ANONYMOUS PROVIDER PORTAL GUIDE

October 2022

Version 2.3

Corporate Education & Development

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Table of Contents

INTRODUCTION TO THE USER GUIDE

Overview

Introduction

The User Guide provides detailed instructions on how to use the Provider Portal. The contents on this page include how to find information within the user guide and user specific topics.

Finding Information

The table of contents contains links to each topic. Locate the desired topic and click on the title to move to the information. Topics specific to a user are also outlined below under the **User Specific Topics** section.

Topics Specific to a User Type

Each user type has similar and different features and functions within the Provider Portal. Self Service access allows Individually Contracted Practitioner(s) and Group or PHO/Health System types to utilize all of the features and functions within the Provider Portal, whereas the Ancillary and Facility type has access to Customer Service only.

PROVIDER PORTAL BASICS

Overview

Introduction

The Provider Portal is a web-based application designed to perform various tasks independently online. This guide captures information on how to open a customer service case without creating an account.

There are three types of access supported by the Provider Portal:

- Individual Contracted Practitioner(s): represents self-service features
- Group or PHO/Health System: represents self-service features
- Ancillary or Facility: represents customer service features

Unavailable Message

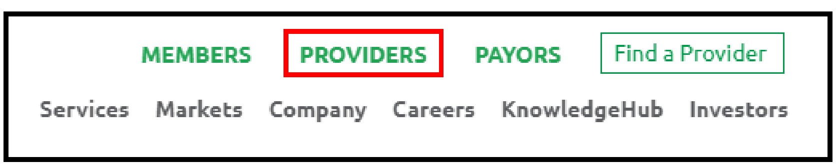
Anytime the Provider Portal is not available, a message will display on the login screen with a notification that the system is currently unavailable.

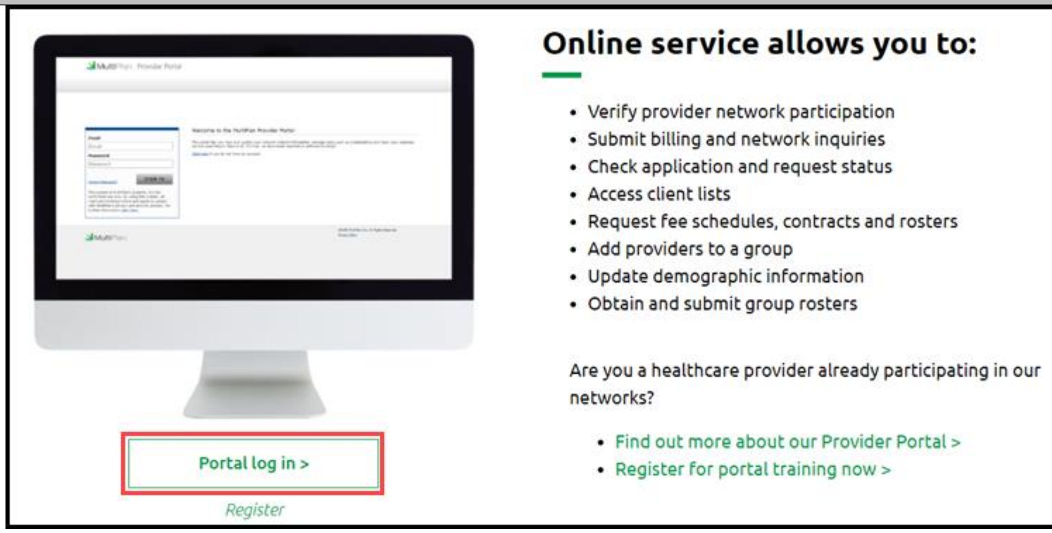
Log In Items

Accessing the Provider Portal

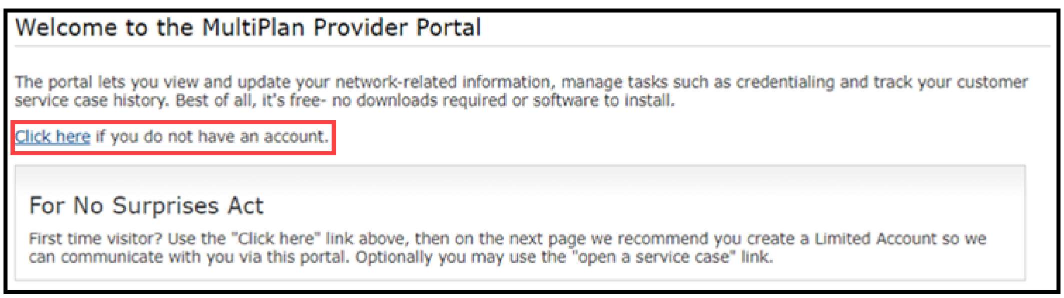
The link to access MultiPlan's Provider Portal varies depending on whether or not a user account exists.

Don't have an account or need to add another user?

Step	Action
1.	Go to the Providers section of the MultiPlan website and click **Portal log in.** 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>


Note: Once Provider Portal Log In screen appears, save to favorites for easy access in the future.
</td></tr>
<tr><td>2.</td><td>
From the Provider Portal Log In screen, click the link that is labeled Click here if you do not have an account.


Welcome to the MultiPlan Provider Portal
The portal lets you view and update your network-related information, manage tasks such as credentialing and track your customer service case history. Best of all, it's free- no downloads required or software to install.
Click here if you do not have an account.
For No Surprises Act
First time visitor? Use the "Click here" link above, then on the next page we recommend you create a Limited Account so we can communicate with you via this portal. Optionally you may use the "open a service case" link.
</td></tr>
</table>

Already have an account?

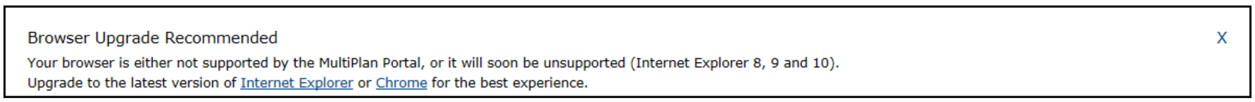
- Use the following link to sign into the secured Provider Portal site: https://provider.multiplan.com/provider/
- Or access through a saved link in favorites during the account access process.

Message Banner

Anytime enhancements or routine maintenance are made in the Provider Portal, a message banner on the log in page stating when the system is being taken down.

A banner within the Provider Portal home page will also display the new features.

The Browser Upgrade Recommended banner will notify when a current browser is out of date and how to upgrade to the latest version. To dismiss, click the **X** in the banner box.



Technical Difficulties

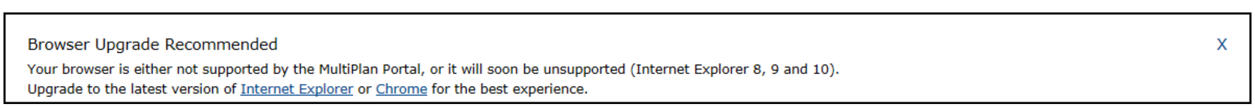
For technical difficulties, contact MultiPlan Support at support@mutliplan.com.

Support Applications

As of January 2016, Microsoft Corporation only supports the most current version of Internet Explorer (IE 11). Using an unsupported browser to access the Provider Portal may result in unavailable features or elements not appearing as they should.

When using IE 8, 9 or 10, MultiPlan recommends upgrading the browser soon to maintain optimal compatibility with the portal. Please also be aware that IE 7 and below are no longer supported, along with Firefox, Safari and Opera.

For the best portal experience, upgrade today to the latest version of Internet Explorer or Chrome.
The Browser Upgrade Recommended banner notifies when a current browser is out of date and how to upgrade to the latest version. To dismiss, click the **X** in the banner box.



CUSTOMER SERVICE CASE CREATION

Overview

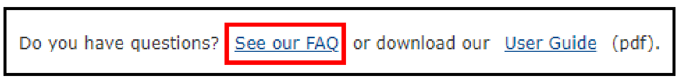
Introduction

The Provider Portal allows providers to create a customer service case without an account. To create a customer service case without an account, view the Creating a Customer Service Case section. It is recommended to create an account to access all of the features and functionalities that the Provider Portal has to offer. To create an account, go to Create and Activate an Account.

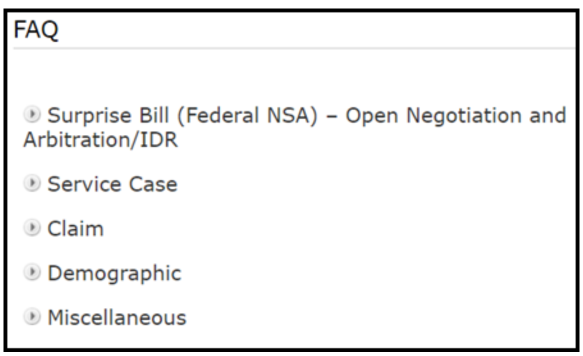
FAQ & User Guide

FAQ Information

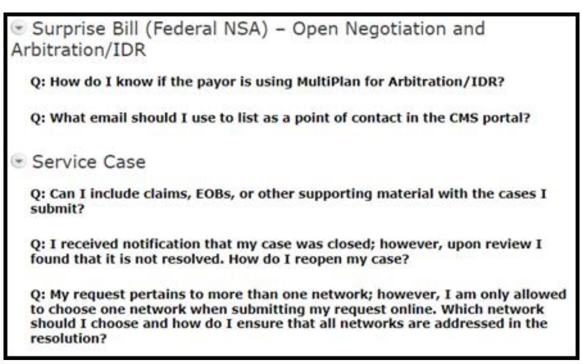
A list of frequently asked questions about the Customer Service Tool and information regarding MultiPlan's networks are available by clicking the **See our FAQ** link:



The FAQ section allows reviewing frequently asked questions and their answers. There are Five topics: Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR, Service Case, Claim, Demographic, and Miscellaneous.



Click on the triangle to open the topic to reveal the question.



Then click the question to reveal the answer.

Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR

Q: How do I know if the payor is using MultiPlan for Arbitration/IDR?

If the proposal agreement that was sent to you during the open negotiation period indicates that Arbitration/IDR should be submitted via provider.multiplan.com, then the payor is using MultiPlan for Arbitration/IDR.

Q: What email should I use to list as a point of contact in the CMS portal?

Service Case

Q: Can I include claims, EOBs, or other supporting material with the cases I submit?

Yes, we encourage you to send us claims, EOBs and other supporting material pertinent to the inquiry. After the case is created, a confirmation screen will display with the option to upload or fax the document(s).

If faxing, we recommend that you use the fax cover sheet that is available for download on the confirmation screen because it is pre-populated with the appropriate fax number, the full group or provider name, tax ID number and, most importantly, the applicable case number. Using this fax cover sheet will ensure your additional documents are quickly associated with the correct case.

Q: I received notification that my case was closed; however, upon review I found that it is not resolved. How do I reopen my case?

Q: My request pertains to more than one network; however, I am only allowed to choose one network when submitting my request online. Which network should I choose and how do I ensure that all networks are addressed in the resolution?

To get back to the previous screen click the Back to Open New Service Case link.

< Back to Open New Service Case

FAQ

Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR

Service Case

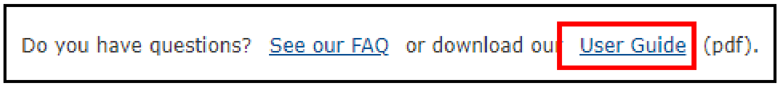
Claim

Demographic

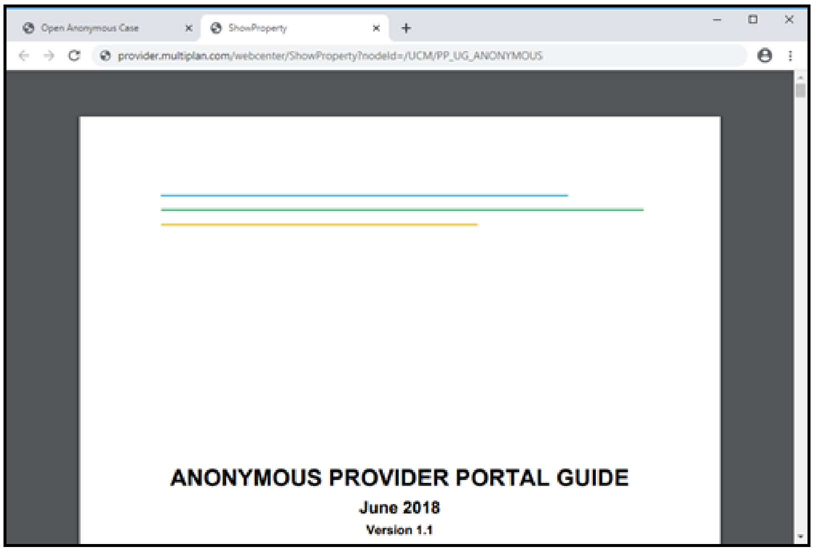
Miscellaneous

User Guide Information

A current downloadable PDF version of this user guide is available by clicking the **User Guide** link.



A new tab will appear displaying the user guide.

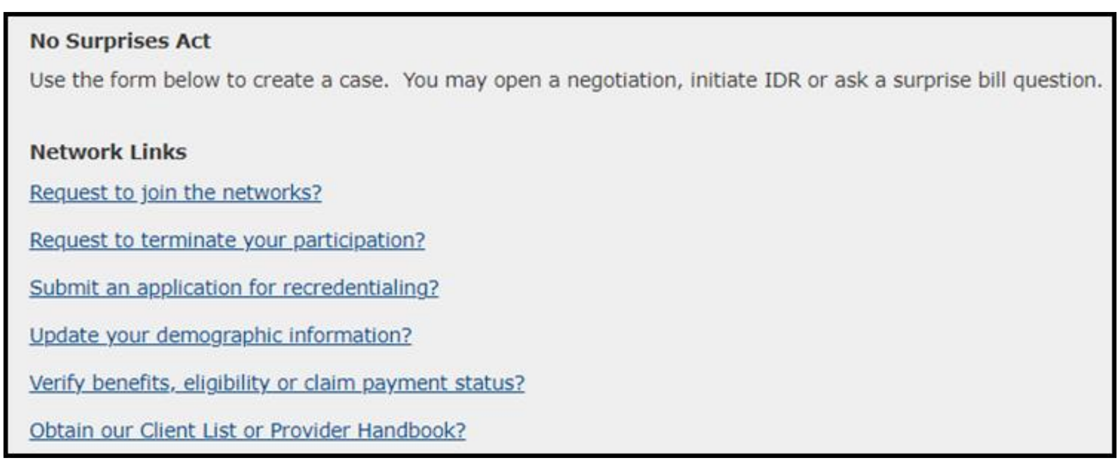


To close, click the **X** in the tab.

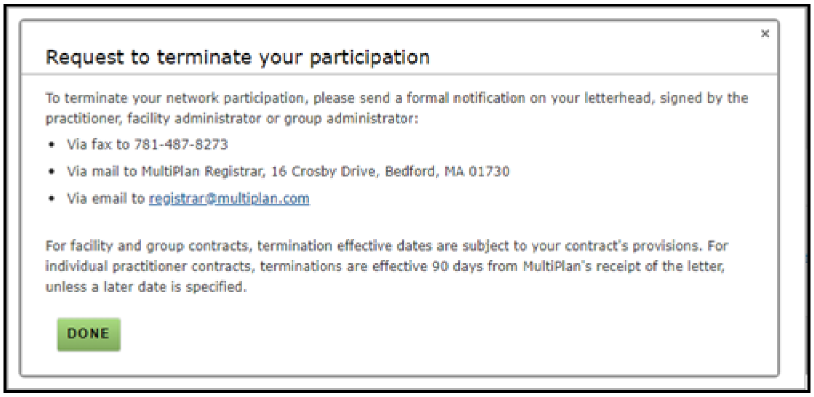
Are you looking to:

Introduction

A set of inquiries are available under the **Are you looking to:** section.

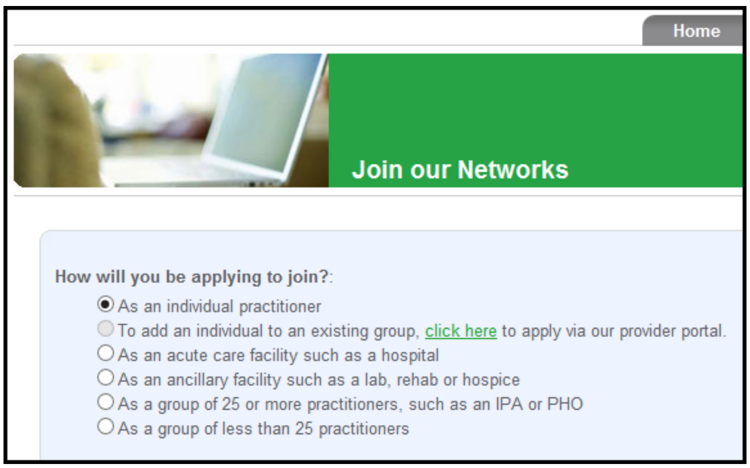


A pop-up window will appear with instructions on how to complete the inquiry.



Click the **Done** button to close the pop-up window.

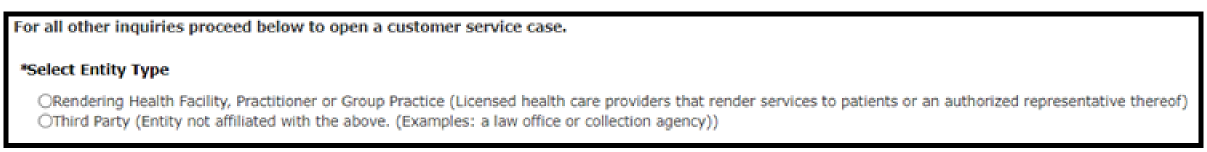
Occasionally the instructions will direct to click on an additional link. This action will open another tab allowing the desired tasks to be completed.



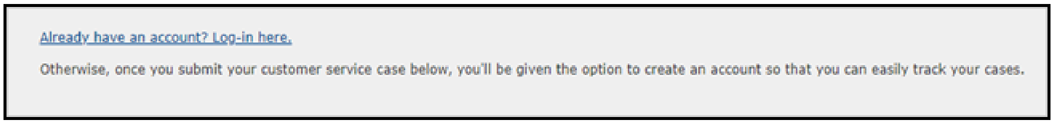
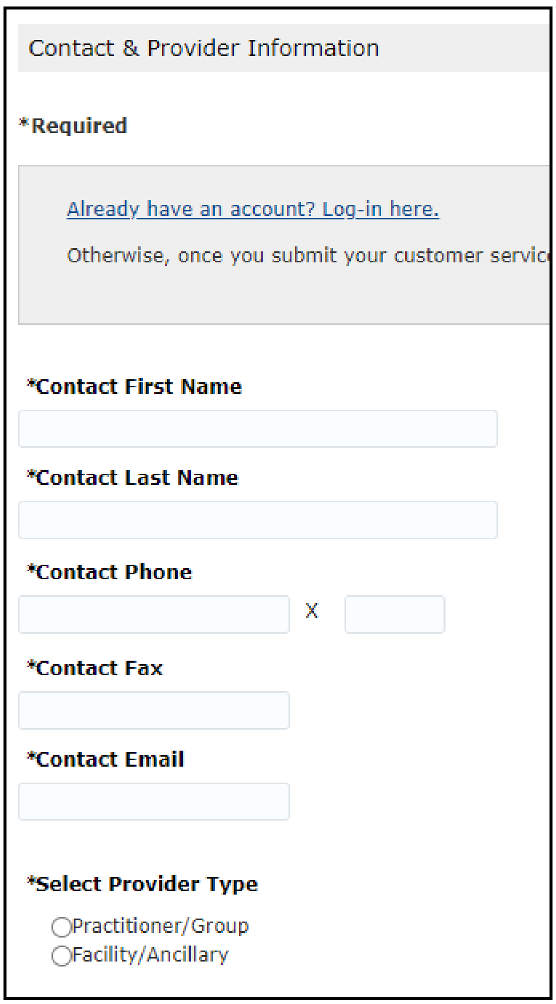
Creating a Customer Service Case

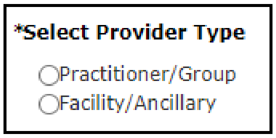
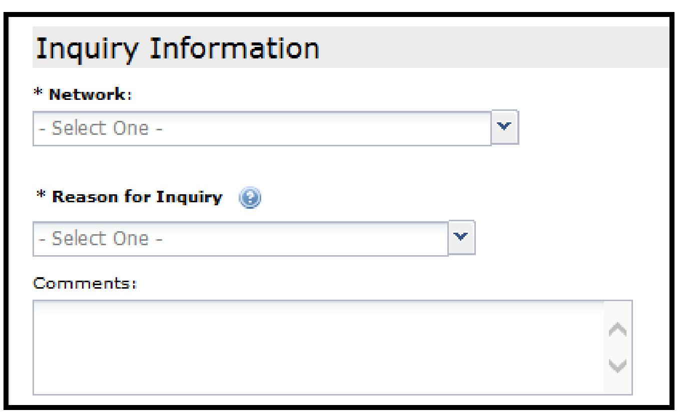
Introduction

To open a customer service case, click the radio button next to **Rendering Health Facility, Practitioner** or **Group Practice** or **Third Party**. This is the first step to open a customer service case.



How to create a new service case for Rendering Health Facility, Practitioner or Group Practice:

Step	Action
1.	Once **Rendering Health Facility, Practitioner or Group Practice radio button is** selected, the **Contact & Provider Information fields** appear and need to be filled out. ***Note:*** If there is already an account created, please click the **Already have an account** link.   ***Note:*** All fields with an asterisk * are required.

Step	Action
2.	Click the radio button for **Practitioner/Group** or **Facility/Ancillary** depending on the provider type in question. 
3.	Fill out each field with contains an asterisk.  
4.	In the Inquiry Information, complete the field and drop downs applicably. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

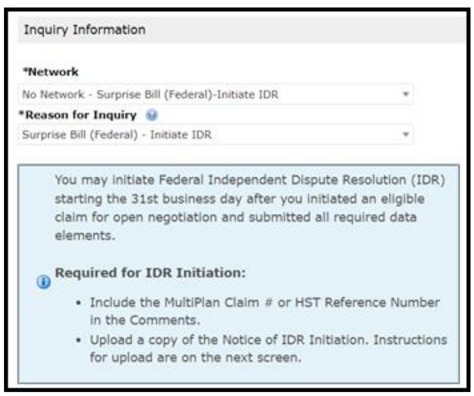
The first drop down is **Network**. Select the desired next from the list.

</td></tr>
<tr><td>5.</td><td>

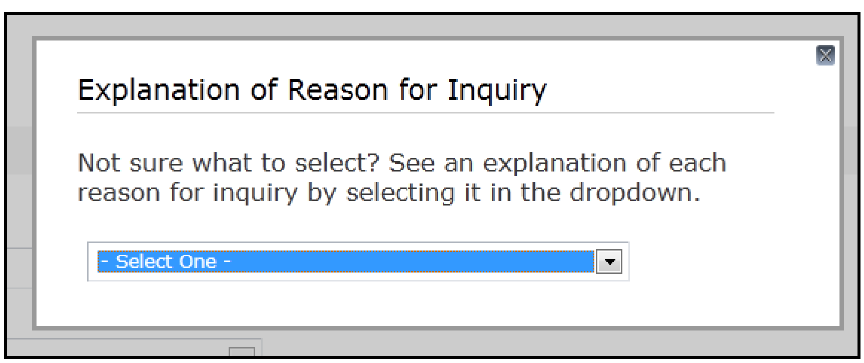
The next requirement is the **Reason for Inquiry** drop down. Select the reason for inquiry from the drop down options.

Important:

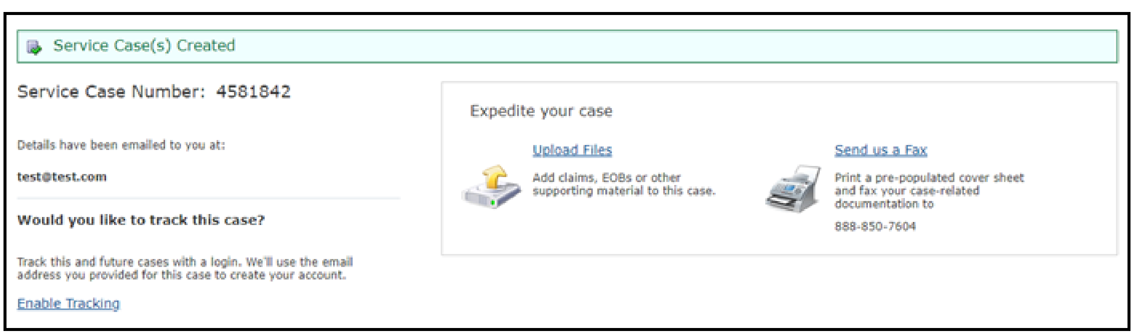
If a No Surprises Act inquiry type is selected, users will receive the below banner:



Note: Use the question mark icon to learn more about the selections. When the icon is clicked on, a pop-up appears the drop down items match the **Reason for Inquiry** drop down with the addition of additional information.



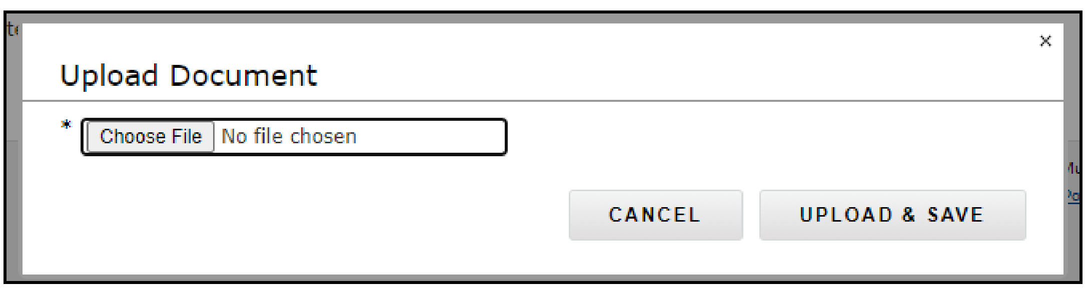
</td></tr>
</table>

Step	Action
6.	Enter detailed notes in the **Comments** field. 
7.	Enter the **verification code** in the ***Enter verification code*** field.   ***Note:*** Use the refresh icon  to refresh the image for a new verification code.
8.	Click the **Open Service Case** button to submit the customer service case.  Clicking **Cancel** will not submit the information entered from the above fields. 
9.	The confirmation page will appear.  To upload a file, click the **Upload Now**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

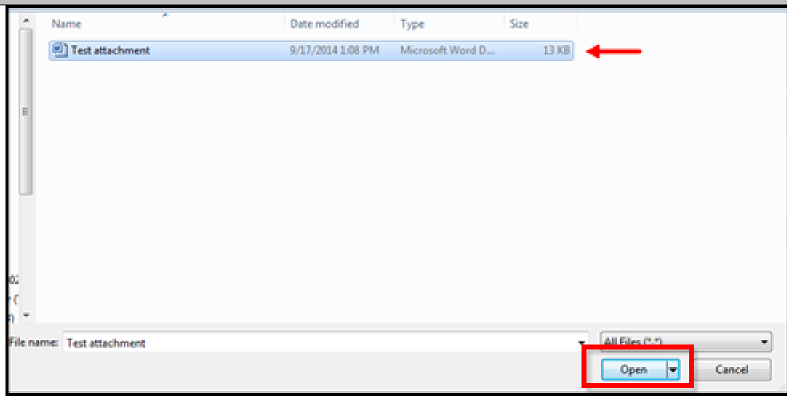

The Provider Portal can accept the following file types and corresponding maximum file sizes:

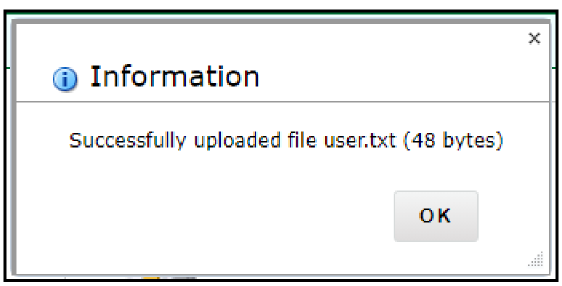
<table>
<tr><th>File Type</th><th>Max Size</th><th>File Type</th><th>Max Size</th><th>File Type</th><th>Max Size</th></tr>
<tr><td>.DOCX</td><td>50 MB</td><td>.PDF</td><td>50 MB</td><td>.JPG</td><td>10 MB</td></tr>
<tr><td>.DOCM</td><td>50 MB</td><td>.DOC</td><td>50 MB</td><td>.MDI</td><td>50 MB</td></tr>
<tr><td>.XLSX</td><td>50 MB</td><td>.ZIP</td><td>50 MB</td><td>.PNG</td><td>10 MB</td></tr>
<tr><td>.XLSM</td><td>50 MB</td><td>.XLS</td><td>50 MB</td><td>.RTF</td><td>50 MB</td></tr>
<tr><td>.XLSB</td><td>50 MB</td><td>.TXT</td><td>50 MB</td><td>.BMP</td><td>10 MB</td></tr>
<tr><td>.TIF/.TIFF</td><td>50 MB</td><td>.HTM</td><td>10 MB</td><td>.GIF</td><td>10 MB</td></tr>
</table>
</td></tr>
<tr><td>10.</td><td>
A new screen will appear. Click the Browse icon in the Upload File(s) screen.



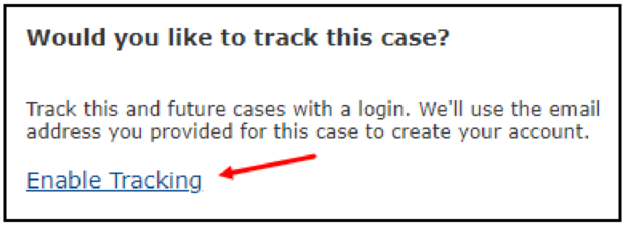
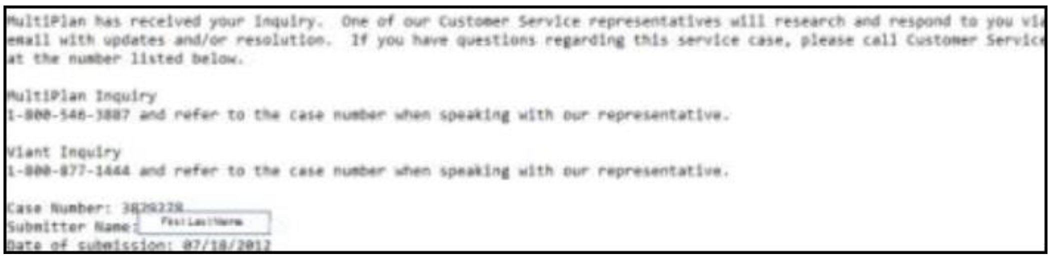
</td></tr>
<tr><td>11.</td><td>
Locate and select the desired document to be attached to the service case details.

Then click the Open button.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
</td></tr>
<tr><td>12.</td><td>The document address will be auto filled in the browse field. Click the Upload & Save button to attach the selected document to the case details.

</td></tr>
<tr><td>13.</td><td>When the attachment confirmation notice appears, click the OK button.

</td></tr>
<tr><td>14.</td><td>To attach multiple documents to the case details, repeat steps 9-13.</td></tr>
<tr><td>15.</td><td>To fax documentation, click Send us a Fax to receive a prepopulated cover sheet. Fax the cover sheet and documentation to the fax number listed.

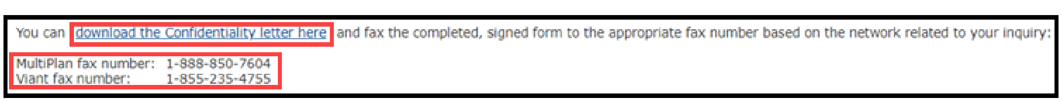
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>16.</td><td>To track this case and future cases click the Enable Tracking link to create an account.

</td></tr>
<tr><td>17.</td><td>Upon successful completion of a case creation, users will receive an email notification. The email will include the case number and the Customer Service toll-free number to contact if there are questions or follow up is needed regarding the case.


 Note: The email will be received from support@multiplan.com</td></tr>
</table>

Process for Third Party option:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Once the Third Party radio button is selected, the Third Party message appears:


The Confidentiality letter will need to be downloaded via the link and faxed into MultiPlan at 1-888-850-7604 for MultiPlan or 1-855-235-4755 for Viant.

</td></tr>
<tr><td>2.</td><td>Once faxed, call the Customer Service number at 1-800-950-7040 to initiate an inquiry.</td></tr>
</table>

FEATURES OF CREATING AN ACCOUNT

Overview

Introduction

The Provider Portal is a web-based application designed to perform various tasks independently online.

There are three types of access supported by the Provider Portal:

- Individual Contracted Practitioner(s): represents self-service features
- Group or PHO/Health System: represents self-service features
- Ancillary or Facility: represents customer service features

Features available may vary depending on the access type.

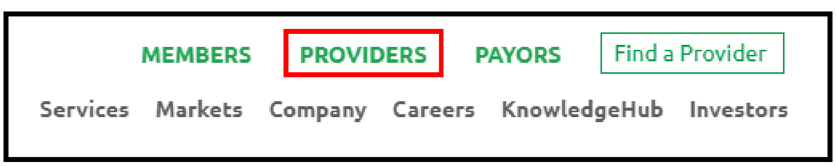
- Open a Customer Case
- Provider Portal Home Page Overview
- Search for a Claim
- Individual Provider Data
- Group Provider Data
- Help & Resources Overview
- Manage Users

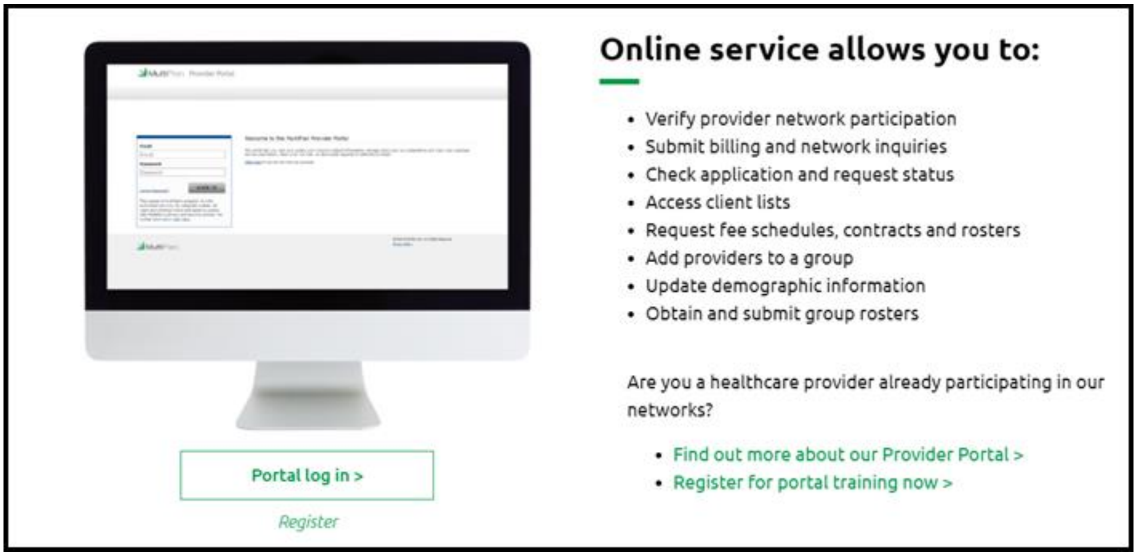
Create and Activate an Account

Overview

When a new user would like to gain full access to MultiPlan's Provider Portal and all of its self-service features, the user can self-register for an account.

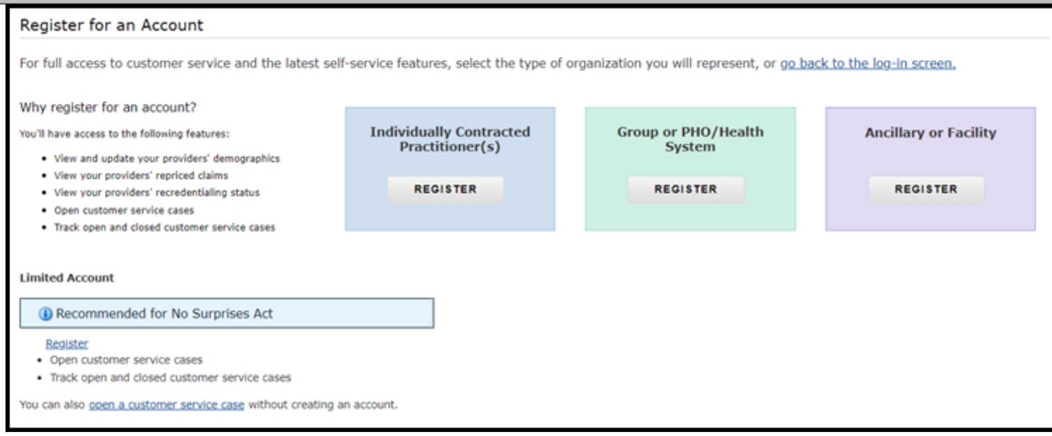
Go to the Providers section and click **Log in** under **Use our easy-to-use online Service Portal**:





How to Create an Account

Step	Action
1.	From the Provider Portal Log In screen, click the link that is labeled **Click here** if you don't have an account. Welcome to the MultiPlan Provider Portal The portal lets you view and update your network-related information, manage tasks such as credentialing and track your customer service case history. Best of all, it's free- no downloads required or software to install. Click here if you do not have an account. For No Surprises Act First time visitor? Use the "Click here" link above, then on the next page we recommend you create a Limited Account so we can communicate with you via this portal. Optionally you may use the "open a service case" link.
2.	Select type by clicking the desired **Register** button.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>


There are three types of access supported by the Provider Portal:

Individual Contracted Practitioner(s): represents self-service features
Group or PHO/Health System: represents self-service features
Ancillary or Facility: represents customer service features

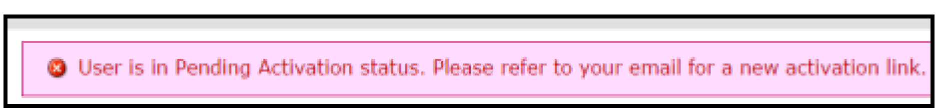
</td></tr>
<tr><td>3.</td><td>
Fill out information for each screen. All fields with an asterisk (*) are required.

Then click the Next button to move to the next screen and repeat.

</td></tr>
<tr><td>4.</td><td>
When all screens are filled out, submit the account request by clicking the Yes, Create Account button.

</td></tr>
<tr><td>5.</td><td>
Upon a successful setup, an activation email will be sent to each new user. Once activated, a welcome email will be sent with the account information and the Provider Portal's URL. Emails are sent by support@multiplan.com. Be sure to add this address to the "safe" list if email filters are utilized.

Important: Activation to an account must be completed before logging into the Provider Portal. An error message will be given in the event a log in is attempted prior to activation.



</td></tr>
</table>

How to Activate an Account

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Open the email and locate URL link.

-----Original Message-----
From: MultiPlan Support [mailto:support@multiplan.com]
Sent: Thursday, February 12, 2015 3:15 PM
To: [illegible]
Subject: Almost done: Validate your new MultiPlan Portal account

[illegible]

MultiPlan has created an account for [illegible] to access our portal. Before using our system, you will need to validate information and establish a password by single-clicking the link below. It is important not to double-click, as this will render the link unusable.

One click only: https://sqaclient.multiplan.com/client/faces/accountactivation.jspx?e=a3694-33095ca-f578e545c5b78-8260-94d2-e92fbc34-55f6f4875-8e043-be7d574dc9af5ca0-249e4-4ff6-84c0e1b-fe4e49a5c5d2b5e4-4-9245e4755e4db9b4c825-9-b92b-8775638-4734ef1c34a--425ae14e20cf7-273b-be21bf8f8d398dee4-a9eaf-9f89fd17c69c4-8e55-460b5b6bba39df342e-a-a6f91cda0-e5cb4-33ae811ce7bd5-bb86-9cd

If you need assistance, please contact MultiPlan Support at 877-685-8411.

This is an automated response. Please do not respond to this message.

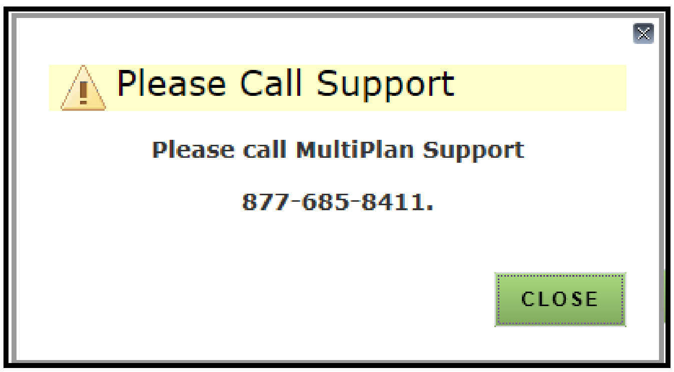
Thank you,

The MultiPlan Support Team</td></tr>
<tr><td>2.</td><td>Click once on the link provided in the email to activate the account.

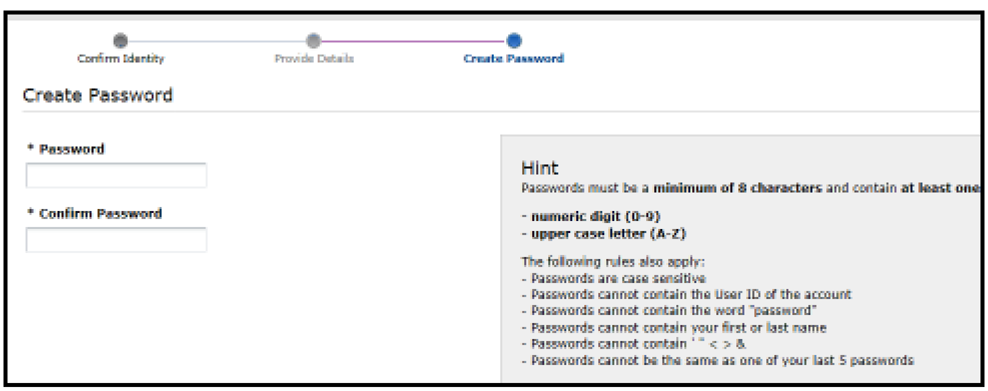
Important:
The activation link must be used within 7 calendar days after receipt.
The activation link can only be used once; therefore it is important to complete the activation of the account upon accessing the link.
Check Spam Folders in the event that the activation email does not appear in the Inbox Folder.
If the link expires before activating, contact support@multiplan.com to request a new link.</td></tr>
<tr><td>3.</td><td>The Confirm Identity page will appear first, click the Yes, This is Me button to confirm that information is accurate.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>


If information is not accurate, click the This is Not Me button and call MultiPlan Support per the message.

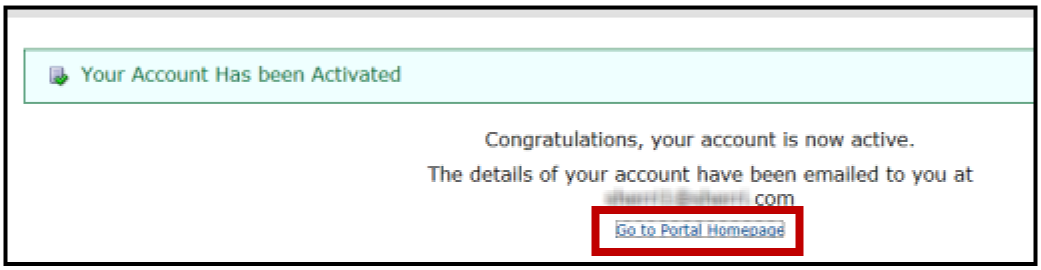


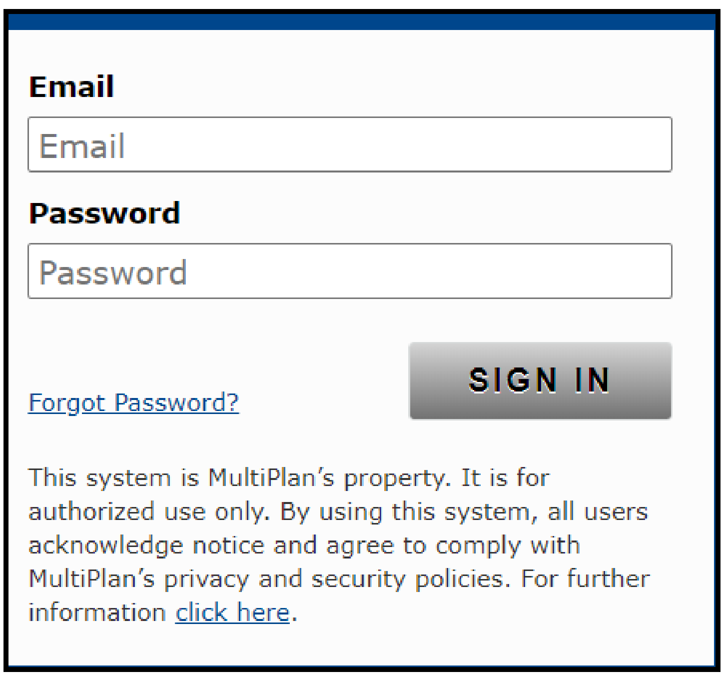
</td></tr>
<tr><td>4.</td><td>
Once information is confirmed accurate, the Create Password page will appear.



Enter desired password into both fields and click the Create button.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

Important: Use the password rules located on the right hand side of the page.</td></tr>
<tr><td>5.</td><td>The Confirmation page will appear stating that account has been activated.


Click on Go To Portal Homepage to log into portal.</td></tr>
<tr><td>6.</td><td>Enter in email address, then password into sign on fields, and click the Sign In button to verify access.

</td></tr>
</table>

APPENDIX

Document Versions and Updates:

Document Version	ServiceNow Ticket #	Date	Editor	Description
V1.1		June 2018	Darci Belschner	• Updated screenshots for provider portal log in
V1.2	TASK0387589	October 2020	Angel Engeldinger	• Changed Payer to Payor • Updated Screenshots • Various formatting
V2.0	TASK0525196	January 2022	Peggy Harmon	• Updated to include Federal Surprises Act verbiage and images.
V2.1	TASK0548738	March 2022	Peggy Harmon	• Updated images and verbiage as needed for March release.
V2.2	TASK0579935	June 2022	Peggy Harmon	• Updated images and verbiage as needed for June release.
V2.3	TASK0623598	October 2022	Peggy Harmon	• Updated items missed in the June release to be published in October release.