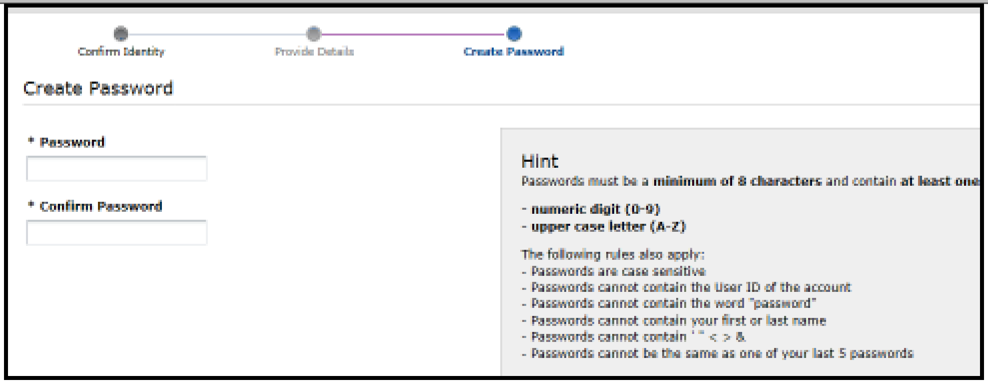
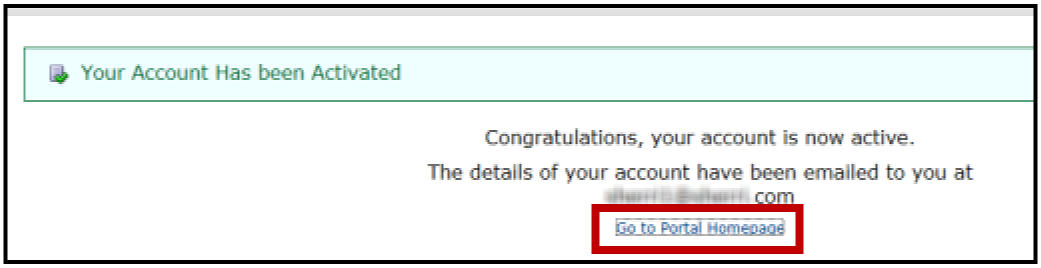
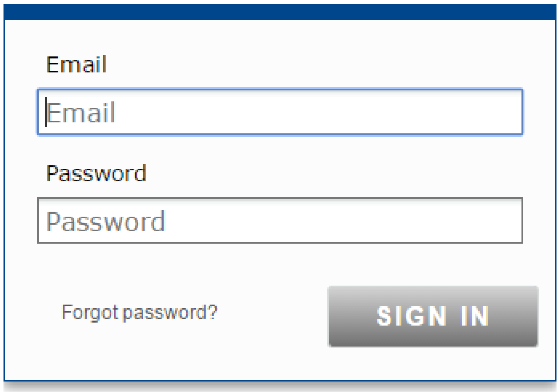
</td></tr>
<tr><td>4.</td><td>Upon a successful setup, an activation email will be sent to each new user. Once activated, a welcome email will be sent with the account information and the Provider Portal's URL. Emails are sent by support@multiplan.com. Be sure to add this address to the “safe” list if email filters are utilized.</td></tr>
</table>

Step	Action
	Important: Activation to an account must be completed before logging into the Provider Portal. An error message will be given in the event a log in is attempted prior to activation.  User is in Pending Activation status. Please refer to your email for a new activation link.

How to Activate an Account

Step	Action
1.	Open the email and locate URL link.  -----Original Message----- From: MultiPlan Support [mailto:support@multiplan.com] Sent: Thursday, February 12, 2015 3:15 PM To: [redacted] Subject: Almost done: Validate your new MultiPlan Portal account [redacted] MultiPlan has created an account for [redacted] to access our portal. Before using our system, you will need to validate information and establish a password by single-clicking the link below. It is important not to double-click, as this will render the link unusable. One click only: https://sqaclient.multiplan.com/client/faces/accountactivation.jspx?e=a3694-33095ca-f578e545c5b78-8260-94d2-e92fbc34-55f6f4875-8e043-be7d574dc9af5ca0-249e4-4ff6-84c0e1b-fe4e49a5c5d2b5e4-4-9245e4755e4db9b4c825-9-b92b-8775638-4734ef1c34a--425ae14e20cf7-273b-be21bf8f8d398dee4-a9eaf-9f89fd17c69c4-8e55-460b5b6bba39df342e-a-a6f91cda0-e5cb4-33ae811ce7bd5-bb86-9cd If you need assistance, please contact MultiPlan Support at 877-685-8411. This is an automated response. Please do not respond to this message. Thank you, The MultiPlan Support Team
2.	Click once on the link provided in the email to activate the account. ***Important:*** • The activation link must be used within 5 calendar days after receipt. • The activation link can only be used once; therefore it is important to complete the activation of the account upon accessing the link. • Check Spam Folders in the event that the activation email does not appear in the Inbox Folder. • If the link expires before activating, contact support@mutliplan.com to request a new link.

Step	Action
3.	The Confirm Identity page will appear first, click the **Yes, This is Me** button to confirm that information is accurate.  Confirm Identity Is this you? Name [redacted] [redacted]@[redacted].com Company [redacted]  If information is not accurate, click the **This is Not Me button** and call MultiPlan Support per the message.   Please Call Support Please call MultiPlan Support 877-685-8411.
4.	Once the information is confirmed accurate, the Create Password page will appear.

Step	Action
	 Confirm Identity — Provide Details — Create Password Create Password * Password * Confirm Password Hint Passwords must be a **minimum of 8 characters** and contain **at least one** - **numeric digit (0-9)** - **upper case letter (A-Z)** The following rules also apply: - Passwords are case sensitive - Passwords cannot contain the User ID of the account - Passwords cannot contain the word "password" - Passwords cannot contain your first or last name - Passwords cannot contain ' " < > & - Passwords cannot be the same as one of your last 5 passwords Enter desired password into both fields and click the **Create** button.  ***Important:*** Use the password rules located on the right hand side.
5.	The Confirmation page will appear stating that account has been activated.  Your Account Has been Activated Congratulations, your account is now active. The details of your account have been emailed to you at [redacted] com Go to Portal Homepage Click on **Go To Portal Homepage** to log into portal.
6.	Enter in email address, then password into sign on fields, and click the **Sign In** button to verify access. 

Step	Action
	Note: When access is successful, go to the Help & Resources tab to view the Self-Service user guide to learn about the additional features and functions. You may need to sign-out and sign back in to view this guide.

APPENDIX

Document Versions and Updates:

Document Version	ServiceNow Ticket #	Date	Editor	Description
V1.1		June 2018	Darci Belschner	• Updated screenshots for provider portal log in