Provider Portal
User Guide for Family Care and CLTS

Patient eligibility | Claim search | Secure messaging
User Guide Table of Contents

Introduction .................................................................................................................. 3

Registering as a Provider .............................................................................................. 3
  Registration .................................................................................................................. 3

Site Administrator Responsibilities .............................................................................. 4
  Provider invitation ..................................................................................................... 4

Accessing the Secure Online Account ....................................................................... 5
  My account ................................................................................................................ 5

Provider Account Features .......................................................................................... 6
  Patient eligibility ......................................................................................................... 6
  Patient information ................................................................................................... 7
  Claim search ............................................................................................................... 8
  Secure messaging .................................................................................................... 9
Introduction

Welcome to our enhanced provider portal. The secure provider account allows providers access to customer (member/participant) information and claims detail 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 Secure Messaging section of the provider account allows providers to send secure messages to WPS Customer Service.

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 administrator. This person will have the ability to invite and approve additional administrators and users under your organization’s tax ID.

To begin the registration process, complete the Request for Provider Access and 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 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.
Invitation to register for your account

Provider Name:

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 rating to any one of your Arise Patients.
- Claim Centers: From the Claim Centers tab. You can quickly search for, edit and submit claims for processing. You can securely submit multiple claims at once!
- Online Provider Remittance Advice (PRAs): Once you register, you can view the exact PRAs 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 achieved on your homepage, under the Provider Connection Newsletter tab.

Find a Doctor: Look up your own information of searches 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!

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

click to register

Accessing the Secure Online Account

My account

Once you’re registered as an administrator or user, it’s easy to get back into your online account. Access your account at: wpshealth.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:** Does not apply to Family Care/CLTS providers.
- **Patient Search:** Search benefits, patient's network, insurance entity name, patient information, and other insurance information.
- **Claims:** Search for claims, check claims details and corresponding Provider Remittance Advice (PRA).
- **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 signup queue to approve invitations.
- **Extras:** Does not apply to Family Care/CLTS providers.
- **Find a Doctor:** Does not apply to Family Care/CLTS providers.
- **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 800-226-6016 (Family Care) or 877-298-1258 (CLTS).

**Patient information**

This screen displays information about eligibility, effective and termination dates, insurance entity, and network name. Copay and coinsurance amounts, deductible and out-of-pocket balances do not apply to Family Care or CLTS.
Claim search

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