AUTHENTICATED PROVIDER PORTAL USER GUIDE

October 2025

VERSION 7.2

NOTICE REGARDING CONFIDENTIAL INFORMATION

Table of Contents

INTRODUCTION TO THE CLARITEV PROVIDER PORTAL

The User Guide provides detailed instructions on how to use the Claritev Provider Portal. The table of contents on the previous page(s) contain links to each topic. Locate the desired topic and click on the title to go to the desired section.

Claritev Provider Portal Basics

Introduction: The Claritev Provider Portal is a web-based application designed to perform various customer service tasks online, independently. Features available vary depending on the account type. Review the Access Types section for a brief overview.

Customer Service & Technical Difficulties

For Customer Service related matters, contact Claritev Provider Portal Customer Service at 1-877-460-0352.

For technical difficulties related to the portal, contact the Claritev Support team at support@claritev.com.

For non-portal related matters, contact Claritev Customer Service at 1-800-950-7040.

Message Banners

Incorrect Email or Password

When an invalid email or password is entered when attempting to sign into the Claritev Provider Portal, an error is displayed. Users are allowed five attempts to successfully sign into the system before being locked out. Once a user is locked out, they must wait at least 30 minutes before attempting to log in again.

Enhancements

When enhancements or routine maintenance is done within the Claritev Provider Portal, a message banner is displayed on the log in screen stating when the system will be unavailable.
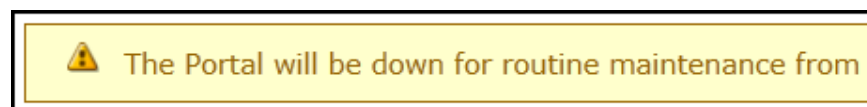
Unavailable

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

> The MultiPlan Portal is currently unavailable
>
> Here's a place where we can put some additional information. The text for planned downtime versus non-planned downtime would probably be different.

New Features

When new features are available, they are displayed within a banner on the Claritev Provider Portal home page.

New as of August 24th!
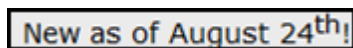
Support Applications

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

When using IE 8, 9 or 10, Claritev 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.

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. For the best portal experience, upgrade today to the latest version of Internet Explorer or Chrome.

> Browser Upgrade Recommended   X
> 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.
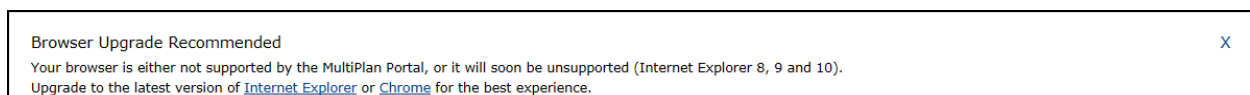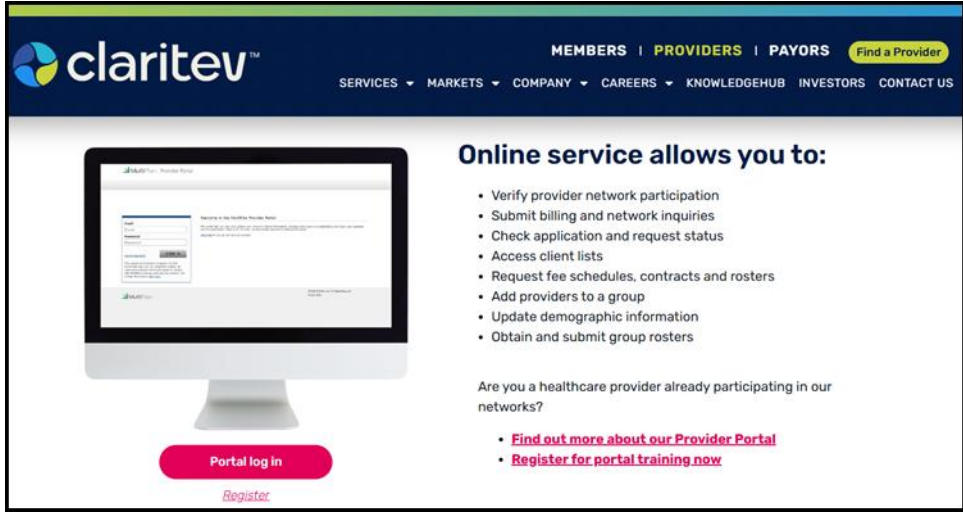
Account Access

Create and Activate an Account

Introduction: When new users would like to gain full access to Claritev's Provider Portal self-service features, they must register for an account.

How to Create an Account
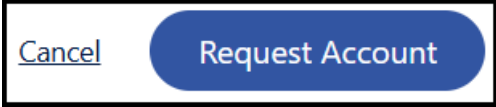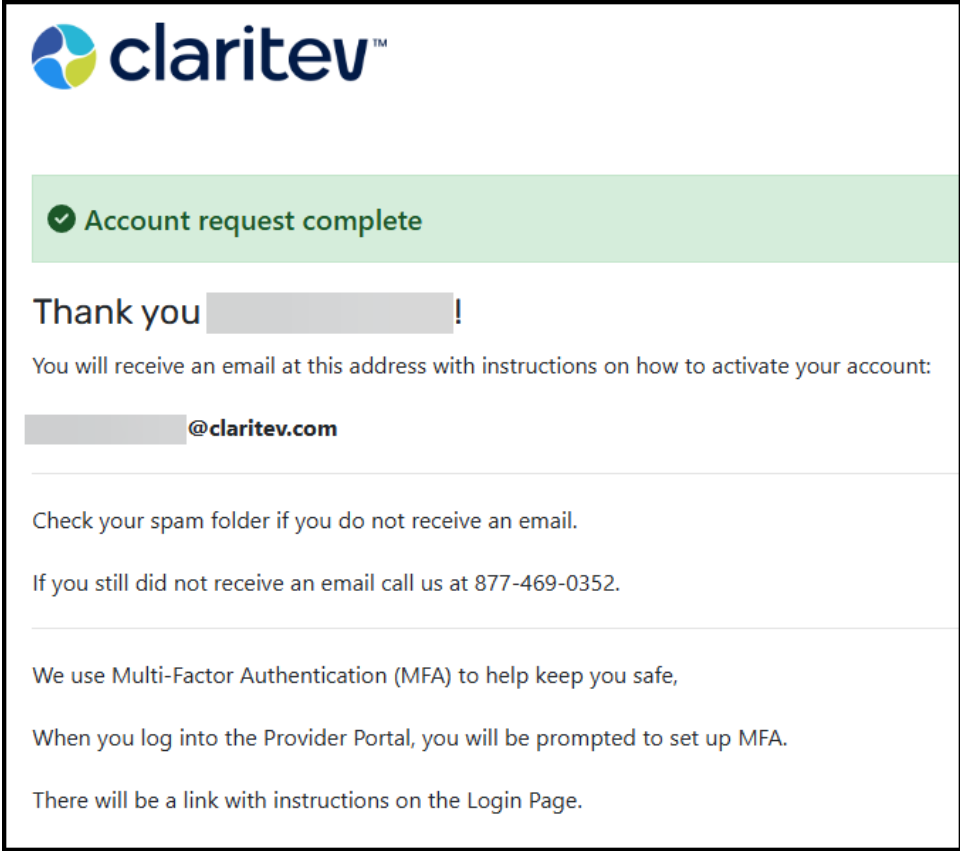
Introduction: Follow the steps outlined below for creating a new Claritev Provider Portal account.

Step	Action
1.	Go to Claritev.com and click the Providers tab. Click **Register** to create an account.

Step	Action
2.	On the Claritev Provider Portal Log In Screen, click **Register for an Account**.

Welcome to the Claritev 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.
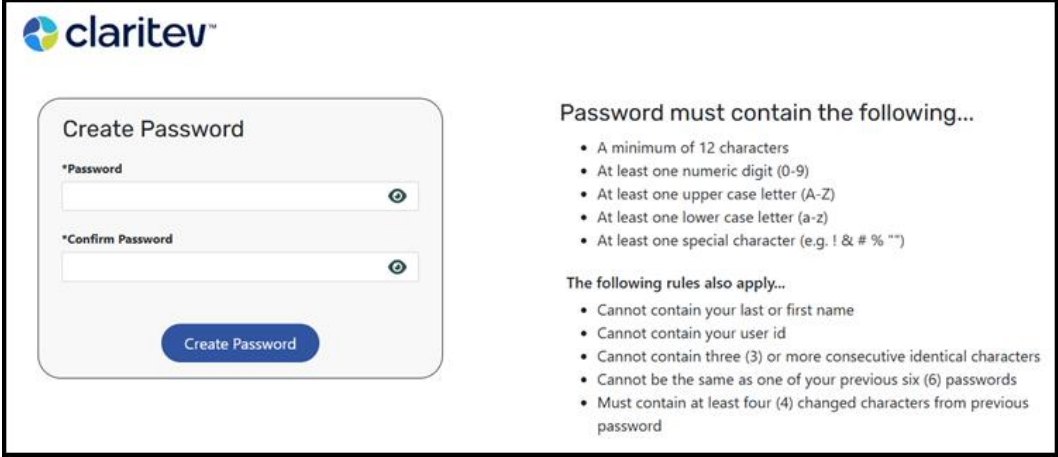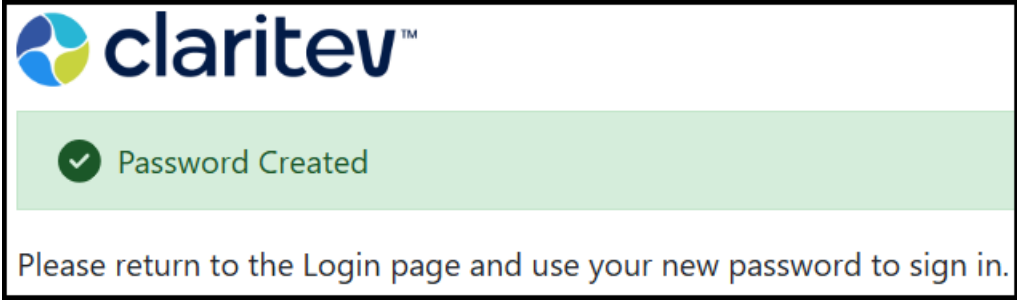
Step	Action
3.	Complete the required fields, indicated by an **asterisk (*)** and **bold text.**

	Company Types supported by the Claritev Provider Portal are: Practitioner, Law Firm – Third Party, Facility, Ancillary and Other.
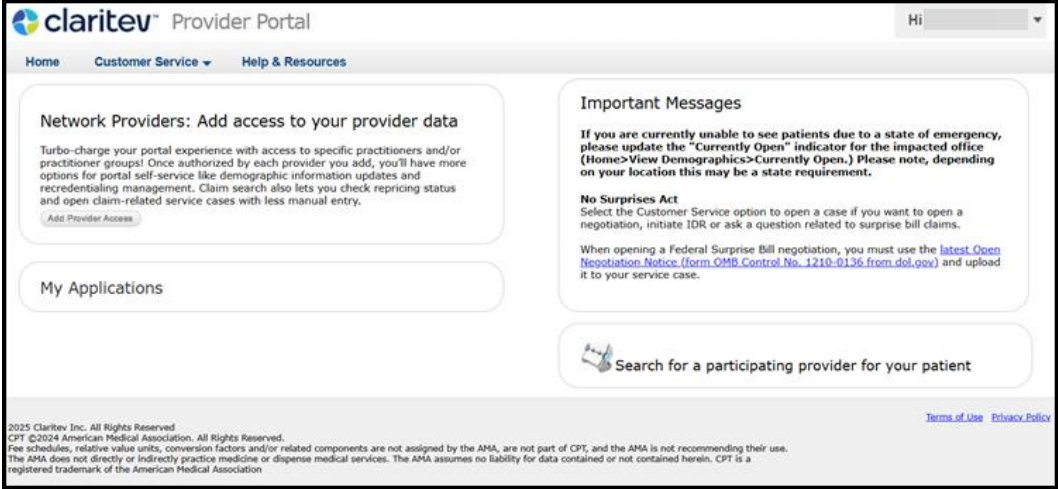
Step	Action
4.	Click **Request Account**.

Once requested, a confirmation page will display indicating an activation email with a link to create a password and use their account has been sent. Go to the How to Activate an Account section for instructions on creating the password.

Emails are sent by support@Claritev.com. Be sure to add this address to the "safe" list if email filters are utilized.

claritev™

✓ Account request complete

Thank you ⬛⬛⬛⬛⬛ !

You will receive an email at this address with instructions on how to activate your account:

⬛⬛⬛⬛⬛ @claritev.com

Check your spam folder if you do not receive an email.

If you still did not receive an email call us at 877-469-0352.

We use Multi-Factor Authentication (MFA) to help keep you safe,

When you log into the Provider Portal, you will be prompted to set up MFA.
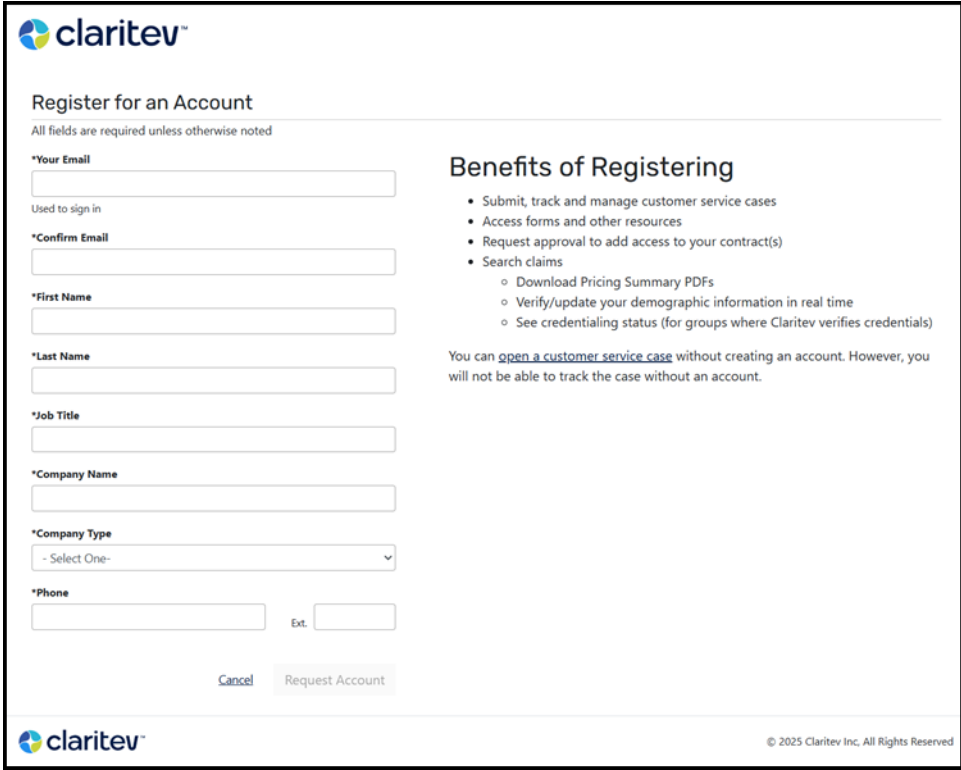
There will be a link with instructions on the Login Page.

![claritev logo]

How to Activate an Account

Introduction: Follow the steps outlined below for activating a new Claritev Provider Portal account.

Step	Action
1.	Open the activation email and click the link to activate the account.

Open the activation email and click the link to activate the account.

- 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 if the activation email does not appear in the Inbox Folder.
- If the link expires before activating, contact support@Claritev.com to request a new link.

> **From:** Claritev Support <support@multiplan.com>
> **Sent:** Monday, June 30, 2025 12:41 PM
> **To:**
> **Subject:** Almost done: Validate your new Claritev Portal account
>
> Claritev has created an account for peggy.harmon@claritev.com to access our portal. Before using our system, you will need to validate information and establish a password by clicking here.
>
> If the above link does not work for you, please copy and paste the following URL to Activate your email address for the account.
>
> https://profile.multiplan.com/createpassword?e=43abecb-c4284-80b79bc-96d8-ef3f40d98888-f-b489503cf91b3464-1c152b94-8527d2274-ee3f15d67-d228ec7986969c-b8-a8fd160f710fe9-a-3e18dd38884-34ad33-7c465595afb99-9f74-8429-cc9bb-46f5b66e65434-d0a7f-962d61e7a9--9a3797366496f999c6c-4f-bab4b63e22c1aaca3-82585b-b9b1b8f-9139c3e1-4336ee0c5739-85-a3d
>
> 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.
>
> Thank you,
>
> The Claritev Support Team
> support@multiplan.com
> 877-685-8411

Step	Action
2.	Enter the desired password and click **Create Password**. **Create Password** *Password *Confirm Password Create Password Password must contain the following... • 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. ! & # % "") The following rules also apply... • 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 Use the password rules located on the right-hand side of the page.
3.	The Confirmation page will appear stating that password has been set. Password Created Please return to the Login page and use your new password to sign in. Go to the [Claritev Provider Portal Log In Screen](), enter the email address and password into sign on fields, and click **Sign In**.
4.	Follow the instructions on the next screen to set up Multi-Factor Authentication. See the [Multi-Factor Authentication Setup Instructions]() document for more information.

Step	Action
5.	Once logged in, users will have access to the following features: • Customer Service • Add Provider Access • Search for a Participating Provider for your Patient • Help & Resources • Facility users are only able to submit Customer Service cases. • Individual Practitioner, Group or PHO/Health System users may have additional access, if adding provider access to their account. o See the Add Provider Access section for more information.

Log In Items

Accessing the Claritev Provider Portal

The options to access Claritev's Provider Portal are listed below.

• Access through the secured Claritev Provider Portal website: https://provider.Claritev.com/provider/

• Access through the Claritev.com > Providers tab.

• Access through favorites link saved during the account access process.

Login Warnings

15 Minute Warning

When a user is signed in and idle for 15 minutes, the **Expiration Warning** will appear. To remain signed in, click the **OK** button.

Expiration Warning

This page will expire unless a response is received within 15 minutes. Click OK to prevent expiration.

OK
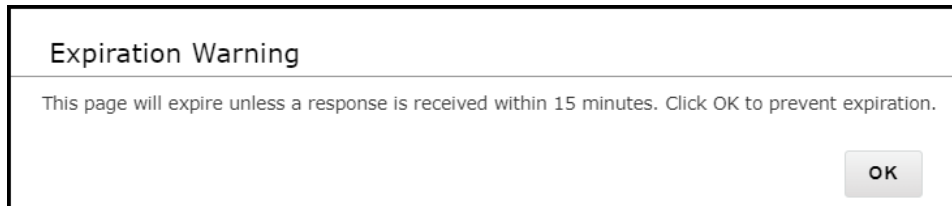
30 Minute Warning

When a user is signed in and idle for 30 minutes, the **Page Expired** message will appear. Click **OK** to return to the Claritev Provider Portal and sign in.

Page Expired - MultiPlan Provider Por...

The page has expired. Click OK to continue.

OK
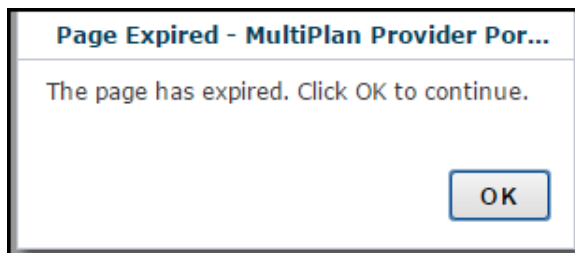
Inactive Accounts - 365 Days

After 365 days of inactivity in the account, access will expire. To reactivate the account, contact Claritev support at support@claritev.com.

Password Process

Change Password Process & Policy

Introduction: Claritev has a password change policy on the Provider Portal requiring users to change their password every 90 days. However, users can change their password at any time or when it is forgotten or expired.
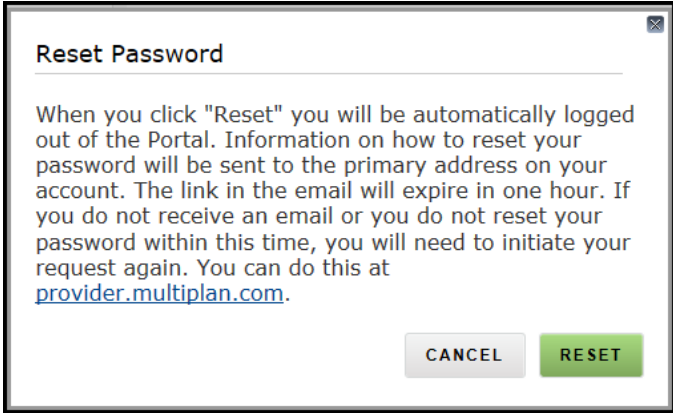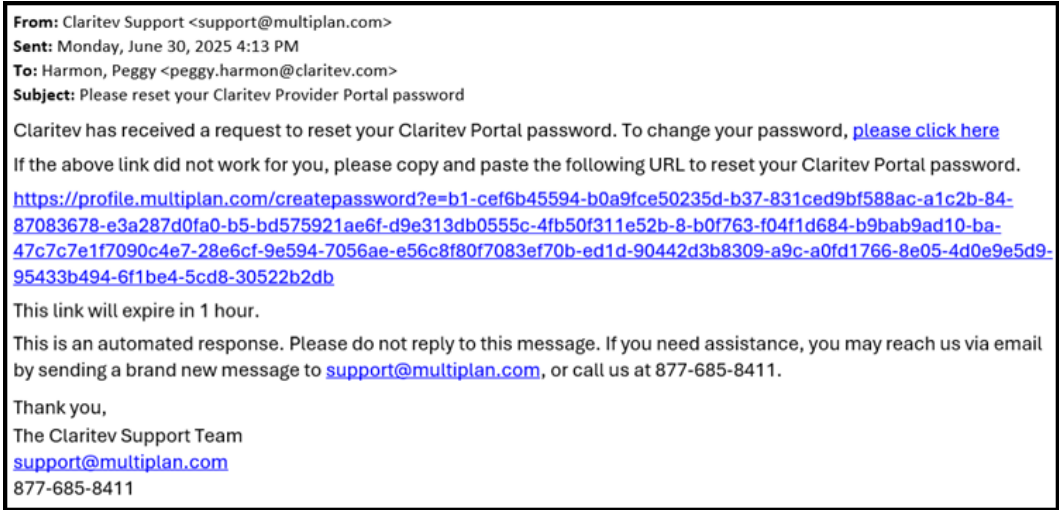
When a password change is required, a prompt will be displayed on the login screen to change the password to be compliant with Claritev's security policy.

Claritev uses Multi-Factor Authentication. See the Multi-Factor Authentication Setup Instructions document for more information.

Resetting an Active Password:

Introduction: Review the steps outlined below for resetting an Active Password.

Step	Action
1.	Click **Reset Password**. Reset Password
2.	The following pop screen will appear, click **Reset**. **Reset Password** When you click "Reset" you will be automatically logged out of the Portal. Information on how to reset your password will be sent to the primary address on your account. The link in the email will expire in one hour. If you do not receive an email or you do not reset your password within this time, you will need to initiate your request again. You can do this at provider.multiplan.com. CANCEL RESET
3.	Open the Reset Password email received from Claritev and click the link. **From:** Claritev Support <support@multiplan.com> **Sent:** Monday, June 30, 2025 4:13 PM **To:** Harmon, Peggy <peggy.harmon@claritev.com> **Subject:** Please reset your Claritev Provider Portal password Claritev has received a request to reset your Claritev Portal password. To change your password, please click here If the above link did not work for you, please copy and paste the following URL to reset your Claritev Portal password. https://profile.multiplan.com/createpassword?e=b1-cef6b45594-b0a9fce50235d-b37-831ced9bf588ac-a1c2b-84-87083678-e3a287d0fa0-b5-bd575921ae6f-d9e313db0555c-4fb50f311e52b-8-b0f763-f04f1d684-b9bab9ad10-ba-47c7c7e1f7090c4e7-28e6cf-9e594-7056ae-e56c8f80f7083ef70b-ed1d-90442d3b8309-a9c-a0fd1766-8e05-4d0e9e5d9-95433b494-6f1be4-5cd8-30522b2db This link will expire in 1 hour. 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. Thank you, The Claritev Support Team support@multiplan.com 877-685-8411

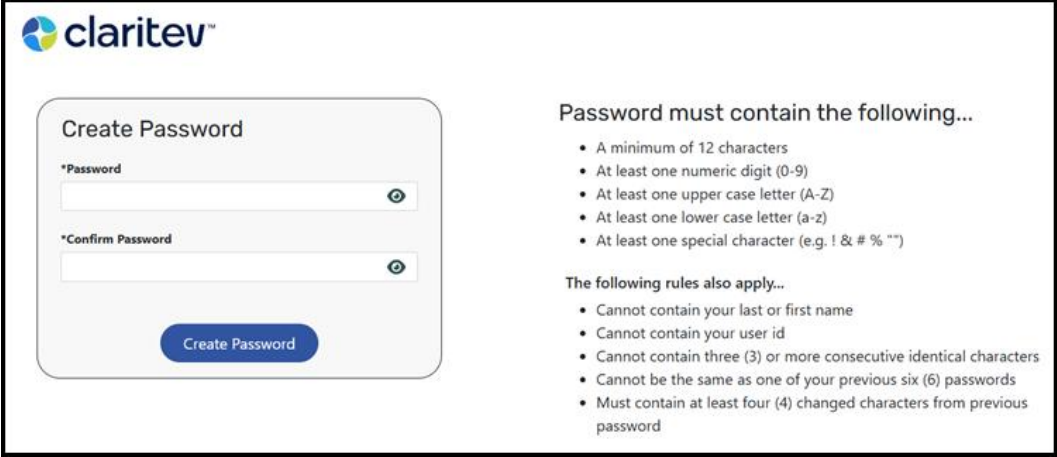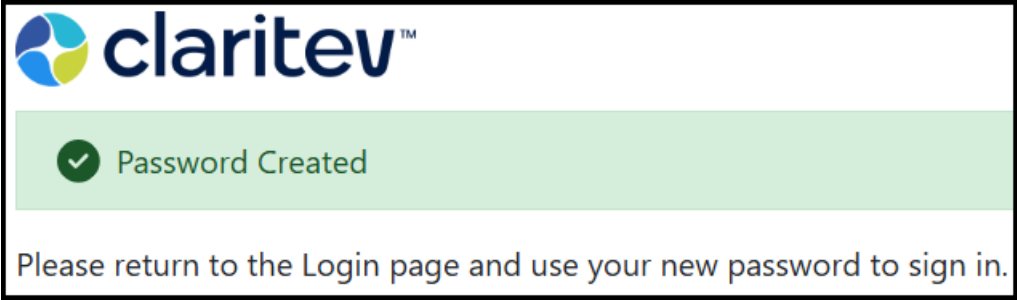| Step	Action
4.	Enter the desired password and click **Create Password**. **Create Password** *Password *Confirm Password Create Password Password must contain the following... • A minimum of 12 characters • At least one numeric digit (0-9) • At least one upper case letter (A-Z) • At least one lower case letter (a-z) • At least one special character (e.g. ! & # % "") **The following rules also apply...** • 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 Use the password rules located on the right-hand side of the page.
5.	The Confirmation page will appear stating that password has been set. ✔ Password Created Please return to the Login page and use your new password to sign in. Go to the Claritev Provider Portal Log In Screen, enter the email address and password into sign on fields, and click **Sign In**.
6.	Follow the instructions on the next screen for Multi-Factor Authentication. See the Multi-Factor Authentication Setup Instructions document for more information.

Step	Action
7.	Once logged in, users will have access to their Claritev Provider Portal Account.
	 • Facility users are only able to submit Customer Service cases. • Individual Practitioner, Group or PHO/Health System users may have additional access, if adding provider access to their account. o See the Add Provider Access section for more information.
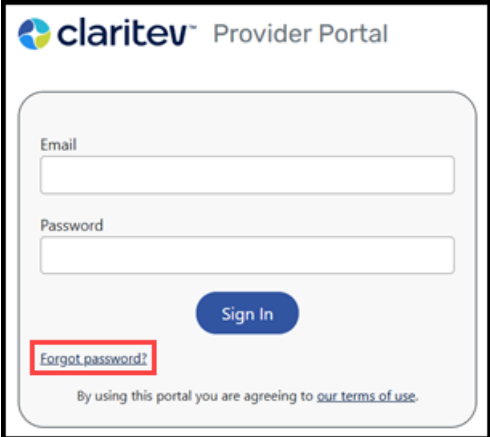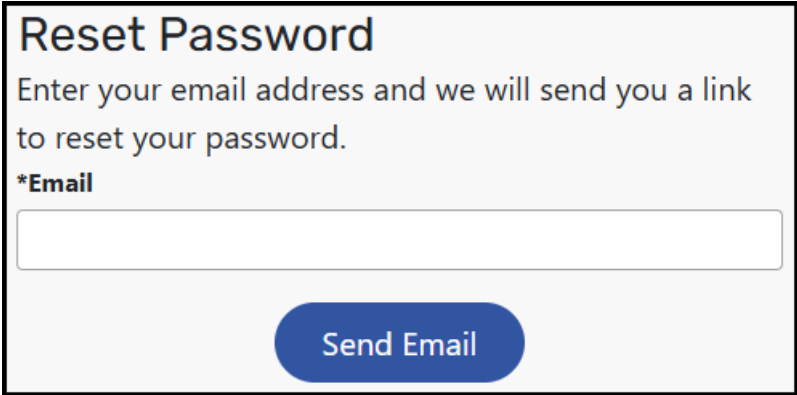
Resetting an Expired Password:

Introduction: Follow the steps outlined below for resetting an Expired Password.

Step	Action
1.	Click **Reset Password**. Password Has Expired Reset Password
2.	Enter the current and new passwords in each of the noted fields and click **Update**. *New Password *Confirm Password CANCEL UPDATE Use the password rules located on the right-hand side of the page.

Resetting a Forgotten Password:

Introduction: Follow the steps outlined below for resetting a Forgotten Password.

Step	Action
1.	On the log in screen, select **Forgot Password.**
2.	Enter the email address that is used to sign into the account and select **Send Email**.

Step	Action
3.	A confirmation page will appear advising instructions on how to reset the password will be sent to the email address provided. ✅ Request Sent An email has been sent with a link to reset your password. It will expire in one hour. ⛔ • 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.
4.	Once the email is received, click once on the URL link provided. Enter the desired password and click **Create Password**. **claritev**™ **Create Password** *Password 👁 *Confirm Password 👁 Create Password Password must contain the following... • 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. ! & # % "") The following rules also apply... • 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 ⛔ Use the password rules located on the right-hand side of the page.

Step	Action
5.	The Confirmation page will appear stating that password has been set. **claritev™** ✓ Password Created Please return to the Login page and use your new password to sign in. Go to the [Claritev Provider Portal Log In Screen](#), enter the email address and password into sign on fields, and click **Sign In**.

PORTAL NAVIGATION

Introduction: Navigating within the Claritev Provider Portal is achieved by using the navigation tabs at the top of the screen. Once logged in, the system will default to the Home Page.

The information displayed will vary depending on the account type. See Access Types section below for available tabs based on user access type.
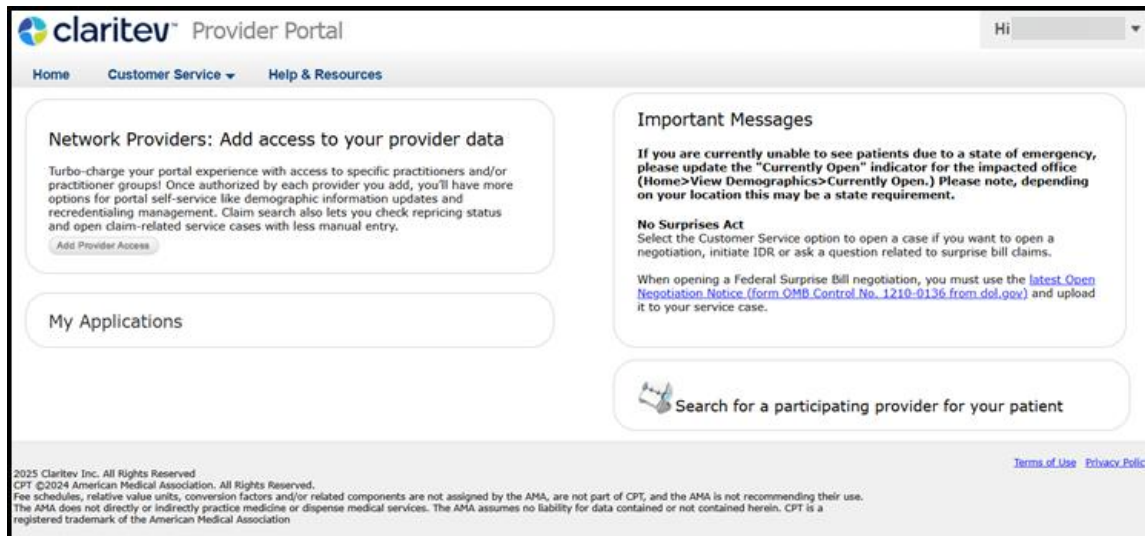
Access Types

Introduction: Review the below images and notes for an overview of the different access types available within the Provider Portal.

Customer Service View:
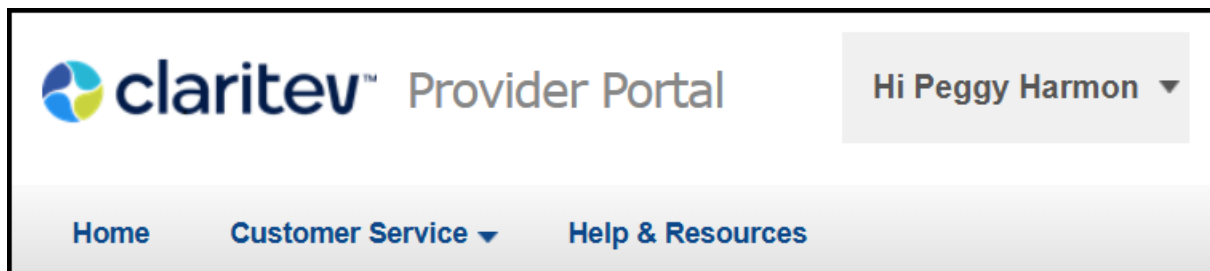
Facility users will only have access to the Customer Service and Help & Resources features.
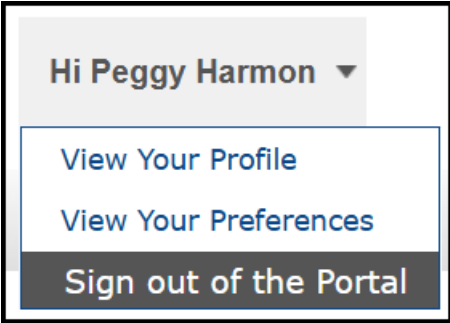
Individual Practitioner, Group or PHO/Health System View:
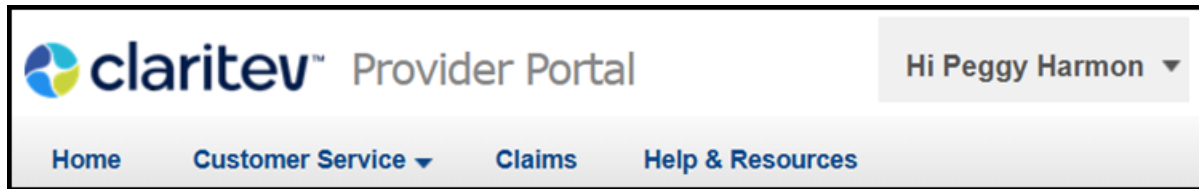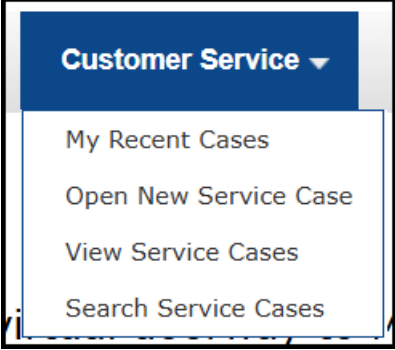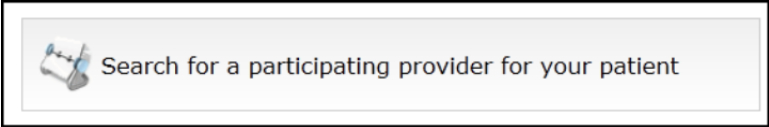
Individual Practitioner, Group or PHO/Health System users may have access to the Customer Service, Claims and Help & Resources features. The features available will vary depending on the Provider Access the user has. See the Add Provider Access section for more information.

Administrator Individual Practitioner, Group or PHO/Health System View:

Administrators for Individual Practitioner, Group or PHO/Health Systems may have access to the Customer Service, Claims, Manage User Access and Help & Resources features. The features available will vary depending on the Provider Access the user has. See the Add Provider Access section for more information.

Navigation Descriptions

Field	Description

Hi "Name" (user profile and preferences)	Provides access to update profile, preferences, and logging out.
	
	Hi Peggy Harmon ▼
	View Your Profile
	View Your Preferences
	Sign out of the Portal
	
	Menu options:
	
	• View Your Profile
	   o Ability to Update Profile
	   o Ability to Reset Password
	   o Ability to Add Provider Access
	   o View of Provider Access
	   o Display of Roles within the Claritev Provider Portal
	• View Your Preferences
	   o Ability to Update Preferences for email notifications.
	• Sign out of the Portal
	   o Ability to log out of the Claritev Provider Portal.

Home	Allows navigation of the main portal page.

Field	Description

Customer Service	Provides access to the Customer Service features available within the Provider Portal.
	
	Menu options:
	
	• **My Recent Cases**
	  ○ Displays the five most recently opened and closed customer service cases.
	
	• **Open New Service Case**
	  ○ Used 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**
	  ○ Used to search for existing cases.

Search for a Participating Provider for Your Patient	Provides access to the Find a doctor or facility option on the Claritev website.

Field	Description

[Help & Resources](#)	Provides access to the following information:
	
	 • Provider Portal User Guide
	     o Provides access to download the Provider Portal User Guide with detailed instructions for using the various features within the Provider Portal.
	
	 • Guidelines & Terms for Portal Administrators
	     o Provides access to download the Guidelines & Terms for being a Portal Administrator for an Individual Practitioner, and/or Group or PHO/Health System.
	
	 • FAQ
	     o Contains frequently asked questions and answers within each topic.
	
	 • Take Action
	     o Contains provider applications and credentialing forms.
	
	 • Learn About Claritev
	     o Contains information about Claritev products, a copy of the Provider Handbook, and Client Lists.

Hi "Name" (user profile and preferences)

View Your Profile

Introduction: Within the View Your Profile option, users can update their profile, reset their password, and add provider access. They will also see a view of the Providers they have access to and a display of their Roles within the Claritev Provider Portal.

⚠️ The **Add Provider Access** and **My Provider Access** options are not applicable for an Ancillary or Facility provider type.

Training Profile

training@multiplan.com

[Update Profile] [Reset Password] [Add Provider Access]

Job Title

Company

Phone(s)
920-444-7777

Fax(s)
N/A

Other Email(s)
N/A

Roles

There are no roles to display

Navigation Menu	Description
Update Profile	Provides access to update profile information.
Reset Password	Provides access to reset their password prior to expiration.
Add Provider Access	Allows users to add demographic access for Individual Practitioners or Group or PHO/Health Systems.
Roles	Provides access to a list of user roles within the portal.

Update Profile:

Introduction: Follow the steps outlined below for updating the profile.

Step	Action
1.	Click **Update Profile**. This opens all the editable fields. Update Profile
2.	Enter information into any of the fields that need to be updated/changed. All fields with **bold** and **an asterisk (*)** are required. The following fields can be updated: • First Name • Last Name • Alternate Email • Primary Phone • Alternate Phone • Primary Fax • Alternate Fax • International No. check boxes for Phone and Fax numbers **Primary Email** cannot be changed. To change the Primary Email, contact Support@Claritev.com.
3.	Click **Update** to accept changes or **Cancel** to cancel changes. CANCEL UPDATE

Password Reset:

Introduction: See the [Resetting an Active Password](#) section.

Add Provider Access:
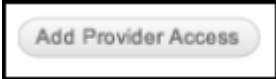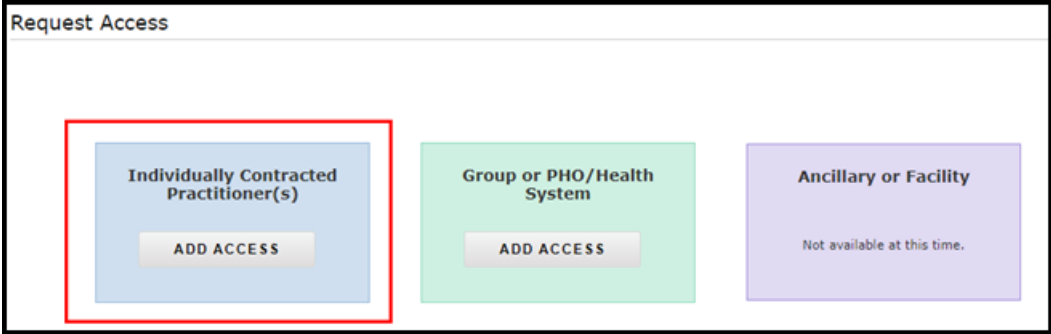
Introduction: Portal users have the ability to add demographic access for [Individual Practitioners](#) and [Group or PHO/Health Systems](#).
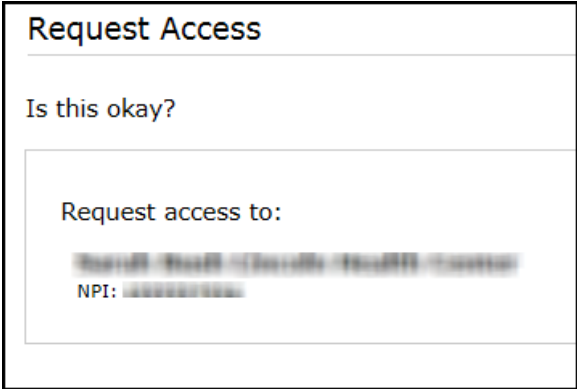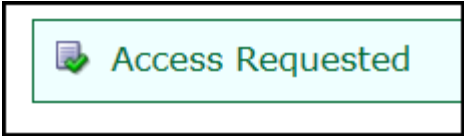
 Facility users do not have the ability to add demographic access.

Add Provider Access for Individual Practitioners

Introduction: Follow the steps outlined below to add provider access for Individual Practitioners.
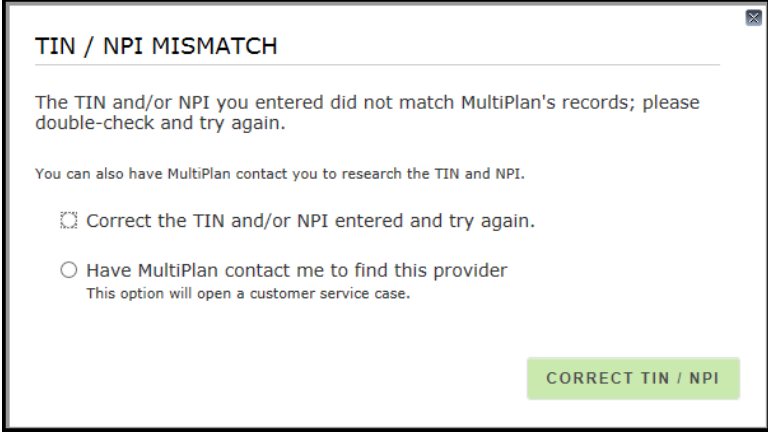
Step	Action
1.	Click the **Add Provider Access** button. Add Provider Access
2.	Select **ADD ACCESS** under *Individually Contracted Practitioner(s)*. Request Access **Individually Contracted Practitioner(s)** ADD ACCESS **Group or PHO/Health System** ADD ACCESS **Ancillary or Facility** Not available at this time.
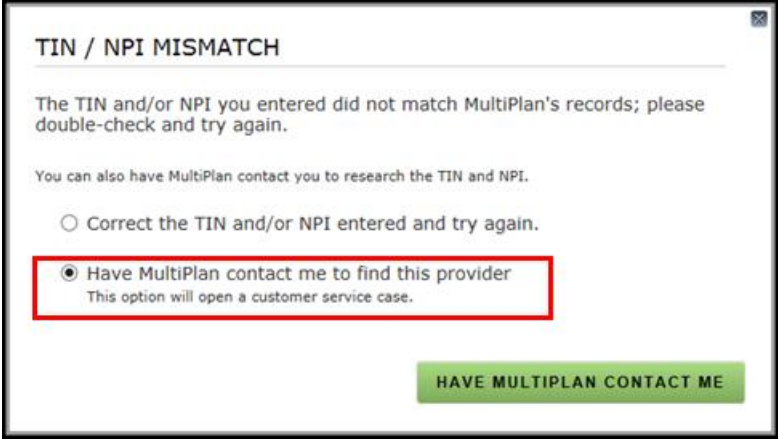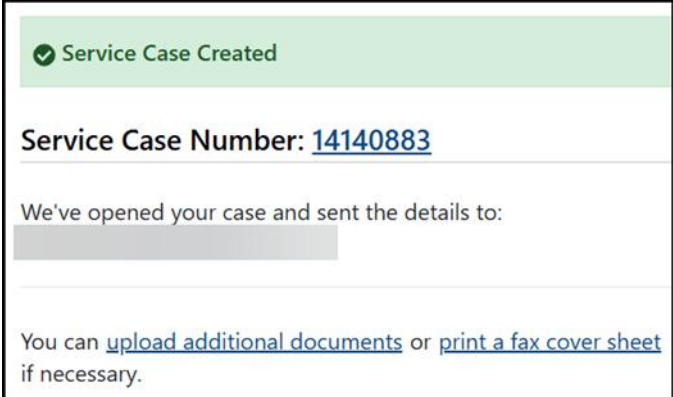
Step	Action
3.	Enter the practitioner's **NPI** and **TIN**, then click **Next**. **Request Access** All fields are required Tell us about the practitioner ***What is your practitioner's NPI?** ***What is your practitioner's TIN?** CANCEL NEXT
4.	The Portal will validate the *NPI* and *TIN* entered using the Claritev database. Did the NPI and TIN match? • **No**, the NPI and TIN *did not match*, go to the NPI & TIN Mismatch section. • **Yes**, the NPI and TIN *matched*, go to the next step.
5.	If a match was made, the screen that is displayed will depend on whether the practitioner has an administrator for the portal. • If the practitioner **has a portal administrator**, go to the next step. • If the practitioner **does not have a portal administrator**, go to the No Portal Administrator section.

Step	Action
6.	If an administrator exists for the practitioner, the following screen will appear asking the user to validate the information displayed.
	Request Access Is this okay? Request access to: ~~Randi Madi Claudia Health Center~~ NPI: ~~xxxxxxxxxx~~
	Is the information valid?
	• **Yes,** the information *is valid*, click **Yes, Request Access**, and go to the next step.
	• **No,** the information *is not valid*, click **No, Cancel**, and return to step 1 to re-enter the practitioners' information.
7.	The **Access Requested** screen will appear displaying the user's provider access.
	Access Requested
	The practitioner will show as **Pending approval by the administrator** within the **View Demographics** section until the request is approved or declined by the administrator.

TIN / NPI Mismatch

Introduction: Follow the steps outlined below if there is a TIN/NPI mismatch when adding provider access for Individual Practitioners.

Step	Action
1.	The following page displays when a **TIN / NPI Mismatch** was made. **TIN / NPI MISMATCH** The TIN and/or NPI you entered did not match MultiPlan's records; please double-check and try again. You can also have MultiPlan contact you to research the TIN and NPI. ☐ Correct the TIN and/or NPI entered and try again. ○ Have MultiPlan contact me to find this provider This option will open a customer service case. **CORRECT TIN / NPI** • To **Correct the TIN and/or NPI entered and try again**, go to step 2. • To **Have MultiPlan contact me to find this provider**, go to step 3.
2.	Select **Correct the TIN and/or NPI entered and try again,** then click **CORRECT TIN/NPI.** This closes the window. Go back to step 1 of the Add Provider Access for Individual Practitioners section and follow the steps for adding the practitioner. **TIN / NPI MISMATCH** The TIN and/or NPI you entered did not match MultiPlan's records; please double-check and try again. You can also have MultiPlan contact you to research the TIN and NPI. ◉ Correct the TIN and/or NPI entered and try again. ○ Have MultiPlan contact me to find this provider This option will open a customer service case. **CORRECT TIN / NPI**
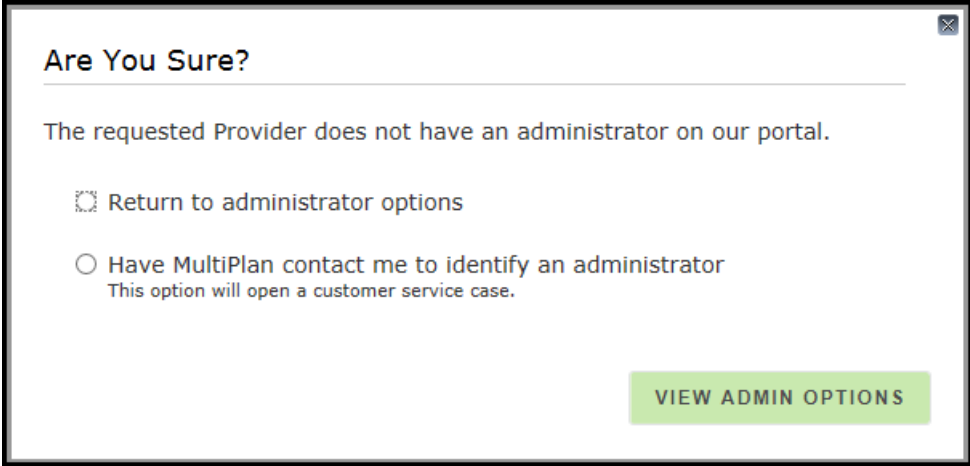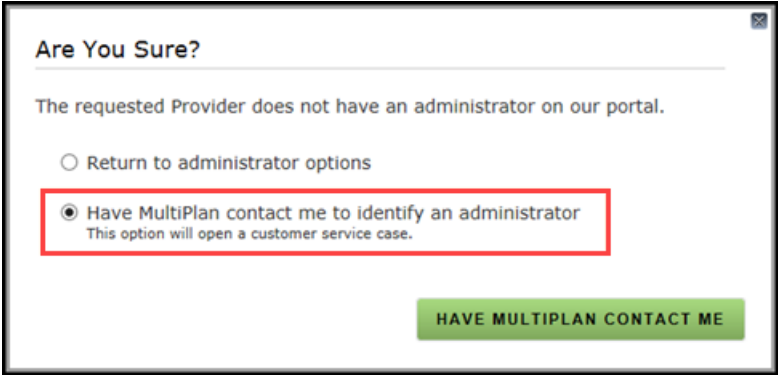
Step	Action
3.	Select **Have MultiPlan contact me to find this provider,** then click **HAVE MULTIPLAN CONTACT ME**. **TIN / NPI MISMATCH** The TIN and/or NPI you entered did not match MultiPlan's records; please double-check and try again. You can also have MultiPlan contact you to research the TIN and NPI. ○ Correct the TIN and/or NPI entered and try again. ● Have MultiPlan contact me to find this provider This option will open a customer service case. **HAVE MULTIPLAN CONTACT ME**
4.	A case will be created and submitted to Claritev for a representative to contact the user regarding the NPI/TIN Mismatch. Users will receive a *Service Case Created* page containing the case information and the ability to add attachments or send a fax with supporting documents. ✓ Service Case Created Service Case Number: 14140883 We've opened your case and sent the details to: You can upload additional documents or print a fax cover sheet if necessary.

No Portal Administrator

Introduction: If a match was made, and the practitioner does not have a Portal Administrator, users have the option to become the Portal Administrator for the practitioner. Follow the steps outlined below if there is not a portal administrator when adding provider access for Individual Practitioners.

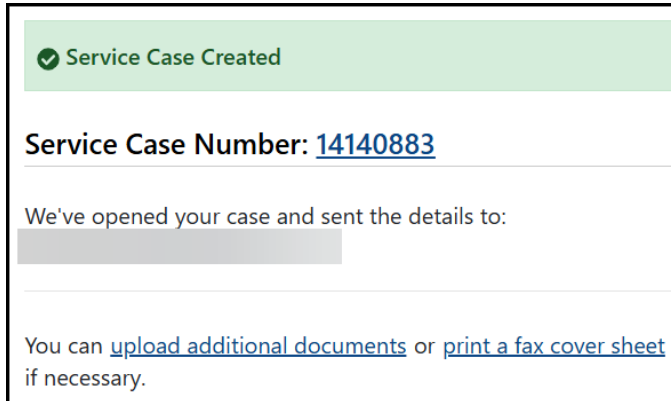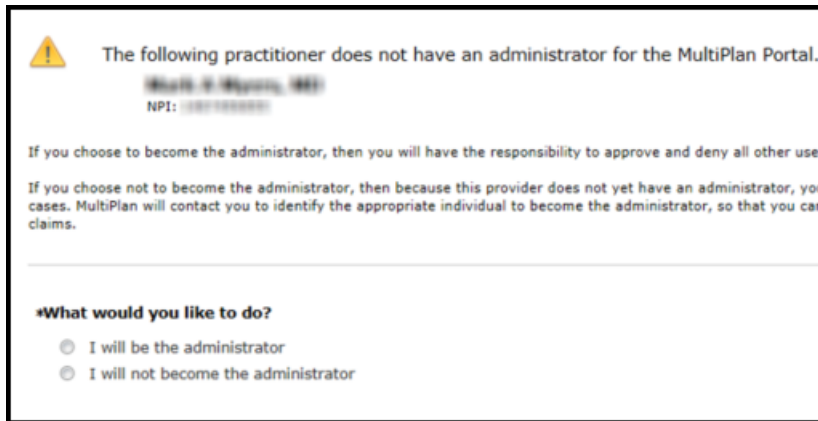| Step	Action
1.	What would you like to do? • **Yes**, I *will be the administrator*, go to the <u>I will be the Administrator</u> section. • **No**, I *will not become the administrator*, go to the next step. ⚠️ The following practitioner does not have an administrator for the MultiPlan Portal. NPI: If you choose to become the administrator, then you will have the responsibility to approve and deny all other user If you choose not to become the administrator, then because this provider does not yet have an administrator, you cases. MultiPlan will contact you to identify the appropriate individual to become the administrator, so that you can claims. ***What would you like to do?** ○ I will be the administrator ○ I will not become the administrator
2.	Click the radio button **I will not become the administrator** and click **NEXT**. ***What would you like to do?** ○ I will be the administrator ◉ I will not become the administrator CANCEL NEXT
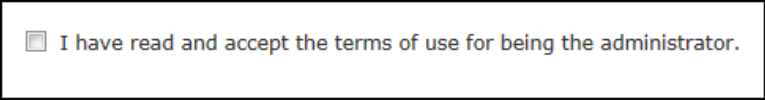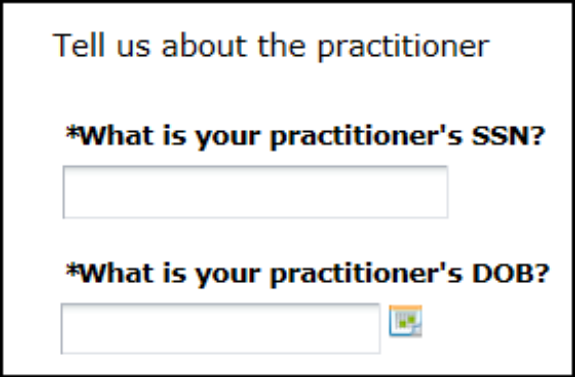
Step	Action
3.	A pop-up message will display asking the user to verify what they would like to do. • To **Return to administrator options**, select the *Return to administrator options* radio button, click **VIEW ADMIN OPTIONS** and go back to step 1 of this section. • To **Have MultiPlan contact me to identify the administrator**, go to the next step. **Are You Sure?** The requested Provider does not have an administrator on our portal. ◌ Return to administrator options ◯ Have MultiPlan contact me to identify an administrator This option will open a customer service case. VIEW ADMIN OPTIONS
4.	Select the **Have MultiPlan contact me to identify the administrator** radio button and click **Have MultiPlan Contact Me**. **Are You Sure?** The requested Provider does not have an administrator on our portal. ◯ Return to administrator options ⦿ Have MultiPlan contact me to identify an administrator This option will open a customer service case. HAVE MULTIPLAN CONTACT ME

Step	Action
5.	A case will be created and submitted to Claritev for a representative to contact the user regarding the Portal Administrator. Users will receive a *Service Case Created* page containing the case information and the ability to add attachments or send a fax with supporting documents. ✅ Service Case Created Service Case Number: 14140883 We've opened your case and sent the details to: You can upload additional documents or print a fax cover sheet if necessary.

I will be the Administrator

Introduction: If a match was made, and the practitioner does not have a Portal Administrator, users have the option to become the Portal Administrator for the practitioner. Follow the steps outlined below to become the portal administrator when adding provider access for Individual Practitioners.

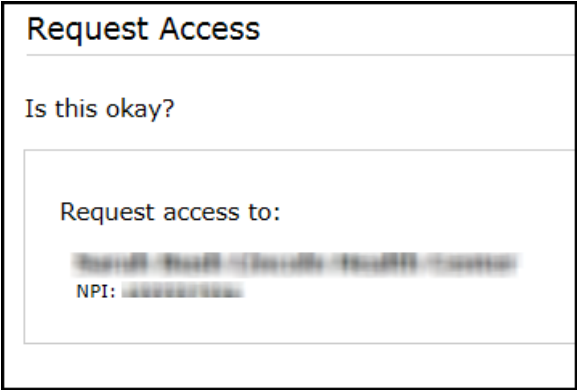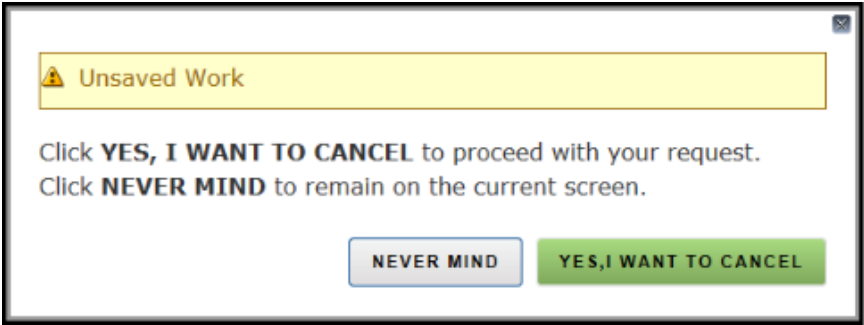| Step	Action
1.	If the decision is to become the administrator, select the radio button next to **I will be the administrator** and click **Next**. ⚠️ The following practitioner does not have an administrator for the MultiPlan Portal. NPI: If you choose to become the administrator, then you will have the responsibility to approve and deny all other user If you choose not to become the administrator, then because this provider does not yet have an administrator, you cases. MultiPlan will contact you to identify the appropriate individual to become the administrator, so that you can claims. **What would you like to do?** 　○ I will be the administrator 　○ I will not become the administrator

Step	Action
2.	The Terms of Use page will display. - To **ACCEPT** the terms of use, go to step 3. - To **DECLINE** the terms of use, go to step 7.
3.	Check the box next to the statement *I have read and accept the terms of use for being the administrator* and click **ACCEPT**.
4.	Enter the practitioner's social security number and date of birth, then click **Next**. Entering the practitioner's social security number (SSN) and date of birth (DOB) is Claritev's way to verify proprietary information for privacy purposes to authenticate you as an administrator of the account. Go to the SSN/DOB Mismatch section.
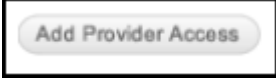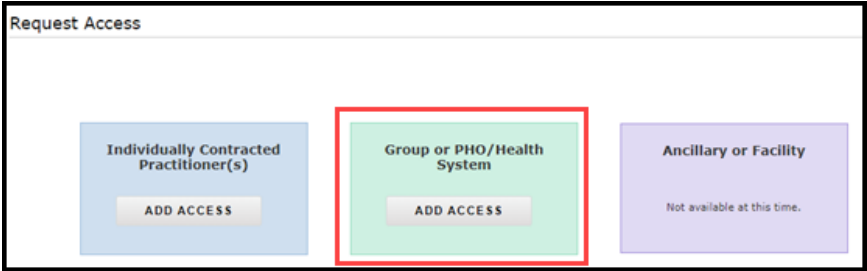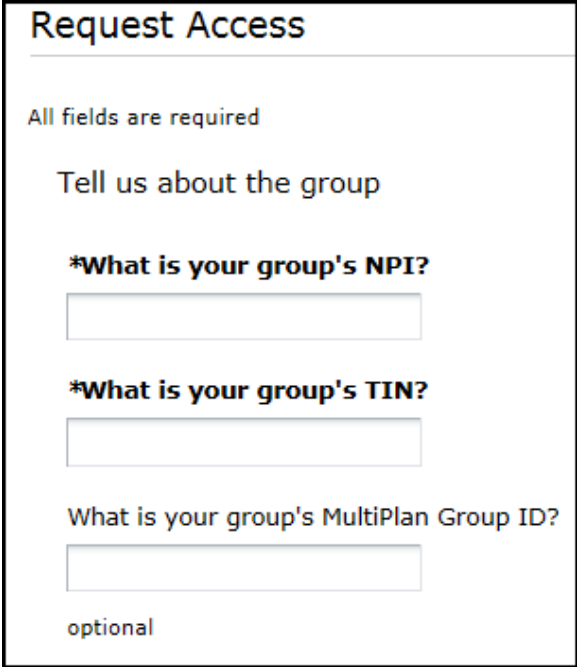
Step	Action

5.	The **Request Access** screen will appear, asking the user to validate the information displayed.
	
	Is the information valid?
	
	• **Yes,** the information *is valid*, click **Yes, Gain Access**, and go to the next step.
	
	• **No,** the information *is not valid*, click **No, Cancel**, and go back to step 4 to re-enter the practitioners information.
	
	When **No, Cancel** is selected, users will receive an **Unsaved Work** message asking if they would like to continue with the cancellation or return to the **Request Access** page.
	    • Click **YES, I WANT TO CANCEL** and go to step 4 to re-enter the practitioners' information.
	    • Click **NEVER MIND** and go to step 6.

Step	Action
6.	The **Access Granted** page will appear. The practitioner's name and NPI will appear within **My Provider Access** with a notification that the requester is the **Administrator User**. **End of process.**
7.	If **Decline** is selected, a notification will appear asking if users are sure they want to decline the request to become the administrator. A pop-up message will display asking the user to verify what they would like to do. • To **Return to administrator options**, select the *Return to administrator options* radio button, click **VIEW TERMS** and go back to step 2 of this section. • To **decline the terms**, go to the next step.

Step	Action
8.	Select the *I will not accept the terms* radio button and click **HAVE MULTIPLAN CONTACT ME.** **Are You Sure?** The requested Provider does not have an administrator on our portal. ◯ Return to administrator terms options ⦿ I will not accept the terms This option will open a customer service case. **HAVE MULTIPLAN CONTACT ME** A service case will be created on your behalf and a Claritev representative will contact you. **✓ Service Case Created** **Service Case Number: 14140883** We've opened your case and sent the details to: You can upload additional documents or print a fax cover sheet if necessary.

Add Provider Access for Group or PHO/Health System

Introduction: Follow the steps outlined below to add provider access for Group or PHO/Health System.

Step	Action
1.	Click the **Add Provider Access** button. Add Provider Access
2.	Select **ADD ACCESS** under *Group or PHO/Health System*. Request Access Individually Contracted Practitioner(s) — ADD ACCESS · Group or PHO/Health System — ADD ACCESS · Ancillary or Facility — Not available at this time.
3.	Enter the **NPI, TIN,** and **Claritev Group ID** (optional), then click **Next**. **Request Access** All fields are required Tell us about the group *What is your group's NPI? *What is your group's TIN? What is your group's MultiPlan Group ID? optional

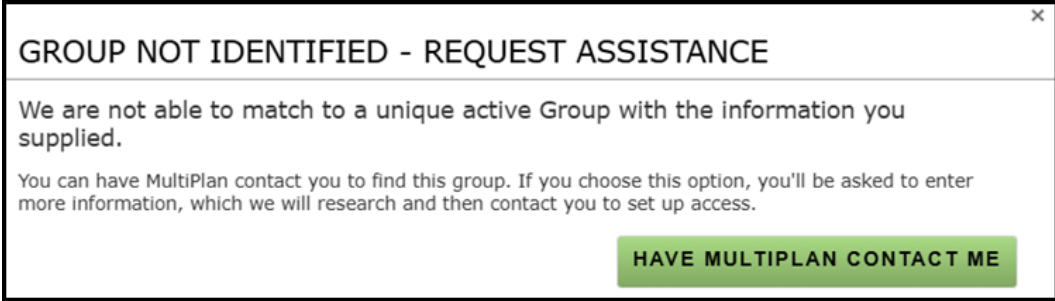| Step	Action
4.	The Portal will validate the *NPI* and *TIN* entered using the Claritev database. Was the group Identified? • **No**, the group *was not identified*, go to the [Group Not Identified – Request Assistance](#) section. • **Yes**, the group *was identified*, go to the next step.
5.	If a match was made, the screen that is displayed will depend on whether the group has an administrator for the portal. • If the group **has a portal administrator**, go to the next step. • If the group **does not have a portal administrator**, go to the [No Portal Administrator](#) section.
6.	If an administrator exists for the group, the following screen will appear asking the user to validate the information displayed. **Request Access** Is this okay? Request access to: ████ ████ ██████ █████ ██████ NPI: ████████ Is the information valid? • **Yes,** the information *is valid*, click **Yes, Request Access**, and go to the next step. • **No,** the information *is not valid*, click **No, Cancel**, and return to step 1 to re-enter the group information.
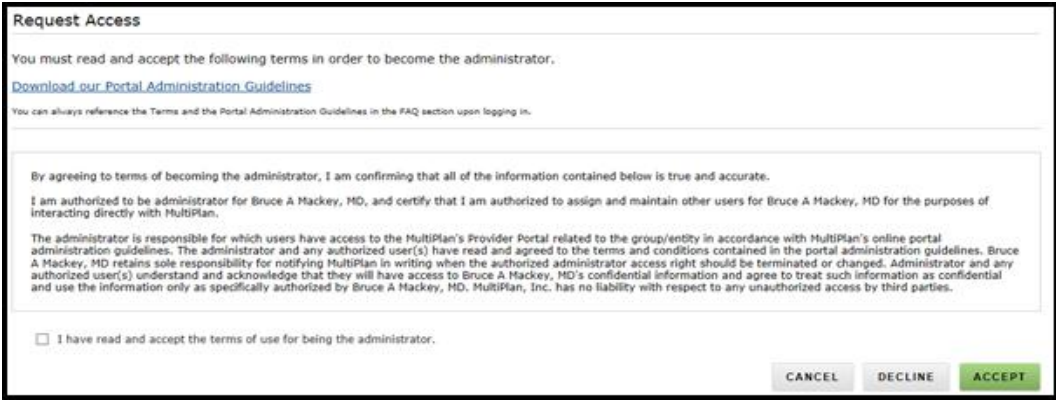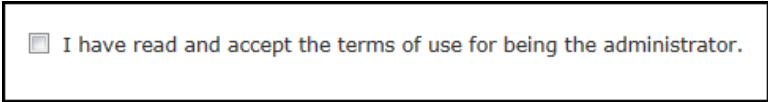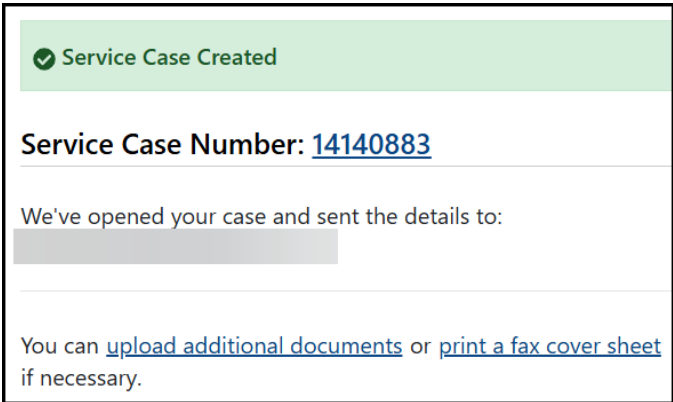
Step	Action
7.	The **Access Requested** screen will appear displaying the user's provider access. ![Access Requested] The group will show as **Pending approval by the administrator** within the **Manage user Access** section until the request is approved or declined by the administrator.
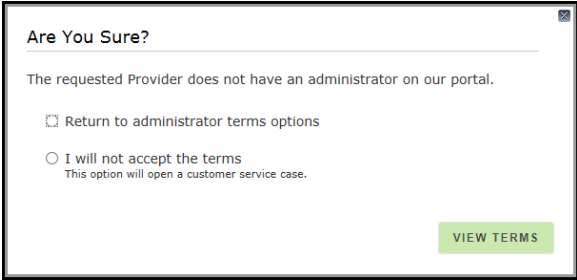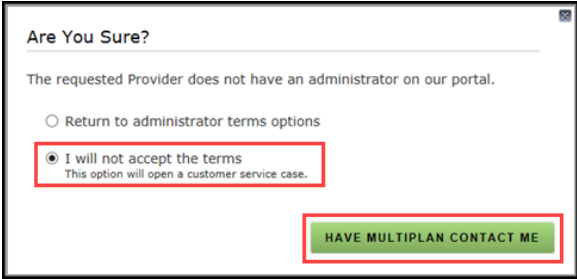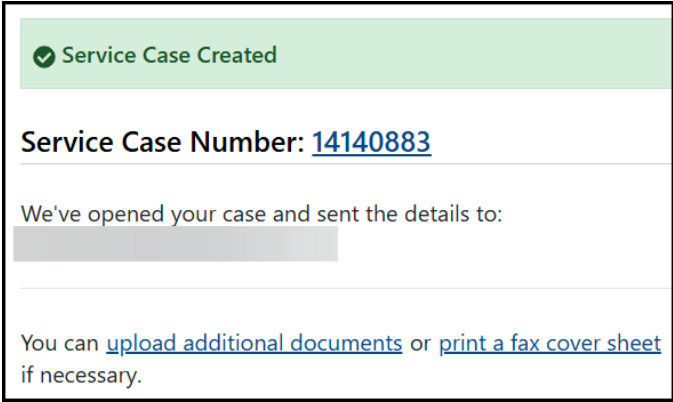
Group Not Identified – Request Assistance

Introduction: Follow the steps outlined below if the Group is not identified when adding provider access for a Group or PHO/Health System.

Step	Action
1.	The following page displays when a Group **cannot** be identified. **GROUP NOT IDENTIFIED - REQUEST ASSISTANCE** We are not able to match to a unique active Group with the information you supplied. You can have MultiPlan contact you to find this group. If you choose this option, you'll be asked to enter more information, which we will research and then contact you to set up access. **HAVE MULTIPLAN CONTACT ME** • Select **HAVE MULTIPLAN CONTACT ME** and go to step 2.

Step	Action
2.	Users will see the below message: **Request Access** All fields are required ⚠️ We need more information about your group In order to expedite adding your group access to your account, we need to collect some additional information. We will then research what you've given us and contact you to set up access. If you choose to become the administrator, then you will have the responsibility to approve and deny all other users' requests to access this provider's data. If you choose not to become the administrator, then because this provider does not yet have an administrator, your access will be limited to submitting customer service cases. MultiPlan will contact you to identify the appropriate individual to become the administrator, so that you can eventually gain access to this provider's demographics and claims. Complete the required fields, indicated by **bold** and an **asterisk (*)** and select **next**. ***What is the name of the group?** ***Street Address 1:** Street Address 2: ***City:** ***State:** ***Zip Code:**
3.	***Will you become the administrator for this group?** ***Will you become the administrator for this group?** ◯ Yes ◯ No CANCEL NEXT • Select **Yes**, click **next** and go to the next step. • Select **No**, click **next** and go to step 8.

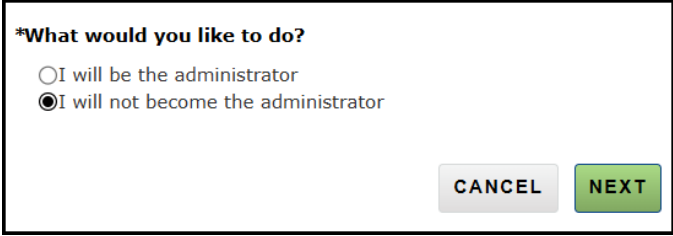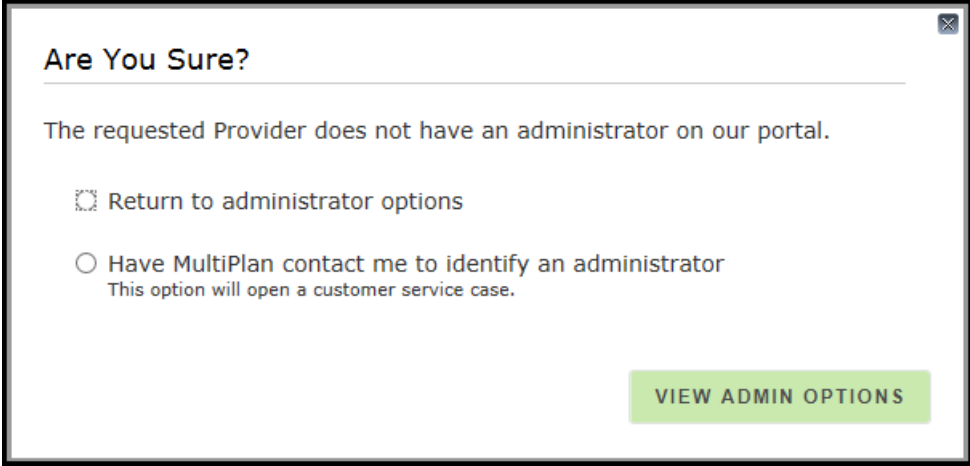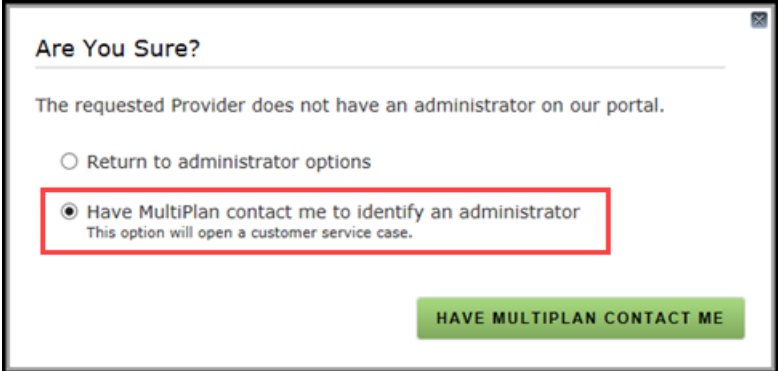| Step	Action
4.	The Terms of Use page will display. **Request Access** You must read and accept the following terms in order to become the administrator. Download our Portal Administration Guidelines You can always reference the Terms and the Portal Administration Guidelines in the FAQ section upon logging in. By agreeing to terms of becoming the administrator, I am confirming that all of the information contained below is true and accurate. I am authorized to be administrator for Bruce A Mackey, MD, and certify that I am authorized to assign and maintain other users for Bruce A Mackey, MD for the purposes of interacting directly with MultiPlan. The administrator is responsible for which users have access to the MultiPlan's Provider Portal related to the group/entity in accordance with MultiPlan's online portal administration guidelines. The administrator and any authorized user(s) have read and agreed to the terms and conditions contained in the portal administration guidelines. Bruce A Mackey, MD retains sole responsibility for notifying MultiPlan in writing when the authorized administrator access right should be terminated or changed. Administrator and any authorized user(s) understand and acknowledge that they will have access to Bruce A Mackey, MD's confidential information and agree to treat such information as confidential and use the information only as specifically authorized by Bruce A Mackey, MD. MultiPlan, Inc. has no liability with respect to any unauthorized access by third parties. ☐ I have read and accept the terms of use for being the administrator. CANCEL　DECLINE　ACCEPT • To **ACCEPT** the terms of use, go to step 5. • To **DECLINE** the terms of use, go to step 6.
5.	Check the box next to the statement *I have read and accept the terms of use for being the administrator* and click **ACCEPT**. ☐ I have read and accept the terms of use for being the administrator. A case will be created and submitted to Claritev for a representative to contact the user. Users will receive a *Service Case Created* page containing the case information and the ability to add attachments or send a fax with supporting documents. ✔ **Service Case Created** Service Case Number: 14140883 We've opened your case and sent the details to: You can upload additional documents or print a fax cover sheet if necessary. **End of Process.**

Step	Action
6.	If **Decline** is selected, a notification will appear asking if users are sure they want to decline the request to become the administrator.

Are You Sure?

The requested Provider does not have an administrator on our portal.

☐ Return to administrator terms options

○ I will not accept the terms
This option will open a customer service case.

VIEW TERMS

A pop-up message will display asking the user to verify what they would like to do.

- To **Return to administrator options**, select the *Return to administrator options* radio button, click **VIEW TERMS** and go back to step 2 of this section.
- To decline the terms, go to the next step.

Step	Action
7.	Select the *I will not accept the terms* radio button and click **HAVE MULTIPLAN CONTACT ME**.

Are You Sure?

The requested Provider does not have an administrator on our portal.

○ Return to administrator terms options

⦿ I will not accept the terms
This option will open a customer service case.

HAVE MULTIPLAN CONTACT ME

A service case will be created on your behalf and a Claritev representative will contact you.

✓ Service Case Created

Service Case Number: 14140883

We've opened your case and sent the details to:

You can upload additional documents or print a fax cover sheet if necessary.

End of Process.

Step	Action
8.	A service case will be created on your behalf and a Claritev representative will contact you.

End of Process.

No Portal Administrator

Introduction: Follow the steps outlined below if there is not a portal administrator when adding provider access for a Group or PHO/Health System.

Step	Action
1.	If a match was made, and the group does not have a Portal Administrator, users have the option to become Portal Administrator for the group. What would you like to do? • **Yes**, I *will be the administrator*, go to the <u>I will be the Administrator</u> section. • **No**, I *will not become the administrator*, go to the next step.

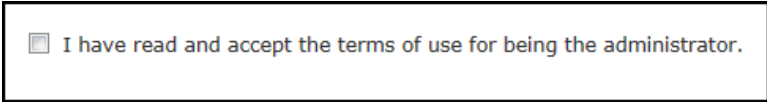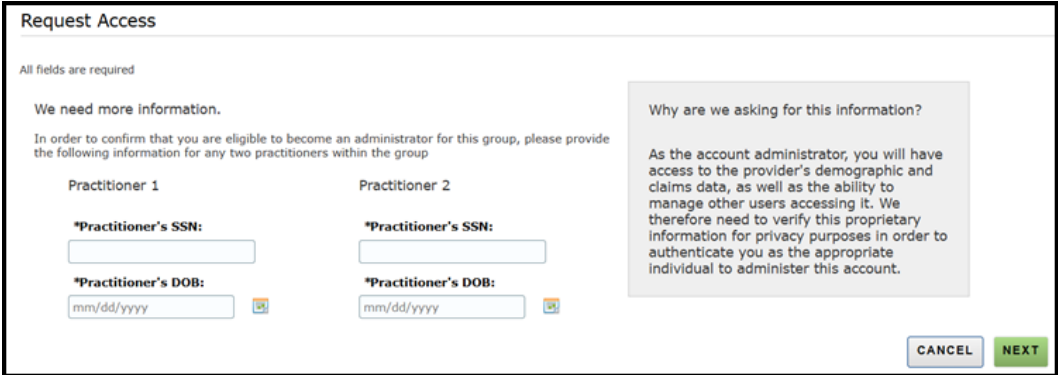| Step	Action
2.	Click the radio button **I will not become the administrator** and click **NEXT**. *What would you like to do? ○ I will be the administrator ◉ I will not become the administrator CANCEL NEXT
3.	A pop-up message will display asking the user to verify what they would like to do. • To **Return to administrator options**, select the *Return to administrator options* radio button, click **VIEW ADMIN OPTIONS** and go back to step 1 of this section. • To Have MultiPlan contact me to identify the administrator, go to the next step. **Are You Sure?** The requested Provider does not have an administrator on our portal. ○ Return to administrator options ○ Have MultiPlan contact me to identify an administrator This option will open a customer service case. VIEW ADMIN OPTIONS
4.	Select the Have MultiPlan contact me to identify the administrator radio button and click **Have MultiPlan Contact Me**. **Are You Sure?** The requested Provider does not have an administrator on our portal. ○ Return to administrator options ◉ Have MultiPlan contact me to identify an administrator This option will open a customer service case. HAVE MULTIPLAN CONTACT ME

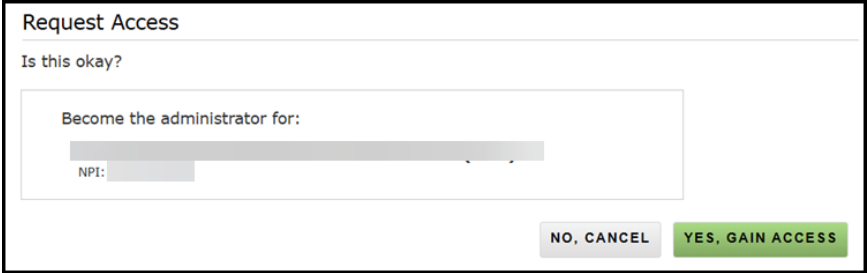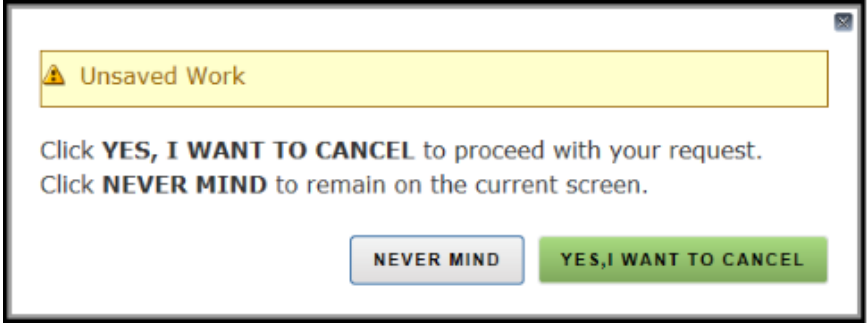| Step	Action
5.	A case will be created and submitted to Claritev for a representative to contact the user regarding the Portal Administrator. Users will receive a *Service Case Created* page containing the case information and the ability to add attachments or send a fax with supporting documents. ✅ Service Case Created **Service Case Number:** 14140883 We've opened your case and sent the details to: You can upload additional documents or print a fax cover sheet if necessary.

I will be the Administrator

Introduction: If a match is made, and the practitioner does not have a Portal Administrator, users have the option to become the Portal Administrator for the practitioner. Follow the steps outlined below to become the portal administrator when adding provider access for Individual Practitioners.

Step	Action
1.	If the decision is to become the administrator, select the radio button next to **I will be the administrator** and click **Next**. *What would you like to do? ● I will be the administrator ○ I will not become the administrator CANCEL NEXT

Step	Action
2.	The Terms of Use page will display.
	Request Access You must read and accept the following terms in order to become the administrator. Download our Portal Administration Guidelines You can always reference the Terms and the Portal Administration Guidelines in the FAQ section upon logging in. By agreeing to terms of becoming the administrator, I am confirming that all of the information contained below is true and accurate. I am authorized to be administrator for Bruce A Mackey, MD, and certify that I am authorized to assign and maintain other users for Bruce A Mackey, MD for the purposes of interacting directly with MultiPlan. The administrator is responsible for which users have access to the MultiPlan's Provider Portal related to the group/entity in accordance with MultiPlan's online portal administration guidelines. The administrator and any authorized user(s) have read and agreed to the terms and conditions contained in the portal administration guidelines. Bruce A Mackey, MD retains sole responsibility for notifying MultiPlan in writing when the authorized administrator access right should be terminated or changed. Administrator and any authorized user(s) understand and acknowledge that they will have access to Bruce A Mackey, MD's confidential information and agree to treat such information as confidential and use the information only as specifically authorized by Bruce A Mackey, MD. MultiPlan, Inc. has no liability with respect to any unauthorized access by third parties. ☐ I have read and accept the terms of use for being the administrator. CANCEL DECLINE ACCEPT • To **ACCEPT** the terms of use, go to step 3. • To **DECLINE** the terms of use, go to step 9.
3.	Check the box next to the statement *I have read and accept the terms of use for being the administrator* and click **ACCEPT**. ☐ I have read and accept the terms of use for being the administrator.
4.	Enter the social security number and date of birth for two practitioners, then click **Next**. Entering the practitioner's social security number (SSN) and date of birth (DOB) is Claritev's way to verify proprietary information for privacy purposes to authenticate you as an administrator of the account. **Request Access** All fields are required We need more information. In order to confirm that you are eligible to become an administrator for this group, please provide the following information for any two practitioners within the group Practitioner 1 Practitioner 2 *Practitioner's SSN: *Practitioner's SSN: *Practitioner's DOB: *Practitioner's DOB: mm/dd/yyyy mm/dd/yyyy Why are we asking for this information? As the account administrator, you will have access to the provider's demographic and claims data, as well as the ability to manage other users accessing it. We therefore need to verify this proprietary information for privacy purposes in order to authenticate you as the appropriate individual to administer this account. CANCEL NEXT

Step	Action
5.	The Portal will validate the *SSN* and *DOB* entered using the Claritev database. Did the SSN and DOB match? • **No**, the SSN and DOB *did not match*, go to the [SSN/DOB Mismatch](#) section. • **Yes**, the SSN and DOB *matched*, go to step 6.
6.	The **Request Access** screen will appear, asking the user to validate the information displayed. Request Access Is this okay? Become the administrator for: NPI: NO, CANCEL YES, GAIN ACCESS Is the information valid? • **Yes,** the information *is valid*, click **Yes, Gain Access**, and go to the next step. • **No,** the information *is not valid*, click **No, Cancel**, and go to step 1 of the [Add Provider Access for Group or PHO/Health System](#) section. When **No, Cancel** is selected, users will receive an **Unsaved Work** message asking if they would like to continue with the cancellation or return to the **Request Access** page. ⚠ Unsaved Work Click **YES, I WANT TO CANCEL** to proceed with your request. Click **NEVER MIND** to remain on the current screen. NEVER MIND YES, I WANT TO CANCEL

Step	Action
7.	The Admin Access Added screen will appear. Users will have access to Administrator Functionality the next time they sign in.

Admin Access Added

You will be able to use the administrator functionality the next time you sign in. Would you like to sign out now?

NO, CONTINUE SESSION   YES, SIGN OUT

- Select **YES, SIGN OUT**, to return to the Log In screen and sign in again to access Administrator Functionality.
- Select **NO, CONTINUE SESSION**, to continue the portal session without Administrator Functionality and go to step 8.

Step	Action
8.	The **Access Granted** page will appear and the group name and MultiPlan Contract ID will appear within the **My Provider Access** and **View Provider Demographics** sections.

Access Requested

End of process.

Step	Action
9.	If **Decline** is selected, a notification will appear asking if users are sure they want to decline the request to become the administrator.

Are You Sure?

The requested Provider does not have an administrator on our portal.

☐ Return to administrator terms options

○ I will not accept the terms
This option will open a customer service case.

VIEW TERMS

A pop-up message will display asking the user to verify what they would like to do.

- To **Return to administrator options**, select the *Return to administrator options* radio button, click **VIEW TERMS** and go back to step 2 of this section.
- To decline the terms, go to the next step.

Step	Action
10.	Select the *I will not accept the terms* radio button and click **HAVE MULTIPLAN CONTACT ME**. **Are You Sure?** The requested Provider does not have an administrator on our portal. ○ Return to administrator terms options ⦿ I will not accept the terms This option will open a customer service case. **HAVE MULTIPLAN CONTACT ME** A service case will be created on your behalf and a Claritev representative will contact you. **✓ Service Case Created** **Service Case Number: 14140883** We've opened your case and sent the details to: You can upload additional documents or print a fax cover sheet if necessary.

SSN/DOB Mismatch

Introduction: Follow the steps outlined below if there is an SSN/DOB mismatch when adding provider access for an Individual Practitioner or Group or PHO/Health System.

Step	Action
1.	The following page displays when an **SSN/DOB Mismatch** was made. SSN / DOB MISMATCH The SSN and/or DOB you entered did not match MultiPlan's records; please double-check and try again. You can also have MultiPlan contact you to research the SSN and DOB. ○ Correct the SSN and/or DOB entered and try again ○ Have MultiPlan contact me This option will open a customer service case. CORRECT SSN / DOB • To **Correct the SSN and/or DOB entered and try again**, go to step 2. • To **Have MultiPlan contact me**, go to step 3.
2.	Select **Correct the SSN and/or DOB entered and try again,** then click **CORRECT SSN/DOB.** This closes the window. Go to the Add Provider Access for Individual Practitioners or Add Provider Access for Group or PHO/Health System section and follow the steps for adding the practitioner SSN and/or DOB. SSN / DOB MISMATCH The SSN and/or DOB you entered did not match MultiPlan's records; please double-check and try again. You can also have MultiPlan contact you to research the SSN and DOB. ◉ Correct the SSN and/or DOB entered and try again ○ Have MultiPlan contact me This option will open a customer service case. CORRECT SSN / DOB

Step	Action
3.	Select **Have MultiPlan contact me,** then click **HAVE MULTIPLAN CONTACT ME**. Go to step 4. **SSN / DOB MISMATCH** The SSN and/or DOB you entered did not match MultiPlan's records; please double-check and try again. You can also have MultiPlan contact you to research the SSN and DOB. ○ Correct the SSN and/or DOB entered and try again ◉ Have MultiPlan contact me This option will open a customer service case. HAVE MULTIPLAN CONTACT ME
4.	A case will be created and submitted to Claritev for a representative to contact the user regarding the SSN/DOB Mismatch. Users will receive a *Service Case Created* page containing the case information and the ability to add attachments or send a fax with supporting documents. ✔ Service Case Created Service Case Number: 14140883 We've opened your case and sent the details to: You can upload additional documents or print a fax cover sheet if necessary.

View Your Preferences

Introduction: The View Your Preferences feature allows users to indicate how they wish to receive email notifications that pertain to their case(s) from Claritev. The system will default to **Yes** for the Primary email address. If a user has a secondary email address on file, they may choose to receive notifications at that email address as well.

Emails are sent by Noreplycustser@claritev.com. Be sure to add this address to the "safe" list if email filters are utilized.

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:

_____.com

Would you like to receive an email each time MultiPlan adds a note to your service case? ⓘ
- ◉ Yes
- ○ No

Would you like to also receive email notifications at _____.com?
- ◉ Yes
- ○ No

You can update your available email address by updating your profile.

UPDATE

Updating Your Preferences

Introduction: Follow the steps outlined below to update your preferences.

Step	Action
1.	**Question 1**: Would you like to receive an email each time MultiPlan adds a note to your case? Select the **Yes** or **No** radio button. Would you like to receive an email each time MultiPlan adds a note to your service case? ⓘ ◉ Yes ○ No • If there is a secondary email address on file, go to step 2. • If there is not a secondary email address on file, go to step 3. The primary email address must be updated by contacting support@Claritev.com.

Step	Action
2.	**Question 2**: Would you like to also receive email notifications at test@test.com? Select the **Yes** or **No** radio button. Would you like to also receive email notifications at **peggy.harmon@multiplan.com**? ◉ Yes ○ No If the email address in this section is incorrect or needs to be updated, click the Updating your profile link.
3.	Select **UPDATE**. UPDATE

HOME
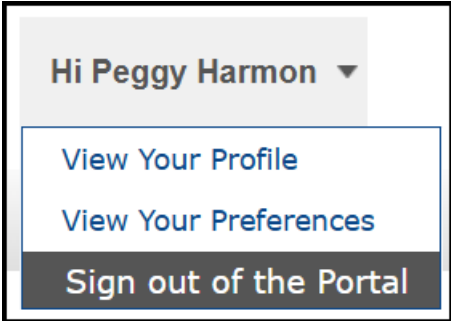
Introduction: Once logged into the Claritev Provider Portal, the system will default to the Home Page. Use the navigation links within the Provider Portal to access the features available.
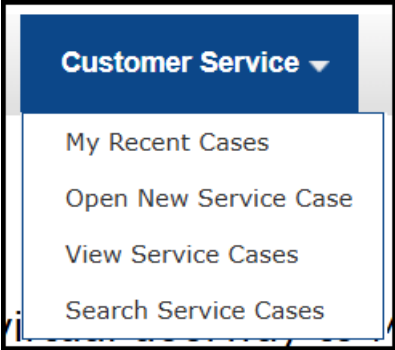
The information displayed will vary depending on the account type. See the Access Types section above for more information.

![claritev logo]

Field	Description

Hi "Name" (user profile and preferences)	Provides access to update profile, preferences, and logging out. Menu options:
	
	 • View Your Profile
	     o Ability to Update Profile
	     o Ability to Reset Password
	     o Ability to Add Provider Access
	     o View of Provider Access
	     o Display of Roles within the Claritev Provider Portal
	 • View Your Preferences
	     o Ability to Update Preferences for email notifications.
	 • Sign out of the Portal
	     o Ability to log out of the Claritev Provider Portal.

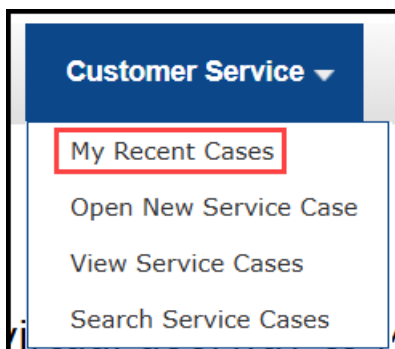| Field	Description
[Home](#)	Allows navigation of the main portal page.

[Customer Service](#)	Provides access to the Customer Service features available within the Provider Portal.
	
	Menu options:
	
	• [My Recent Cases](#)
	    ○ Displays the five most recently opened and closed customer service cases.
	• [Open New Service Case](#)
	    ○ Used 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](#)
	    ○ Used to search for existing cases.

[Search for a Participating Provider for Your Patient](#)	Provides access to the [Find a doctor or facility](#) option on the Claritev website.

Field	Description

[Help & Resources](#)	Provides access to the following information:
	
	• Provider Portal User Guide
	    o Provides access to download the Provider Portal User Guide with detailed instructions for using the various features within the Provider Portal.
	
	• Guidelines & Terms for Portal Administrators
	    o Provides access to download the Guidelines & Terms for being a Portal Administrator for an Individual Practitioner, and/or Group or PHO/Health System.
	
	• FAQ
	    o Contains frequently asked questions and answers within each topic.
	
	• Take Action
	    o Contains provider applications and credentialing forms.
	
	• Learn About Claritev
	    o Contains information about Claritev products, a copy of the Provider Handbook, and Client Lists.

CUSTOMER SERVICE

Introduction: The Customer Service feature provides a list of recently opened and/or closed service cases, access to create new service cases, and the ability to view or search for open/closed service cases.
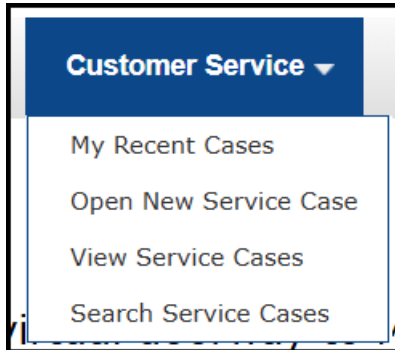
Menu options:

- My Recent Cases
  - o Displays the five most recently opened and closed customer service cases.

- Open New Service Case
  - o Used to create new customer service cases.

- View Service Cases
  - o Provides access to all open and closed service cases.
  - o Closed service cases will display for up to 24 months.

- Search Service Cases
  - o Utilized to search for existing case(s).

My Recent Cases

Introduction: The **My Recent Cases** feature is used to view the five most recently opened or closed service cases.

My Recent Cases

	Created On	Service Case #	Reason For Inquiry	Provider Name
⚠	07/01/2025	13368696	Reg error - NPI/TIN mismatch - Group	UNKNOWN,UNKNOWN
⚠	07/01/2025	13368695	Reg error - NPI/TIN mismatch - Group	UNKNOWN,UNKNOWN
	06/17/2025	13368475	Name Change	Unknown,Unknown
	03/18/2025	10332521	Claim Research	King,Adam
	03/18/2025	10332520	Application Status	Test,Joe

Viewing 1-5 of 35 results

View All

Cases highlighted in Yellow with a caution symbol have not yet been reviewed.

- Notes listed in yellow, with a caution icon ⚠ indicate a new note has been added. This note may have been added by the Claritev Representative, or by the Claritev Provider Portal User.

- Once the notes are reviewed the icon will no longer appear.

My Recent Cases Field Descriptions

Field	Description
Created On	Indicates the date the service case was originally created. This field is only available on the Open Service Cases tab.
Closed On	Indicates the date the service case was originally created. This field is only available on the Closed Service Cases tab.
Service Case #	The unique identification number used to track the service case. Click the service case number to view the case details. See the Service Case Details section for more information.
Reason for Inquiry	Indicates the reason the customer service case was opened.
Provider Name	The name of the provider (individual practitioner, group, or facility) the service case is related to.

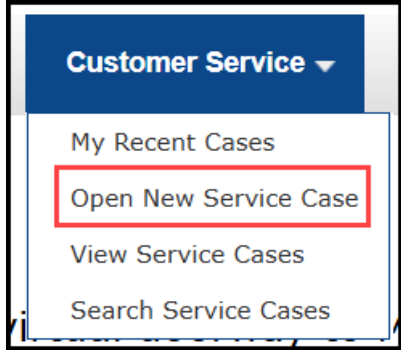| Field	Description
View All	When selected, users are taken to the View Services Cases page to view all service cases. See the <u>View Service Cases</u> section for more information.

Open New Service Case

Introduction: The **Open New Service Case** feature is used to create a new service case for a specific inquiry or issue.
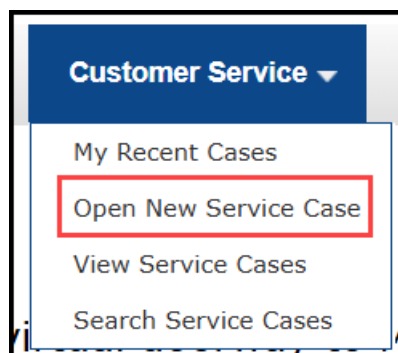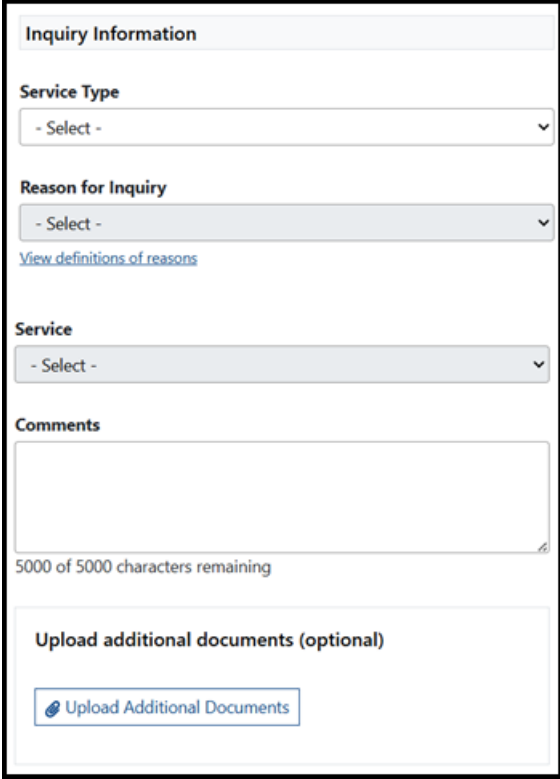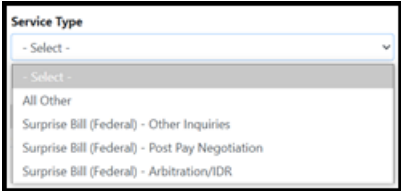

• Items with an **Bold** font are required.

• Items with a **Question Mark** icon have help text available.

Opening a New Service Case

Introduction: Follow the steps outlined below when opening a new service case.

Step	Action
1.	Click on *Customer Service* and select **Open New Service Case** from the dropdown menu.

Step	Action
2.	The *Open New Service Case* screen will appear. To update Inquiry Information, go to step 3. **Inquiry Information** **Service Type** - Select - ⌄ To update Contact Information, go to step 10. **Contact Information** **Your First Name** Training **Your Last Name** Profile To update Provider Information, go to step 16. **Provider Information** **Select Provider Type** ○ Practitioner ○ Group ○ Facility/Ancillary

Step	Action
3.	Complete the **Inquiry Information** Section.

Inquiry Information

Service Type

- Select -

Reason for Inquiry

- Select -

View definitions of reasons

Service

- Select -

Comments

5000 of 5000 characters remaining

Upload additional documents (optional)

Upload Additional Documents

Step	Action
4.	Select the **Service Type** from the Dropdown.

Service Type

- Select -

- Select -
All Other
Surprise Bill (Federal) - Other Inquiries
Surprise Bill (Federal) - Post Pay Negotiation
Surprise Bill (Federal) - Arbitration/IDR

Step	Action
5.	Select the **Reason for Inquiry** from Dropdown.

- The options in this section vary depending on the Service Type selected.
- Some Service Types have a default Reason for Inquiry users cannot change.
- Use the View definitions of reasons link for a definition of the Inquiry Type.

| 6. | Select **Go to Claim Search**

 This option is only available when a Reason for Inquiry that pertains to a claim is selected. Go to the next step if your inquiry does not pertain to a claim.

Enter the information exactly as it appears on the *Explanation of Payment (EOP)*.

The system will search for the claim and indicate if it was found or not.

Select **Add Claim** to view the claim details.

To **complete a new search**, select *Clear Search Form* and enter new search criteria.

To **open a customer service case** related to the claim found, the [Opening a Customer Service Case](#) section.

Repeat this process for each claim.

Click **Return to case in progress** once all claims are added.

The added claim details are displayed on the *Open New Service Case* screen.

 |

Step	Action
7.	Select the **Service (Network)** from the Dropdown ![Service Network dropdown showing: - Select -, MultiPlan Network, PHCS Network / PHCS Healthy Directions, Beech Street Network, Arizona Medical Network (AMN), MultiPlan Auto Medical Network, Beech Street Workers' Compensation Network, MultiPlan Extender Networks, Health Management Network (HMN), HealthEOS, PHCS Savility, Rural Arizona Network (RAN), Viant Supplemental Network, Texas True Choice - Commercial, MultiPlan Workers' Compensation Network]
8.	Insert any additional comments that pertain to the request. ***Note:*** • The character limit is five thousand. • This field is free form and does spell check.

Step	Action
9.	Select **Upload Additional Documents** to upload additional supporting documents.

- Select **Choose File(s)**

- Locate the document on the computer and select **Open**.

   - Once added, users will see the document name below the Choose File(s) button.

- Repeat this process for all additional documents and select **Done**.

Upload Additional Documents

Maximum of 50 MB per file.

Commonly accepted files: PDF, JPG, PNG or GIF

▼ See list of all accepted file types
BMP, CSV, DOC, DOCM, DOCX, GIF, HTM, JPG, HEIC, Zip, XLSX, XLSM, XLSB, TXT, TIF/TIFF, RTF, PNG, PDF, MDI, LOG

Choose File(s) 🗂

Book1.xlsx   🗑

Done

Note:

- Documents can be removed by selecting the Trash Can 🗑 icon.

- The maximum file size and accepted file types are displayed.

Step	Action
10.	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
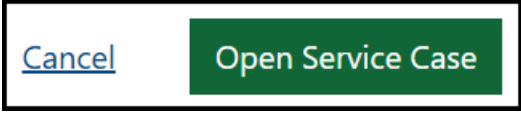
Does someone other than you need to be contacted for negotiation?

○ Yes, someone else is the contact

○ No, I am the contact

Step	Action
11.	**Your First Name / Your Last Name / Your Phone / Your Email** These fields prepopulate based on the users profile information.
12.	Enter **Your Job Title,** this is a required field. **Your Job Title** [text field]
13.	Enter the **Your Phone Ext.** and **Your Fax (Optional)** The **Your Phone** field prepopulates based on the users profile information. Enter an extension, if applicable. Enter the Fax number into the **Your Fax (Optional)** field, if applicable. **Your Phone** Ext. 9204447777 Your Fax (optional)
14.	Select the **Your Organization Type** from the drop-down and enter the organization name into the **Your Organization Name** field. **Your Organization Type** - Select - **Your Organization Name**
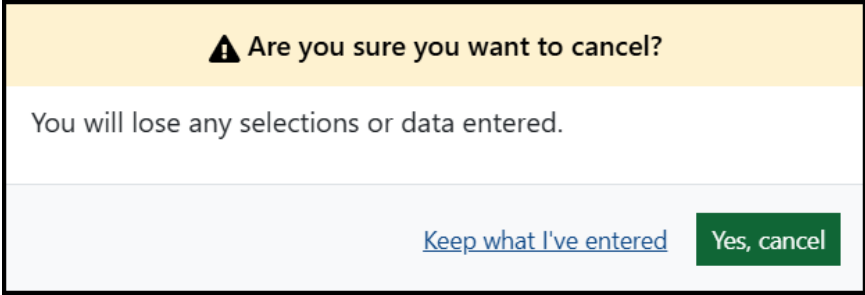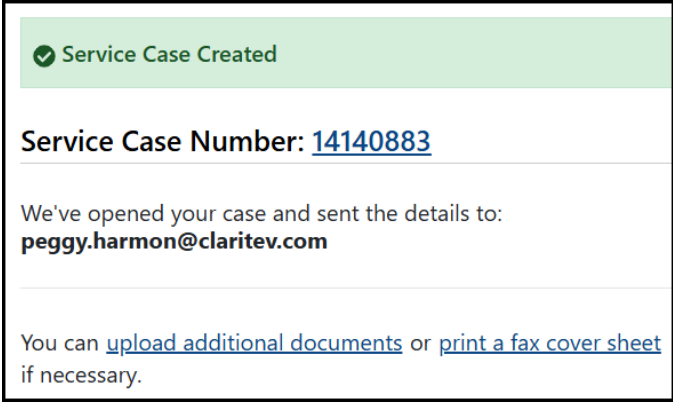
Step	Action
15.	**Does someone other than you need to be contacted for the negotiation?** Select the appropriate radial button. Does someone other than you need to be contacted for negotiation? ○ Yes, someone else is the contact ○ No, I am the contact If someone else is the contact for the case, select the **Yes, someone else is the contact** radio button and complete the required fields.
16.	In the **Provider Information** section, select the radio button next to the appropriate provider type and complete the required fields. For Practitioner, go to step 17. For Group, go to step 18. For Facility/Ancillary, go to step 19. **Provider Information** **Select Provider Type** ○ Practitioner ○ Group ○ Facility/Ancillary

Step	Action
17.	Enter the **Practitioner** information in the required fields indicated by bold.

Select Provider Type

- ⦿ Practitioner
- ◯ Group
- ◯ Facility/Ancillary

Group Name (optional)

[   ]

Provider First Name

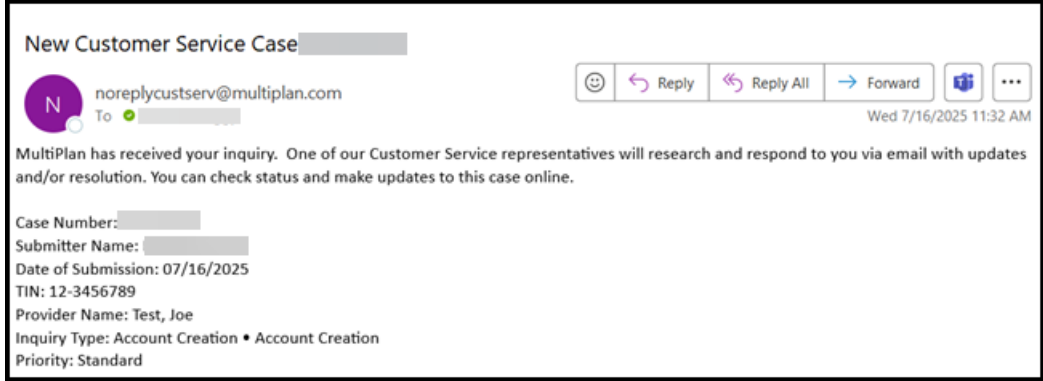[   ]

Provider Last Name

[   ]

Address

[   ]

City

[   ]

State   **Zip**

[   ]   [   ]

TIN

[   ]

NPI (Optional)

[   ]

Step	Action
18.	Enter the **Group** information in the required fields indicated by bold.

Provider Information

Select Provider Type

○ Practitioner

⦿ Group

○ Facility/Ancillary

Group Name

[   ]

Provider First Name (Optional)

[   ]

Provider Last Name (Optional)

[   ]

Address

[   ]

City

[   ]

State   **Zip**

[   ]   [   ]

TIN

[   ]

NPI (Optional)

[   ]

Step	Action
19.	Enter the **Facility/Ancillary** information in the required fields indicated by bold.

Provider Information

Select Provider Type
- ○ Practitioner
- ○ Group
- ● Facility/Ancillary

Facility Name

[   ]

Address

[   ]

City

[   ]

State   **Zip**

[   ]   [   ]

TIN

[   ]

NPI (Optional)

[   ]

| Step	Action
20.	Click **Open Service Case** to open the service case or click the **Cancel** button to cancel the service case creation. Cancel Open Service Case When **Cancel** is selected, an additional box pops up to confirm cancellation. • Click **Yes, cancel** and go to step 1 to re-enter the information. • Click **Keep what I've entered,** select **Open Service case** and go to step 7. ⚠ Are you sure you want to cancel? You will lose any selections or data entered. Keep what I've entered Yes, cancel
21.	The Service Case is now created and the ability to upload additional documents or print a fax cover sheet is available. ✔ Service Case Created Service Case Number: 14140883 We've opened your case and sent the details to: **peggy.harmon@claritev.com** You can upload additional documents or print a fax cover sheet if necessary.

Step	Action
22.	To Upload Additional Documents:

To Upload Additional Documents:

- Click **Upload additional documents**
- Click **Choose File(s)**
- Locate the file and select **Open**
- Click **Done** once all attachments are added

Upload Additional Documents

Maximum of 50 MB per file.

Commonly accepted files: PDF, JPG, PNG or GIF

▼ See list of all accepted file types
BMP, CSV, DOC, DOCM, DOCX, GIF, HTM, JPG, HEIC, Zip, XLSX, XLSM, XLSB, TXT, TIF/TIFF, RTF, PNG, PDF, MDI, LOG

Choose File(s)

Book1.xlsx

Done

To Print a Fax Cover Sheet:

- Click **Print a fax cover sheet**
- Locate the PDF in the downloads folder and open to print.
- Complete any blank fields prior to faxing the attachment to 888-850-7604.

Portal Fax Cover Sheet

To:	Service Operations	From:	
Fax:	888-850-7604	Fax:	
Phone:	800-950-7040	Phone:	
Date:	7/16/2025	Pages: (Inc. Cover)	
Re:	14140883	CC:	

This fax includes document related to:

Case Reference Number:

Provider Name:

Step	Action
23.	Upon successful completion of a case creation, users will receive email notification with case information. ***Example Email***: New Customer Service Case noreplycustserv@multiplan.com To Wed 7/16/2025 11:32 AM MultiPlan has received your inquiry. One of our Customer Service representatives will research and respond to you via email with updates and/or resolution. You can check status and make updates to this case online. Case Number: Submitter Name: Date of Submission: 07/16/2025 TIN: 12-3456789 Provider Name: Test, Joe Inquiry Type: Account Creation • Account Creation Priority: Standard The email will be generated from noreplycustserv@multiplan.com. Be sure to add this address to the "safe" list if email filters are utilized.

View Service Cases

Introduction: The **View Service Cases** feature provides a list of open and/or closed cases submitted through the Claritev Provider Portal.

Customer Service ▾

My Recent Cases
Open New Service Case
View Service Cases
Search Service Cases
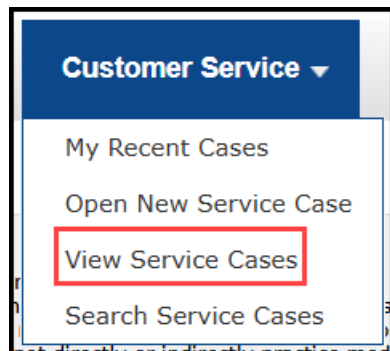
View Service Cases

| Open Service Cases | Closed Service Cases |

	Created On ▼	Service Case # ▲▼	Inquiry Type ▲▼	Reason for Inquiry	Network ▲▼	Group Name ▲▼	Provider Name ▲▼	Created By	Reopened On ▲▼
⚠	07/18/2025	13368926	Credentialing Status	Application Status	MultiPlan Network	All Family Care	Test.Joe	Peggy Harmon	
	07/15/2025	13368880	Claim Inquiry	Request status of claim	MultiPlan Network	Contract Not Listed	Drew.Otis	Peggy Harmon	
	07/15/2025	13368879	Credentialing Status	Application Status	MultiPlan Network	Childrens Multi-Specialty Group, LLC	Test.Joe	Peggy Harmon	
	07/15/2025	13368878	Data Maintenance	Name Change	MultiPlan Network		Drew.Otis	Peggy Harmon	
	07/07/2025	13368746	CQM Complaint	Report Quality of Care	MultiPlan Network	Contract Not Listed	Casalino.David	Peggy Harmon	
	07/07/2025	13368745	CQM Complaint	Report Quality of Care	MultiPlan Network	Contract Not Listed	Casalino.David	Peggy Harmon	
	07/07/2025	13368744	CQM Complaint	Report Quality of Care	MultiPlan Network	Contract Not Listed	Casalino.David	Peggy Harmon	
	07/07/2025	13368741	Account Creation	Account Creation	MultiPlan Network	All Family Care	Test.Joe	Peggy Harmon	
	07/07/2025	13368742	Account Creation	Account Creation	MultiPlan Network	All Family Care	Test.Joe	Peggy Harmon	
	07/07/2025	13368740	CQM Complaint	Report Quality of Care	MultiPlan Network	All Family Care	Test.Joe	Peggy Harmon	

| 10 | 25 | 50 | per page | | 45 results | | | « ‹ 1 2 3 4 5 › » |

Cases highlighted in Yellow with a caution symbol have not yet been reviewed.

- Notes listed in yellow, with a caution icon ⚠ indicate a new note has been added. This note may have been added by the Claritev Representative, or by the Claritev Provider Portal User.

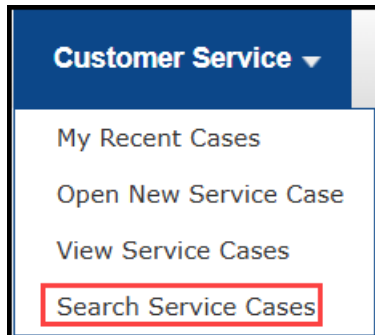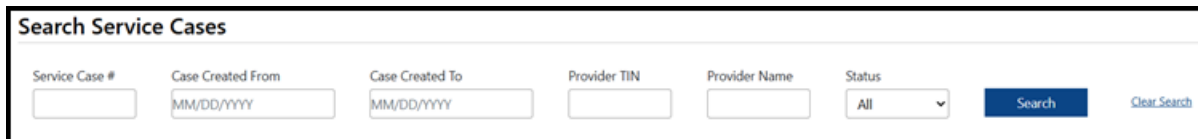- Once the notes are reviewed the icon will no longer appear.

View Service Cases Field Descriptions

Field	Description
Created On	Displays the date the service case was originally created. This field is only available on the *Open Service Cases* tab.
Closed On	Displays the date the service case was originally closed. • This field is only available on the *Closed Service Cases* tab. • Closed service cases will display for up to 24 months.

Field	Description
Service Case #	Displays the unique identification number used to track the service case. Click the service case number to view the case details. See the Service Case Details section for more information.
Inquiry Type	Displays the type of inquiry that was selected when the service case was created.
Reason for Inquiry	Displays the reason that was selected when the service case was created.
Network	Displays the network that was selected when the service case was created.
Group Name	Displays the name of the group selected when the service case was created, if applicable.
Provider Name	Displays the name of the provider (individual practitioner, group, or facility) that was selected when the service case was created.
Created By	Displays the name of the person who created the service case.
Reopened On	Displays the date the service case was reopened, if previously closed. This field is only available on the *Open Service Cases* tab.
Results Display	Displays at the bottom of the service case list. • Allows users to select 10, 25, or 50 number of cases to display per page. • Displays total number of results. • Displays page numbers and links for users to navigate between pages. `10  25  50  per page    45 results    «  ‹  1  2  3  4  5  ›  »`

Search Service Cases

Introduction: The **Search Service Cases** feature is used to search for existing open and/or closed service cases. Searches can be performed by service case #, case creation dates, provider TIN, provider name or a combination of this data.

Search Service Cases Field Descriptions

Field	Description
Service Case #	Enter in the unique identification number to generate results. • There is no need to use this field in a combined search. • 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. • Both fields must be completed to perform a search. • This field can be used in a combined search.
Provider TIN	Enter the TIN that was used to create the case. This field can be used in a combined search.

Field	Description
Provider Name	Enter the provider, group, or facility name that the service case was created for. • This field can be used in a combined search. • When searching by a provider name, a comma is required between the last and first name. *Example:* Smith, John
Status	Use the drop-down arrow to select **All**, **Open**, or **Closed**. The system default is **All**.
Search	Used to perform the search.
Clear Search	Used to clear search criteria.

Service Cases Search Results

Introduction: The Search Cases search results vary depending on the outcome of the search. Users may receive No Search Results, a Single Search Result or Multiple Search Results.

No Search Results:

The No Match Found screen appears when no results are returned. Return to Search Service Cases to perform another search.

Search Results

⚠ No Match Found

No Matches Found. You can try your search again

Single Search Result:

The Service Case Details screen appears when there is a single search result. Review the [Service Case Details](#) section for more information.

Service Case # 13368880

⬅ 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:	07/15/2025
Closed On:	N/A
Created By:	Peggy Harmon
Reopened On:	N/A
Reopened Reason:	N/A
Original Service Case #:	N/A
Related Service Case #s:	N/A
Inquiry Type:	Claim Inquiry
Reason for Inquiry:	Request status of claim
Priority:	Standard
Network:	MultiPlan Network

Notes ⊕

07/15/2025 at 11:32 AM ET
Peggy Harmon

Hello!

Inquiry Description
This case is on behalf of the practitioner: Otis Drew with NPI 1063604346.

The provider portal user selected the option that the practitioner's contract involved in the case is "Contract not listed".

Test

Provider Information

Provider Type:	Practitioner/Group
TIN:	99-9999999
NPI:	1063604346
Group Name:	Contract Not Listed
Provider Name:	Otis, Drew
Adress:	N/A
City:	N/A
State:	N/A
Zipcode:	N/A

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
Manually added	Harmon	11/26/2006	$15.286.00	12-3456789

1 results

Attachments ⊕

Added On	Name	Added By	Size
07/15/2025	Book1.xlsx	Peggy Harmon	7.7 KB

1 results

Multiple Search Results:

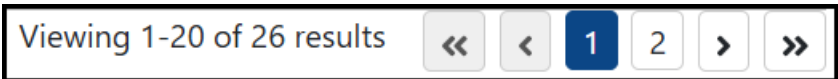The Search Results screen appears when there are multiple search results. Review the below table for an explanation of each field.

Cases highlighted in Yellow with a caution symbol have not yet been reviewed.

- Notes listed in yellow, with a caution icon indicate a new note has been added. This note may have been added by the Claritev Representative, or by the Claritev Provider Portal User.

- Once the notes are reviewed the icon will no longer appear.

Field	Description
Created On	Displays the date the service case was originally created or reopened.
Closed On	Displays the date the service case was originally closed.
Service Case #	Displays the unique identification number used to track the service case. Click the service case number to view the case details. See the Service Case Details section for more information.
Inquiry Type	Displays the type of inquiry that was selected when the service case was created.

Field	Description
Reason for Inquiry	Displays the reason that was selected when the service case was created.
Network	Displays the network that was selected when the service case was created.
Group Name	Displays the name of the group selected when the service case was created, if applicable. If not applicable, the group name column will be blank.
Provider Name	Displays the name of the provider (individual practitioner, group, or facility) that was selected when the service case was created.
TIN	Displays the TIN associated with the provider (individual practitioner, group, or facility) that was selected when the service case was created.
Created By	Displays the name of the person who created the service case.
Results Display	Displays at the bottom of the service case list. • Displays total number of results and how many the user is currently viewing. • Displays page numbers and links for users to navigate between pages. Viewing 1-20 of 26 results « ‹ 1 2 › »

Service Case Details

Introduction: When viewing Service Case Details, users are able to see the Basic Information used when the case was created, the Provider Information that was populated when the case was created, any Notes left by Claritev or the Portal User, Claim Information (if applicable), any Attachments that have been added to the case and the ability to Reopen a Closed Service Case. Review the sections below for a description of each field within an Open and Closed Service Case.

- Basic Information

- Provider Information

- Notes

- Claim Information

- Attachments

- Reopen a Closed Service Case

- Information may change compared to what was originally submitted when the service case was created.

    o Claritev representatives can update the Product or Provider information and add or delete claims and attachments.

    o New notes may be added, but existing notes cannot be modified.

Example of Open Service Case Example:

Service Case # 13368880

⬅ 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:	07/15/2025
Closed On:	N/A
Created By:	Peggy Harmon
Reopened On:	N/A
Reopened Reason:	N/A
Original Service Case #:	N/A
Related Service Case #s:	N/A
Inquiry Type:	Claim Inquiry
Reason for Inquiry:	Request status of claim
Priority:	Standard
Network:	MultiPlan Network

Inquiry Description

This case is on behalf of the practitioner: Otis Drew with NPI 1063604346.

The provider portal user selected the option that the practitioner's contract involved in the case is "Contract not listed".

Test

Notes

07/15/2025 at 11:32 AM ET
Peggy Harmon

Hello!

Provider Information

Provider Type:	Practitioner/Group
TIN:	99-9999999
NPI:	1063604346
Group Name:	Contract Not Listed
Provider Name:	Otis, Drew
Adress:	N/A
City:	N/A
State:	N/A
Zipcode:	N/A

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
Manually added	Harmon	11/26/2006	$15,286.00	12-3456789

1 results

Attachments

Added On	Name	Added By	Size
07/15/2025	Book1.xlsx	Peggy Harmon	7.7 KB

1 results

Closed Service Case Example:

Service Case # 13368695

← Back to results

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

Basic Information

Status:	Closed Reopen
Created On:	07/01/2025
Closed On:	07/18/2025
Created By:	Peggy Harmon
Reopened On:	07/15/2025
Reopened Reason:	Additional Information Received
Original Service Case #:	N/A
Related Service Case #s:	N/A
Inquiry Type:	Account Creation
Reason for Inquiry:	Reg error - NPI/TIN mismatch - Group
Priority:	Standard
Network:	MultiPlan Network

Inquiry Description
You are not authorized to request demographic changes for this provider via the portal. If this service case includes demographic changes, please attach a formal request on the provider's letterhead with the appropriate signature(s) of authorization.

This case was auto-created on behalf of an existing user requesting for access to a group.

The user entered the following group information:
The CORE Institute
14444 N 25th Ave Ste 210

Phoenix, AZ 85023

The user entered Group Name [The CORE Institute], GroupID [], TIN [20-1778316] and NPI [1427095801].

The user indicated that they want to become the admin and the user did accept the Terms of Use.

Notes

07/15/2025 at 11:18 AM ET
Customer Service System , Multiplan

Case has been Re-opened.

Sent to: jon@tng.com,peggy.harmon@multiplan.com

Provider Information

Provider Type:	Practitioner/Group
TIN:	20-1778316
NPI:	1427095801
Group Name:	The CORE Institute
Provider Name:	UNKNOWN, UNKNOWN
Adress:	N/A
City:	N/A
State:	N/A
Zipcode:	N/A

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
No claims associated with this case				

0 results

Attachments

No file attachments associated with this case

Reopened Service Case Example:

Service Case # 13368695

← 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:	07/01/2025
Closed On:	07/18/2025
Created By:	Peggy Harmon
Reopened On:	07/23/2025
Reopened Reason:	Additional Information Received
Original Service Case #:	N/A
Related Service Case #s:	N/A
Inquiry Type:	Account Creation
Reason for Inquiry:	Reg error - NPI/TIN mismatch - Group
Priority:	Standard
Network:	MultiPlan Network

Inquiry Description

You are not authorized to request demographic changes for this provider via the portal. If this service case includes demographic changes, please attach a formal request on the provider's letterhead with the appropriate signature(s) of authorization.

This case was auto-created on behalf of an existing user requesting for access to a group.

The user entered the following group information:
The CORE Institute
14444 N 25th Ave Ste 210

Phoenix, AZ 85023

The user entered Group Name [The CORE Institute], GroupID [], TIN [20-1778316] and NPI [1427095801].

The user indicated that they want to become the admin and the user did accept the Terms of Use.

Notes

07/23/2025 at 3:12 PM ET
Customer Service System , Multiplan

Case has been Re-opened.

Sent to: jon@tng.com,peggy.harmon@multiplan.com

07/15/2025 at 11:18 AM ET
Customer Service System , Multiplan

Case has been Re-opened.

Sent to: jon@tng.com,peggy.harmon@multiplan.com

Provider Information

Provider Type:	Practitioner/Group
TIN:	20-1778316
NPI:	1427095801
Group Name:	The CORE Institute
Provider Name:	UNKNOWN, UNKNOWN
Adress:	N/A
City:	N/A
State:	N/A
Zipcode:	N/A

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
No claims associated with this case				

0 results

Attachments

No file attachments associated with this case

Basic Information

Basic Information

Status:	Open
Created On:	07/15/2025
Closed On:	N/A
Created By:	Peggy Harmon
Reopened On:	N/A
Reopened Reason:	N/A
Original Service Case #:	N/A
Related Service Case #s:	N/A
Inquiry Type:	Claim Inquiry
Reason for Inquiry:	Request status of claim
Priority:	Standard
Network:	MultiPlan Network

Inquiry Description
This case is on behalf of the practitioner: Otis Drew with NPI 1063604346.

The provider portal user selected the option that the practitioner's contract involved in the case is "Contract not listed".

Test

Field	Description
Status:	Displays the status of the case. If the Status is Closed, users will see the Reopen link. Review the Reopen a Closed Service Case section for more information.
Created On:	Displays the date the case was created.
Closed On:	Displays the date the case was closed.
Created By:	Displays who the case was created by.

Field	Description
Reopened On:	Displays the date the case was reopened.
Reopened Reason:	Displays the reason the case was reopened.
Original Service Case #:	Displays the original service case # if the case was reopened.
Related Service Case #s:	Displays related service case #s.
Inquiry Type:	Displays the Inquiry Type selected when the case was created.
Reason for Inquiry:	Displays the Reason for Inquiry selected when the case was created.
Priority:	Displays the Priority of the case.
Network:	Displays the Network selected when the case was created. This is selected from the Service dropdown when creating the service case.
Inquiry Description:	Provides a system automated description and any notes included by the portal user when the case was created.

Provider Information

Provider Information

Provider Type:	Practitioner/Group
TIN:	99-9999999
NPI:	1063604346
Group Name:	Contract Not Listed
Provider Name:	Otis, Drew
Adress:	N/A
City:	N/A
State:	N/A
Zipcode:	N/A

Field	Description
Provider Type:	Displays the Provider type selected when the case was created. This will be Practitioner/Group or Facility/Ancillary.
TIN:	Displays the TIN entered when the case was created.
NPI:	Displays the NPI entered when the case was created.
Group Name:	Displays the Group Name of the Contract selected when the case was created.
Address:	Displays the Address entered when the case was created.
City:	Displays the City entered when the case was created.
State:	Displays the State entered when the case was created.
Zipcode:	Displays the Zipcode entered when the case was created.

Notes

Field	Description
Date/ Time/ Submitted By	Displays the Date and Time stamp the note was added and the name of the person who submitted the note. • Time will be displayed in the Eastern Time zone format. • If the note was added by Claritev, *MultiPlan* will be displayed after the name.
Note	The note that was added by the Portal User or Claritev. If the note was added by Claritev, user will see an additional note the details have been emailed.
Plus Icon	Used to add a new note to the case. 1. Click the **Plus** icon. 2. Enter **note** in the free form note field. a. There is a 6,000-character limit and the system does perform spell check. 3. Click **Add Note** and the new note will be displayed in the *Notes* section of the Service Case. Notes can only be added to open or reopened cases.
Paper Icon	Used to copy a note previously added to the case.

Claims

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
Manually added	Harmon	11/26/2006	$15,286.00	12-3456789

1 results

Field	Description
Claim #	Displays the claim number that was added when the case was created. If the claim was not located this field will state Manually Added. The following verbiage will display: *No claims associated with the case,* when a claim was not added to the case.
Patient Last Name	Displays the Patient Last Name entered to search for the claim.
DOS	Displays the DOS entered to search for the claim.
Total Charge	Displays the Total Charges entered to search for the claim.
TIN	Displays the TIN entered to search for the claim.

Attachments

Attachments   ⊕

Added On	Name	Added By	Size
07/15/2025	Book1.xlsx	Peggy Harmon	7.7 KB

1 results

Field	Description
Added On	Displays the date the attachment was added to the case.
Name	Displays the name of the attachment added to the case. • Users can open or save attachments added to service cases.
Added By	Displays the name of the person who added the attachment to the case.
Size	Displays the file size of the attachment added to the case.

Field	Description
Plus Icon	Used to add a new attachment to the case. **Uploading a New Attachment:** 1. Select **Choose File(s)** 2. Locate the document on the computer and select **Open**. o Once added, users will see the document name below the Choose File(s) button. 3. Repeat this process for all additional documents and select **Done**. • Notes can only be added to open or reopened cases. • Documents can be removed by selecting the Trash Can icon. • The maximum file size and accepted file types are displayed.

Reopen a Closed Service Case

Step	Action
1.	Locate the closed service case via any of the <u>Search Service Cases</u> options and open it to view the <u>Service Case Details</u>.
2.	Click the Reopen link within the Status row of the Basic Information section. **Basic Information** **Status:** Closed <u>Reopen</u>
3.	Select the Reopen Reason from the dropdown and click Reopen. **Select Reason** In order to reopen this service case you must select a reason. - Select One - - Select One - Additional Information received Additional Payment not received Adjustment required Complaint received RFI Closure Surprise Bill (Federal) - Initiate IDR Cancel Reopen

Step	Action
4.	The screen will refresh, and users will see the [Reopened Service Case Details](#) screen.

Service Case # 13368695

⬅ 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:	07/01/2025
Closed On:	07/18/2025
Created By:	Peggy Harmon
Reopened On:	07/23/2025
Reopened Reason:	Additional Information Received
Original Service Case #:	N/A
Related Service Case #s:	N/A
Inquiry Type:	Account Creation
Reason for Inquiry:	Reg error - NPI/TIN mismatch - Group
Priority:	Standard
Network:	MultiPlan Network

Inquiry Description
You are not authorized to request demographic changes for this provider via the portal. If this service case includes demographic changes, please attach a formal request on the provider's letterhead with the appropriate signature(s) of authorization.

This case was auto-created on behalf of an existing user requesting for access to a group.

The user entered the following group information:
The CORE Institute
14444 N 25th Ave Ste 210

Phoenix, AZ 85023

The user entered Group Name [The CORE Institute], GroupID [], TIN [20-1778316] and NPI [1427095801].

The user indicated that they want to become the admin and the user did accept the Terms of Use.

Notes ⊕

07/23/2025 at 3:12 PM ET
Customer Service System , Multiplan

Case has been Re-opened.

Sent to: jon@tng.com,peggy.harmon@multiplan.com

07/15/2025 at 11:18 AM ET
Customer Service System , Multiplan

Case has been Re-opened.

Sent to: jon@tng.com,peggy.harmon@multiplan.com

Provider Information

Provider Type:	Practitioner/Group
TIN:	20-1778316
NPI:	1427095801
Group Name:	The CORE Institute
Provider Name:	UNKNOWN, UNKNOWN
Adress:	N/A
City:	N/A
State:	N/A
Zipcode:	N/A

Claims

Claim #	Patient Last Name	DOS	Total Charge	TIN
No claims associated with this case				

0 results

Attachments ⊕

No file attachments associated with this case

SEARCHING FOR A PARTICIPATING PROVIDER FOR YOUR PATIENT

Introduction: The Search for a Participating Provider for your Patient link on the home page of the Claritev Provider Portal which links directly to the Claritev Website.

We work hard to ensure our data is accurate, but provider information changes frequently. Also, finding a provider on this site is not a guarantee of benefits coverage.

Before you receive care, you should contact:
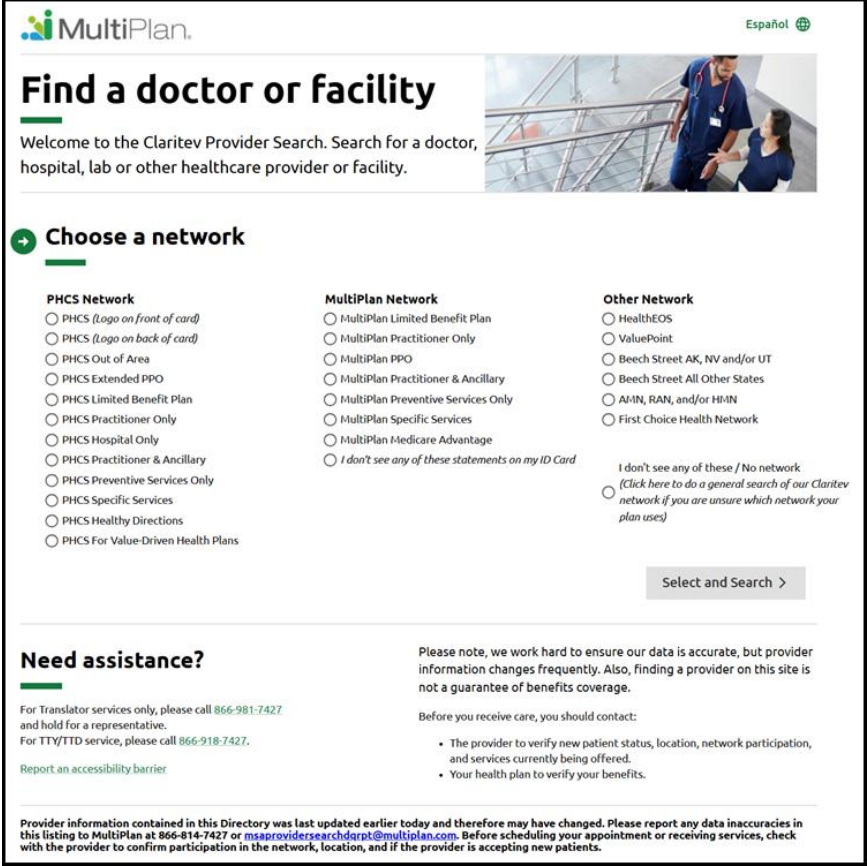
- The provider to verify new patient status, location, network participation, and services currently being offered.
- Your health plan to verify your benefits.

How to search for a participating provider:
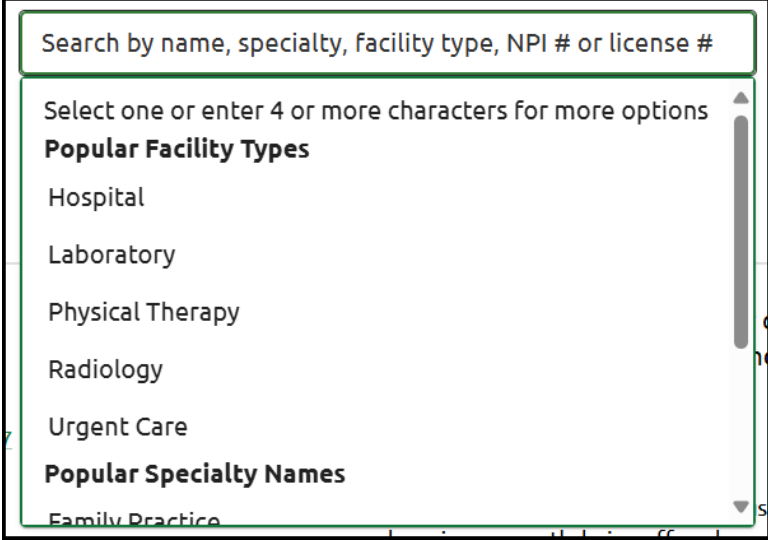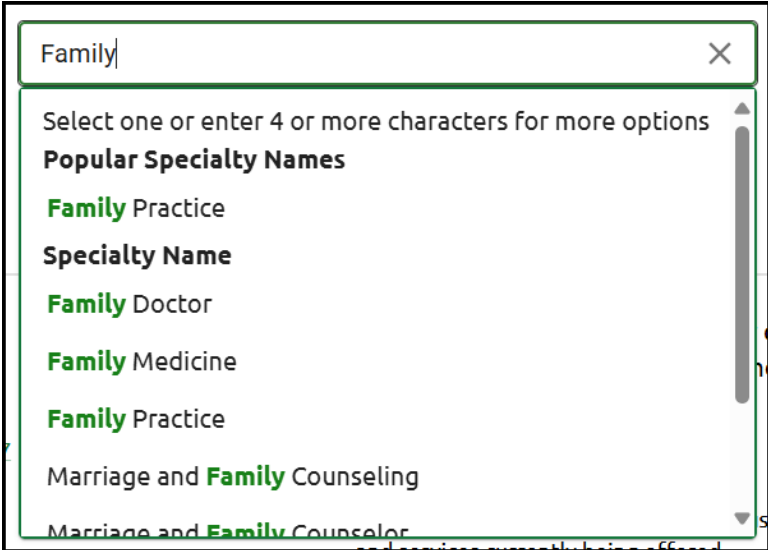
Introduction: Follow the steps outlined below to search for a participating provider for your patients.
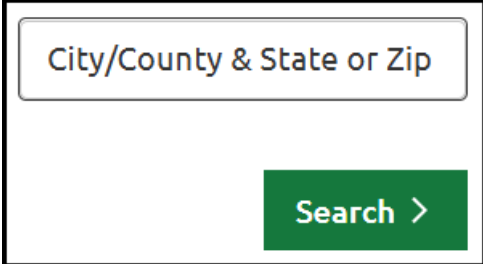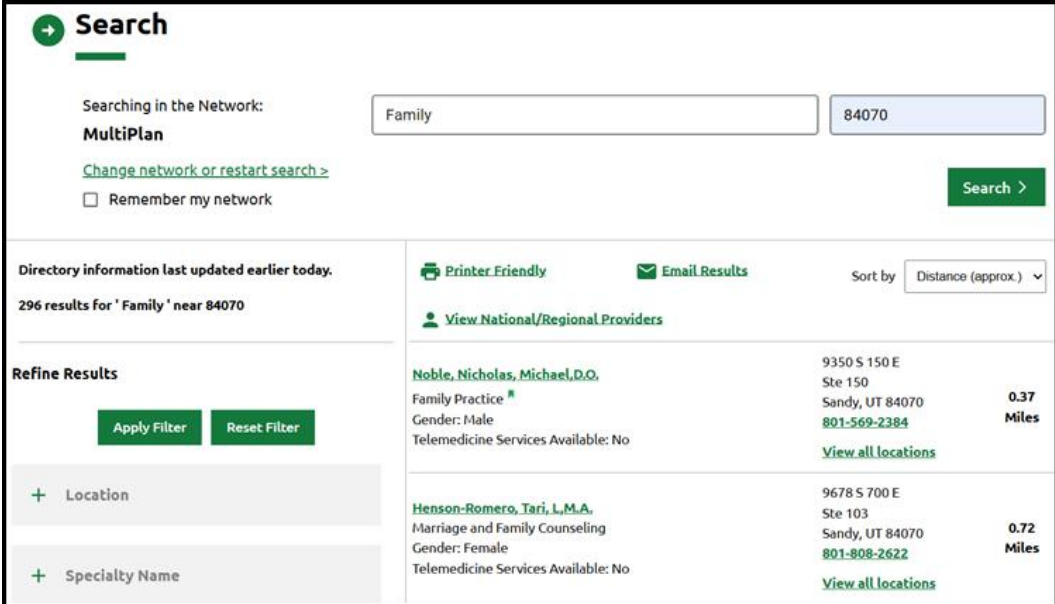
Step	Action
1.	Click **Search for participating provider for your patient** on the Provider Portal Home Page. Search for a participating provider for your patient

Step	Action
2.	The system will open the **Find a doctor or facility** page on the Claritev website.

Step	Action
3.	Select the **Network** under the *Choose a Network* section and click **Select and Search**.

Only one Network can be selected per search.

The search page will display. Click *Change network or restart search >* to return to the Choose a Network page.

Step	Action
4.	Select from the dropdown or enter the search criteria into the Search by name, specialty, facility type, NPI #, or license # field.

Search by name, specialty, facility type, NPI # or license #

Select one or enter 4 or more characters for more options
Popular Facility Types

Hospital

Laboratory

Physical Therapy

Radiology

Urgent Care

Popular Specialty Names

Family Practice

When entering search criteria, a drop-down menu will appear with selections based on the text entered. Click on the appropriate selection to choose for review.

Family ✕

Select one or enter 4 or more characters for more options
Popular Specialty Names

Family Practice

Specialty Name

Family Doctor

Family Medicine

Family Practice

Marriage and **Family** Counseling

Marriage and **Family** Counselor

Step	Action
5.	Populate the City/County & State or Zip field and click **Search**.
6.	The results page will display. Go to step 7 to refine the search results. • Click **Printer Friendly** to download a printer friendly version of the search results. • Click **Email Results** and enter the appropriate email address to email the search results. • Click **View National/Regional Providers** to view any National/Regional Providers included in the search results.

Step	Action
7.	The Refine Results section allows users to refine search results using additional criteria. Select the appropriate filters and select **Apply Filters.**
	Select **Reset Filters** to remove the filter from the search.
	<u>**Options Include:**</u> Location, Specialty Name, New Patient Status, Gender, Language, Hospital Affiliations, Handicap Accessible, Telemedicine Services, Board Certified, The Joint Commission, Education, Degree, Number of Beds, Facility Type, Routine Visit Office Wait, Urgent Care Office Wait, New Patient Visit Office Wait, and Essential Provider.
	Refine Results
	Apply Filter Reset Filter
	— Location
	Within [20 Miles ▾]
	— Specialty Name
	☐ Clinical Genetics (1)
	☐ Clinical Nurse Specialist (1)
	☐ Clinical Psychology (22)
	☐ Clinical Social Work (15)
	☐ Emergency Medicine (2)
	☐ Family Practice (212)
	☐ Geriatric Medicine (2)
6.	Click *Change network or restart search >* to return to the Choose a Network page.
	⊕ Search
	Searching in the Network: [Search by name, specialty, facility type, NPI # or license #] [City/County & State or Zip]
	MultiPlan
	Change network or restart search > Search >
	☐ Remember my network

HELP & RESOURCES

Help & Resources tab provides access to various documents and resources that are helpful in completing an inquiry or using the Claritev Provider Portal.

Field	Description
User Guide	Download or view the Claritev Provider Portal User Guide. ⚠️ ***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.
Download Guidelines & Terms for Portal Administrators	Access to the Claritev Provider Portal - Administrator Guidelines and Terms. This guide helps Portal Administrators understand the role and what is expected.

Field	Description
FAQ	Provides answers to frequently asked questions about the Claritev Provider Portal as well as Claritev. • Click the topic to view the questions. • Click the question to view the answers.
Take Action	Download applications to add a practitioner to the group and download the most common credentialing forms. • Click the dropdown arrows to access the forms.
Learn About Claritev	Learn about Claritev's products, download the most current version of Claritev's provider handbook, and download Claritev's Client Lists. • Click the dropdown arrow to access the Client lists.

APPENDIX

Document Versions and Updates:

Document Version	ServiceNow Ticket #	Date	Editor	Description
V7.2		October 2025	Peggy Harmon	• Updated entire document as needed for October release and rebranding updates.

Document Version	ServiceNow Ticket #	Date	Editor	Description
V7.1	TASK1021794	June 2025	Peggy Harmon	• Updated images, verbiage and formatting as needed for June release.
V7.0	TASK0927301	March 2025	Peggy Harmon / Erica Douglas	• Updated images, logos, and verbiage for rebranding.
V6.5	TASK0878251	October 2024	Peggy Harmon	• Updated images, verbiage and formatting as needed for October release.
V6.4	TASK0841655	June 2024	Peggy Harmon / Erica Douglas	• Updated images, verbiage and formatting as needed for June release.
V6.3	TASK0800269	March 2024	Peggy Harmon	• Updated images, verbiage and formatting as needed for March release.
V6.2	TASK0770012	December 2023	Peggy Harmon	• Updated images, verbiage and formatting as needed for December release.
V6.1	TASK0717851	July 2023	Peggy Harmon	• Updated images, verbiage and formatting as needed for July release.
V6.0	TASK0674544	March 2023	Peggy Harmon	• Updated images, verbiage and formatting as needed for March release.