

Provider Portal Overview for Providers and Office Personnel



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Registration

Connect to provider partner resources from the home page of HealthAlliance.org or go to Provider.HealthAlliance.org, where you'll see the page below. On the side, you'll see Become a Provider section. Choose the appropriate button to start a registration for your role.



Resources

Coding Counts

Informed

Sign In

Provider Resources

Find forms and resources to better work with us as you care for your patients.

Search resources

Provider Materials

Manuals +

Compliance Forms +

Provider Addition and Change Forms +

Credentialing Forms +

Preauthorization and Referral Forms +

ePayment Information +

Digital Tools and Guides +

Pharmacy

Forms +

Formularies +

Search



Become a Provider

Fill out our Prospective Provider Form

Get Started



If you're a doctor bringing patients care or you work in a doctor's office, sign up for Your Health Alliance.

Register as Office Personnel

Register as Provider

Contact Us

1-800-851-3379

Registration

Follow the on-screen directions to set your contact information and password. Once you hit the Create Account button on this page, you'll be sent to the Confirm Email page.



HOME CONTACT

Provider Registration

1

Create Account

2

Confirm Email

3

Complete Profile

Set up an account with your email address, which will be your login name/ID, and a secure password.

Name

First Name:

Last Name:

Email Address

- This will be your login.
- This is where we'll send you notifications electronically.
- You'll have to confirm this email address to finish registering.
- This email can only be linked to one user account.

Email:

Re-enter Email:

Set Password

- Must be at least 8 characters long.
- Must have at least one upper-case, one lower-case, and one number or special character.
- Can't be your name, email, or contain any version of our name.

Password:

Re-enter Password:

I have read the [Health Alliance Privacy Policy](#) and agree to the terms and conditions.

I'm not a robot



Create Account

Registration

Then, you'll follow the on-screen directions to complete your profile with information like your group Tax ID and submit it to us for approval. Approval should take approximately 7 business days, and you'll get an email when you've been approved.

The screenshot displays the Health Alliance website interface. At the top, the logo and navigation links 'HOME' and 'CONTACT' are visible. A green banner reads: "Congratulations, you're now signed up! Use your confirmed email address to log in, and stay tuned for email notifications. Thank!". Below this is a black header for "Complete Your Provider Profile".

The main content area includes a paragraph: "Providers are the ones bringing patients health care, like doctors and hospitals. If this doesn't sound like you, you might need to set up a [different type of account](#)." and another: "To finish setting up your provider profile, complete this page. You can also finish later and [log out now](#)." Below the text are three progress indicators: "Create Account" (checked), "Confirm Email" (checked), and "Complete Profile" (active, marked with a '3').

The "Provider Information" form contains the following fields:

- First Name* (Example: Onas)
- Last Name* (Example: Baylor)
- National Provider ID*
- Tax ID/TIN* (Numbers Only (No Dashes))
- Address*
- City* (Example: Dallas)
- State* (Dropdown menu)
- Zip* (Example: 75201)
- Business Phone Number
- Health Alliance Provider ID

At the bottom of the form, there is a checkbox: "We have updated our [User Agreement](#) and [Privacy Statement](#), please review and agree to the terms and conditions." Below this is a "Submit" button, which is circled in red in the image.

The bottom of the page shows the Health Alliance logo and navigation links, followed by a black header for "Account Pending Approval". The text below reads: "You've finished setting up your provider account, and it's pending approval by the Client Provider Services Admin. This will take approximately 7 days." and "Check your email to see if your account has been approved and stay tuned for useful updates and info." A "Log Out" link is also present.

Announcements

The first time you log in to the provider portal with your new account, you'll end up here. You can see announcements and recent Informed flashes and newsletters from this page. From the very top menu, you can connect to Forms & Resources, your Notifications, the Announcements Page, Contact Information and Account Settings.

From the footer menu, you can also connect to Clinical Guidelines, Member's Rights and Responsibilities and a link to give us website feedback.

The screenshot shows the Health Alliance Provider Portal interface. At the top left is the Health Alliance logo. A top navigation bar contains links for Request Preauthorization, Authorizations, Claims, Claim Reprocessing Inquiries, and Attach To Member. A secondary navigation bar includes Forms & Resources, Notifications, Announcements, Contact, Account, and Log Out, with the latter four items circled in red. The main content area is split into two columns: 'Announcements' on the left and 'Informed Newsletter' on the right. The footer contains three sections: 'Forms & Resources', 'Contact', and a copyright notice.

Health Alliance™

Provider

Forms & Resources Notifications Announcements Contact Account Log Out

Request Preauthorization Authorizations Claims Claim Reprocessing Inquiries Attach To Member

Announcements

Check Informed [Ⓢ] for up-to-date news.

Informed Newsletter

- FLASH: Oxygen at Home Approvals for Medicare Advantage Members with COVID-19 [Ⓢ]
- Carle October Newsletter 2020 [Ⓢ]
- Midwest October Newsletter 2020 [Ⓢ]
- Reid October Newsletter 2020 [Ⓢ]
- Northwest October Newsletter 2020 [Ⓢ]
- FLASH: Provider Resources Has A New Look [Ⓢ]
- Patient Number on Claims [Ⓢ]
- Announcing Hally Health [Ⓢ]
- FLASH: Update - Coverage for COVID-19 Testing [Ⓢ]
- Northwest June Newsletter 2020 [Ⓢ]

Forms & Resources
All Forms & Resources
Policy and Procedures
Clinical Guidelines
Members' Rights and Responsibilities

Contact
Contact Us
Website Feedback
Announcements
Informed Newsletter

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Notice of Commercial Privacy Practices
Notice of Medicare Privacy Practices
Legal Notice and Website Privacy Statement
Code of Conduct
Non-discrimination Notice

We recommend you download Adobe Reader to view all PDF files on this page.

Account Settings

When you choose Account from the very top menu, you'll come to this Account Settings page. From here, you can change your name and the first page you see when you log in, update your preferences or password and request to add an additional type of access role to your account.

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Forms & Resources | Notifications | Announcements | Contact | Account | Log Out

Provider

Request Preauthorization | Authorizations | Claims | Claim Reprocessing Inquiries | Attach To Member

Account Settings

- Settings** (circled in red)
- Office Management

Preferences

Display Name:

First Name: Last Name:

When I log in, take me to:

I would like to receive email notifications when I submit preauthorization forms.

[Update Preferences](#)

Email Login/Password

Login settings are stored securely through OpenID.

Email: todd.mette@***** - [Change](#)

Password: - [Change](#)

Recovery Phone Number: [Setup](#)

Add Additional Access Role

Get more options and responsibilities by adding another access role.

[Continue](#)

Claims and Claim Reprocessing Inquiries

The Claims tab of the main menu works much like the authorizations page. You can search for claims by their service dates, claim info or the member's info. Your results and their details will appear at the bottom. If you click a result's claim number, you can see more details for that claim.

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Forms & Resources | Notifications | Announcements | Contact | Account | Log Out

Request Preauthorization | Authorizations | **Claims** | Claim Reprocessing Inquiries | Attach To Member

Claims

Service Date Range:
From: 11/5/2019 To: 11/5/2020
Service Date: mm/dd/yyyy

Claim Information:
Status: All
Claim #: Example: 12345678
Account #: Example: 1234567890

Member Information:
Member #: Example: 94012345678
First Name:
Last Name:

[Search](#) [Reset](#)

Currently showing claims matching From: 11/5/2019 To: 11/5/2020 Status: All

[Print My Results](#) [Previous Page](#) Page 1 of 147 [Next Page](#) Results per page 10

Status	Claim #	Account #	Member #	Group	Provider	Service Date	Billed Amt
PAID	12345678	1234567890	94012345678	GROUP 1	PROVIDER 1	11/2/2020	\$125.00
PAID	12345678	1234567890	94012345678	GROUP 1	PROVIDER 1	11/2/2020	\$270.00
PAID	12345678	1234567890	94012345678	GROUP 1	PROVIDER 1	10/30/2020	\$80.00

Claims and Claim Reprocessing Inquiries

This claim details page shows the status, benefit and service information and the breakdown of what we were billed and paid.

If you have a question about how a claim was processed, use the Create Reprocess Claim Inquiry button to fill out and submit a claim reprocessing inquiry form that's prefilled with this claim's details.

Health Alliance™ Provider

[Forms & Resources](#) [Notifications](#) [Announcements](#) [Contact](#) [Account](#) [Log Out](#)

[Request Preauthorization](#) [Authorizations](#) [Claims](#) [Claim Reprocessing Inquiries](#) [Attach To Member](#)

Details for Claim #57121581

[CLAIM LIST](#) / #57121581

[← Create Reprocess Claim Inquiry](#) [View as PDF](#)

Overview

Primary Service Date:	10/23/2020
Original Received Date	10/26/2020
Complete Date:	10/30/2020
Total Billed Amount:	\$125.00
Total Member Responsibility:	\$25.00

JAMES MAY

94027826501

Age at time of service:	64
Gender:	Male
Group Name:	STATE OF ILLINOIS
Benefit Plan Information:	ST OF IL - BARGAINING (\$65)
Servicing Provider:	Cinnamon, Scott R., MD (047465)
Provider Type:	Adult/Internal Medicine
Benefit Level:	Participating
Place Of Service:	OFF CAMPUS-OUTPATIENT HOSPITAL

Claims Detail

Service and Procedure	Status	Billed, Adjusted	Member Amounts	Other Insurance	Health Alliance
		Billed:	\$125.00	Deductible:	\$0.00

Claims and Claim Reprocessing Inquiries

From the Claim Reprocessing Inquiries tab of the main menu you can search your claim reprocessing inquiries by date, status, reference number, claim number or member number. Your results and their details will appear at the bottom.

If you have a question or disagree with how a claim was processed, you can also request a claim be reprocessed by choosing the New Inquiry button to fill out the claim reprocessing inquiry form.

Health Alliance™

Forms & Resources Notifications Announcements Contact Account Log Out

Request Preauthorization Authorizations Claims **Claim Reprocessing Inquiries** Attach To Member

Claim Reprocessing Inquiries

New Inquiry

From: To: Status: All Reference Number: Claim Number: Member Number:

Search Reset

Print My Results

« Previous Page Page 1 of 4 Next Page »

Results per page 10

Claims and Claim Reprocessing Inquiries

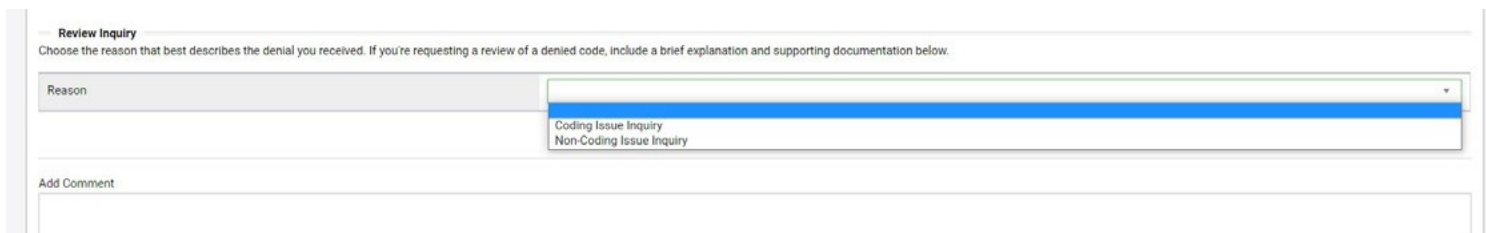
If you chose the Create Reprocess Claim Inquiry button from a claim's details, this form will be prefilled with that claim's information. If you were on the Claim Reprocessing Inquiries tab of the main menu, you'll have to fill out all of this form.

If you're asking for an inquiry of frequency, modifiers, place of service, procedure code, diagnosis code or any member information, you can't use this form; you must resubmit a corrected claim.

The screenshot shows the 'Claim Reprocessing Inquiry' form in the Health Alliance Provider Portal. The form is titled 'Claim Reprocessing Inquiry' and includes a navigation bar with options like 'Request Preauthorization', 'Authorizations', 'Claims', 'Claim Reprocessing Inquiries', and 'Attach To Member'. A 'Provider' dropdown menu is visible in the top right corner. The form contains several sections: 'My Contact Information' with fields for 'Your Phone' (with a red error message 'The YourPhone field is required') and 'Your Email'; 'Serving Provider Information' with fields for 'Provider Name' and 'Provider Tax ID'; 'Claim Information' with fields for 'Member Name', 'Member Number', 'Claim Number', and 'Date of Service'; 'Review Inquiry' with a 'Reason' dropdown menu; 'Add Comment' with a text area; and 'Additional Documentation' with a 'Choose File' button. A 'Submit' button is located at the bottom center of the form.

Claims and Claim Reprocessing Inquiries

In the Review Inquiry section of this form, you can choose between a coding issue inquiry and a non-coding issue inquiry.



The screenshot shows a web form titled "Review Inquiry". Below the title is a instruction: "Choose the reason that best describes the denial you received. If you're requesting a review of a denied code, include a brief explanation and supporting documentation below." There is a "Reason" dropdown menu with two options: "Coding Issue Inquiry" and "Non-Coding Issue Inquiry". Below the dropdown is a text area labeled "Add Comment".

Reasons you should choose coding issue inquiry:

- . Assistant, team or co-surgeon denial
- . Code bundling
- . Diagnosis denial
- . Duplicate denial
- . Global surgery
- . Invalid, missing or inappropriate modifier
- . Maximum units or frequency of service
- . New patient visit denial
- . Non-covered procedure denial
- . Place of service denial
- . Qualifying service not recorded
- . Unlisted code denial

Reasons you should choose non-coding issue inquiry:

- . Claim not found (claim documentation required)
- . COB or worker comp liability (EOB required)
- . Description of unlisted
- . Incorrect reimbursement
- . Meets emergency room criteria
- . Non-covered procedure
- . Non-duplicate denial
- . Proof of authorization (authorization documentation required)
- . Timely filing (HA clearinghouse documentation required)

When requesting a review of a denied code, make sure you include a brief explanation and supporting documentation.

Attach to Member

From Attach to Member in the main menu, you can look up a member by their member number or by their name and date of birth. Results will appear below the search fields for you to choose the member you want to attach to.

The screenshot shows the 'Attach to Member' page in the Health Alliance Provider Portal. At the top left is the Health Alliance logo. To the right of the logo is a navigation menu with the following items: Forms & Resources, Notifications, Announcements, Contact, Account, and Log Out. Below the navigation menu is a blue bar with the following menu items: Request Preauthorization, Authorizations, Claims, Claim Reprocessing Inquiries, and Attach To Member. The main content area is titled 'Lookup Member' and contains a search form. The form has three input fields: 'Member #' (with an example of 9400000001), 'Last Name', and 'Date of Birth' (with a placeholder of mm/dd/yyyy). There is an 'OR' label between the Member # and Last Name fields. A blue 'Lookup Member' button is located to the right of the Date of Birth field.

Attach to Member

Once you've attached to a member, you can choose Member Details from the green overview at the top of the page. The Member Detail page includes their personal info, PCP info and plan details. From the side menu, you can also connect to their ID card, formulary, wellness benefits and provider directory.

While you're attached to a member, from this green overview, you can also switch to one of their dependents or the policyholder from that drop-down, and you can also detach from this member there.

The screenshot displays the Health Alliance member portal interface. At the top left is the Health Alliance logo. The top right contains navigation links: Forms & Resources, Notifications, Announcements, Contact, Account, and Log Out. A dropdown menu labeled 'Provider' is also present. A green navigation bar contains the text 'You are currently viewing this page as: [dropdown]', 'PCP: No Pcp Cpg (NOPCA) 9C - CPG', and links for 'View Member Details' and 'Detach from Member'. Below this is a blue bar with links: Request Preauthorization, Authorizations, Claims, Claim Reprocessing Inquiries, and Attach To Member. The main content area is titled 'CHAD BEYLER' and features a left-hand sidebar with menu items: Member Details, ID Card, Plan Benefits, Prescription Drug List, Wellness Benefits, Provider Directory, Year to Date Spending, Cost Calculator, Durable Medical Equipment List, and Medical List. The main content is divided into two sections: 'Member Detail' and 'Plan Information'. The 'Member Detail' section lists fields: Address, Member ID, Date of Birth, Gender (Male), Marital Status (Married), and Relationship to Subscriber (Self). The 'Plan Information' section shows 'Group/Code/Subgroup: CARLE FOUNDATION HEALTH PLAN/' followed by a table of plan details.

Plan	Plan Type	Entity	Network	Effective
CARLE FOUNDATION HEALTH	P - Medical	CFH	Carle Foundation Hospital Plan	12/3/2019 - no term date

Attach to Member

You can also search all of that member's claims from the Claims tab of the main menu.

The screenshot shows the Health Alliance Provider Portal interface. At the top left is the Health Alliance logo. On the right, there are links for Forms & Resources, Notifications, Announcements, Contact, Account, and Log Out. A dropdown menu for 'Provider' is also visible. Below the navigation bar, there is a green banner with the text 'You are currently viewing this page as:' followed by a dropdown menu. To the right of this banner are links for 'View Member Details' and 'Detach from Member'. Below the banner is a blue navigation bar with tabs for 'Request Preauthorization', 'Authorizations', 'Claims', 'Claim Reprocessing Inquiries', and 'Attach To Member'. The 'Claims' tab is selected. The main content area is titled 'Claims for [Member ID]' and includes a 'Detach from Member' link. There are two main sections: 'Service Date Range' and 'Claim Information'. The 'Service Date Range' section has 'From:' and 'To:' fields with dates 12/3/2019 and 11/5/2020 respectively, and a 'Service Date:' field with a placeholder 'mm/dd/yyyy'. The 'Claim Information' section has a 'Status:' dropdown menu set to 'All', a 'Claim #' field with an example '12345678', and an 'Account #' field with an example '1234567890'. Below these fields are 'Search' and 'Reset' buttons. At the bottom of the search area, it says 'Currently showing claims matching From: 12/3/2019 X To: 11/5/2020 X Status: All X' and 'No results found for this search criteria.'

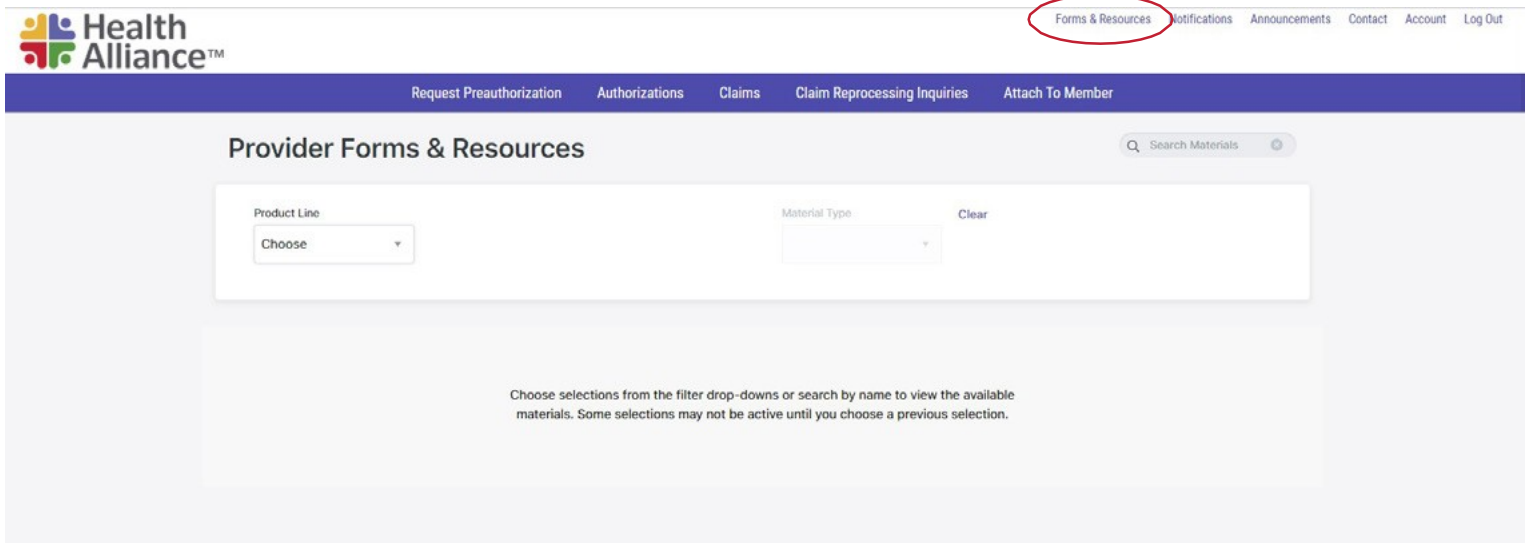
Attach to Member

You can also search all of that member's claim reprocessing inquiries from the Claim Reprocessing Inquiries tab of the main menu.

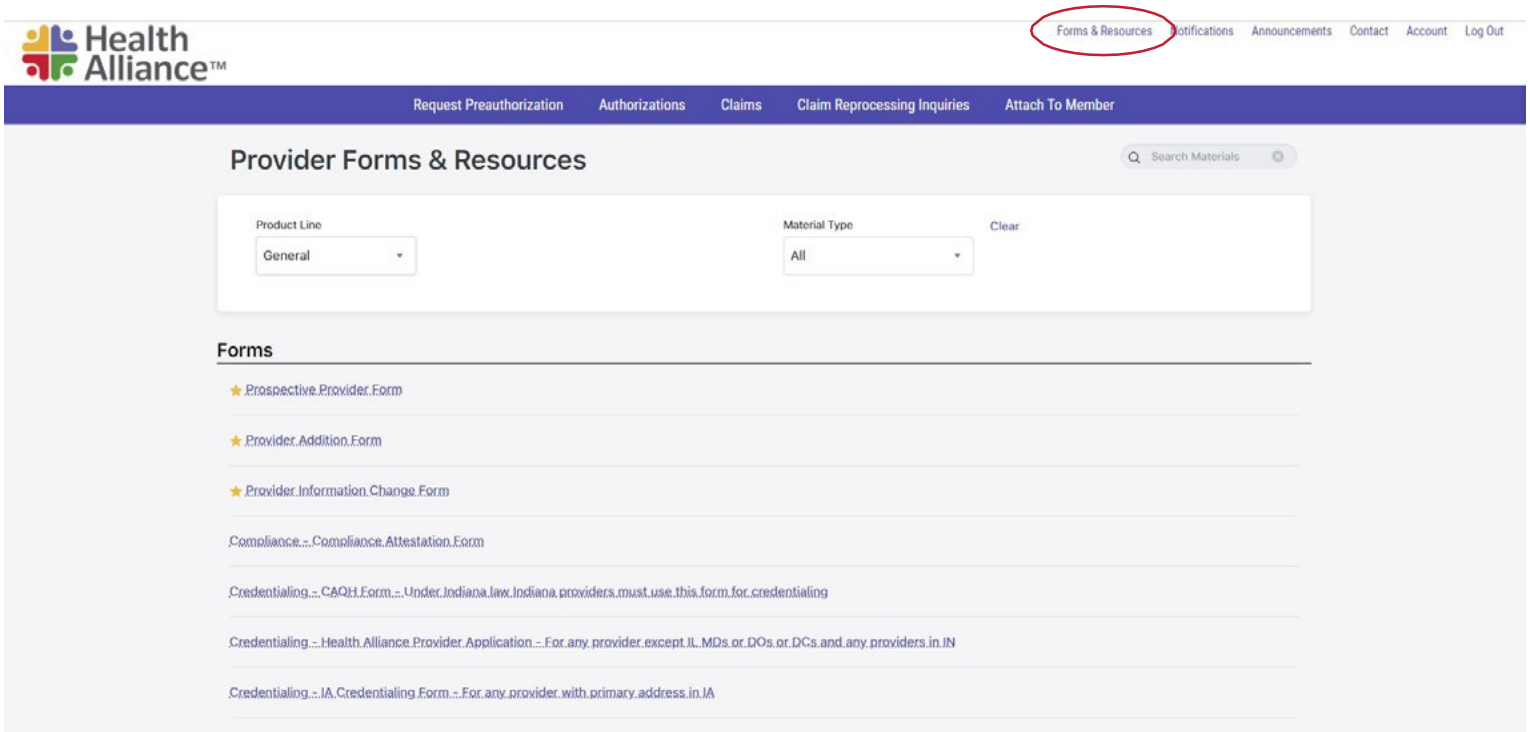
The screenshot displays the Health Alliance Provider Portal interface. At the top left is the Health Alliance logo. The top right navigation bar includes links for Firms & Resources (circled in red), Notifications, Announcements, Contact, Account, and Log Out. Below this is a green header bar with the text "You are currently viewing this page as:" followed by a dropdown menu, and "PCP: No Pcp Cpg (NOPCA) 9C - CPG" with links for "View Member Details" and "Detach from Member". A blue navigation bar contains tabs for "Request Preauthorization", "Authorizations", "Claims", "Claim Reprocessing Inquiries" (selected), and "Attach To Member". The main content area is titled "Claim Reprocessing Inquiries for" followed by a blurred member ID and a "Detach from Member" link. On the right side of this area is a "New Inquiry" button. Below the title is a search form with fields for "From:", "To:", "Status:" (set to "All"), "Reference Number:", and "Claim Number:". There are "Search" and "Reset" buttons below the form. At the bottom of the search area, it states "No results found for this search criteria."

Forms & Resources

On the Forms & Resources page, found in the top menu or the footer menu, you can connect to important resources like the provider manuals, credentialing forms, drug lists, pharmacy directories and more.



The screenshot shows the Health Alliance website header with the 'Forms & Resources' link circled in red. Below the header is a navigation bar with links for 'Request Preauthorization', 'Authorizations', 'Claims', 'Claim Reprocessing Inquiries', and 'Attach To Member'. The main content area is titled 'Provider Forms & Resources' and features a search bar and two filter dropdowns: 'Product Line' (set to 'Choose') and 'Material Type' (set to 'Clear'). A message below the filters reads: 'Choose selections from the filter drop-downs or search by name to view the available materials. Some selections may not be active until you choose a previous selection.'



The screenshot shows the Health Alliance website header with the 'Forms & Resources' link circled in red. Below the header is a navigation bar with links for 'Request Preauthorization', 'Authorizations', 'Claims', 'Claim Reprocessing Inquiries', and 'Attach To Member'. The main content area is titled 'Provider Forms & Resources' and features a search bar and two filter dropdowns: 'Product Line' (set to 'General') and 'Material Type' (set to 'All'). Below the filters is a section titled 'Forms' with a list of links to various forms:

- ★ [Prospective Provider Form](#)
- ★ [Provider Addition Form](#)
- ★ [Provider Information Change Form](#)
- [Compliance... Compliance Attestation Form](#)
- [Credentialing... CAQH Form... Under Indiana law Indiana providers must use this form for credentialing](#)
- [Credentialing... Health Alliance Provider Application... For any provider except IL MDs or DOs or DCs and any providers in IN](#)
- [Credentialing... IA Credentialing Form... For any provider with primary address in IA](#)

Clinical Guidelines

In the footer menu, you can connect to the Clinical Guidelines page.

The screenshot shows the Health Alliance Provider Portal interface. At the top left is the Health Alliance logo. To the right is a 'Provider' dropdown menu. Below the logo is a navigation bar with links: Request Preauthorization, Authorizations, Claims, Claim Reprocessing Inquiries, and Attach To Member. The main content area is titled 'Clinical Guidelines' and is divided into two columns. The left column lists various clinical guideline categories with links to specific documents, including Alcohol and substance use disorders, Appropriate antibiotic use, Asthma, ADHD, COPD, Depression, Diabetes, Hypertension, Osteoporosis, Potentially Inappropriate Medication Use in Older Adults, and Preventive Care. The right column is titled 'Useful Websites' and lists links to the American Academy of Pediatrics, The Cochrane Collection, Institute for Clinical Systems Improvement, National Heart, Lung, and Blood Institute, United States Preventive Services Task Force, and UpToDate.

Health Alliance™ Provider

Forms & Resources Notifications Announcements Contact Account Log Out

Request Preauthorization Authorizations Claims Claim Reprocessing Inquiries Attach To Member

Clinical Guidelines

Alcohol and substance use disorders

- ASAM National Practice Guideline For the Treatment of Opioid Use Disorder – Focused Update (2020) [↗](#)
- ASAM National Practice Guideline on Alcohol Withdrawal Management (2020) [↗](#)

Appropriate antibiotic use

- CDC - Centers for Disease Control & Prevention (CDC) – see Antibiotic Prescribing and Use in Doctor's Offices [↗](#)
- Choosing Wisely [↗](#) – see various guidelines re: antibiotic usage
- Infectious Diseases Society of America (IDSA) and SHEA: Guidelines for Implementing an antibiotic stewardship program (2016) [↗](#)
- American Academy of Pediatrics (AAP): Red Book – Antimicrobial stewardship (2018) [↗](#) (requires subscription)

Asthma

- National Heart, Lung, and Blood Institute (NHLBI) - Guidelines for the Diagnosis and Management of Asthma [↗](#)

ADHD

- American Academy of Pediatrics (AAP) - ADHD: Clinical Practice Guideline for the Diagnosis, Evaluation, and Treatment of Attention-Deficit/Hyperactivity Disorder in Children and Adolescent (2019) [↗](#)

COPD

- 2020 GOLD Report – Global Strategy for Prevention, Diagnosis and Management of COPD [↗](#)

Depression

- American Psychiatric Association (APA) Practice Guideline: Practice Guideline for the Treatment of Patients With Major Depressive Disorder, 3rd edition (2010) [↗](#)
- Clinical Practice Guideline for the Treatment of Depression Across Three Age Cohorts [↗](#) (2019, Am Psychological Assoc)

Diabetes

- American Diabetes Association - Standards of Medical Care in Diabetes (2020) [↗](#)

Hypertension

- 2017 ACC/AHA/AAPA/ABC/ACPM/AGS/AGS/APhA/ASH/ASPC/NMA/PCNA Guideline for the Prevention, Detection, Evaluation, and Management of High Blood Pressure in Adults: A Report of the American College of Cardiology/American Heart Association Task Force on Clinical Practice Guidelines [↗](#)
- European Society of Cardiology (ESC)/European Society of Hypertension (ESH): Guidelines for the management of arterial hypertension (2018) [↗](#)

Osteoporosis

- USPSTF: Osteoporosis to Prevent Fractures: Screening [↗](#) (2018)

Potentially Inappropriate Medication Use in Older Adults

- American Geriatrics Society - 2019 Updated AGS Beers Criteria[®] for Potentially Inappropriate Medication Use in Older Adults [↗](#)

Preventive Care

Useful Websites

- American Academy of Pediatrics [↗](#)
- The Cochrane Collection [↗](#)
- Institute for Clinical Systems Improvement [↗](#)
- National Heart, Lung, and Blood Institute [↗](#)
- United States Preventive Services Task Force [↗](#)
- UpToDate [↗](#)

