
AUTHENTICATED PROVIDER PORTAL USER GUIDE

October 2024

Version 6.5



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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.

PROVIDER PORTAL BASICS

Overview

Introduction

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

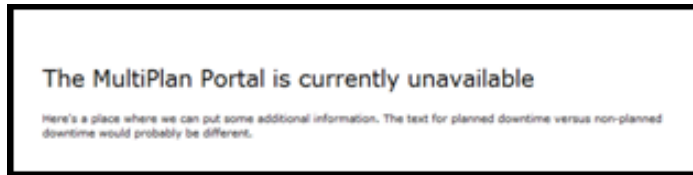
This Authenticated version of the Provider Portal allows users to create and view customer service cases but does not allow self-service features or provider access and information.

Features available may vary depending on the access type. Click on the link below to review each section.

- [Provider Portal Home Page Overview](#)
- [Customer Service Tab](#)
- [Help & Resources Overview](#)

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.

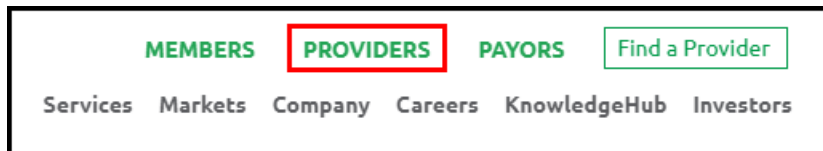


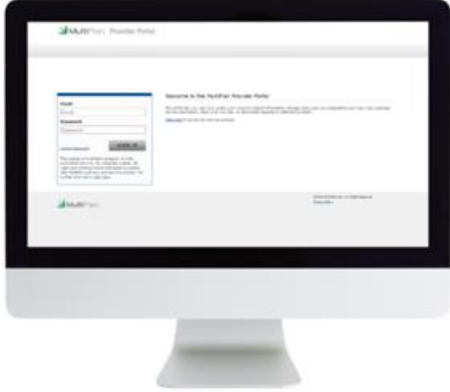
Create and Activate an Account

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 **Portal log in >** under **Use our easy-to-use online Service Portal:**





Portal log in >

Register



Online service allows you to:



- Verify provider network participation
- Submit billing and network inquiries
- Check application and request status
- Access client lists
- Request fee schedules, contracts and rosters
- Add providers to a group
- Update demographic information
- Obtain and submit group rosters

Are you a healthcare provider already participating in our networks?

- [Find out more about our Provider Portal >](#)
- [Register for portal training now >](#)


How to Create an Account





Step	Action
1.	<p>From the Provider Portal Log In screen, click the link that is labeled Register for an Account.</p> <div data-bbox="328 464 1378 749"> <p>Welcome to the MultiPlan Provider Portal</p> <p>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.</p> <p>Register for an account</p> <p>For No Surprises Act</p> <p>First time visitor? Register for an account so we can communicate with you via this portal. Optionally you can open a service case without an account from the link on the registration page.</p> </div>
2.	<p>Complete the required fields that are indicated by an asterisk (*) and bold text.</p> <div data-bbox="328 835 1378 1656">  <p>Register for an Account</p> <p>All fields are required unless otherwise noted</p> <div> <p>*Your Email</p> <input type="text"/> <p>Used to sign in</p> </div> <div> <p>*Confirm Email</p> <input type="text"/> </div> <div> <p>*First Name</p> <input type="text"/> </div> <div> <p>*Last Name</p> <input type="text"/> </div> <div> <p>*Job Title</p> <input type="text"/> </div> <div> <p>*Company Name</p> <input type="text"/> </div> <div> <p>*Company Type</p> <input type="text" value="- Select One -"/> </div> <div> <p>*Phone</p> <input type="text"/> Ext. <input type="text"/> </div> <div> <p>Cancel Request Account</p> </div> <div> <p>Benefits of Registering</p> <ul style="list-style-type: none"> • Submit, track and manage customer service cases • Access forms and other resources • Request approval to add access to your contract(s) <ul style="list-style-type: none"> ◦ Search claims ◦ Download Pricing Summary PDFs ◦ Verify/update your demographic information in real time ◦ See credentialing status (for groups where Multiplan verifies credentials) <p>You can open a customer service case without creating an account. However, you will not be able to track the case without an account.</p> </div> <div>  <p>© 2023 MultiPlan Inc. All Rights Reserved</p> </div> </div> <p>The Company Types supported by the Provider Portal are; Practitioner, Law Firm – Third Party, Facility, Ancillary and Other.</p>
3.	<p>After completing the required fields, click the Request Account button.</p>

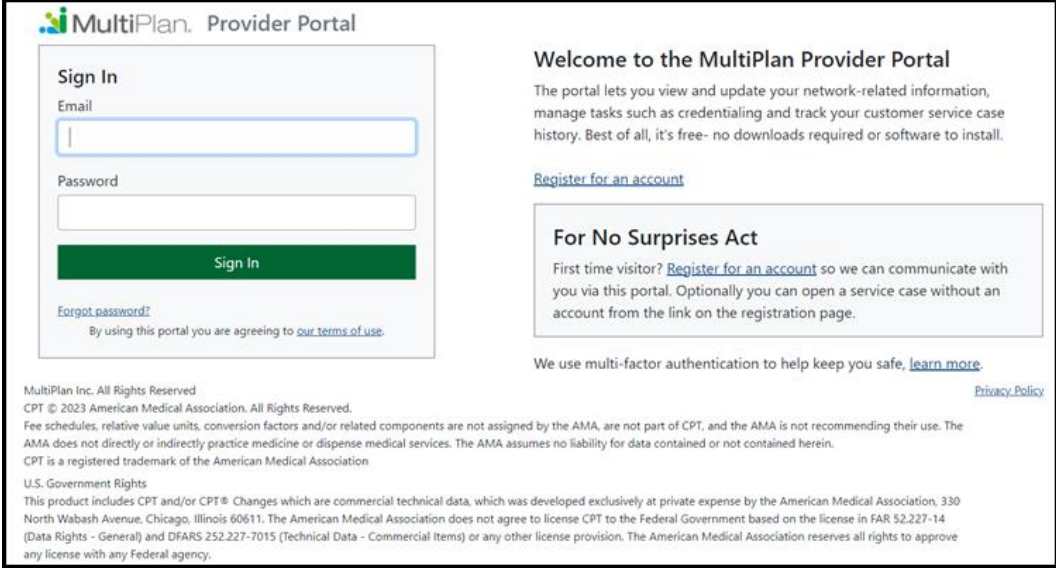
Step	Action
	<div> Cancel <input type="button" value="Request Account"/> </div>
4.	<p>Upon successful setup, an activation email will be sent to the user with a link to establish a password. Once the password is established, the user has the ability to log in.</p> <div>  <p>✓ Account request complete</p> <p>Thank you [redacted]!</p> <p>You will receive an email at this address with instructions on how to activate your account:</p> <p>[redacted]@multiplan.com</p> <p>Check your spam folder if you do not receive an email.</p> <p>If you still did not receive an email call us at 877-469-0352.</p> </div> <p> Note: Emails are sent by support@multiplan.com. Be sure to add this address to the “safe” list if email filters are utilized.</p>

How to Activate an Account

Step	Action
1.	Open the email and locate URL link.

Step	Action
	<p>From: MultiPlan Support <support@multiplan.com> Sent: Tuesday, February 07, 2023 12:21 PM To: [REDACTED] Subject: Almost done: Validate your new MultiPlan Portal account</p> <p>MultiPlan has created an account for [REDACTED] to access our portal. Before using our system, you will need to validate information and establish a password by clicking here.</p> <p>If the above link does not work for you, please copy and paste the following URL to Activate your email address for the account.</p> <p>https://profile.multiplan.com/createpassword?e=9-d867bffc546696-4-dba58-10051a8d347f46dba60aab04-c19-ecd4-93a00a6888-b0c-69e2578c81f4-826f14ff0303-6be9-b143ef-9-acbed9a3ee6732-d6e049ac46d42-427874-e85fc1dbe6-accd647e06-b3926e4-c83d3f82a3bf-eb-2c770-4f059ad7f0-4ba4757f57e0a6a--31c14-f51727e3ddd-3a37e4f35-2c183364-42f6-d47e7-89df8c07bf</p> <p>This is an automated response. Please do not reply to this message. If you need assistance, you may reach us via email by sending a brand new message to support@multiplan.com, or call us at 877-685-8411.</p> <p>Thank you,</p> <p>The MultiPlan Support Team support@multiplan.com 877-685-8411</p>
2.	<p>Click once on the link provided in the email to activate the account.</p> <div data-bbox="342 909 440 1005">  </div> <p>Important:</p> <ul style="list-style-type: none"> • 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.
3.	<p>The Create Password page will appear first. Enter the desired and then click Create Password.</p>

Step	Action
	<div data-bbox="329 331 1380 772">  <div data-bbox="354 422 764 699"> <h3>Create Password</h3> <p>*Password <input type="password"/></p> <p>*Confirm Password <input type="password"/></p> <p>Create Password</p> </div> <div data-bbox="881 426 1369 762"> <p>Password must contain the following...</p> <ul style="list-style-type: none"> • A minimum of 12 characters • At least one numeric digit (0-9) • At least one upper case letter (A-Z) • At least one lower case letter (a-z) • At least one special character (e.g. ! & # % ^) <p>The following rules also apply...</p> <ul style="list-style-type: none"> • Cannot contain your last or first name • Cannot contain your user id • Cannot contain three (3) or more consecutive identical characters • Cannot be the same as one of your previous six (6) passwords • Must contain at least four (4) changed characters from previous password </div> </div> <div data-bbox="342 804 440 905">  </div> <div data-bbox="467 835 1385 873"> <p>Important: Use the password rules located on the right hand side of the page.</p> </div>
4.	<p>The Confirmation page will appear stating that password has been set.</p> <div data-bbox="329 989 902 1423">  <div data-bbox="354 1136 894 1213">  Password Created </div> <p>You can now sign in with your new password.</p> <p>Go to the MultiPlan Provider Portal</p> </div> <p>Click on Go to the MultiPlan Provider Portal to log into portal.</p>
5.	<p>Enter in email address and password into sign on fields and click the Sign In button to verify access.</p>

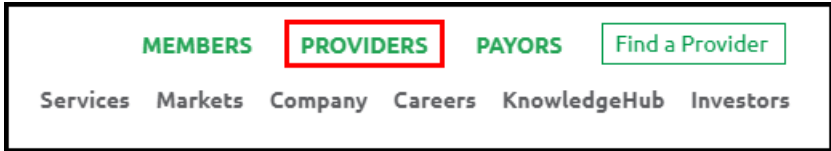
Step	Action
	

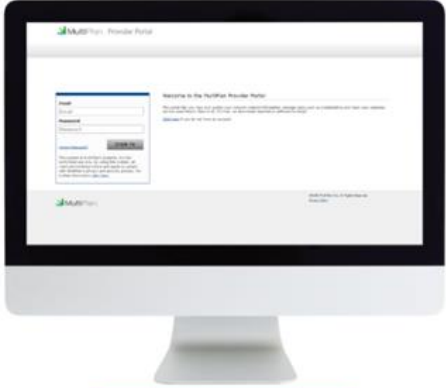

Log In Items

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.	<p>Go to the Providers section on the MultiPlan website and click Portal log in.</p> 


Step	Action
	<div data-bbox="310 338 1360 848">  <p>Online service allows you to:</p> <ul style="list-style-type: none"> • Verify provider network participation • Submit billing and network inquiries • Check application and request status • Access client lists • Request fee schedules, contracts and rosters • Add providers to a group • Update demographic information • Obtain and submit group rosters <p>Are you a healthcare provider already participating in our networks?</p> <ul style="list-style-type: none"> • Find out more about our Provider Portal > • Register for portal training now > </div> <p> Note: Once Provider Portal Log In screen appears, save to favorites for easy access in the future.</p>
2.	<p>From the Provider Portal Log In screen, click the link that is labeled Click here to self-register.</p> <div data-bbox="310 1062 1360 1341"> <p>Welcome to the MultiPlan Provider Portal</p> <p>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.</p> <p>Click here if you do not have an account.</p> <p>For No Surprises Act</p> <p>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.</p> </div>

Already have an account?

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

Message Banner

Any time 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.

 The Portal will be down for routine maintenance from

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

New as of August 24th!

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.

Browser Upgrade Recommended

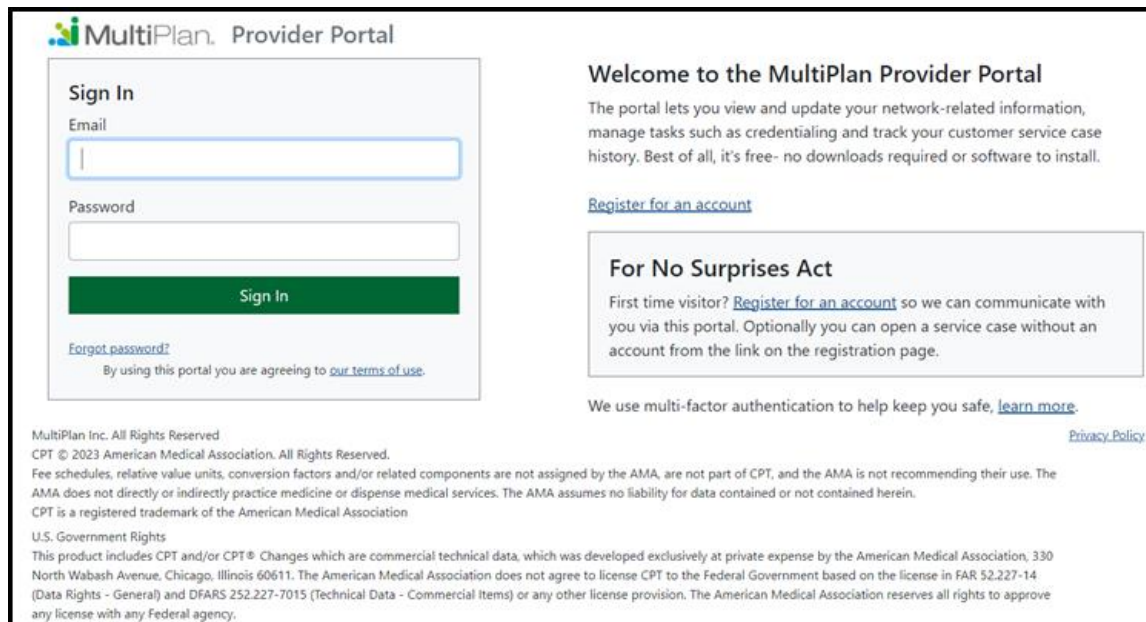
Your browser is either not supported by the MultiPlan Portal, or it will soon be unsupported (Internet Explorer 8, 9 and 10). Upgrade to the latest version of [Internet Explorer](#) or [Chrome](#) for the best experience.

X

Log In Screen

The **Log In** page prompts users to log in to access the Provider Portal.

Once an account has been created, enter the email address and password and select **Sign In** to access the Provider Portal. This option allows providers to create customer service cases, search for a claim, and check status on existing cases. In addition to those features the self-service access allows for viewing network and practitioner product information.



MultiPlan. Provider Portal

Sign In

Email

Password

Sign In

[Forgot password?](#)
 By using this portal you are agreeing to [our terms of use](#).

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.

[Register for an account](#)

For No Surprises Act

First time visitor? [Register for an account](#) so we can communicate with you via this portal. Optionally you can open a service case without an account from the link on the registration page.

We use multi-factor authentication to help keep you safe, [learn more](#).

[Privacy Policy](#)

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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.

Browser Upgrade Recommended

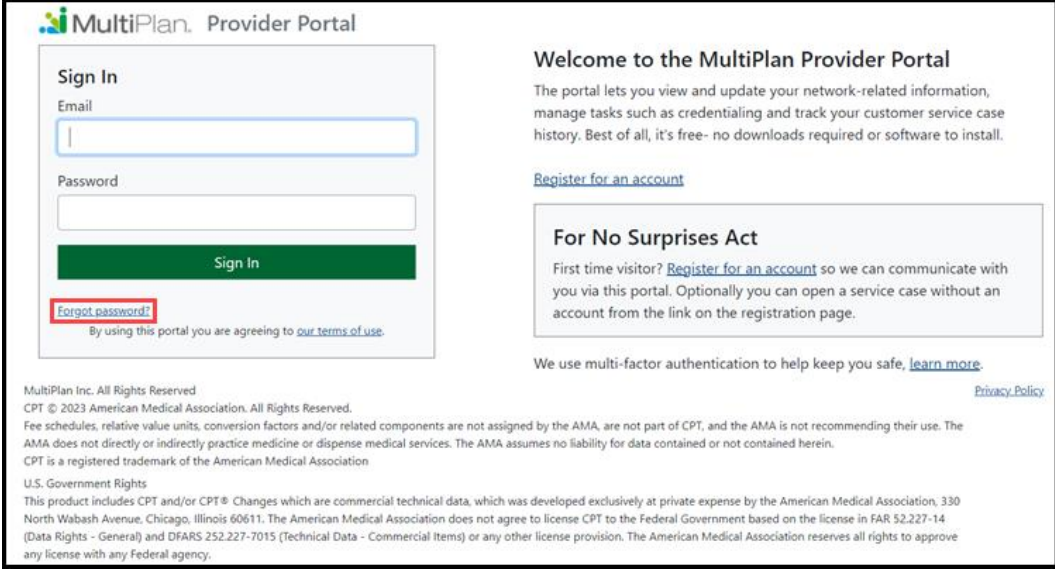
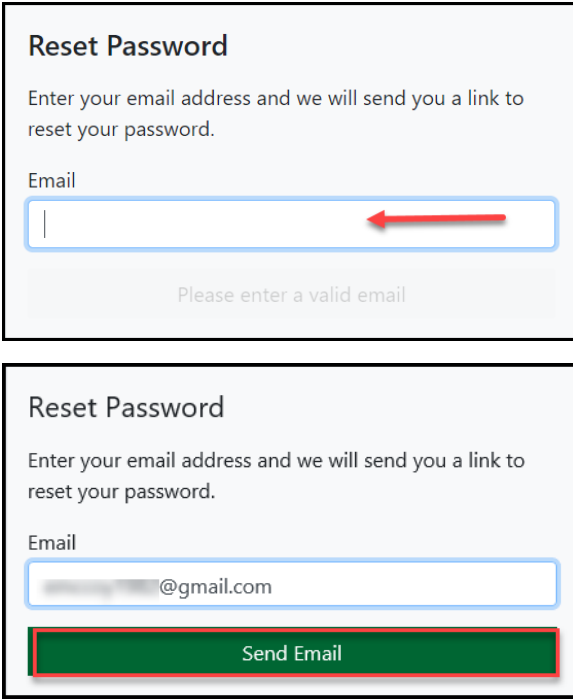
Your browser is either not supported by the MultiPlan Portal, or it will soon be unsupported (Internet Explorer 8, 9 and 10). Upgrade to the latest version of [Internet Explorer](#) or [Chrome](#) for the best experience.



X

Forgot Your Password

If a password is forgotten when logging in to the Provider Portal, it can be reset to restore access to the user account. Follow the steps below to reset password.

Step	Action
1.	On the log in screen, select Forgot Password link.

Step	Action
	
2.	<p data-bbox="329 930 1320 961">Enter the email address that is used to sign into the account and select Send Email.</p> 
3.	<p data-bbox="329 1707 1320 1738">Instructions on how to reset the password will be sent to the email address provided.</p>

Step	Action
	<div>  Request Sent </div> <p>An email has been sent with a link to reset your password.</p> <p>It will expire in one hour.</p> <div>  <p>Note: The password reset link will be valid for one hour. If the password is not reset within the hour it will expire.</p> <ul style="list-style-type: none"> • If the password link has expired, another request can be sent to reset the password following the above steps. • If the reset password email does not show up in your inbox, check your spam folder. </div>


General Security Information

Change Password Process & Policy

Every 90 days there will be a prompt to change the login password in order to be compliant with MultiPlan's security policy.

How to change password:

Step	Action
1.	Identify prompt and click the Update Password Now button.

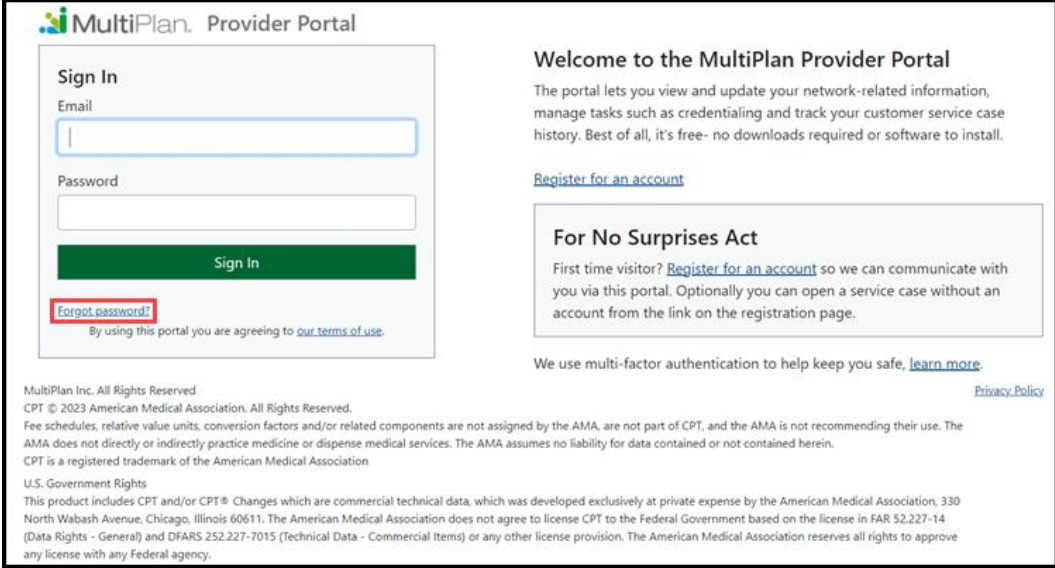
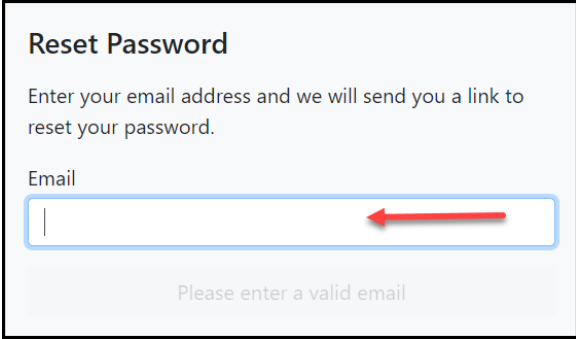
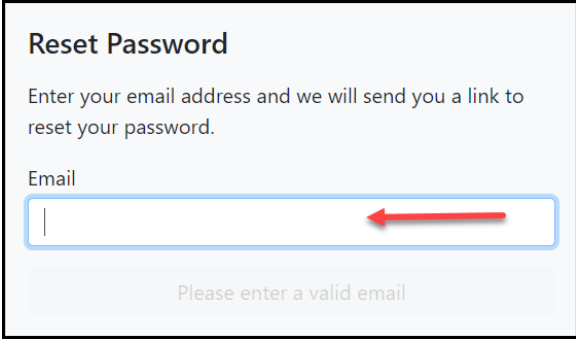
Step	Action
2.	<p>Type in the current password, then the new password in each of the noted fields.</p> <div data-bbox="328 382 758 758"> <p>*New Password</p> <input type="password"/> <p>*Confirm Password</p> <input type="password"/> <p>CANCEL UPDATE</p> </div> <p> Important: Use the password rules located on the right hand side of the page.</p>
3.	Once all fields are completed, click the Update button.



Reset or Expired Password Process

When a password is forgotten or expired, it can be reset to restore account access.

How to establish a new password:

Step	Action
1.	From the login page, click on the Forgot Password link.

Step	Action
	<div data-bbox="337 331 1386 894">  <p>The screenshot shows the MultiPlan Provider Portal Sign In page. It includes a 'Sign In' section with email and password fields, a 'Sign In' button, and a 'Forgot password?' link. To the right, there is a 'Welcome to the MultiPlan Provider Portal' message, a 'Register for an account' link, and a 'For No Surprises Act' section. At the bottom, there is a 'Reset Password' button.</p> </div> <p>For an expired password click Reset Password.</p> <div data-bbox="329 974 901 1054">  <p>A pink banner with a red exclamation mark icon and the text 'Password Has Expired' followed by a 'Reset Password' link.</p> </div>
2.	<p>Type in email address that is used to sign into the account and click the Send Email button.</p> <div data-bbox="329 1140 901 1476">  <p>The screenshot shows the 'Reset Password' form. It has a title 'Reset Password' and a description: 'Enter your email address and we will send you a link to reset your password.' Below this is an 'Email' field with a red arrow pointing to it. At the bottom, there is a message: 'Please enter a valid email'.</p> </div>

Step	Action
	<div data-bbox="329 346 901 667"> <h3>Reset Password</h3> <p>Enter your email address and we will send you a link to reset your password.</p> <p>Email</p> <input data-bbox="354 525 885 577" type="text" value="_____@gmail.com"/> <div data-bbox="354 592 885 646">Send Email</div> </div>
3.	<p>A notification will display on the page that Your Request Has Been Sent to the email address entered from the Reset Password page.</p> <div data-bbox="329 793 901 1012"> <div data-bbox="354 814 519 856">  Request Sent </div> <p>An email has been sent with a link to reset your password.</p> <p>It will expire in one hour.</p> </div> <div data-bbox="329 1039 1380 1291"> <div data-bbox="341 1045 441 1144">  </div> <p>Important:</p> <ul style="list-style-type: none"> The password rest link will be valid for one hour. If the password is not rest within the hour, it will expire. If the password link has expired, another request can be sent to reset the password by going back to step 1. </div>
4.	<p>Once the email is received, click once on the URL link provided and follow prompts, which are the same as activation.</p> <div data-bbox="329 1417 1380 1722"> <p>From: MultiPlan Support <support@multiplan.com> Sent: Mon 2/9/2023 10:00 AM</p> <p>To: [REDACTED]</p> <p>CC:</p> <p>Subject: Reset your MultiPlan Portal password</p> <p>Hi [REDACTED],</p> <p>We just received a message that you forgot your password to MultiPlan Portal account. Please click on the following link to reset it:</p> <p>https://qaclient.mtmultiplan.com/clients/accs/resetpassword.aspx?m=200c5d34611e-a234d-3c1fd-34-5fde-af7798b10f31229-e-3c3ca70f-f011ee3fde-426ea5ee5d6-f48a-6c1f8c7-cla4-3d4bc28f06e70b09-8cc-8a202234-8c3b-c0b1f1223d44bcb8d7c-343-86e98-e1f1f8f84-41e319-8-5fe7963a7e1b-ac387e5d50584-2aa-da05-95ca61b3daa3e807f17-a8b-447649c7aa791e1-218b3b-af136314-c01146a-6</p> <p>Please note that this link will expire in 1 hour.</p> <p>This is an automated response. Please do not respond to this message.</p> <p>Thank you,</p> <p>The MultiPlan Support Team support@multiplan.com 877-495-6433</p> </div>

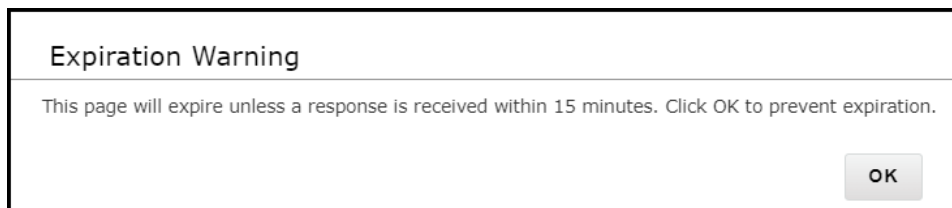
Inactive Accounts - 180 Days

If an account is inactive in the Provider Portal, after 180 days the access will expire. To reactivate account, please contact MultiPlan support.

Idle Message

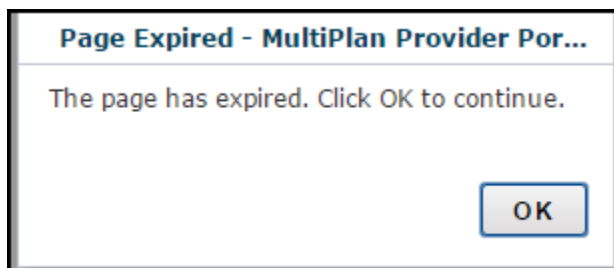
25 Minute Warning


When the Provider Portal is idle for 15 minutes, a message will appear stating **You are about to be signed out.** To remain signed in, click the **OK** button.



30 Minute Warning

When the Provider Portal is idle for 30 minutes, the **Page Expired** message will appear. To sign back in, click the **OK** button and sign back into the Provider Portal.




Provider Portal

Sign In

Email

Password

Sign In

[Forgot password?](#)

By using this portal you are agreeing to [our terms of use](#).

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.

[Register for an account](#)

For No Surprises Act

First time visitor? [Register for an account](#) so we can communicate with you via this portal. Optionally you can open a service case without an account from the link on the registration page.

We use multi-factor authentication to help keep you safe, [learn more](#).

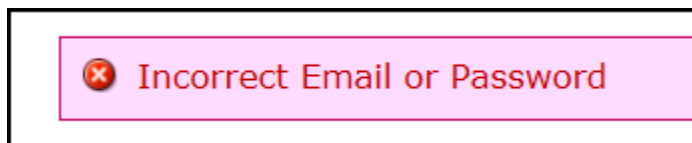
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Incorrect Email or Password

An error will be displayed when an invalid email or password is attempted upon logging into to the Provider Portal.



The Provider Portal will allow five attempts to successfully sign into the system. Once there have been five failed attempts, the system will lock out that email for 30 minutes. After 30 minutes, attempts to sign on may resume.

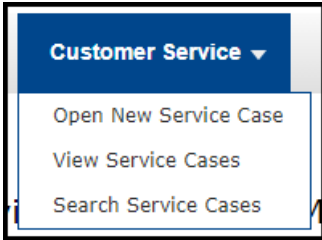
PORTAL NAVIGATION

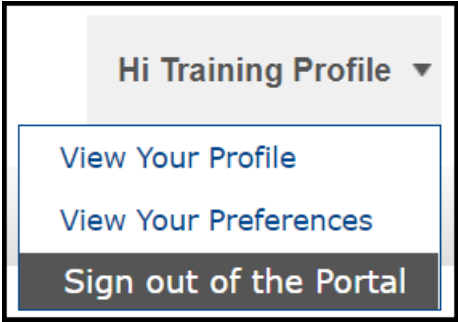
Overview

Introduction

Navigating within the Provider Portal is achieved by using the Home tab, the dropdown menu within the Customer Service tab, the Claims tab, the dropdown menu within the Manger User Access tab, the Help & Resources tab, and Profile & Preference based on access.



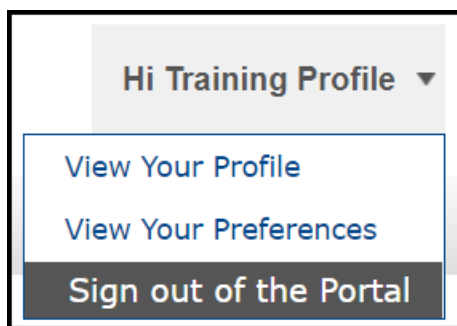
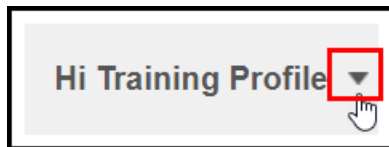
Navigation Menu	Description
Home Tab	Allows navigation of the main portal page.
Customer Service Tab/Menu	<p>Provides access to create a new service case or a list of recently open and closed service cases.</p>  <p>Menu options:</p> <ul style="list-style-type: none"> • Open New Service Case <ul style="list-style-type: none"> ○ Utilized to create new customer service cases. • View Service Cases <ul style="list-style-type: none"> ○ Provides access to all open and closed service cases. ○ Closed service cases will display for up to 24 months. • Search Service Cases <ul style="list-style-type: none"> ○ Utilized to search for existing case(s) based on certain criteria.
Help & Resources Tab	<p>Provides access to the following information:</p> <ul style="list-style-type: none"> • Using the Portal section <ul style="list-style-type: none"> ○ This section contains the current Portal User Guide and Guideline & Terms for Portal Administrators. • FAQ section <ul style="list-style-type: none"> ○ This section contains frequently asked questions and answers within each topic. • Take Action section

Navigation Menu	Description
	<ul style="list-style-type: none"> ○ This section contains provider applications and credentialing forms. • Give Feedback section <ul style="list-style-type: none"> ○ This section contains the Provider Portal Survey. • Learn About MultiPlan section <ul style="list-style-type: none"> ○ This section contains information about MultiPlan products, a copy of the Provider Handbook, and Client Lists.
Hi “Name”	<p>Provides access to update profile, preferences, and logging out.</p>  <p>Menu options:</p> <ul style="list-style-type: none"> • View Your Profile <ul style="list-style-type: none"> ○ Ability to update profiles and passwords. ○ Administrators may utilize Add Provider Access, but preference is to use the Manage User Access tab. • View Your Preferences <ul style="list-style-type: none"> ○ Ability to change options to receive or not receive customer service case email notifications. • Sign out of the Portal <ul style="list-style-type: none"> ○ Ability to log out of the Provider Portal.

Profile & Preferences

Introduction

On the Home Page under the Hi-Name feature is located in the upper right hand corner of the window. This allows for changes to the Profile and Preferences.



Profile

View Provider Portal access by using the Profiles page. Updates can be made to personal information, passwords can be reset, and requests can be made to gain access to additional providers.

Training Profile

training@multiplan.com

Update ProfileReset PasswordAdd Provider Access

Phone(s)
920-444-7777


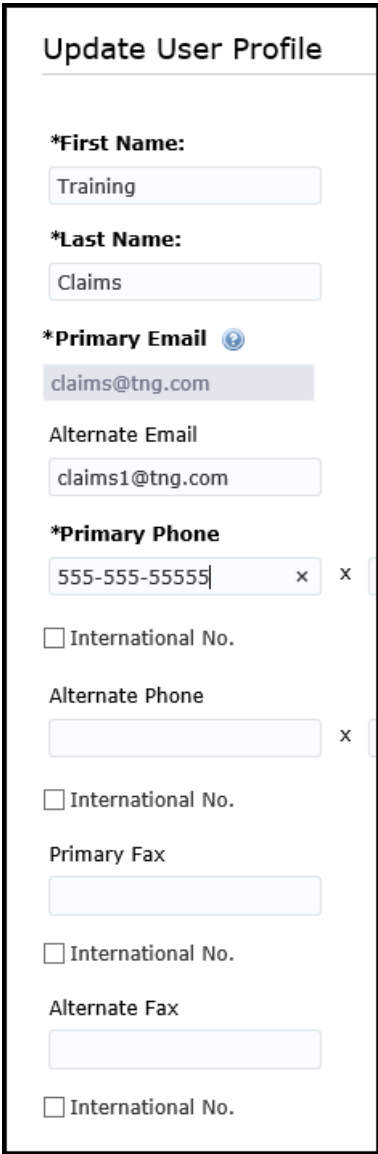
Fax(s)
N/A


Other Email(s)
N/A




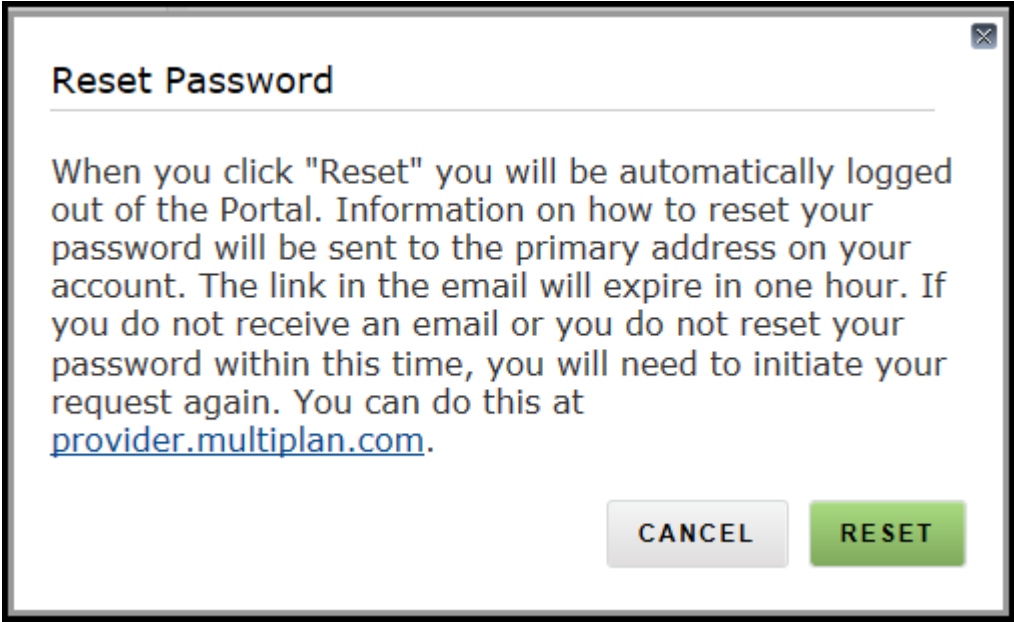
Important: The **Add Provider Access** option is not applicable to an Ancillary or Facility provider type at this time.

How to use the update profile option:

Step	Action
1.	<p>Click the Update Profile button.</p>  <p>This opens all of the editable fields.</p>
2.	<p>Enter information in any of the fields that need to be updated/changed.</p> 

Step	Action
3.	Click the Update button to accept changes or Cancel button to cancel changes. 

How to use the reset password option:

Step	Action
1.	Click the Reset Password button. 
2.	The following pop screen will appear. Follow the instructions to continue resetting your password: 


Preferences

View Provider Portal notifications by using the Preferences page. Multiplan has a service that helps manage customer service cases by providing email notifications.

Application Preferences

Customer Service Preferences

Each time a customer service case is created, closed or reopened you will receive an email at your primary email address: [j.smith@multiplan.com](#)

Would you like to receive an email each time MultiPlan adds a note to your service case? 

☒ Yes
☐ No

You can update your available email address by [updating your profile](#).

In the Preferences section, the system will default the radio button to **Yes**, which indicates that the notification email will be sent whenever a customer service case is created, closed, reopened, or a note is added.

To self-manage customer service cases and stop the email notifications click the radio button to **No** and click the **Update** button.

☒ No

UPDATE

If the email address in this section is incorrect or needs to be updated, click the **updating your profile** link and this will push to the **Profile** page to update **Profile**.

You can update your available email address by [updating your profile](#).

HOME PAGE

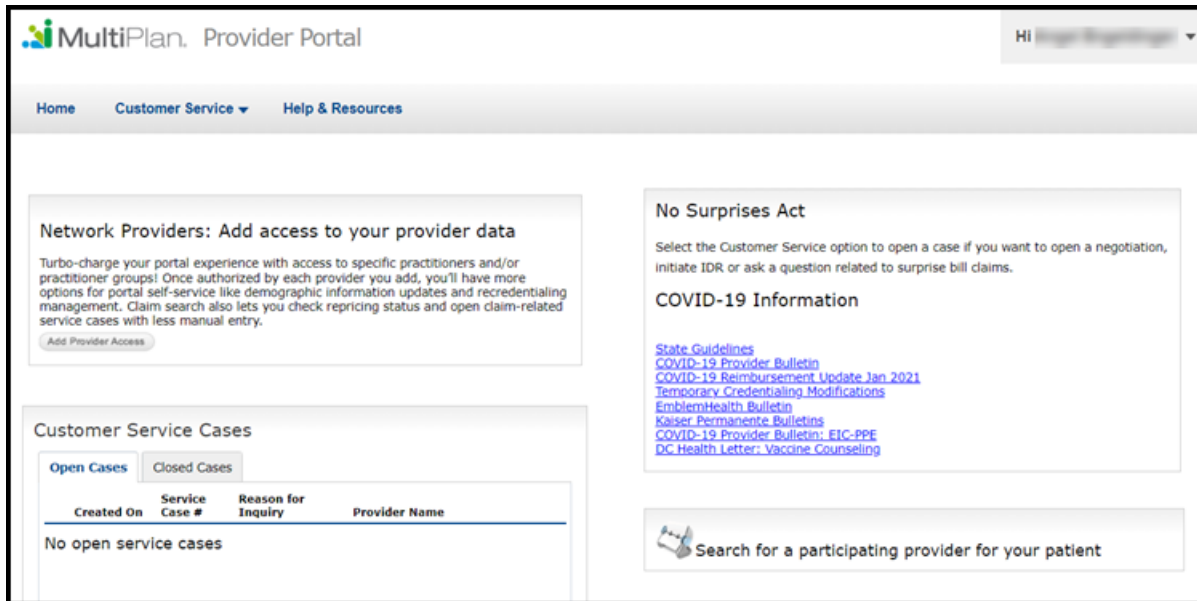
Overview

Introduction

Upon logging into the Provider Portal, the system will default to the Home Page. There are MultiPlan features that can be accessed from this screen:

- [Add Provider Access](#)
- View the last five recently opened service cases under Customer Service Cases section
- Message Banner displays new features available in the Portal

- [Search for a participating provider](#)

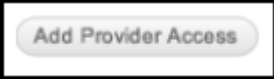

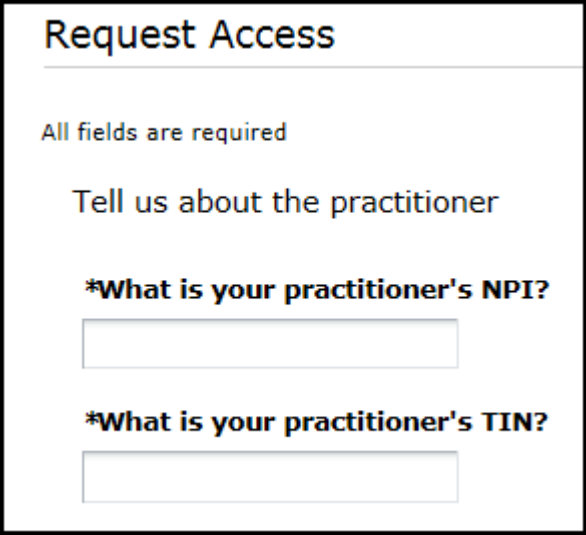



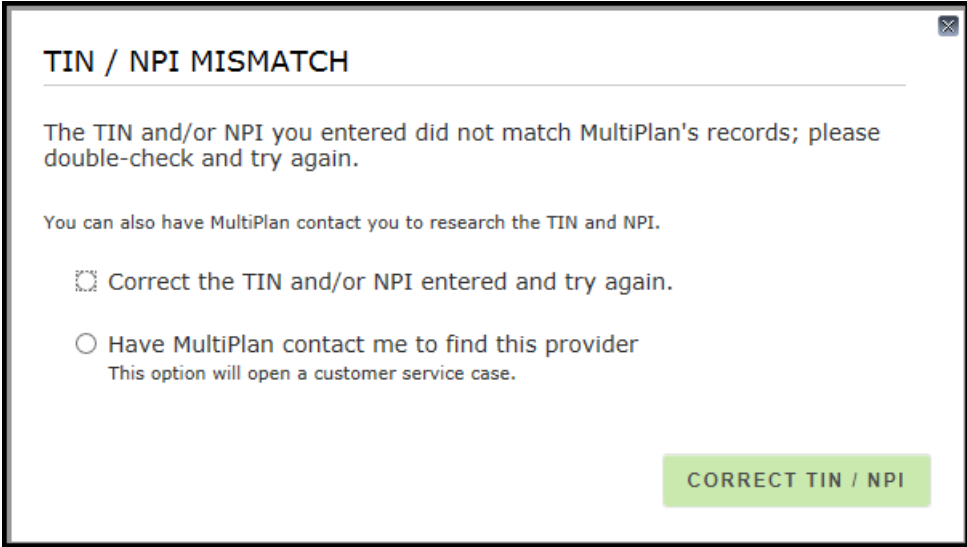
Add Provider Access

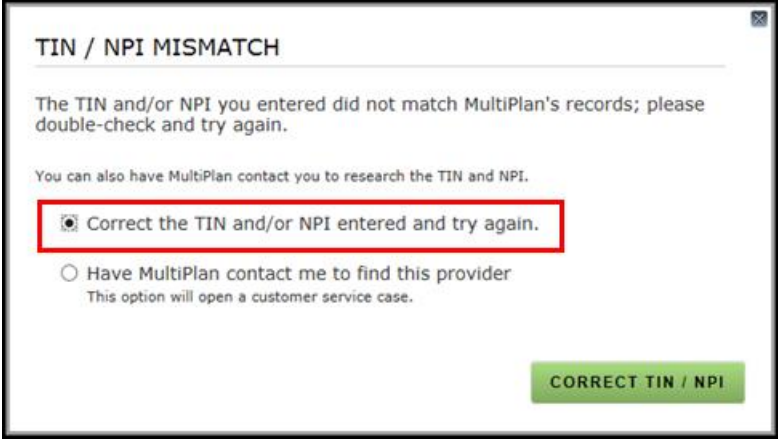
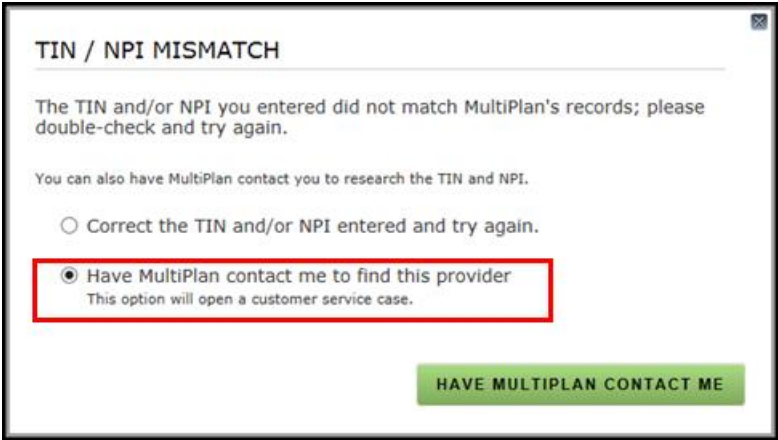
Introduction

Users with an authenticated account will not have any provider access. If provider access is added additional self-service options will become available on the user's portal account.


Individually Contracted Practitioner - How to use the add provider access option:

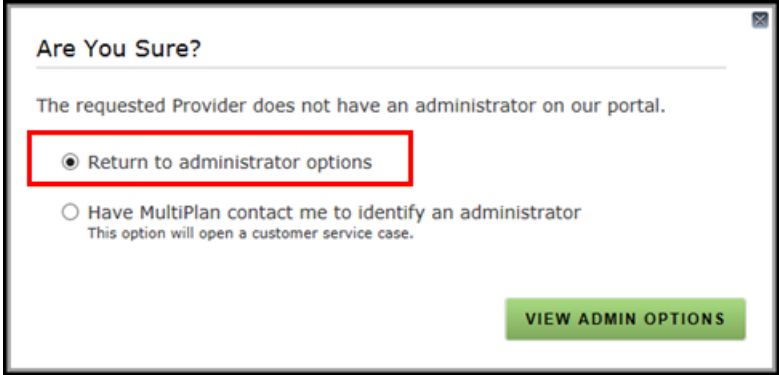
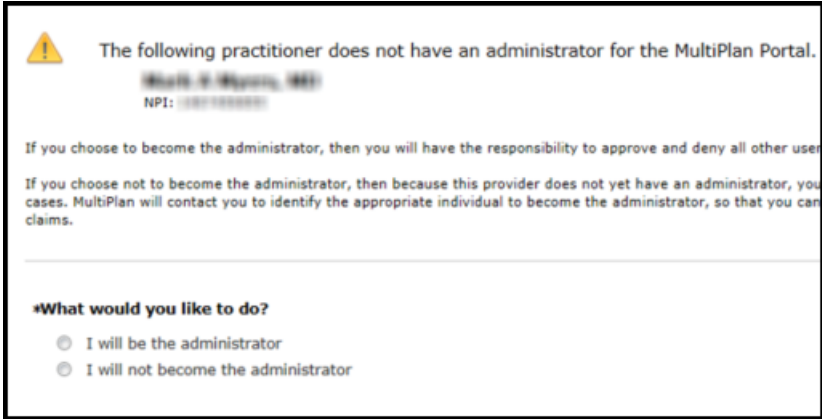
Step	Action
1.	<p>To gain access to claims and demographic information for additional providers, click the Add Provider Access button.</p>  <p>Select the Add access button within the Individually Contracted Practitioner(s) option.</p>  <p>Enter the practitioner's NPI and TIN.</p>  <p>Click Next.</p> 

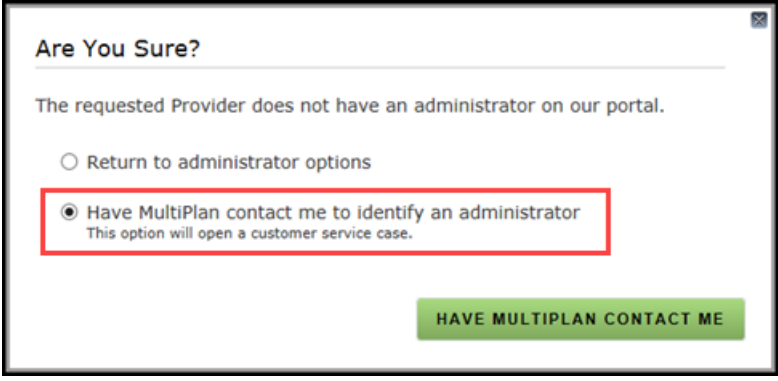
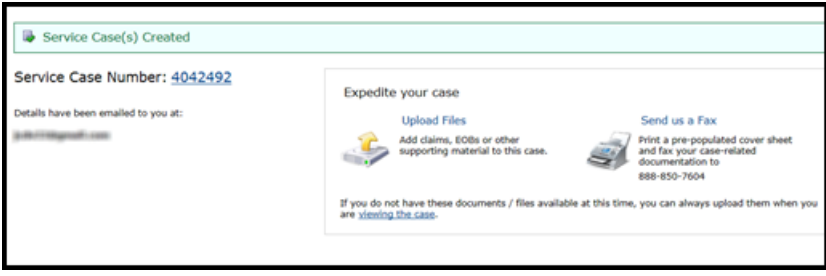
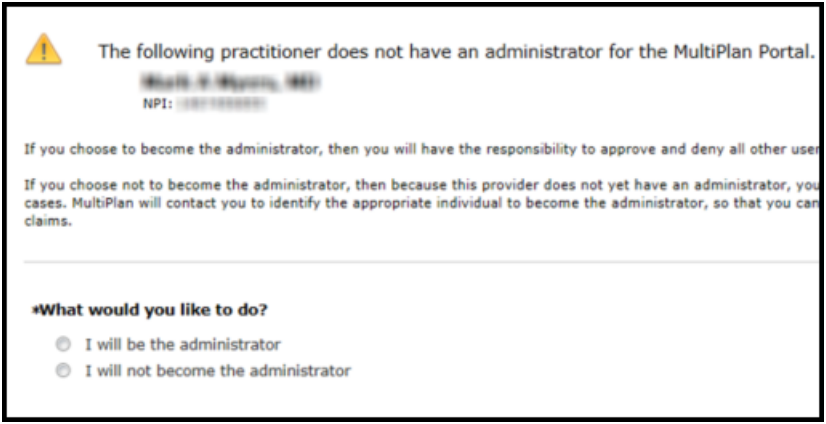
Step	Action
2.	<p>The Portal will validate the NPI and TIN entered using the MultiPlan database.</p> <p>Did the NPI and TIN match?</p> <ul style="list-style-type: none"> No, the NPI and TIN did not match, continue step 3. Yes, the NPI and TIN matched, skip to step 7.
3.	<p>The Portal will display a TIN / NPI Mismatch page when a match was not made.</p> <div data-bbox="329 617 1289 1159">  </div> <p>You have the option to go back to the previous page to re-enter different information or continue creating an account without access to the practitioner's claim and demographic information.</p> <p>Would you like to correct the information entered or create an account without access to the practitioner?</p> <ul style="list-style-type: none"> If you decide to enter a new TIN and/or NPI, continue to step 4. If you decide to elect to have MultiPlan contact me to find this provider, skip to step 5.

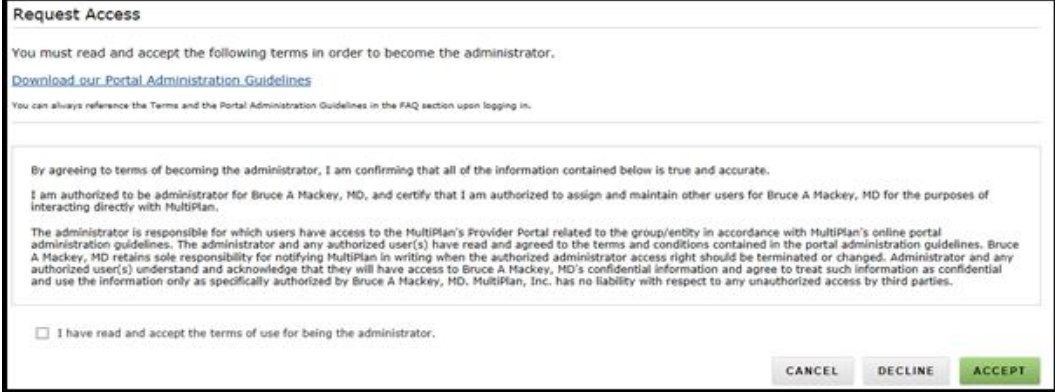
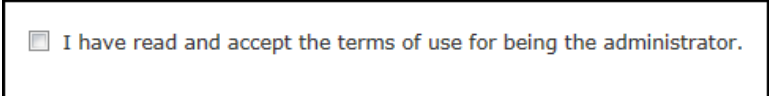

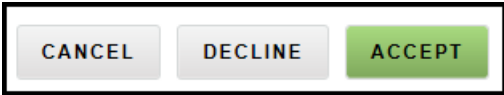
Step	Action
4.	<p>If the option to Correct my TIN and/or NPI entered and try again is selected, click the Correct TIN / NPI button. The window will close and the page to enter the NPI and TIN fields will display; go to step 1.</p> 
5.	<p>If the option to Have MultiPlan contact me to find this practitioner is selected click Have MultiPlan Contact Me button.</p> 


Step	Action
6.	<p>When the decision is made to have MultiPlan contact you, a case will be created, and you will receive a Service Case Created page.</p> <p>A case will be created and submitted to MultiPlan. A MultiPlan representative will contact you regarding the NPI/TIN Match error that occurred.</p> <div data-bbox="326 535 1352 861"> </div>
7.	<p>If a match was made on the information entered the screen that is displayed will depend on whether or not the practitioner has an administrator.</p> <ul style="list-style-type: none"> • If the practitioner has an administrator for the portal, skip to step 21. • If the practitioner does not have an administrator for the portal, continue to step 8.
8.	<p>Would you like to become the administrator for this practitioner?</p> <ul style="list-style-type: none"> • Yes, I will be the administrator, skip to 14. • No, I will not become the administrator, continue to step 9.



Step	Action
9.	<p>If the decision made is to not become the administrator for the practitioner, click the radio button I will not become the administrator.</p> <div data-bbox="329 436 1177 879">  The following practitioner does not have an administrator for the MultiPlan Portal. Mark A. Myers, MD NPI: (123) 456 7890 If you choose to become the administrator, then you will have the responsibility to approve and deny all other user requests. If you choose not to become the administrator, then because this provider does not yet have an administrator, you will not be able to submit claims. MultiPlan will contact you to identify the appropriate individual to become the administrator, so that you can submit claims. <hr/> <p>*What would you like to do?</p> <p><input type="radio"/> I will be the administrator</p> <p><input type="radio"/> I will not become the administrator</p> </div> <p>Click Next.</p> <div data-bbox="329 957 457 1033"> <div>NEXT</div> </div>
10.	<p>The portal will display a pop-up message, asking the user to verify what they would like to do.</p> <div data-bbox="329 1119 1294 1583"> <div>Are You Sure?</div> <hr/> <p>The requested Provider does not have an administrator on our portal.</p> <p><input checked="" type="radio"/> Return to administrator options</p> <p><input type="radio"/> Have MultiPlan contact me to identify an administrator This option will open a customer service case.</p> <div>VIEW ADMIN OPTIONS</div> </div>

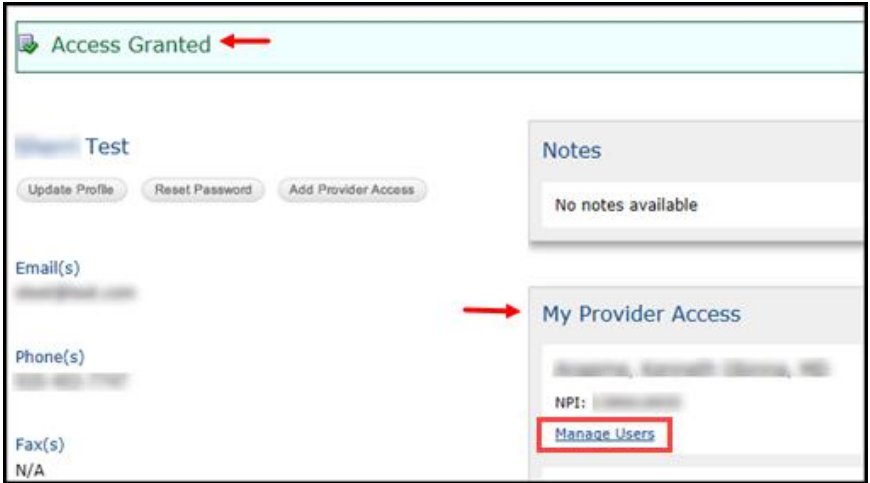
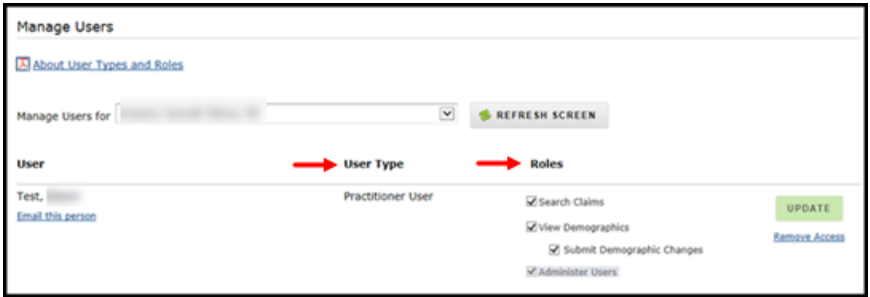
Step	Action
11.	<p>If the decision made is to return to administrator, select on the radio button and click the View Admin Options button.</p> <div data-bbox="328 436 1101 808">  </div> <p>The system will redirect you back to the Request Access screen to make another selection.</p> <div data-bbox="328 886 1144 1302">  </div> <p>Would you like to become the administrator for this practitioner?</p> <ul style="list-style-type: none"> • Yes, I will become the administrator, skip to step 14. • No, I will not become the administrator, continue to step 12.

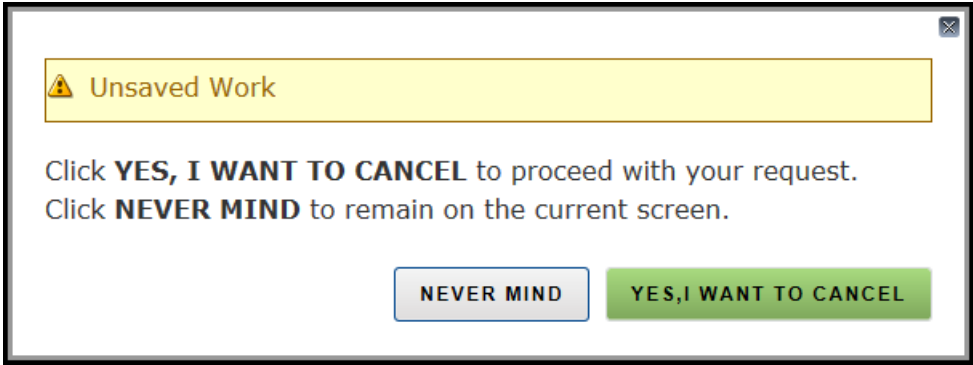
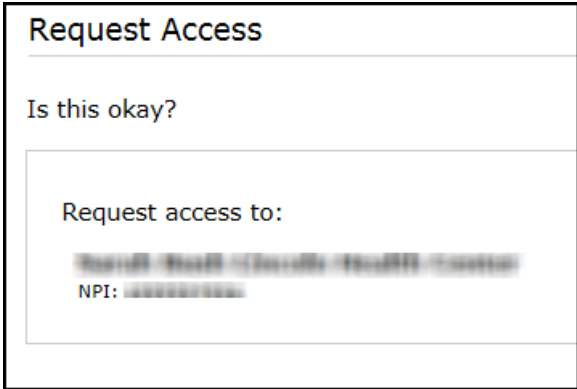
Step	Action
12.	<p>If the decision made is to have MultiPlan contact you to identify an administrator; select the radio button and click Have MultiPlan Contact Me button.</p> 
13.	<p>The portal will create a service case for the user. MultiPlan will contact you to identify an administrator for the practitioner.</p> 
14.	<p>If the decision is to become the administrator, select the radio button next to I will be the administrator and click Next.</p> 

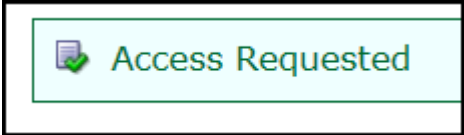
Step	Action
15.	<p>The portal will display the Terms of Use page.</p>  <p>To accept the terms, click the box next to the statement I have read and accept the terms of use for being the administrator.</p>  <p>Click Accept.</p>  <p>Skip to step 17.</p>
16.	<p>If Decline is selected, you will be asked to verify the information captured through the account set up process.</p>  <p>A notification will appear asking if you are sure you want to decline the request to become the administrator as the requested provider does not have an administrator on our portal.</p>

Step	Action
	<div data-bbox="329 331 901 604"> <p>Are You Sure?</p> <p>The requested Provider does not have an administrator on our portal.</p> <p><input type="checkbox"/> Return to administrator terms options</p> <p><input type="radio"/> I will not accept the terms This option will open a customer service case.</p> <p>VIEW TERMS</p> </div> <p>If Return to administrator terms options is selected, click View Terms and return to step 15.</p> <div data-bbox="329 682 901 955"> <p>Are You Sure?</p> <p>The requested Provider does not have an administrator on our portal.</p> <p><input checked="" type="radio"/> Return to administrator terms options</p> <p><input type="radio"/> I will not accept the terms This option will open a customer service case.</p> <p>VIEW TERMS</p> </div> <p>If I will not accept the terms is selected, click Have MultiPlan Contact Me. A service case will be created on your behalf and a MultiPlan representative will contact you.</p> <div data-bbox="329 1081 901 1354"> <p>Are You Sure?</p> <p>The requested Provider does not have an administrator on our portal.</p> <p><input type="radio"/> Return to administrator terms options</p> <p><input checked="" type="radio"/> I will not accept the terms This option will open a customer service case.</p> <p>HAVE MULTIPLAN CONTACT ME</p> </div> <div data-bbox="329 1375 1188 1654"> <p> Service Case(s) Created</p> <p>Service Case Number: 4042492</p> <p>Details have been emailed to you at: jgale@multiplan.com</p> <div> <p>Expedite your case</p> <p>Upload Files Add claims, EOBs or other supporting material to this case.</p> <p>Send us a Fax Print a pre-populated cover sheet and fax your case-related documentation to 888-850-7604</p> <p><small>If you do not have these documents / files available at this time, you can always upload them when you are viewing the case.</small></p> </div> </div>
17.	If the option to become the administrator is selected, enter the practitioner's social security number and date of birth, then click the Next button.

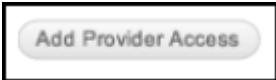
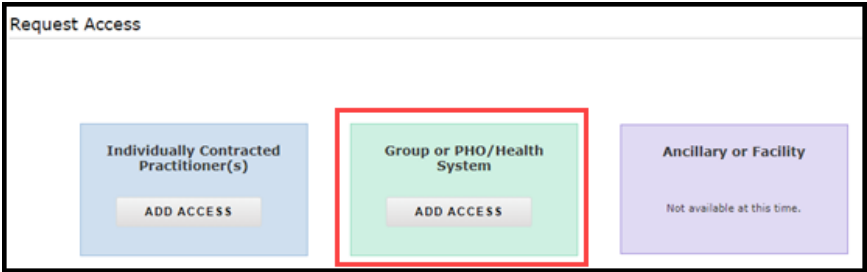
Step	Action
	<div data-bbox="345 338 440 432"></div> <p>Note: Entering the social security number (SSN) and date of birth (DOB) is MultiPlan's way to verify proprietary information for privacy purposes in order to authenticate you as an administrator of the account.</p> <div data-bbox="329 489 902 867"> <p>Tell us about the practitioner</p> <p>*What is your practitioner's SSN?</p> <input data-bbox="391 653 776 709" type="text"/> <p>*What is your practitioner's DOB?</p> <div data-bbox="391 793 708 842"><input data-bbox="391 793 708 842" type="text"/></div>  </div>

Step	Action
19.	<p>If Yes, Gain Access was selected, an Access Granted page will appear. The practitioner name and NPI will appear under My Provider Access with the notification that the requester is the User Administrator.</p> <ul style="list-style-type: none"> Under My Provider Access click on the View Practitioner Info link to view the individually contracted practitioner's demographic information. Administrator Users will have the ability to Manage User Roles as well.  <p>Manage User Roles: Administrator can view user types as well as manage user roles for the provider profile.</p> 


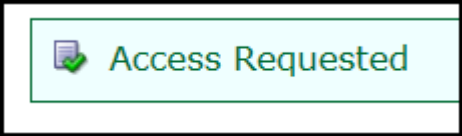
Step	Action
20.	<p>If No, Cancel option was selected, the requester will receive an Unsaved Work message asking if they would like to continue with the cancellation or return to the Request Access page.</p>  <p>The dialog box titled "Unsaved Work" contains the following text: "Click YES, I WANT TO CANCEL to proceed with your request. Click NEVER MIND to remain on the current screen." At the bottom, there are two buttons: "NEVER MIND" (light blue) and "YES, I WANT TO CANCEL" (green).</p>
21.	<p>If an administrator exists for the practitioner, the following screen will appear asking the user to verify if the information displayed is okay.</p>  <p>The "Request Access" screen displays the question "Is this okay?" followed by a box containing the text "Request access to:" and a blurred NPI number. Below the image, the text "Is the information okay?" is followed by two bullet points:</p> <ul style="list-style-type: none"> • Yes is the information is okay, click Yes, Request Access. • No the information is not okay, click No, Cancel.

Step	Action
22.	<p>If the information is okay and Yes, Request Access was selected, an Access Requested screen will appear displaying the user's provider access. The Pending approval by the administrator message will display under Manage user Access section until the request is approved or declined by the administrator.</p> 

Group or PHO/Health System - How to use the add provider access option:

Step	Action
1.	<p>To gain access to claims and demographic information for additional providers, click the Add Provider Access button.</p> 
2.	<p>Select the Add access button within the Group or PHO/Health System option.</p> 
3.	<p>In the Request Access screen, enter in the NPI, TIN, and MultiPlan Group ID (optional).</p>

Step	Action
	<div data-bbox="329 323 901 993"> <h3>Request Access</h3> <p>All fields are required</p> <p>Tell us about the group</p> <p>*What is your group's NPI?</p> <input data-bbox="391 617 745 665" type="text"/> <p>*What is your group's TIN?</p> <input data-bbox="391 743 745 791" type="text"/> <p>What is your group's MultiPlan Group ID?</p> <input data-bbox="391 869 745 917" type="text"/> <p>optional</p> </div> <p>The Group ID is optional and if the NPI or TIN is not known, the Group ID can be used in combination with either the NPI or the TIN.</p> <p>Click the Next button.</p> <div data-bbox="329 1169 498 1272"> <p>NEXT</p> </div>
4.	<p>In the confirmation screen the question “Is this okay?” will appear.</p> <div data-bbox="329 1350 901 1736"> <h3>Request Access</h3> <p>Is this okay?</p> <div data-bbox="350 1499 880 1690"> <p>Request access to:</p> <p>NPI: [redacted]</p> </div> </div>


Step	Action
	<p>When correct click the Yes, Request Access button.</p>  <p>The Access Requested confirmation will appear.</p> 

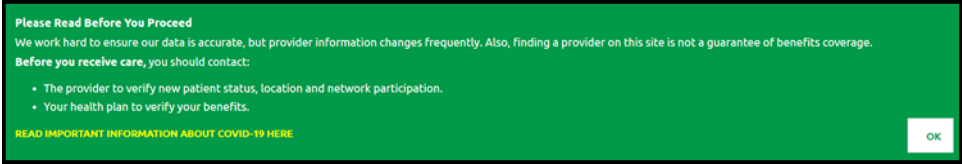
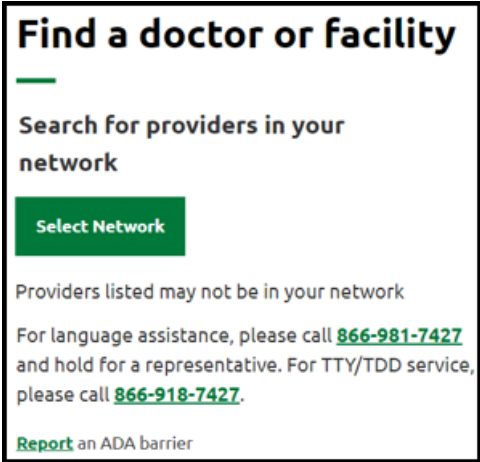
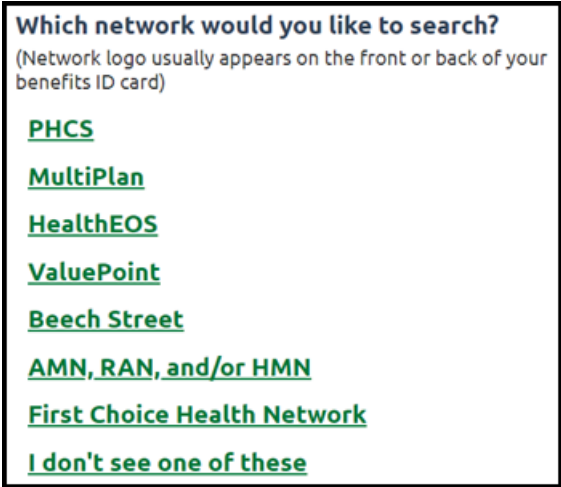
Searching For A Participating Provider For Your Patient

Introduction


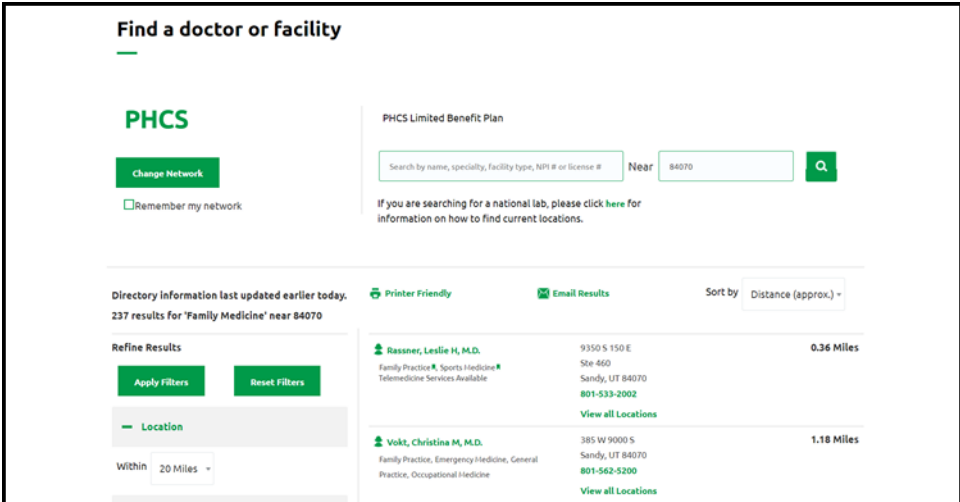

To search for a participating provider for patients, utilize the Search for a participating provider for your patient link on the home page of the Provider Portal which links directly to the MultiPlan Website.

How to search for a participating provider:

Step	Action
1.	<p>One the Home Page, locate and click Search for participating provider for your patient.</p> 
2.	<p>The system will open the MultiPlan Website to the Find a doctor or facility page. It will ask to track your physical location.</p> <ul style="list-style-type: none"> • Allow once if you would like to allow the page to use your current location to search for a provider. • You can select options for this site to always allow or always deny the physical location be used. • Clicking on the x will not allow the page to track your physical location.

Step	Action
	<p>On the bottom of the screen a banner will appear that you will need to select OK before you can move forward to search.</p>  <p>Click OK to continue.</p>
3.	<p>Click on Select Network to identify the network that should be searched.</p>  <p>A pop up screen will appear to select the network from.</p> 


Step	Action
	<p>Click on the appropriate network selection. Dependent upon the selection, additional pop up screens may appear to further clarify the search.</p> <div data-bbox="329 426 885 1087"> <p>Back</p> <p>Do you see any of these statements on your benefits ID card? (Statement usually appears below the logo)</p> <p>Out of Area</p> <p>Extended PPO</p> <p>Limited Benefit Plan</p> <p>Practitioner Only</p> <p>Hospital Only</p> <p>Practitioner & Ancillary</p> <p>Preventive Services Only</p> <p>Specific Services</p> <p>Healthy Directions</p> <p>For Value-Driven Health Plans</p> <p>I don't see any of these statements</p> </div>
4.	<p>Once the selections have been made regarding the network, either click into the search field and select from the available options in the dropdown menu or enter 4 or more characters from the name, specialty, facility type, NPI # or license # to use as search criteria.</p> <div data-bbox="329 1266 1282 1780"> <p>Find a doctor or facility</p> <p>PHCS</p> <p>PHCS Limited Benefit Plan</p> <p>Change Network</p> <p><input type="checkbox"/> Remember my network</p> <p>For language assistance, please call 866-981-7427 and hold for a representative. For TTY/TDD service, please call 866-918-7427.</p> <p>Report an ADA barrier</p> <p>Search by name, specialty, facility type, NPI # or license #</p> <p>Select one or enter 4 or more characters for more options</p> <p>Popular Facility Types</p> <ul style="list-style-type: none"> Hospital Laboratory Mammogram Physical Therapy Urgent Care <p>Popular Specialty Names</p> <ul style="list-style-type: none"> Family Practice Internal Medicine Nurse Practitioner Obstetrics and Gynecology Pediatrics <p>Near City/County & State or Zip</p> </div>

Step	Action
	<p>If entering search criteria, a drop down menu will appear to provide selections based on the text entered. Click on the appropriate selection to choose it for review.</p> <p>Once you have selected the search option, if you did not select using the physical location in the beginning of the search, enter the City/County & State or the Zip Code in the City/County & State or Zip field and select the search icon.</p> 
5.	<p>The results page will display the name, provider type, if Telemedicine services are available, modalities (if applicable), address, telephone number and mile radius.</p>  <p> Note: A Refine Results section is on the left hand side of the screen. Choose a filter and then Apply Filters to utilize the filter for the search or Reset Filters to remove the filter from the search.</p>

Step	Action
	<div data-bbox="469 329 992 1066"> <p>Refine Results</p> <div> <div>Apply Filters</div> <div>Reset Filters</div> </div> <div> <div>Location</div> <div> <div>Within</div> <div>20 Miles</div> </div> </div> <div> <div>New Patient Status</div> <div> <div><input checked="" type="radio"/> All</div> <div><input type="radio"/> Accepts New Patients (152)</div> </div> </div> <div> <div>Gender</div> <div> <div><input checked="" type="radio"/> All</div> <div><input type="radio"/> Female (64)</div> <div><input type="radio"/> Male (96)</div> </div> </div> </div>

Step	Action
	<div data-bbox="506 373 649 401"> Language </div> <div data-bbox="526 436 682 657"> <input type="checkbox"/> Arabic (1) <input type="checkbox"/> English (160) <input type="checkbox"/> Farsi (1) <input type="checkbox"/> French (2) <input type="checkbox"/> Gujarati (2) <input type="checkbox"/> Hindi (8) </div> <div data-bbox="506 709 756 739"> Hospital Affiliations </div> <div data-bbox="526 774 932 1008"> <input type="checkbox"/> AHS Bailey Medical Center (1) <input type="checkbox"/> Adventist Health Bakersfield (1) <input type="checkbox"/> Adventist Health Tehachapi Valley (1) <input type="checkbox"/> Ascension Seton Medical Center Austin (2) <input type="checkbox"/> Ascension Seton Northwest (1) <input type="checkbox"/> Ascension Seton Williamson (1) </div> <div data-bbox="506 1050 756 1079"> Handicap Accessible </div> <div data-bbox="532 1115 799 1182"> <input checked="" type="radio"/> All <input type="radio"/> Handicap Accessible (82) </div>

Step	Action
	<div data-bbox="500 367 774 399"> — Telemedicine Services </div> <div data-bbox="524 436 816 506"> <input checked="" type="radio"/> All <input type="radio"/> Telemedicine Services (99) </div> <div data-bbox="500 564 805 594"> — Routine Visit Office Wait </div> <div data-bbox="516 632 787 741"> <input type="checkbox"/> 1-5 days (22) <input type="checkbox"/> 6-15 days (16) <input type="checkbox"/> Greater than 15 days (2) </div> <div data-bbox="500 800 795 831"> — Urgent Care Office Wait </div> <div data-bbox="516 867 734 936"> <input type="checkbox"/> Less than 1 day (9) <input type="checkbox"/> 1-5 days (5) </div> <div data-bbox="500 995 850 1024"> — New Patient Visit Office Wait </div> <div data-bbox="516 1062 787 1171"> <input type="checkbox"/> 1-5 days (16) <input type="checkbox"/> 6-15 days (19) <input type="checkbox"/> Greater than 15 days (5) </div>

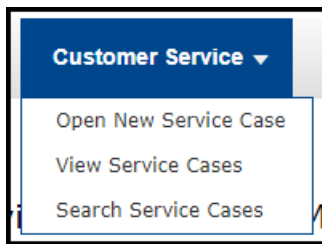
Step	Action
	<div data-bbox="467 331 993 1354"> <div> <div>Board Certified</div> <div> <input checked="" type="radio"/> All <input type="radio"/> Board Certified (11) </div> </div> <div> <div>Education</div> <div> <input type="checkbox"/> Kirksville College of Osteopathic Medicine (1) <input type="checkbox"/> McGill University (1) <input type="checkbox"/> Medical College of Wisconsin (2) <input type="checkbox"/> Robert Wood Johnson Medical School - UMDNJ (1) <input type="checkbox"/> University of California (Irvine) (1) </div> </div> <div> <div>Degree</div> <div> <input type="checkbox"/> D.O. (1) <input type="checkbox"/> M.D. (16) </div> </div> <div> <div>Essential Provider</div> <div> <input checked="" type="radio"/> All <input type="radio"/> Essential Community Provider (1) </div> </div> <div> <div>Apply Filters</div> <div>Reset Filters</div> </div> </div>
6.	<p data-bbox="329 1388 1003 1415">Close the tab or the window to exit the MultiPlan Website.</p> 

CUSTOMER SERVICE TAB

Overview

Introduction

The Customer Service tab provides access to create a new service case or a list of recently opened or closed service cases.



Menu options:

- Open New Service Case
 - Utilized to create new customer service cases.
- View Service Cases
 - Provides access to all open and closed service cases.
 - Closed service cases will display for up to 24 months.
- Search Service Cases
 - Utilized to search for existing case(s) based on certain criteria.

Open New Service Case

Introduction

Open New Service Case option is used to create a new service case for a specific inquiry or issue. Cases submitted to MultiPlan will display a confirmation summary indicating the service case reference number, email notification as well as two methods to supply any supporting documentation related to the service case issue. Once a case is created, the following functions are available:

- [View the current status of an open service case as well as the note entry history related to the working status of a service case.](#)
- [Add notes and attachments to open service cases.](#)


- [View attachments uploaded to the service case.](#)
- [Reopen a closed service case.](#)
- [Search for an existing service case.](#)

Create a New Service Case

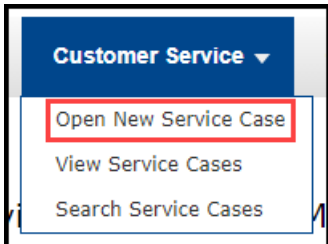
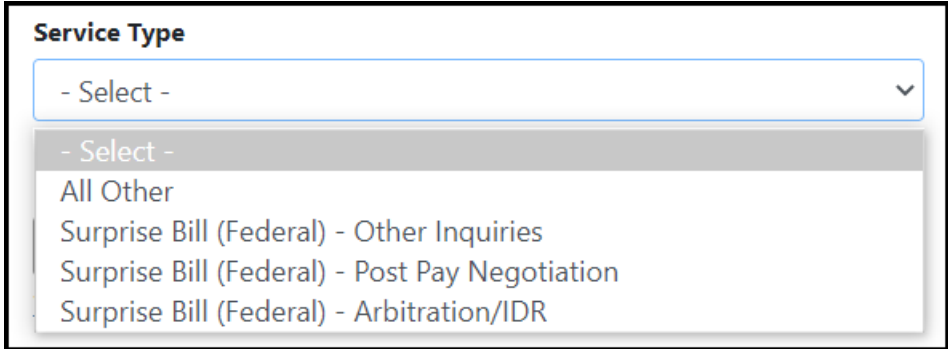
Follow the steps below to submit a service case.








Note:

- Items with **bold** headers are required.
- Items with a **Question Mark** icon  have help text available.


How to create a new service case:

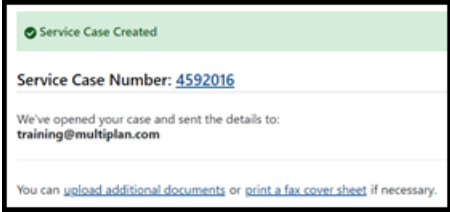
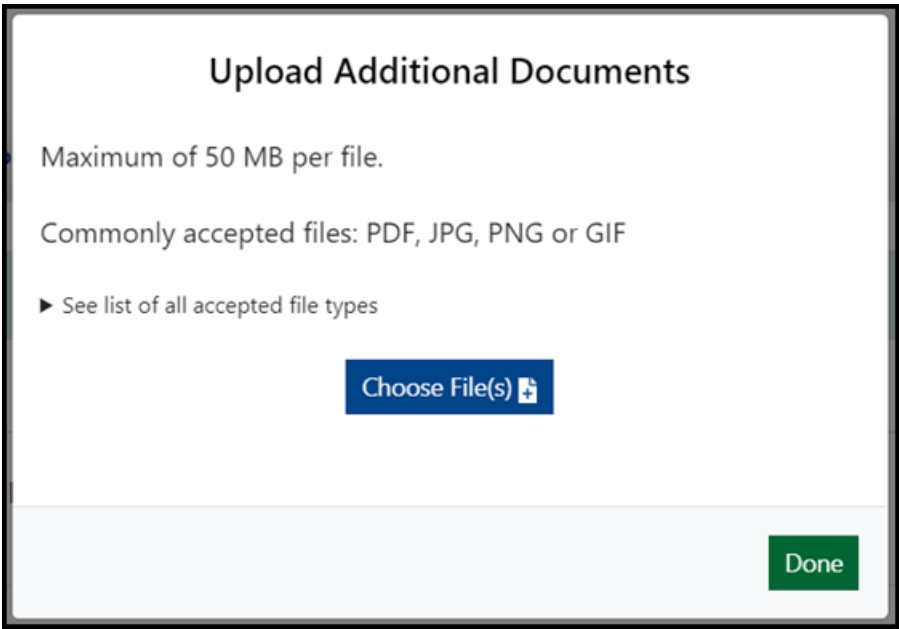
Step	Action
1.	<p>To open a new service case, click on the Customer Service tab on the navigational tool bar and select Open New Service Case from the dropdown menu.</p> 
2.	<p>In the Inquiry Information section, select the Service Type that the case is associated to from the dropdown.</p> 


Step	Action
3.	<p>In the Inquiry Information section, select the Reason for Inquiry that is associated from the dropdown.</p> <div data-bbox="310 436 1239 611"> <p>Reason for Inquiry</p> <p>Application Status ▼</p> <p>View definitions of reasons</p> </div> <div data-bbox="321 642 427 741">  </div> <p>Note: Use the View definitions of reasons link to review the definition of the inquiry type.</p> <p>If the Reason for Inquiry is related to a claim, users have the ability to search for a claim to add to the service case. All information must be entered exactly as it appears on the Explanation of Payment (EOP). If the claim is not found, users have the ability to manually add the claim.</p> <div data-bbox="461 932 1320 1094"> <p> You must provide at least one claim</p> <p>Start by searching for claims. You can add up to 30 claims.</p> <p>Go to Claim Search</p> </div>
4.	<p>In the Inquiry Information section, select the Service that the case is associated to from the dropdown.</p> <div data-bbox="310 1224 1230 1373"> <p>Service</p> <p>MultiPlan Workers' Compensation Network ▼</p> </div> <div data-bbox="321 1407 427 1505">  </div> <p>Note: When a customer service issue involves more than one network, select one of the networks from the dropdown, in the comments field write a detailed comment on the issues and include the other networks that are associated with the issue. There is no need to create a separate case for each network with the same issue.</p>
5.	<p>In the Inquiry Information section, there is a Comments field that is free form to add detailed information about the customer service case.</p>


Step	Action
	<div data-bbox="310 329 1247 621"> <p>Comments</p> <div data-bbox="339 390 1226 577"></div> <p>5000 of 5000 characters remaining</p> </div> <p>There is a limitation of 5000 characters in this field and the counter will decrease with each character added.</p> <div data-bbox="323 751 428 848">  </div> <p>Note: This is a free form field and does not have grammar or spellcheck features, therefore the use of a Word document to copy and paste out of could be utilized.</p>
6.	<p>In the Inquiry Information section, there is an option to Upload additional documents section to add supporting documents to the customer service case. If applicable, click the Upload Additional Documents link to add the attachment.</p> <div data-bbox="310 1052 1247 1436"> <p>Upload additional documents (optional)</p> <p>You can include additional documents that will expedite your case.</p> <div data-bbox="375 1289 813 1352">  Upload Additional Documents </div> </div>
7.	Complete the Contact Information section.

Contact Information	
Your First Name	
Training	
Your Last Name	
Profile	
Your Job Title	
Your Phone	Ext.
9204447777	
Your Fax (optional)	
Your Email	
training@multiplan.com	
Your Organization Type	
- Select -	
Your Organization Name	
Does someone other than you need to be contacted for negotiation?	
<input type="radio"/> Yes, someone else is the contact	
<input type="radio"/> No, I am the contact	

Step	Action
	 <p>Note: Some fields are pre-populated and cannot be changed.</p> <p>If someone else is the contact for the case, select the Yes, someone else is the contact radio button and complete the required fields.</p>
8.	<p>In the Provider Information section, select which provider is involved in the case by selecting the radio button next to the appropriate provider type and complete the required fields.</p> <div data-bbox="310 600 1170 951"> <p>Provider Information</p> <p>Select Provider Type</p> <p><input type="radio"/> Practitioner</p> <p><input type="radio"/> Group</p> <p><input type="radio"/> Facility/Ancillary</p> </div>
9.	<p>Audit all of the fields that have a bold header to ensure that all required fields have been captured or update any field prior to opening the service case.</p>
10.	<p>Click the Open Service Case button to open the service case or click the Cancel button to cancel the service case creation.</p> <div data-bbox="310 1188 870 1350"> <p>Cancel Open Service Case</p> </div> <p>When clicking the Cancel button an additional box pops up to confirm cancellation.</p> <div data-bbox="310 1430 1328 1787"> <p>⚠ Are you sure you want to cancel?</p> <p>You will lose any selections or data entered.</p> <p>Keep what I've entered Yes, cancel</p> </div>

Step	Action
11.	<p data-bbox="310 338 1349 411">Service case is now created and the ability to add an attachment can be accessed in the screen that appears.</p> <div data-bbox="310 436 756 646">  </div> <p data-bbox="310 667 672 699">To upload a digital attachment:</p> <ul data-bbox="358 726 915 810" style="list-style-type: none"> • Click the upload additional document link • Click the Choose File button <div data-bbox="310 831 1203 1455">  </div> <ul data-bbox="358 1482 756 1619" style="list-style-type: none"> • Locate document and select it • Click Open • Click Done

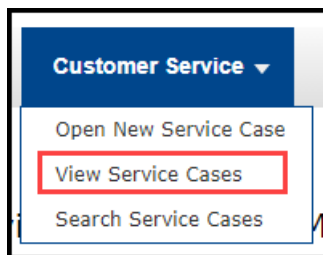
Step	Action
	<div data-bbox="310 329 1198 997"> <h3>Upload Additional Documents</h3> <p>Maximum of 50 MB per file.</p> <p>Commonly accepted files: PDF, JPG, PNG or GIF</p> <p>► See list of all accepted file types</p> <p>Choose File(s)</p> <p>July Trainable Stories.xlsx</p> <p>Done</p> </div> <div data-bbox="321 1024 423 1129">  </div> <p>Note: To verify the attachment was added to the case, click the Service Case Number to be taken to the case details screen.</p> <div data-bbox="461 1129 909 1339"> <p>✔ Service Case Created</p> <p>Service Case Number: 4592016</p> <p>We've opened your case and sent the details to: training@multiplan.com</p> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div>
12.	<p>Service case is now created and the ability to fax an attachment can be accessed in the screen that appears.</p> <div data-bbox="310 1472 756 1682"> <p>✔ Service Case Created</p> <p>Service Case Number: 4592016</p> <p>We've opened your case and sent the details to: training@multiplan.com</p> <p>You can upload additional documents or print a fax cover sheet if necessary.</p> </div> <p>To fax an attachment:</p> <ul style="list-style-type: none"> Click the Send us a Fax link

Step	Action
	<ul style="list-style-type: none"> Open and Print the prepopulated cover sheet Fax attachment to 888-850-7604
13.	<p>Upon successful completion of a case creation, users will receive email notification. The email will include the unique case number and a link to the Portal case.</p> <p>Sample Email:</p> <div data-bbox="313 602 1232 831" data-label="Text"> <pre>MultiPlan has received your Inquiry. One of our Customer Service representatives will research and respond to you via email with updates and/or resolution. If you have questions regarding this service case, please call Customer Service at the number listed below. MultiPlan Inquiry 1-800-546-3887 and refer to the case number when speaking with our representative. Viant Inquiry 1-800-877-1444 and refer to the case number when speaking with our representative. Case Number: 3829228 Submitter Name: [Redacted] Date of submission: 07/18/2012</pre> </div> <div data-bbox="324 861 430 955" data-label="Image">  </div> <p>Note: The email will be generated from support@multiplan.com.</p>

View Service Cases

Introduction

View Service Cases option from the **Customer Service** drop down provides a list of open or closed cases submitted through the Provider Portal. To view the service cases, select the **View Service Cases** from the **Customer Service** drop down menu.




Navigation Buttons

View Service Cases								
Open Service Cases		Closed Service Cases						
Created On	Service Case #	Inquiry Type	Reason for Inquiry	Network	Group Name	Provider Name	Created By	Reopened On
10/09/2020	4581744	Credentialing Status -	Application Status	MultiPlan Network	Individual Agreement	McKeon,Brian	Jonathan del Vi	
10/08/2020	4581680	Data Maintenance	Add a Practitioner via	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
09/22/2020	4581480	Claim Inquiry	Claim denied as non-p	MultiPlan Network	Columbia St. Marys, Inc. (CS King,Adam		Jonathan del Vi	
09/22/2020	4581477	Data Maintenance	Update an Address	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
08/19/2020	4581364	Cigna NAO	Appeal	Foster Care	PMC Surgical Associates	Lankford,Ashley	Jonathan del Vi	
08/19/2020	4581363	Claim Inquiry	Claim denied as non-p	MultiPlan Network	PMC Surgical Associates	Lankford,Ashley	Jonathan del Vi	
08/19/2020	4581362	Cigna NAO	Appeal	Clinical Review	Aurora Medical Group	UNKNOWN,UNKNOWN	Jonathan del Vi	
06/15/2020	4577945	Data Maintenance	Add a Practitioner via	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
06/04/2020	4577769	Credentialing Status	Request More Info	MultiPlan Network	North Shore Long Island Jew Abrashkin,Karen		Jonathan del Vi	
05/26/2020	4577659	Credentialing Status -	Application Status	MultiPlan Network	Columbia St. Marys, Inc. (CS King,Adam		Jonathan del Vi	
Viewing 1-10 of 110				Page 1 of 11				>

Data Field	Description
Open Service Cases tab	Displays service cases currently open that the user has submitted.
Closed Service Cases tab	Select this tab to view recently closed service cases.
Arrow(s)	Only 10 service cases will display on the page. Use the page navigation buttons to view additional service cases.

Open Case Data Fields


View Service Cases								
Open Service Cases		Closed Service Cases						
Created On	Service Case #	Inquiry Type	Reason for Inquiry	Network	Group Name	Provider Name	Created By	Reopened On
10/09/2020	4581744	Credentialing Status -	Application Status	MultiPlan Network	Individual Agreement	McKeon,Brian	Jonathan del Vi	
10/08/2020	4581680	Data Maintenance	Add a Practitioner via	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
09/22/2020	4581480	Claim Inquiry	Claim denied as non-p	MultiPlan Network	Columbia St. Marys, Inc. (CS King,Adam		Jonathan del Vi	
09/22/2020	4581477	Data Maintenance	Update an Address	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
08/19/2020	4581364	Cigna NAO	Appeal	Foster Care	PMC Surgical Associates	Lankford,Ashley	Jonathan del Vi	
08/19/2020	4581363	Claim Inquiry	Claim denied as non-p	MultiPlan Network	PMC Surgical Associates	Lankford,Ashley	Jonathan del Vi	
08/19/2020	4581362	Cigna NAO	Appeal	Clinical Review	Aurora Medical Group	UNKNOWN,UNKNOWN	Jonathan del Vi	
06/15/2020	4577945	Data Maintenance	Add a Practitioner via	MultiPlan Network	Wound Care Associates	Unknown,Unknown	Jonathan del Vi	
06/04/2020	4577769	Credentialing Status	Request More Info	MultiPlan Network	North Shore Long Island Jew Abrashkin,Karen		Jonathan del Vi	
05/26/2020	4577659	Credentialing Status -	Application Status	MultiPlan Network	Columbia St. Marys, Inc. (CS King,Adam		Jonathan del Vi	
Viewing 1-10 of 110				Page 1 of 11				>

Data Field	Description
Created On	Available when viewing the Open Service Cases tab. Indicates the date the service case was originally created.
Service Case #	The unique identification number used to track the service case.  Note: To view detail on a service case, double-click the service case number in blue.
Inquiry Type	The issue type that was selected when the service case was created.
Reason for Inquiry	Classifies the issue type into a particular category.
Network	The Network that was selected when the service case was created.
Group Name	The name of the group is captured when applicable. If not applicable, the group name column will be blank.
Provider Name	Practitioner's first and last name or the facility/ancillary name the service case is related to.
Created By	Name of the user who created the service case.
Reopened On	Available only when viewing the Open Service Cases tab. If the service case was previously closed and then reopened, the date the service case was reopened will be displayed.

Closed Case Data Fields

View Service Cases							
<div>Open Service Cases Closed Service Cases</div>							
Closed On	Service Case #	Inquiry Type	Reason for Inquiry	Network	Group Name	Provider Name	Created By

Data Field	Description
Closed On	Available when viewing the Closed Service Cases tab. Indicates the date the service case was closed.
Service Case #	The unique identification number used to track the service case.

Data Field	Description
	 Note: To view detail on a service case, double-click the service case number in blue.
Inquiry Type	The issue type that was selected when the service case was created.
Reason for Inquiry	Classifies the issue type into a particular category.
Network	The Network that was selected when the service case was created.
Group Name	The name of the group is captured when applicable. If not applicable, the group name column will be blank.
Provider Name	Practitioner's first and last name or the facility/ancillary name the service case is related to.
Created By	Name of the user who created the service case.

Search Service Cases

Introduction

Search Service Cases option from the **Customer Service** drop down provides the ability to search for existing service cases by the unique service case number, or by searching with a variety of service case details.

Search Service Cases

Service Case #

Case Created From


Case Created To

Provider TIN

Provider Name




Status

All ▾

 **SEARCH**

Enter the search criteria in one or multiple fields then click the **Search** button to generate results.

Data Field	Description
Service Case #	Enter in the unique identification number to generate results. If a service case number is entered, there is no need to add additional search criteria.

Data Field	Description
	 Note: If a match is found, the screen will automatically open to the Service Case Details screen.
Case Created From Case Created To	Enter a date range that the service case was created or reopened on.
Provider TIN	Enter the TIN that was used to create the case.
Provider Name	Enter the practitioner's last name or the facility/ancillary name that the service case was created for.  Note: When searching by last name then first name a comma is required between the last and first name. Example: Smith, John
Status	Results can be narrowed by searching for service case status All , Open , or Closed .  Note: The system default is All , meaning both Open and Closed .


Search Service Cases-Results

Search results will vary depending on if no results are found, if multiple results are found, or if only one result is found.

No Results:

If no results are found, the **No Results** message will be displayed.

Search Results


No Matches Found

No matches found. You can try your search again

Multiple Results:


If multiple results match the search criteria each case will be displayed. To view the case details, double-click on the desired **Service Case #** in blue.

Search Results									
Created On	Closed On	Service Case #	Inquiry Type	Reason for Inquiry	Network	Group Name	Provider Name	TIN	Created By
10/9/2020		4581744	Credentialing Status - F	Application Status	MultiPlan Network	Individual Agree	Jonathan del Valle	99-9999999	Jonathan del Valle-TNG
10/8/2020		4581680	Data Maintenance	Add a Practitioner via	MultiPlan Network	Wound Care Assoc	Unknown,Unknown	26-3955458	Jonathan del Valle-TNG
9/22/2020		4581480	Claim Inquiry	Claim denied as non-	MultiPlan Network	Columbia St. Mary	King,Adam	99-9999999	Jonathan del Valle-TNG
9/22/2020		4581477	Data Maintenance	Update an Address	MultiPlan Network	Wound Care Assoc	Unknown,Unknown	26-3955458	Jonathan del Valle-TNG

Viewing 1-4 of 4 Page 1 of 1



Note:

- Notes listed in yellow, with a caution icon  indicate a new note has been added. This note may have been added by the MultiPlan Representative, or by the Provider Portal User.
- Once the notes are reviewed the icon will no longer appear.

Single Result:

If the search criteria generate a single result, then the screen will automatically open to the **Service Case Details** screen for that service case.

Service Case # 4028314

BACK TO RESULTS

For service cases related to **Workers' Compensation** and **Auto Medical**, the term "claim" refers to "bill".

Basic Information	Notes
Status: Open Created On: 4/7/2016 Created By: Jonathan del Valle Reopened On: N/A Reopened Reason: N/A Original Service Case #: N/A Related Service Case #: N/A Inquiry Type: Claim Inquiry Reason for Inquiry: Billing-Anesthesia Priority: prvStandard Network: MultiPlan Network	Added By: Jonathan del Valle 1:47 PM ET 04/07/2016 this is another test note

Inquiry Description
This case is on behalf of the practitioner: [Jonathan del Valle](#)
The provider portal user selected that the practitioner's "Individual Agreement" is involved in this case.

This is a test

REFRESH
ADD NOTE

Service Case Details

Introduction

To review a detailed description of case information and case status view the **Service Case Details**.



Note: It is possible that information has changed, compared to what was originally submitted when the service case was created.

- If a MultiPlan representative changes the Product or Provider information, then the new detail will be displayed.
- A MultiPlan representative can add or delete claims and attachments.
- New notes may be added, but existing notes cannot be modified.

Service Case # 4581744

[BACK TO RESULTS](#)

For service cases related to **Workers' Compensation** and **Auto Medical**, the term "claim" refers to "bill".

Basic Information

Status	Open
Created On	10/9/2020
Created By	Jonathan del Valle-TNG
Reopened On	N/A
Reopened Reason	N/A
Original Service Case #	N/A
Related Service Case #s	N/A
Inquiry Type	Credentialing Status - PP
Reason for Inquiry	Application Status
Priority	Standard
Network	MultiPlan Network

Inquiry Description
N/A

Notes

No Notes Available

[REFRESH](#)
[ADD NOTE](#)

Provider Information

Provider Type	Practitioner
TIN	99-9999999
NPI	1902828304
Group Name	Individual Agreement
Provider Name	McKeon, Brian
Address	N/A
City	N/A
State	N/A
Zip Code	N/A

Claim Information

DOS/Admit	N/A
Patient Name	N/A
Total Charges	N/A

Attachments

Added On	Name	Added By	Size
10/9/2020	user.txt	Jonathan del Valle-TNG	48 bytes

[REFRESH](#)

Data Sections	Description
Basic Information	<p>This section contains basic service case information including:</p> <ul style="list-style-type: none"> • Status of the service case • Date case was created • Name of the user that opened the service case • Date a closed service case was reopened • Reason the closed service case was reopened <p>Also includes:</p> <ul style="list-style-type: none"> • The original service case number • Any related service cases • Inquiry type • Reason for Inquiry • Priority • Network • Inquiry Description <ul style="list-style-type: none"> ○ When a service case is created on behalf of a practitioner an automated message will display within this section notifying MultiPlan staff the case is on behalf of the practitioner to ensure proper handling of the case. ○ For longer descriptions, click View More to see the entire description.
Notes	<p>This section lists the notes created by the Provider Portal user as well as notes created by MultiPlan.</p> <ul style="list-style-type: none"> • Notes are listed in order of the most recent on top. • The individual that entered the note will be displayed in the following format: <ul style="list-style-type: none"> ○ Added by: First Name Last Name ○ Example: Added by: John Smith

Data Sections	Description
	<ul style="list-style-type: none"> Notes entered by MultiPlan will be displayed in the following format: <ul style="list-style-type: none"> Added By: MultiPlan Select the Add Note button to add a new note. This option is only available for cases that are in an open or reopen status.
Provider Information	<p>This section lists the provider information.</p> <ul style="list-style-type: none"> Provider Type, practitioner or the facility/ancillary TIN NPI Group Name (when applicable) Provider Name Address information
Claim Information	<p>This section lists the claims that have been attached to the service case. This view provides basic information.</p> <ul style="list-style-type: none"> Date of Service/Admit Date Patient Name Total Charges
Attachments	<p>This section contains a list of documents attached to the service case through the Provider Portal.</p> <p>This section allows the ability to view the attachments that exist in both Open and Closed Service Cases.</p> <p>Service cases that are in an open status allow for adding a new attachment. This option is only available for service cases that are in an open status.</p>

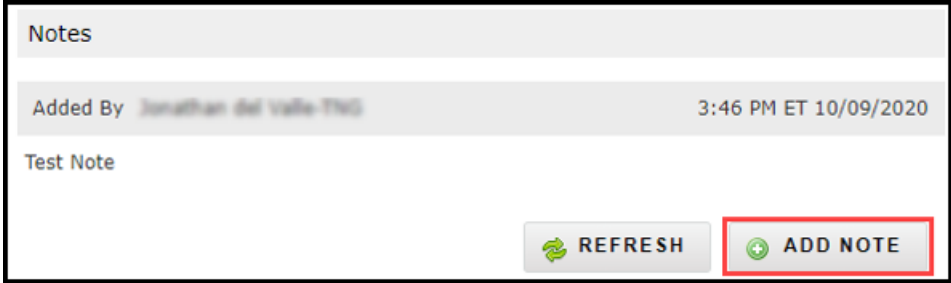
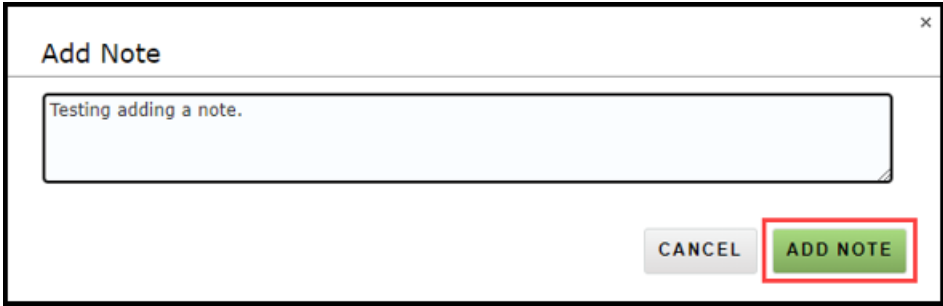

Add Note to an Existing Service Case

Introduction

Follow the steps below to add notes to an existing service case.



Note: Notes can only be added to Open service cases.

Step	Action
1.	Locate the desired service case via any of the search service case options.
2.	<p>Once in the service case details, locate the Notes section and click the Add Note button.</p> 
3.	<p>Enter in the desired text and click the Add Note button.</p>  <p> Note: Spell or grammar check is not available, therefore using a program that has those features and copying and pasting from it into this field may be helpful.</p> <p>The new note will appear at the top of the notes section with the time and date within the service case details. The date and time will be listed in the Eastern time zone.</p>

Step	Action
	<div>Notes</div> <div> Added By Jonathan del valle TMO 3:48 PM ET 10/09/2020 Testing adding a note. </div> <div> Added By Jonathan del valle TMO 3:46 PM ET 10/09/2020 Test Note </div>

Add Attachment to an Existing Service Case

Introduction

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

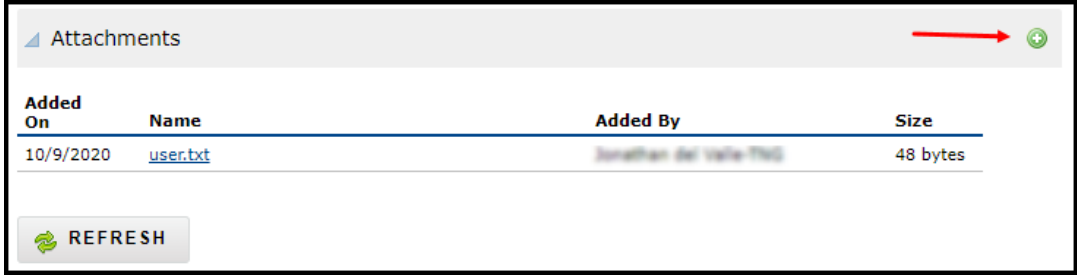
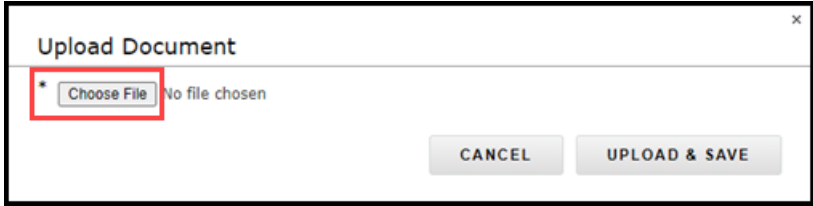
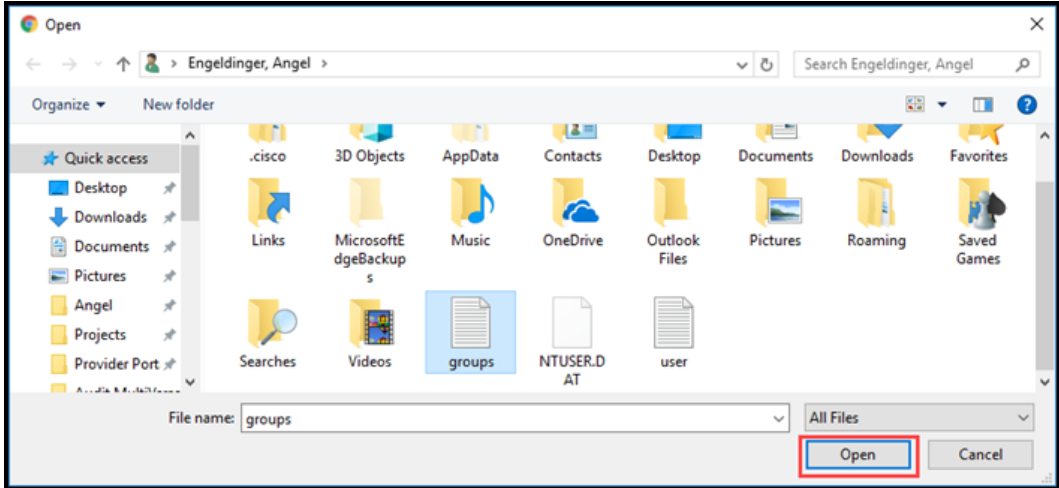
File Type	Max Size	File Type	Max Size	File Type	Max Size
.DOCX	50 MB	.PDF	50 MB	.JPG	10 MB
.DOCM	50 MB	.DOC	50 MB	.MDI	50 MB
.XLSX	50 MB	.ZIP	50 MB	.PNG	10 MB
.XLSM	50 MB	.XLS	50 MB	.RTF	50 MB
.XLSB	50 MB	.TXT	50 MB	.BMP	10 MB
.TIF/.TIFF	50 MB	.HTM	10 MB	.GIF	10 MB


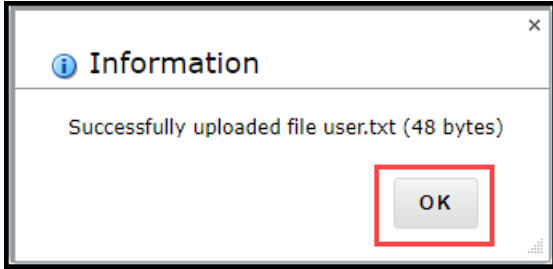
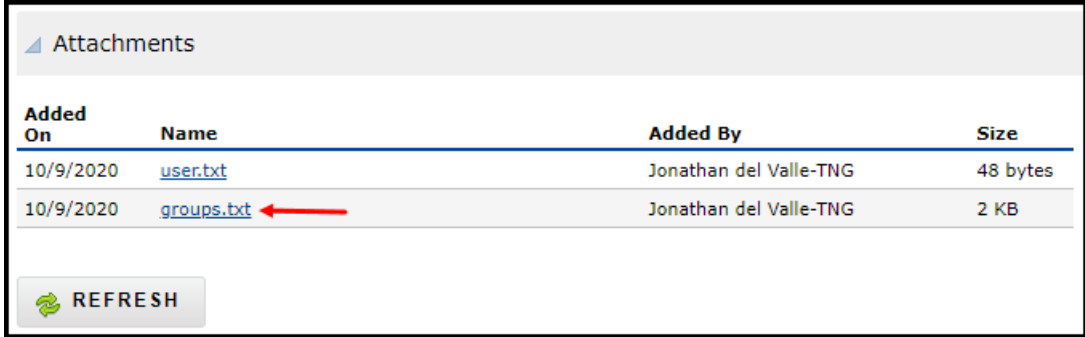
Follow the steps below to add attachments to an existing service case.



Note: Attachments can only be added to Open service cases.

Step	Action
1.	Locate the desired service case via any of the search service case options to locate desired case.

Step	Action
2.	<p>Once in the service case details, locate the Attachments section and click the Plus Sign button to add attachment.</p> 
3.	<p>A new screen will appear. Click the Choose File button in the Upload File(s) screen.</p> 
4.	<p>Locate and select the desired document to be attached to the service case details. Then click the Open button.</p> 
5.	<p>The document address will be auto filled in the browse field. Click the Upload button to attach the selected document to the case details.</p>

Step	Action
	
6.	<p>When the attachment confirmation notice appears, click the OK button.</p>  <p>Newest attachment will be located at the bottom.</p> 
7.	To attach multiple documents to the case details, repeat steps 2-6.

View an Attachment in an Existing Service Case

Introduction

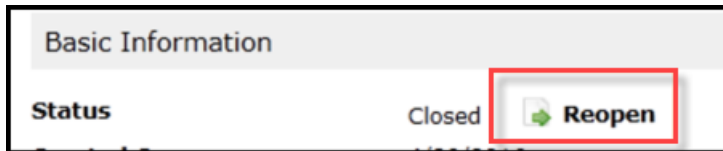

Attachments that are uploaded to a service case can be viewed in both open and closed service cases. Follow the steps below to view an attachment in an existing service case.

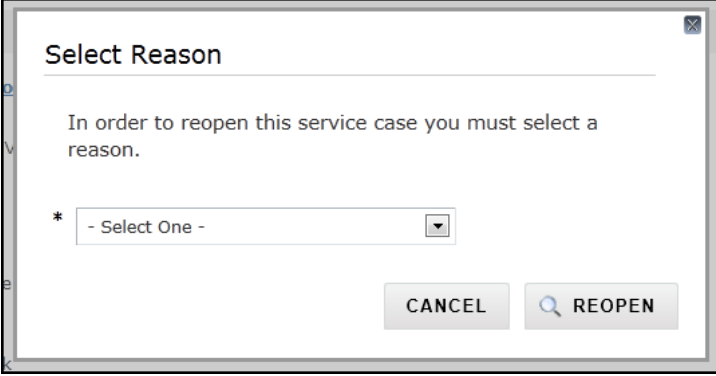
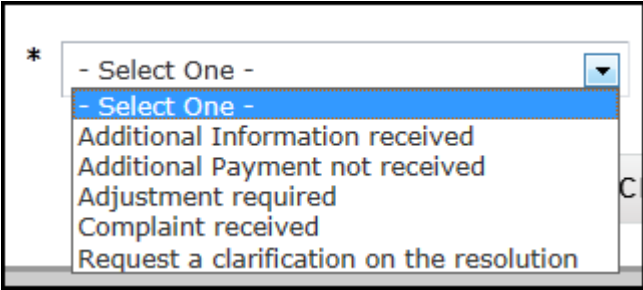

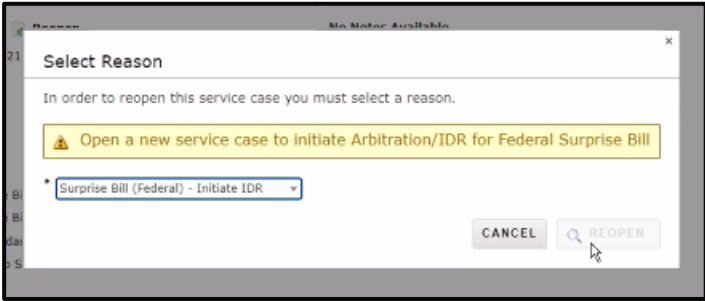

Step	Action												
1.	Locate the desired service case via any of the search service case options to locate desired case.												
2.	Once in the service case details, locate the Attachments section and click on the desired attachment name. <div><div>▲ Attachments</div><table><tr><th>Added On</th><th>Name</th><th>Added By</th><th>Size</th></tr><tr><td>10/9/2020</td><td>user.txt</td><td>Jonathan del Valle-TNG</td><td>48 bytes</td></tr><tr><td>10/9/2020</td><td>groups.txt</td><td>Jonathan del Valle-TNG</td><td>2 KB</td></tr></table></div>	Added On	Name	Added By	Size	10/9/2020	user.txt	Jonathan del Valle-TNG	48 bytes	10/9/2020	groups.txt	Jonathan del Valle-TNG	2 KB
Added On	Name	Added By	Size										
10/9/2020	user.txt	Jonathan del Valle-TNG	48 bytes										
10/9/2020	groups.txt	Jonathan del Valle-TNG	2 KB										
3.	In the prompt either click Open to view or Save to save the attachment.												


Reopen a Closed Service Case

Introduction

There are times when a closed case will need further review by MultiPlan. The Provider Portal has a feature that allows for reopening a closed service case rather than creating a new case. Follow the steps below to learn how to reopen a closed service case.

Step	Action
1.	Locate the desired service case via any of the search service case options to locate desired case.
2.	Once in the service case details, locate the Status field in the Basic Information section. Verify that the status of the service case is Closed and has the Reopen icon displayed <div data-bbox="308 1463 1026 1612" data-label="Image">  </div>
3.	Click the Reopen icon. <div data-bbox="308 1696 527 1770" data-label="Image">  </div> <p>The system will display the following message:</p>

Step	Action
	
4.	<p>A reopen reason is required in order to reopen a service case.</p> <p>Use the dropdown menu to select the appropriate reason.</p>  <p> Important: If Surprise Bill (Federal) – Initiate IDR is selected as the reopen reason, users will receive the below error message and will not be allowed to reopen the service case.</p> 
5.	<p>Click the Reopen button.</p> 





Step	Action
	<p>Once the case is reopened, the following fields will be updated:</p> <ul style="list-style-type: none"> • Status: Indicates Open • Reopened On: Auto populates the date the service case was reopened • Reopened Reason: Displays the reason selected during the dropdown process. • Notes: A note will be auto generated to indicate that the service case has been reopened. <p> Note: If a service case is reopened, it is recommended to add a detailed note to explain why the case was reopened. This will ensure the service case is handled appropriately.</p> <div data-bbox="464 804 1092 1041"> <p>Add Note</p> <p>Add a detailed note</p> <p>CANCEL ADD NOTE</p> </div> <div data-bbox="464 1066 1174 1316"> <p>Notes</p> <p>Added By [redacted] 11:45 AM ET 04/26/2016</p> <p>Add a detailed note</p> <p>Added By MultiPlan 11:44 AM ET 04/26/2016</p> <p>Case has been Re-opened.</p> <p>Sent to: [redacted]</p> </div>

HELP & RESOURCES TAB

Overview

Introduction

Help & Resources tab provides access to various documents that are helpful in completing an inquiry.

Using the Portal	Take Action
For further assistance, please view our User Guide.	
 Provider Portal User Guide Last updated June 2018, 2.20 MB	Add a Provider to your group - Download an application Search for a participating provider for your patient  Download Credentialing Forms
FAQ	Learn About MultiPlan
Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR Service Case Claim Demographic Miscellaneous	Learn about our products  Download our Provider Handbook 

Data Field	Description
User Guide	Download or view the Provider Portal User Guide.
Download Guidelines & Terms for Portal Administrators	Access to the Provider Portal - Administrator Guidelines and Terms.
FAQ	Provides answers to frequently asked questions about the Provider Portal as well as MultiPlan.
Take Action	Download applications to add a practitioner to the group and download the most common credentialing forms.
Learn About MultiPlan	Learn about MultiPlan's products and download the most current version of MultiPlan's provider handbook.

Using the Portal Section

Introduction

The Using the Portal section allows to download or view the user guide and guidelines and terms for portal administrators. Both of these items are PDF and to access them use the most current version of Adobe. When clicking on these links, the guides open in another window.

Using the Portal

For further assistance, please view our User Guide.

 [Provider Portal User Guide](#)

Last updated March 2015, 5.62 MB

 [Download Guidelines & Terms for Portal Administrators](#)

Provider Portal User Guide

The Provider Portal User Guide is available to download or view depending on need.



Important:

- The user guide is updated from time to time. When using a downloaded version, review that version periodically against the version in Help & Resources to ensure the most current version is being utilized.
- The last updated information is an easy way to check as it should match the date on the title page of the user guide.

Guidelines & Terms for Portal Administrators

The Guidelines & Terms for Provider Administrators is available to download or view depending on need. This guide will help Portal Administrators understand the role and what is expected.

FAQ Section

Introduction

The FAQ section allows to review frequently asked questions and their answers. There are four topics, Service Case, Claim, Demographic, and Miscellaneous.

FAQ

- ▶ Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR
- ▶ Service Case
- ▶ Claim
- ▶ Demographic
- ▶ Miscellaneous

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

- ▼ Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR
 - Q: How do I know if 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?
 - 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?
 - Q: Why do I need to enter my basic information (provider name, TIN, etc) every time I open a service case? Shouldn't MultiPlan already have that information tied to the account I created?
- ▶ Claim
- ▶ Demographic
- ▶ Miscellaneous

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).

- Uploading your documents is recommended for fastest service. 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 information needed for MultiPlan staff to upload it to the case you just created. If you use a different fax cover sheet, please include the full group or provider name, tax ID number and, most importantly, the corresponding service case number.

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?


Take Action Section

Introduction

The Take Action section allows to add a practitioner to a group and download the most commonly used credentialing forms. These items are PDF and to access them use the most current version of Adobe. When clicking on these links, the applications and credentialing forms open in another window. The search for a participating provider for a patient link goes to the Provider page at MultiPlan.com.

Take Action

▶ Add a Provider to your group - Download an application

[Search for a participating provider for your patient](#) 

▶ Download Credentialing Forms

Click on the triangle to open the topic to reveal the applications and credentialing forms.


Add a Provider to your group - Download an application

[Arkansas](#)
[Colorado](#)
[Illinois](#)
[Louisiana](#)
[Oklahoma](#)
[Nevada](#)
[New Jersey](#)
[North Carolina](#)
[Mississippi](#)
[Texas](#)
[West Virginia](#)
[CAQH \(DC, IN, KY, MD, OH, VT, KS, MO\)](#)
[CAQH Application for all other states](#)
[Multiplan Standard Application for all other states](#)
[Search for a participating provider for your patient](#)

Download Credentialing Forms

[Arizona State License Supplement](#)
[Professional History and Attestation Supplement](#)
[Release Of Information](#)
[TIN Authorization Form](#)

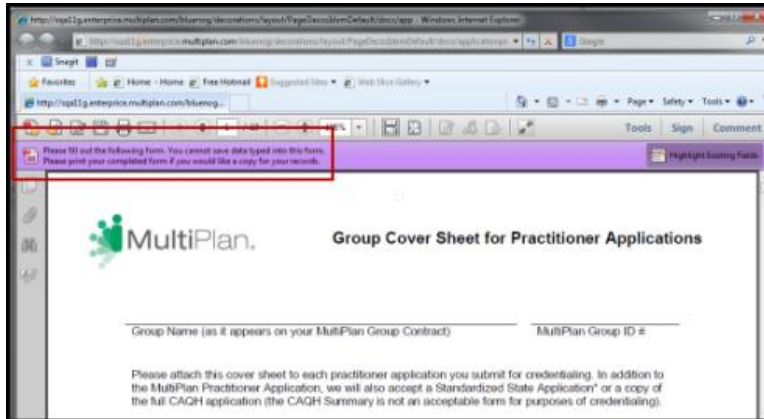
Then click the desired application or credentialing form. This allows for downloading and can be saved, printed, and attached to a customer service case if needed.


Professional History and Attestation Supplement

Please complete all items on this form. Incomplete forms will delay the credentialing process. Items marked with an asterisk (*) will be kept confidential to the extent permitted by law. If you need assistance completing this form, please call our Service Operations Department at 800-950-7040.

History			
Please describe the last five (5) years of your employment/professional history. Please include with your application a brief explanation of any gap of six months or greater.* Please note that your application cannot be processed if accurate and your specific detail is not provided.			
Activity / Position	Facility / Program	City, State	From To (mm/yyyy) - Present
Activity / Position	Facility / Program	City, State	From To (mm/yyyy) - Present
Activity / Position	Facility / Program	City, State	From To (mm/yyyy) - Present
Activity / Position	Facility / Program	City, State	From To (mm/yyyy) - Present
Activity / Position	Facility / Program	City, State	From To (mm/yyyy) - Present

Open the application form from the desktop, click the **sign-add text** icon. A navigation bar will appear on the right side of the page, click the **Add Text** option under the **I Need to Sign** drop down feature.



APPENDIX

Document Versions and Updates:

Document Version	ServiceNow Ticket #	Date	Editor	Description
V6.5	TASK0878251	October 2024	Peggy Harmon	<ul style="list-style-type: none">Updated images, verbiage and formatting as needed for October release.
V6.4	TASK0841655	June 2024	Peggy Harmon / Erica Douglas	<ul style="list-style-type: none">Updated images, verbiage and formatting as needed for June release.
V6.3	TASK0800269	March 2024	Peggy Harmon	<ul style="list-style-type: none">Updated images, verbiage and formatting as needed for March release.
V6.2	TASK0770012	December 2023	Erica Douglas	<ul style="list-style-type: none">Updated verbiage and formatting as needed for December release.
V6.1	TASK0717851	July 2023	Peggy Harmon	<ul style="list-style-type: none">Updated images, verbiage and formatting as needed for July release.
V6.0	TASK0674544	March 2023	Peggy Harmon	<ul style="list-style-type: none">Updated images, verbiage and formatting as needed for March release.