EZ-Net PORTAL USER GUIDE

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New Provider Portal -EZ-NET Introduction

Introducing our new Provider Portal. This document provides instructions for logging in and out and accessing requests and contact information in the EZ-NET system.

EZ-NET is a secured, web-based provider portal which delivers a fast, accurate, and controlled method that enables selected provider offices and organizations access to healthcare information, including claims, eligibility, benefits, authorizations, and provider directories in a secure nature which protects the HIPAA privacy of the members.

EZ-NET Solution Advantages

- Reduce the cost of sharing information
 - -reduced faxes, voicemail, and telephone tag
- Improve the accuracy of information
 - -eliminate the incidence of human error
- Provide secure, controlled access to information 24 hours a day, 7 days a week
- Enhance communication between us and our network providers
- Compatible with the popular Microsoft® Internet Explorer 11.0 and Chrome and Microsoft Edge. Internet Explorer is no longer supported by Microsoft and is recommended to us a different browser.

EZ-NET Benefits to Business Partners

Being an EZ-NET user provides many benefits including:

- 1. Search for network providers
- 2. Submit authorizations requests
- 3. Inquire on authorization status
- 4. Verify health plan eligibility
- 5. View member authorization history
- 6. Check status of claim/encounter information
- 7. PCPs can access assigned member lists
- 8. Look up procedure codes, diagnosis codes, and other general reference information

System Navigation

Basic system navigation functions, such as logging into and out of the system, requesting access, etc., are described in the following subsections.





EZ-NET WebPortal EZ-NET v6.7.0

EZ-NET can used in the following internet browsers

- Google chrome
- Safari
- Mozilla fire fox
 - o Microsoft Windows Vista Pro, with latest Service Pack
 - o Microsoft Windows XP Professional, with latest Service Pack
 - Microsoft Windows 7, with latest Service Pack
 - o Internet Explorer 7.0 or higher No longer supported by Microsoft

New User Registration

The user can register a new user through the New User Registration screen.



After registering as a New User, a confirmation message will appear asking you to verify your account with the confirmation email which will be sent to the email address provided.

To confirm, click on the confirmation link provided in the email.

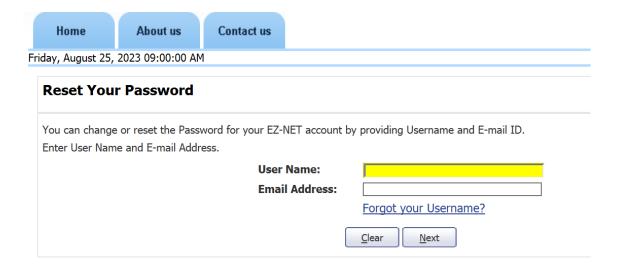
The EZ-CAP Administrator verifies the Provider account, the user will be notified when the EZ-NET login is fully activated and directions on how to access EZ-NET will be sent.

Reset / Retrieve Password / Retrieve Username

For a forgotten username or password, click on the 'I Forgot My Username/Password?' hyperlink.

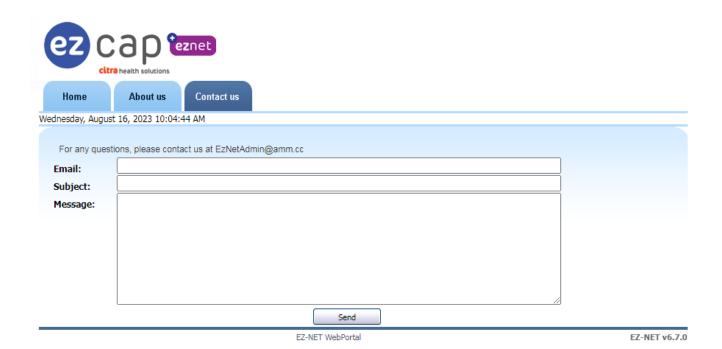


The system will move to a new screen where you will enter your Username and Email Address. Click "Clear" to clear all entries or click "Next" to submit request to Reset Your Password.



Contacting Us

Contact information for a range of functional units such as Provider Services, Eligibility, etc., is available on-line via the EZ-NET system. In addition, the ability to submit a "formatted email message" directly to the department or individual most qualified to assist you with your question or issue is provided.

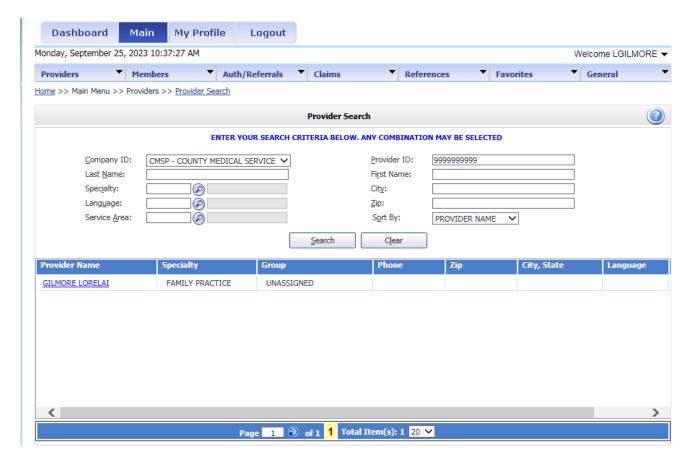


Providers tab menu

Search for a Provider

Click on **Provider Search** in the *Providers* section of the Main Menu to search for providers. To search for a specific provider, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL providers) and then click on the button.

EZ-NET will display the search result in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating that "NO RECORDS FOUND" will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.



Provider Detail

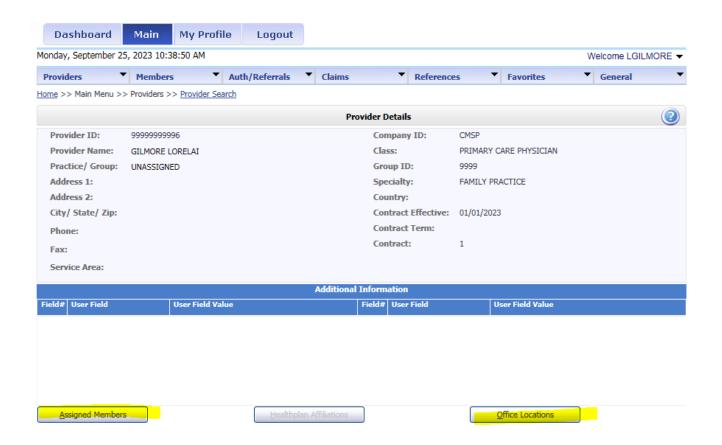
To display provider details, select a provider from the search results list by clicking on the provider name (in BLUE text) in search result screen.

Note any BLUE – is a hyperlink to more information.

By clicking on a provider name, the user can view the Provider Details.

The screen contains buttons to view:

- Assigned Members (Eligibility List button in bottom left-hand corner)
- Office Locations (button in bottom right-hand corner)



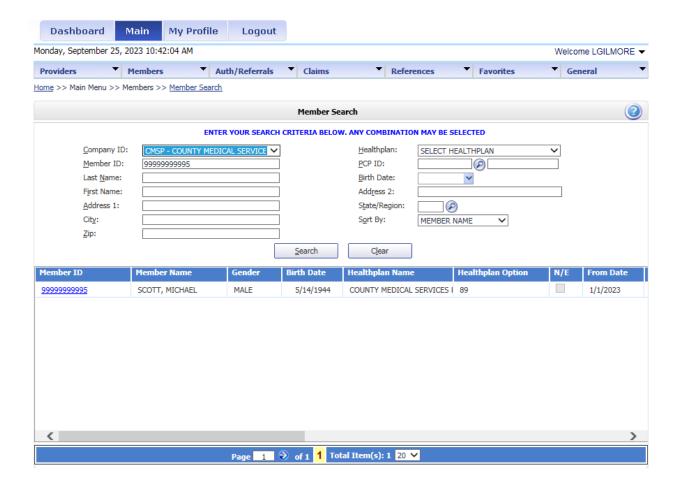
Member tab menu

Search for a Member

The member drop-down menu contains the **Member Search**

To search for a specific member, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL members) and then click on the button.

EZ-NET will display the search result in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating that "NO RECORDS FOUND" will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.

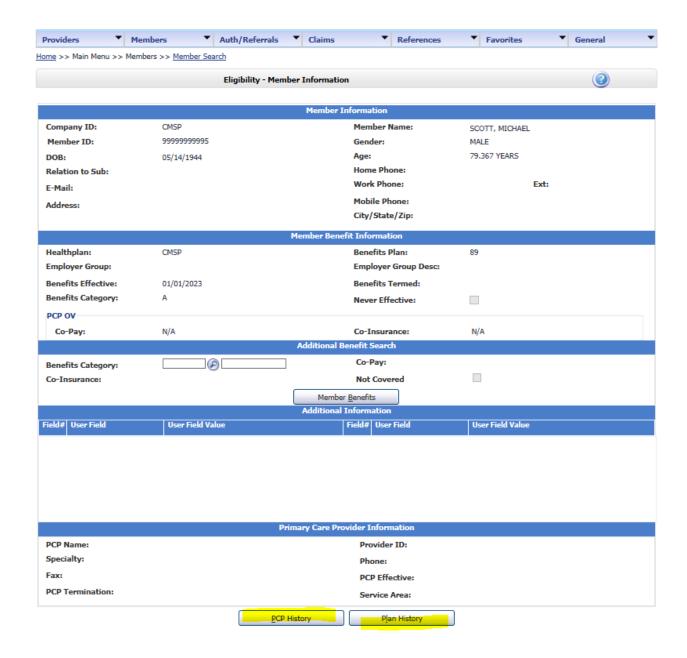


Eligibility - Member Information

To display member detail, click on a member ID in the "Member ID" column (in BLUE text) within the Member Search Results window. The Notes and Memos are displayed based on EZ-NET Company Configurations.

Quick links at the bottom of the page allow the user to view more information about the selected member:

- PCP History
- Plan History



Auth/Referrals tab menu

Authorization Inquiry

An EZ-NET user can inquire about authorization status and view authorization history. EZ-NET enables a user to view all authorizations submitted.

To begin an inquiry, select the **Inquiry** option under the *Authorization* section of the Main Menu.

To display the "Authorization/Referral Search" screen. EZ-NET will display the search result(s) in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating

that "NO RECORDS FOUND" will display. Either replace/adjust selection criteria or click Clear and re-enter criteria.

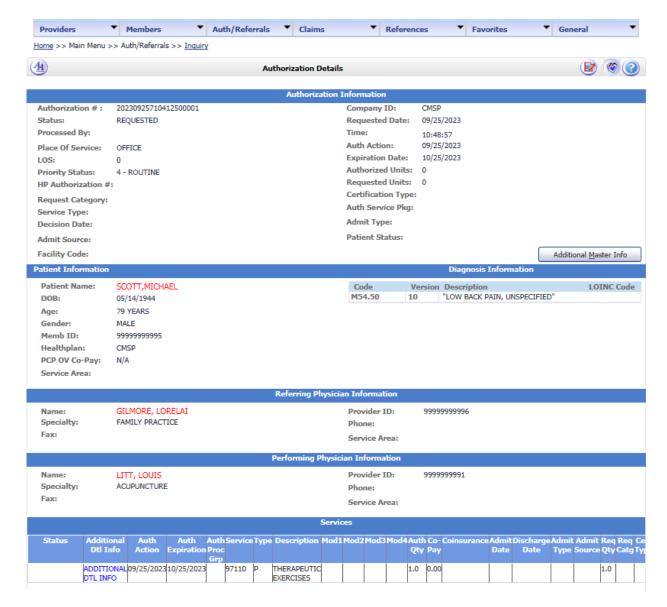


Authorization Details

From the Authorization and/or Referral search window, the user can access additional:

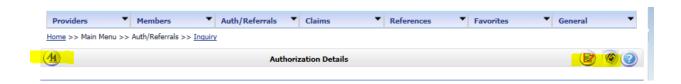
- Authorization details
- Member details
- Referring Provider details

(in BLUE text in the screen below) by clicking on one of the items listed in the Authorization Search and Referral results window.



When the Authorization Details page is displayed, the user may add the below by using the icons in the bar at the top of the screen.

- Documents (upper right-hand corner)
- Notes (upper right-hand corner)
- Edit (upper left-hand corner)
 - You can edit an authorization within 3 days of submitting the authorization if it's still in the 'REQUESTED' status



Authorization Submission

(Refer to screen shot in the next page)

Authorization requests can be submitted by the user directly through the EZ-NET system. Prior to submitting an authorization, the user may add documents (using icon in upper right-hand corner of the screen and shown in the above screenshot)

To begin a submission:

Click **Submission** in the *Authorization* section of the Main Menu to display the Authorization Submission window.

Fill in the all the required fields (fields that are bolded) and click on the button to submit the request.

Once all the information has been entered and selected, review the data that has been entered into the Authorization Submission Entry form.

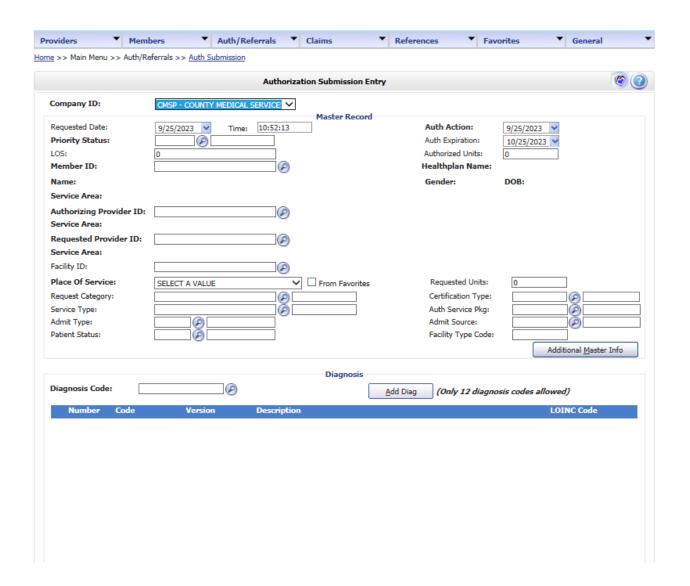
Submit the form by clicking the button at the bottom of the page.

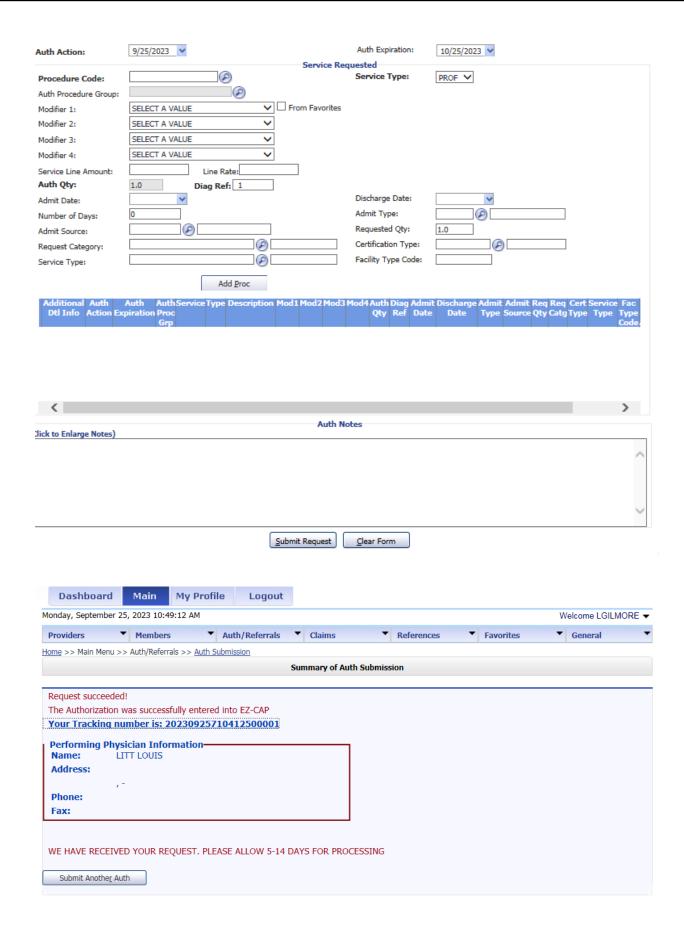
The notification dialog box will display the submission status with the authorization number.

To review the details of the authorization submitted, click on the line that reads "Your authorization or referral number is: ############### to display the *Authorization/Referral Details* screen.

To enter another authorization:

Click the button '**Submit Another Auth**' button at the bottom of the screen and enter in the required details to submit the next authorization.





When you want to go back to the *Authorization Submission* window, use the navigation tool in the top of the screen by clicking on the *Auths/Referrals tab* and selecting *Auth Submission* from the drop down.

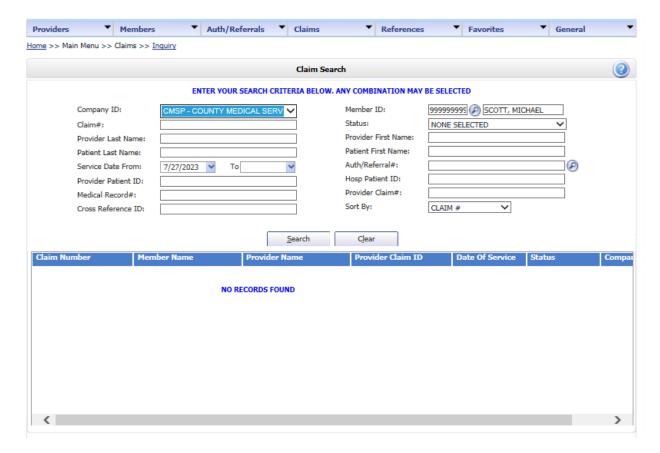
Claims tab menu

Claim Inquiry

In the Claim Inquiry screen a user can look up a claim to inquire on the status of a submitted claim. The screen will provide claim submission details when the user clicks on one of the claims listed in the table at the bottom of the screen.

To begin an inquiry:

- Select Claims drop down on the Main Menu
- Click Inquiry to display the Claim Search window.



To display claim detail, click on the selected claim in the "Claim #" column (in BLUE text) in the Search Results window.

To return to the *Claim Search Results* or *Claims* window, use the navigation tool in the top of the screen by clicking on the *Claims* tab and selecting *Inquiry* from the drop down.

References tab menu

Reference Codes & Contacts

The Reference Menu allows the user to review system references.

Select one of the following options from within the "References" section on the Main Menu:

- Procedures
- Diagnosis
- Place of Service
- CPT Modifiers
- Mail

When one of these are selected, a search criteria dialog box will be displayed.



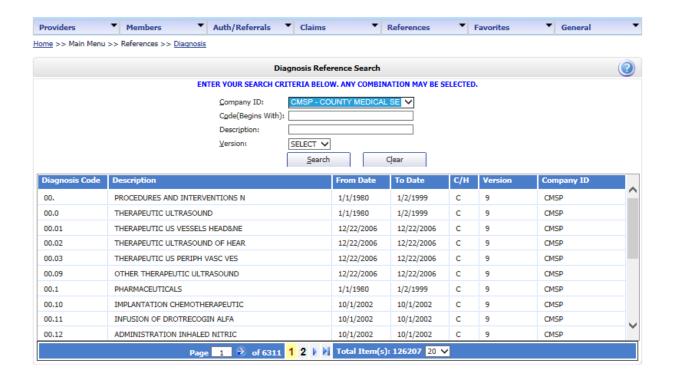
To Search a request

Select the request type from the Menu – Search screen will display

This example is using Diagnosis:

Enter requested search information code in the dialog box

Click the <u>Search</u> button.



Favorites tab menu

Place of Service Favorites Menu

This feature allows a Provider to add a repeated Provider, Diagnosis, Place of Service or Codes to their favorites list. Allowing ease of use when entering, searching, or submitting an Authorization.

Login to EZ-NET > access Favorites menu > Place of Service:

Add Place of Service record(s) to the Favorites list by searching for applicable criteria (see example for Place of Service below) and moving the records from the left-hand side to the right-hand side, click SAVE:

