Provider Portal
User Guide

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Introduction

Welcome to our enhanced provider portal. The secure provider account allows providers access to benefits, patient information, claims, subscriber and policy details, and other insurance information through the Patient Eligibility quick link.

The Claim Search section allows providers to search for claims and to view claim details and corresponding Provider Remittance Advice (PRA). The Claims Editing System (CES) allows providers to check claims for errors or omissions prior to submission.

The Secure Messaging section of the provider account allows providers to send secure messages to us. You can also view the providers within a patient’s current network and look for providers within selected networks using Find a Doctor.

We encourage providers to use the electronic 270/271 Health Care Eligibility/Benefit Inquiry and Information Response transaction and the electronic 276/277 Health Care Claim Status Request and Response transaction. Visit our EDI section at wpshealth.com/resources/provider-resources/edi/index.shtml or contact WPS EDI at 800-782-2680, option 1 to learn more.

Registering as a Provider

Registration

To register, visit our website and click Register under the Providers section. The first person to register under a tax ID will be the provider administrator. This person will have the privilege to invite and approve additional administrators and users under your organization’s tax ID.

You should have received an email invitation to register. To begin the registration process, use the link included in the email to access the Request for Provider Access. You will need two of your remittances from the last 90 days to enter the dollar amounts and dates needed to complete the request. When you have filled out the request completely, click Register.

If you are not the first person at your site to register for the account and attempt to register, you will get the following message:

You need an invitation to register for an account. Please refer to your provider administrator for an invitation.

If you need further assistance, please contact Customer Service for assistance, toll-free: 1-888-915-5477 Monday-Friday: 7:30 am-5:00 pm (CST)
Site Administrator Responsibilities

Provider invitation

The provider administrator has the capability to invite additional users within the office who need to access this system and will only be active for the tax ID associated with the provider administrator. Provider users have the same access as the provider administrator, except for creating and maintaining accounts.

Provider administrators access the Provider Invitation section under Profile Management for generating invitations to additional users.

Once the invitation is sent, the end user will receive an invitation email (see picture on next page) to complete their registration. Invitations sent from the provider administrator do not have to be approved before accessing the portal.

Invitations sent from WPS will need approval by provider administrators, who can approve these invitations by accessing the Provider Signup Queue under Profile Management.

Provider deactivation

A secured message needs to be sent by the provider administrator to deactivate a user’s account. The message should include the account user ID, first and last name of the user, and/or the email address used to register the account. Once received, the account will be deactivated.
Thank you for joining our network of high-quality providers!

Welcome to your online provider account. Registration is simple and only takes a few minutes.

Once you register, you'll have access to:

- Find a Patient. From the Patient Inquiry tab, you can easily search for benefits and claims information relating to any one of your Arise patients.
- Claim Center. From the Claims Center tab, you can quickly search for, edit, and submit claims for processing. You can even securely submit multiple claims at once!
- Online Provider Remittance Advises (PRAs). Once you register, you can view the exact PRA images you receive in the mail, now all in one place online and available 24 hours a day!

Additional Resources

- Provider Connection Newsletter: This quarterly e-newsletter, full of announcements, updates, and important health insurance information, is archived on your homepage, under the Provider Connection Newsletter tab.
- Find a Doctor. Look up your own information or search for other providers by name, specialty, and location!

Don't delay!

It's important that you register for your online provider account to collaborate with us!

Begin Registration

Click the button above or copy and paste this URL into your browser's address bar.

Accessing the Secure Online Account

My account

Once you're registered as a provider administrator or user, it's easy to get back into your online account. Access your account at:

- wpshealth.com
- arisehealthplan.com
- AspirusArise.com

Click Providers, and then Login.

Log in using your established User ID and Password.
Provider Account Features

Our provider account area offers the following:

- **Dashboard:** View provider news and notifications.
- **Authorizations & Referrals:** Link to iExchange to view and submit authorizations and referrals.
- **Patient Search:** Search benefits, patient's network, insurance entity name, patient information, subscriber and policy details, and other insurance information.
- **Claims:** Search for claims, check claims details and corresponding Provider Remittance Advice (PRA), and submit claims electronically.
- **Secure Messages:** View and send secure messages to us.
- **Profile Management:** Change your security questions and password and set your preferences. Provider administrators also can invite additional providers under your organization's tax ID number and access the provider sign-up queue to approve invitations.
- **Extras:** Access Claims Editing System, where providers can enter procedure codes, modifiers, diagnosis codes, date(s) of service, patient gender, date of birth, and place of service parameters in order to review results specific to the procedure codes being queried. Access additional provider resources, health management, and case management information.
- **Find a Doctor:** View the current providers within a patient's network and look for doctors within selected networks.
- **FAQs:** Access frequently asked questions related to our WPS Health Insurance, Arise Health Plan, and Aspirus Arise provider portal.

Patient eligibility

To search for patient eligibility, click on **Patient Eligibility**, then **Patient Eligibility Search**. Enter the search criteria, and then click the search button. These are the minimum search criteria:

- Subscriber ID + Date of Birth + Eligibility as of Date
- Last Name + Date of Birth + Eligibility as of Date: May use partial name
- First Name + Date of Birth + Eligibility as of Date: May use partial name
Matching records are displayed and can be exported as Excel or PDF files, using the icons in the upper right.

Click on the **Patient** name for more patient details.

If the search does not yield any results, the following error will be produced. Users will be directed to refine their search or call Customer Service at 888-915-5477 from 7:30 a.m. to 5 p.m., Monday–Friday.

Note: You can find information about using the 270/271 Transaction as an alternative for claim eligibility in the EDI section of our website at wpshealth.com/resources/provider-resources/edi/companion-guide.shtml.

**Patient information**

This screen displays information about eligibility, effective and termination dates, insurance entity, network name, copay and coinsurance amounts, deductible and out-of-pocket balances, and more.
Claim search

The **Claim Search** allows providers to search for claims by patient account number, patient name, and advanced search by check/EFT number.

When the search is complete, you will see the **Claim Number, Provider Name, Customer ID, Member Name, Date of Birth, Service Date, Total Billed, Status, and Check/EFT Number** for the claim(s) you requested.

Click on the **Claim Number** to be taken to the claim details, where you will see **Patient information, Claim Details, and access to View the Provider Remittance Advice (PRA), View Customer Eligibility/Benefits, or send a Secure Message to Customer Service.**
Claim submission

To submit electronic claims individually, use the Submit Claims button to be directed to Smart Data Stream.

Using the 276/277 Transaction allows submission of multiple claims at one time. You can find more information about using the 276/277 Transaction as an alternative to Submit Claims on the EDI section of our website at wpshealth.com/resources/provider-resources/edi/companion-guide.shtml.

To sign up for submitting claims electronically, please visit sdata.us/edi-clearinghouse/.

For more information on submitting claims electronically, please contact our Smart Data Solutions Help Desk at 855-297-4436.
Claim Editing System (CES)

In the interest of payer transparency, we included an interactive portal within our provider website. Providers can proactively determine how a particular code combination will process.

Providers can enter procedure codes, modifiers, diagnosis codes, dates of service, patient gender, date of birth, and place of service parameters in order to review results specific to the procedure codes being queried. The results and rationale are displayed and can be downloaded as a PDF. This allows providers to clearly see how code combination edits impact claims and provides the opportunity for adjustments prior to submission, when appropriate.

Upon entering the CES, you will see this screen.

Navigating CES

1. Professional Claim Entry—Enter all applicable fields and then click Submit.
   
   Note:
   - **Begin Date of Service (Beg DOS), End Date of Service (End DOS),** and patient **Date of Birth** are drop-down calendars; select the mm/dd/yyyy
   - **Patient Gender** is a drop-down selection
   - **Claim type** defaults to Commercial

2. Results—This page shows the results and allows you to Export to PDF to print them.
Find a Doctor
This section allows you to locate an in-network provider by name, specialty, or location.
Secure messaging
To send a secure message to us, select Secure Messages and click Compose New Message.

You will receive a notification on your Provider Dashboard when a reply has been sent.