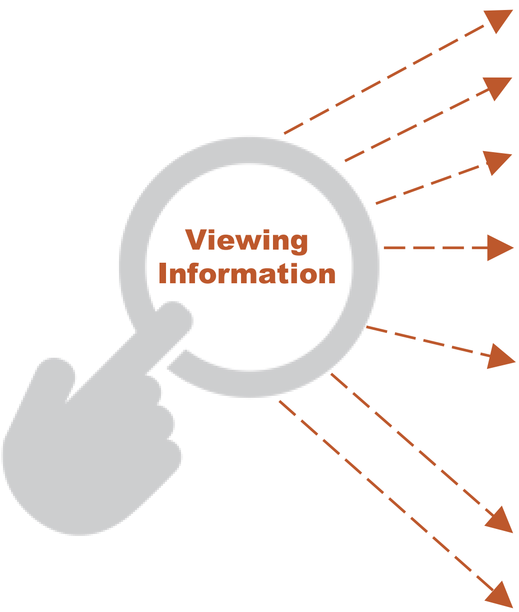
Medical Providers: Using the Provider Portal

Quick Reference Guide

Provider Portal Information



Accessing the Provider Portal

- Login to the portal with your ID.ME credentials.

User Registration (ePP Provider Administrator)

- Register the provider organization with the portal.

Add Providers and Users (ePP Provider Administrator)

- Add new provider domain(s), add new users, manage user profiles, associate providers and users to domain(s), and associate provider(s) to users.

Claims Search

- Find individual claims by VA Claim ID or Authorization Number.
- Access lists of claims by Provider or Claimant.

Payments and Explanation of Payment Search

- Find individual payments by VA Claim ID, Authorization Number, or Check Number.
- Access lists of payments by Provider or Claimant.
- Access the Explanation of Payment letter.

Bill of Collections Search

- Access Bill of Collections information.

Annual Verification (ePP Provider Administrator)

- Revalidate the Domain.
- Reauthorize Provider Users.

Accessing the Provider Portal

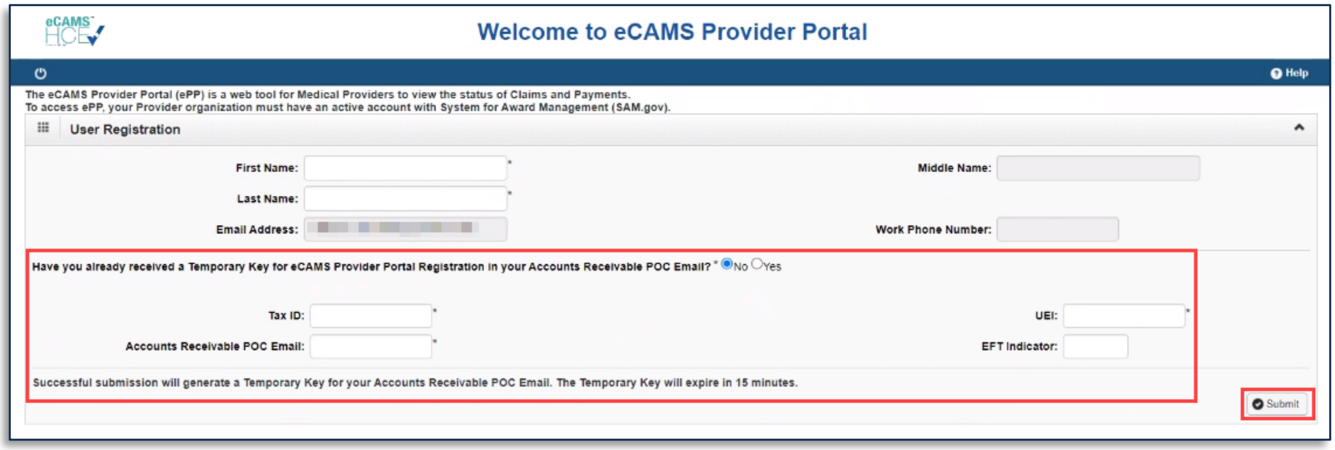
ePP Provider Administrators and ePP Provider Users access the Provider Portal using their ID.ME credentials.

User Registration

Before registration with the eCAMS HCE provider portal, your organization must be registered with SAM.gov.

SETTING UP ACCESS

1. Reference the Welcome email, sent to the Accounts Receivable point-of-contact (POC) email address, for the URL to the portal login page where you will access the eCAMS HCE Provider Portal.
2. Select **No** to the first question about whether you have received the Temporary Key.
3. Enter your organization's **Tax ID**, **Accounts Receivable POC Email**, **UEI**, and, if assigned, **EFT Indicator**.
4. Select **Submit**.



Once the information is validated, a Temporary Key is sent to the Accounts Receivable POC email. The Temporary Key is valid for 15 minutes. If the 15 minutes expires, select **No** in step 2, then repeat steps 3 and 4.

5. Select **Yes** to the previous question and enter the Temporary Key in the **Temporary Key** field.
6. If your organization has a Billing Provider NPI, answer **Yes** to that question and enter the **NPI**.
7. Enter the **Billed Amount** and **VA Claim ID**, or the **Patient Control Number** associated with the **NPI.**
8. To further validate this claim information, enter one of the following:
   - **Check/EFT Number** and **Check/EFT Trace Date** of the check or EFT payment received for this claim.

   OR
   - **Submitted Client Identifier Last 4**. From the next drop-down field, select **Authorization Number**, **Diagnosis Code**, or **Procedure Code** and enter the value for the selection.
9. Select **Submit**.

Upon verification of the entered information, the registration of your organization is successful, and the provider domain for your Tax ID is set up. You will be assigned the ePP Provider Administrator and ePP Provider User profiles for this registered domain. Your **My Inbox** page in the Provider Portal now displays.

Add Providers and Users

ADDING A PROVIDER DOMAIN

As an ePP Provider Administrator or an ePP Provider User, you can add a provider domain to the portal. To do so, you must have your organization's **Tax ID**, **Accounts Receivable POC Email**, **UEI**, and **EFT Indicator.**

1. Select the **Admin** tab, then select **Domain List** from the menu.
2. Select the **Add Provider Domain** button.
3. Answer **Yes** or **No** to the Temporary Key question. If **No**, then enter the following information to receive your Temporary Key: **Tax ID**, **Accounts Receivable POC Email**, **UEI,** and **EFT Indicator** number for the provider organization. Then select **OK**.
4. When you receive the Temporary Key, select **Yes** to the previous question and enter the Temporary Key in the **Temporary Key** field.
5. As you did on the **User Registration** page, enter the Billing Provider's NPI, if applicable, and enter the details in the appropriate fields for a paid claim submitted by the organization to the VA. Then select **OK**.

ADDING A PROVIDER TO A DOMAIN

1. Select the **Admin** tab, then select **Domain List** to navigate to the **Manage Domains** page.
2. Select the **Domain Name** hyperlink for the domain to which you want to add the provider.
3. Select the **Associated Providers List** from the **Show** drop-down menu.
4. Select **Add Provider**.
5. As you did on the **Add Provider to Domain** page, enter the Billing Provider's NPI, if applicable, and enter the details in the appropriate fields for a paid claim submitted by the organization to the VA. Then select **OK**.

ADDING PROVIDER USERS

1. Select the **Admin** tab, then select **User List** from the menu.
2. At the **Manage Users** page, select the **Add Provider User** button.
3. At the **Provider User** page, enter the user's **First Name, Last Name, Email, From** and **To Dates**, and then select **OK**.

ASSOCIATING A USER TO A PROFILE

1. Select the **Admin** tab, then select **User List**.
2. At the **Manage Users** page, select a user hyperlink to display the **User Details** page.
3. Select the **Show** drop-down menu, then select **Associated Profiles**.
4. At the **Manage User Profile** page, select **Add**.
5. Select the profile from the **Available Profiles** selection box, select the double right arrow button to move the profile to the **Associated Profiles** selection box, then select **OK.**

ASSOCIATING A PROVIDER TO A USER

Associating a provider to a user enables the user to access claims information for the associated provider.

1. Navigate to the **User Details** page as described in "Associating a User to a Profile," then select **Provider User Association List** from the **Show** drop-down menu.
2. Select the **Add** button.
3. At the **Associate Provider to User** page, select the provider(s) in the **Available Providers** selection box that you want to associate, select the double right arrow button to move these to the **Selected Providers** selection box, then select **OK.**

ADDING MULTIPLE PROVIDERS TO A DOMAIN VIA BATCH FILE UPLOAD

1. Select the **Admin** tab, then select **User Association Batch List** from the menu.
2. Select **Download Provider Association Template** and save the template to your local drive.
3. Open the saved file and see the instructions on the first sheet for completing the template.
4. Fill in the providers you want to add, one per row, as outlined in the instructions.
5. Save the file with a meaningful name, such as "Provider Batch 7-29-2021.xlsx."
6. On the **User Association Batch History List**, select **Upload Batch.**
7. Select **Provider Association Batch Upload** from the **Template Type** drop-down. Then, select **Choose File** and locate the file you just created. Select **Ok**.
8. To check the status of the batch file upload, select the **Batch File ID** hyperlink.
9. Select the **Status** hyperlink for the Provider on the **Batch Association List** page.

ADDING MULTIPLE USERS/ASSOCIATING PROVIDERS TO USERS VIA BATCH FILE UPLOAD

1. Navigate to **User Association Batch History List** page as described in "Adding Multiple Providers to a Domain via Batch File Upload," then select **Download User Association Template**.
2. Open the saved file and read the instructions on the first sheet for completing the template.
3. On the **Add User** sheet, enter the Tax ID for the current domain and fill in the users you want to add, one per row, as outlined in the instructions.
4. On the **User Provider Association** sheet, enter the Tax ID for the current domain, then list the users and providers you want to associate to one another on a separate row each.
5. Save the file with a meaningful name, such as "User Batch 7-29-2021.xlsx."
6. On the **User Association Batch History List**, select **Upload Batch.** The **User Association Batch History List** page will show if the file successfully uploaded.
7. To check the status of the batch file upload, select the **Batch File ID** hyperlink.
8. Select the **Status** hyperlink to view the **User Association Detail** page.

Claims Search

SEARCHING FOR CLAIM INFORMATION

1. Select the **Claims** tab and select **Provider Claim Inquiry** from the menu.
2. Enter the **VA Claim ID** and select **Submit** to find an individual claim.

   OR Select **Submit** to see all claims from all associated providers.

   OR Enter search criteria, such as **Provider ID**, **Claim Status,** and so forth, to see claims that meet those criteria.
3. From the list displayed, select the **VA Claim ID** hyperlink to view the claim details.
4. Select **View Correspondence** to view the explanation of payment and vendor letter details.
5. Select the **E2 VAULT KEY** hyperlink to review the vendor letter.

   OR Select **SaveToCSV** to save the vendor letter section.

Payments and Explanation of Payment Search

SEARCHING FOR PAYMENT INFORMATION

1. Select the **Claims** tab and select **Remittance Advice Inquiry** from the menu.
2. Enter one of the following: **Check/EFT Trace Number**, **Check/EFT Trace Date, Remittance Advice Number**, or **Remittance Advice Date**.
3. Select **Submit**.
4. Select the **Remittance Advice Number** hyperlink to view the **Remittance Advice Payments Detail.**

OR

1. Open the **Claim Details** page as described in "Searching for Claim Information."
2. Select the **Remittance Advice Number** hyperlink to view the Remittance Advice details for claims already processed.

SEARCHING EXPLANATION OF PAYMENTS

1. Select the **Claims** tab and select **Explanation of Payments Inquiry** from the menu.
2. Select the Provider ID or enter other search criteria, then select **Submit**.
3. Select the **EOP File Name** hyperlink to view the letter explaining the payment.

OR

1. Select the **VA Claim ID** hyperlink to view the claim details associated with this payment.

Bill of Collections Search

SEARCHING BILL OF COLLECTIONS

1. Select the **Claims** tab and select **Provider Bill of Collections Inquiry** from the menu.
2. Select an **Available Provider ID**, or enter a **BOC Number**, and select the **Submit** button.
3. On the **Provider Bill of Collections** list page, select the **BOC Number** hyperlink for the **BOC Details** page, or select the **Claim ID** hyperlink for the **Claim Details** page (shown in "Searching for Claim Information").

Annual Verification

The ePP Provider Administrator completes the annual verification process by 09/30. Domain validation must be complete before users of the domain can be reauthorized.

DOMAIN REVALIDATION

1. Select the **Admin** tab and select **Domain List** from the menu.
2. Select the checkbox for the current domain and select the **Annual Revalidation** button.
3. On the **Domain Revalidation** page, select **No** to the first question about whether you have received the Temporary Key.
4. Enter the provider's **Unique Entity Identifier** (**UEI**) number, **Accounts Receivable POC Email**, and, if applicable, the provider's **EFT Indicator** number.
5. Select **Submit**.
   If successful, ePP displays a message that a one-time use/unique Temporary Key has been sent to the ePP Provider Administrator's Accounts Receivable POC email address. The Temporary Key expires in 15 minutes. If the Temporary Key is invalid or expires before registration is complete, repeat the preceding steps.
6. When you have the Temporary Key, select **Yes** to the first question to display the **Temporary Key** field.
7. Enter the Temporary Key in the **Temporary Key** field.
8. Select **Submit**.
   The **Manage Domains** page displays with the new annual validation date shown in the **Annual Validity Date** column.

USER REAUTHORIZATION

Only the ePP Provider Administrator can reauthorize users. Domain validation must be complete before the ePP Provider Administrator can reauthorize users of the domain. The domain's ePP Provider Administrator is reauthorized automatically when the domain is revalidated.

1. Select the **Admin** tab and select **User List** from the menu.
2. On the **Manage Users** page, use the **Filter By** fields to search for the user you want to reauthorize.
3. Select the checkbox for the user you want to reauthorize and select the **Annual Reauthorization** button.
   Note: You can reauthorize only one user at a time.
4. On the **User Reauthorization** page, enter the required comment regarding the reauthorization.
5. Select **Submit**.
6. The **Manage Users** page displays the new annual reauthorization date for the user in the **Annual Validity Date** column.