

# PROVIDER PORTAL

## FREQUENTLY ASKED QUESTIONS

**Q: Who do I contact if I experience any difficulties during the registration process or with the Portal?**

A: Net Support at **866-629-3975** is available Monday through Friday from 8:00amEST till 6:00pmEST.

**Q: How long before the system kicks you out for no activity?**

A: 25 minutes.

**Q: Is “Provider” defined as the practice or the tax ID?**

A: There is a tax ID for the overall group, but each provider can be looked at separately. All Provider ID numbers associated with each tax ID will be available.

**Q: One of the providers is no longer with the practice but is still appearing in the drop down box, how do I fix this?**

A: To remove providers you do not want appearing in your drop down box, use the edit function in the provider drop down area of the portal.

**Q: If you put in a subscriber, will you see the dependents?**

A: Yes, dependent information will appear in eligibility. A dependent’s detail can be found by clicking the dependent.

**Q: Will Passwords Expire?**

A: No, however administrators can reset passwords as needed.

## Claims

**Q: How much claim history is available online?**

A: All claims history since our claims platform conversion in September 2011 will appear online.

**Q: I currently see unpaid claims in addition to other statuses, is this OK?**

A: Unpaid claims is not a claims status, it is a search option which shows all claims that do not currently have a check or EFT payment associated with them. Keep in mind that an approved status may eventually get denied or pended, it is not a guarantee of payment.

**Q: Do claims include the rejected claims from our clearinghouse, or where they are rejected from?**

A: The rejected claims you can view are ones that are rejected by MHNNet *after* they passed through the clearinghouse. If you submitted your claim directly to us, without going through a clearing house, then they will all appear. An example of a rejection is “patient not found.”

## PROVIDER PORTAL FAQs—CONT'D

### **Q: How will offsets and back-outs be shown on the claims status?**

A: Back-out claims (these claims have a negative balance) are associated with a specific claim and will only be available by clicking or searching on the original claim associated with the back-out. Claim detail gives you the option to see the original claim, back-out claim, and/or replacement claim. At the top of the claim it will identify the "Claim Type."

### **Q. Can I request Electronic Fund Transfers (EFT) to get paid quicker?**

A: Yes, click the link, "Click [here](#) to enroll in EFT" to open the request form.

## Remittance Advice

### **Q: How long before the RA is available online?**

A: 24 hours. However, there are limited occasions where remittance advices might take more than 24 hours to appear.

### **Q: We are not able to receive electronic remittance advices (ERAs) but want electronic funds transfer payments (EFTs). Can I pull in remittance advices (RAs) without patient information?**

A: Yes, there are several ways to look up RAs, including service dates, payment dates, or payment number (EFT, check number).

### **Q: Can I stop receiving paper remittance advices (RAs) since I can now obtain them online?**

A: Future releases of the portal will allow you to specify whether or not you wish to continue receiving paper remittance advices.

### **Q: Why do some claims allow you to view the Remittance Advice (RA) and others do not?**

A: It depends on who the claim was paid to. If you are viewing a claim under a provider ID that did not receive payment for that claim, then the remittance advice link will not appear with that claim. To view the remittance advice, simply look up the remittance advice under the provider ID it was paid to.

### **Q: I searched for a Remittance Advice (RA) using a specific provider's name and could not find it.**

A: You must search for remittances using the provider number the claim is paid under. If the claim is paid to an individual provider, search using that provider's ID number. If the claim is paid to the group or facility, search using the group or facility ID number.