### **WEB PORTAL 2.0**

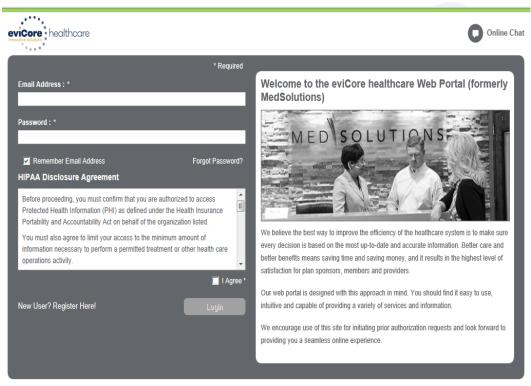
## Registration & Web Portal Navigation Reference Guide





#### **NEW WEB PORTAL SERVICES**

#### https://myportal.medsolutions.com



This application is compatible with Internet Explorer 8, Internet Explorer 9, Mozilla Firefox and Google Chrome









#### Self Service at Your Fingertips!

- > It's Simple
- It's Available 24/7

#### **MAIN MENU**







#### **CREATING AN ACCOUNT**



Welcome to

Please read below

Before continuing, please read to determine what account type to register under; then click Register Now to continue.

Physician: An Individual Practitioner or an assistant of a Physician who would create and check status of a Pre-authorization.

Facility: A Medical Group Practice, Diagnostic Imaging Center, In-Office Provider (IOP), Hospital or Facility who would create and check status of a Pre-Authorization.

Billing Office: A billing Office who can check the status of Pre-Authorization, claims and payments. If you represent multiple Tax IDs, please register with your Primary Tax ID. You can tie additional preferred Tax Ids after your initial login.

Health Plan: A Health Plan representative who can check the status of Pre-Authorization and Claims.

Register Now



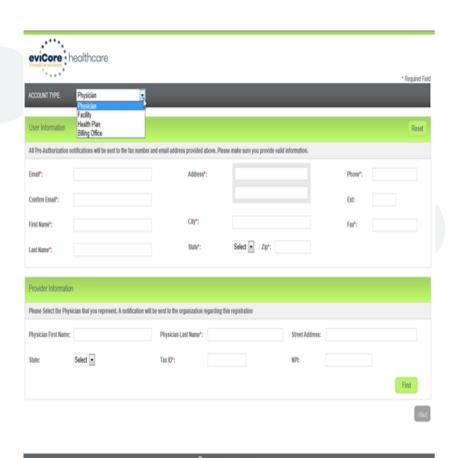




#### **USER REGISTRATION**

- Determine the appropriate user type in the **Account Type** dropdown; (*Physician, Facility, Health Plan or Billing Office*)
- Fill in all required information marked with an asterisk\*
- Enter the *Provider* for which you are associated, using **Name** and **TIN**
- Select the Next button
- Click Find and select provider

NOTE: Your email address will be your user name

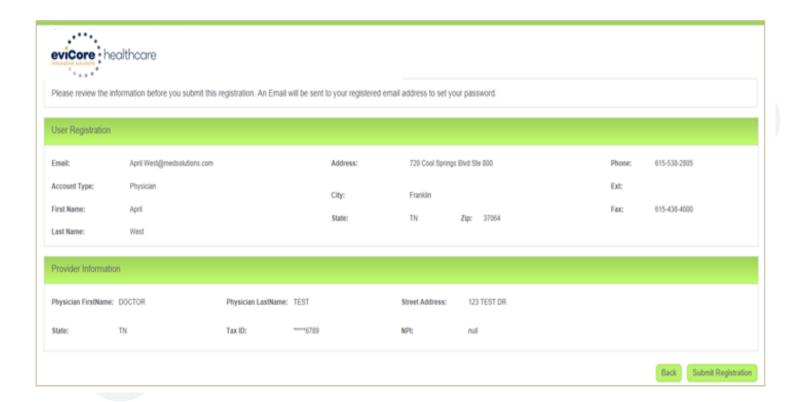








#### **USER REGISTRATION CONTINUED......**



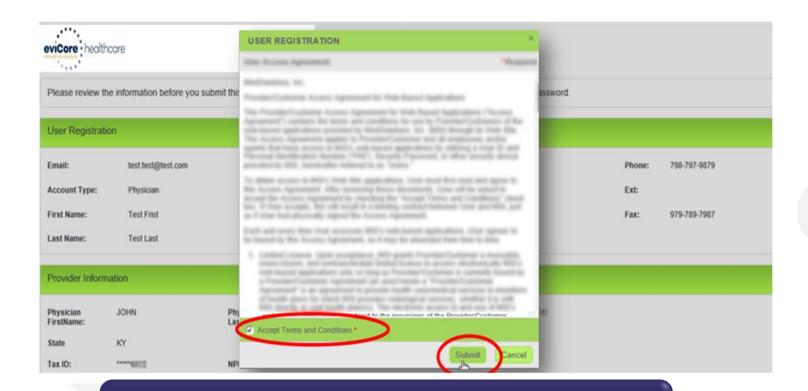
Review all information for accuracy and click Submit Registration.







#### **USER REGISTRATION CONTINUED.....**



Accept Terms and Conditions and click Submit.







#### **USER REGISTRATION CONTINUED......**



Your Registration has been accepted. An email has been sent to your registered email account allowing you to set your password. Please close the browser

# You will receive a message on screen confirming your registration is successful. You will be sent an email to create your password.

& Web Support 800-575-4594

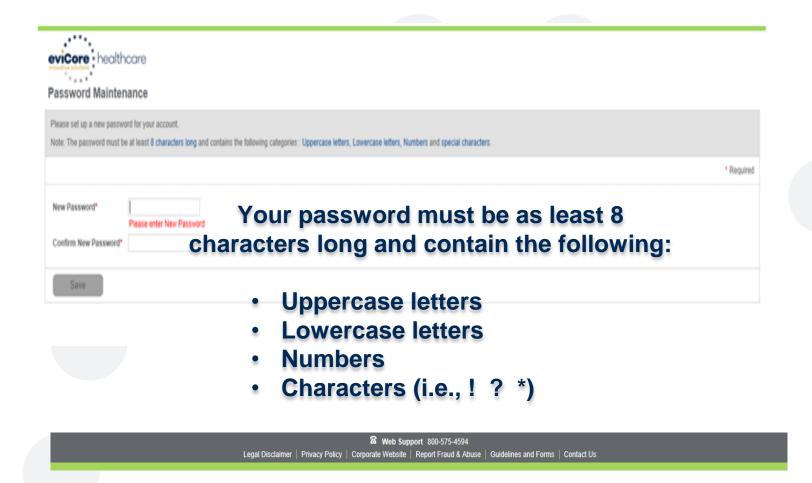
Legal Disclaimer | Privacy Policy | Corporate Website | Report Fraud & Abuse | Guidelines and Forms | Contact Us







#### **USER REGISTRATION CONTINUED.....**





#### **LOGGING IN**

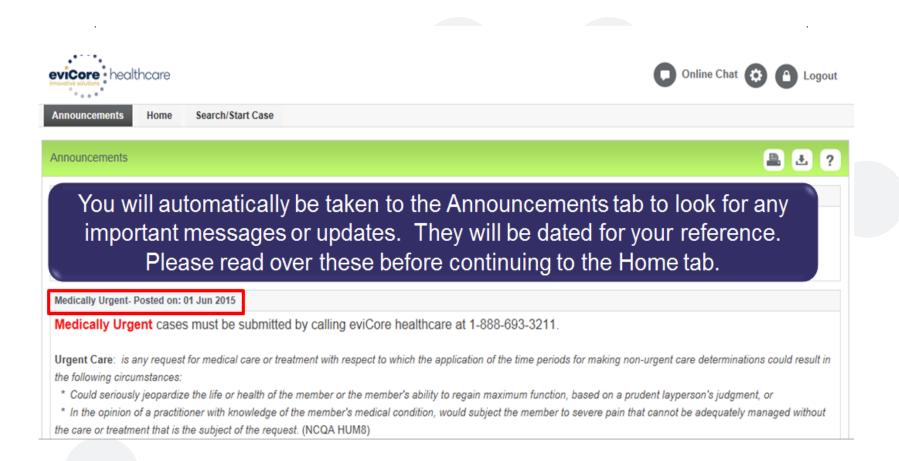
Once you have created your password, you will be taken back to the *Login Page*.

- Type in your Email Address and Password
- Check I Agree to the HIPAA Disclosure Agreement. The Login button will turn green.
- Click Login





#### **ANNOUNCEMENTS**









#### **HOME TAB**

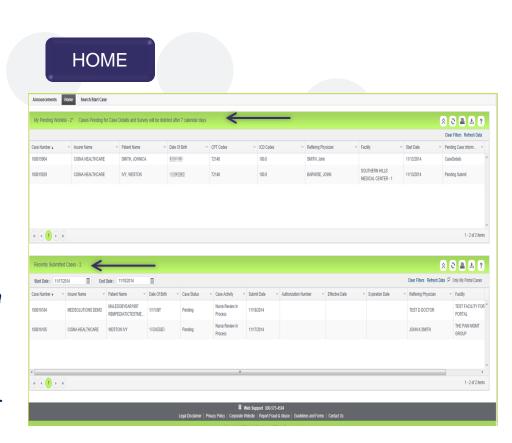
The Home Page will have <u>two</u> worklists: My **Pending Worklist** & **Recently Submitted Cases**.

#### **My Pending Worklist**

- You can save the case information (if you have to stop at any point) and come back to it at a later time.
  - You no longer have to start over with a case!
  - Additional clinical can now be added to a pending case after submission without having to fax!

#### **Recently Submitted Cases**

- Cases that are pending review and/or
- Cases recently approved or denied

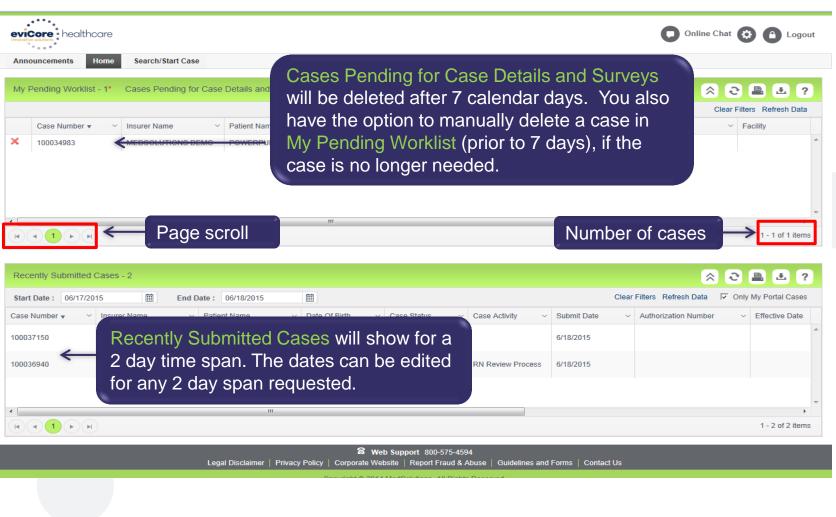






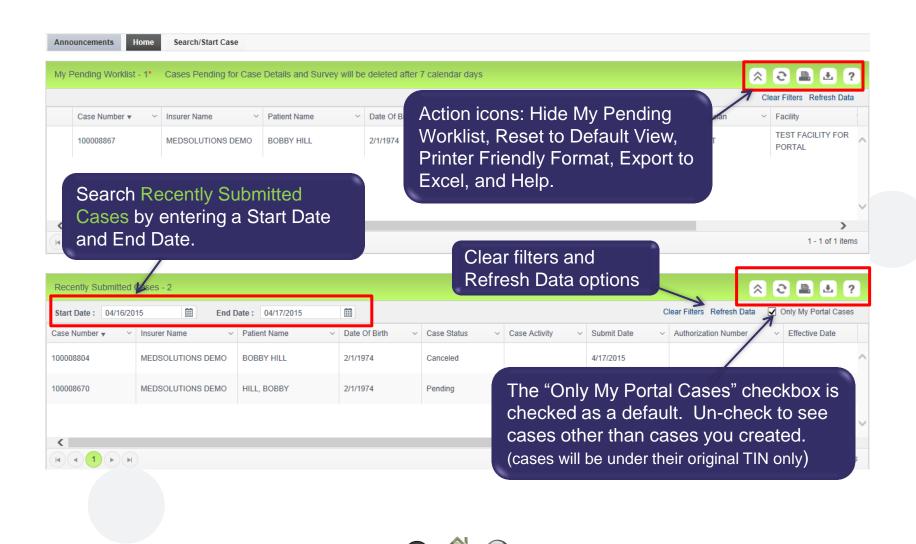


#### **HOME TAB CONTINUED.....**

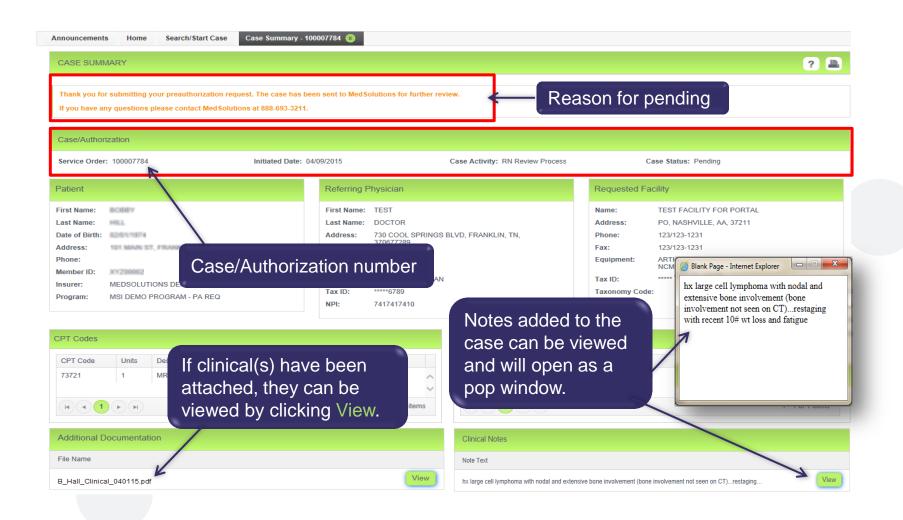




#### **HOME TAB CONTINUED.....**

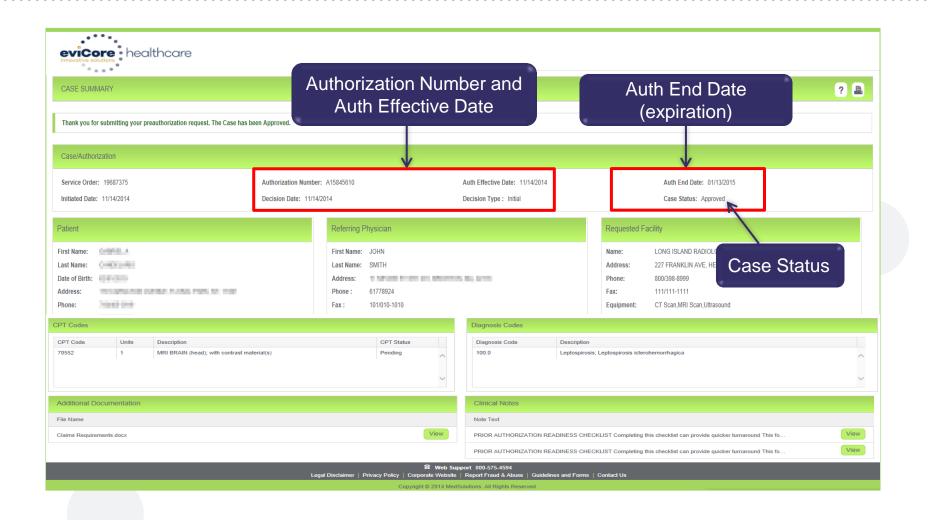


#### CASE SUMMARY PAGE - PENDING CASE EXAMPLE





#### CASE SUMMARY PAGE - APPROVED CASE EXAMPLE

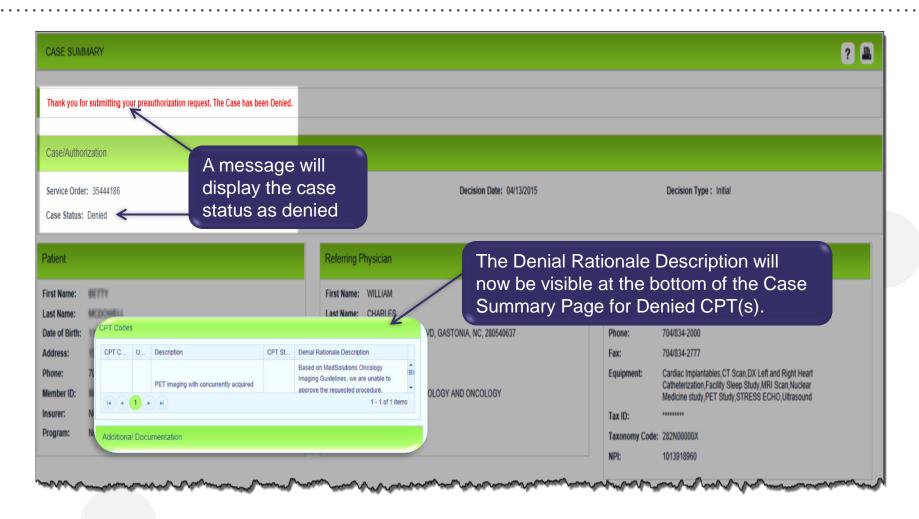








#### CASE SUMMARY PAGE - DENIED CASE EXAMPLE

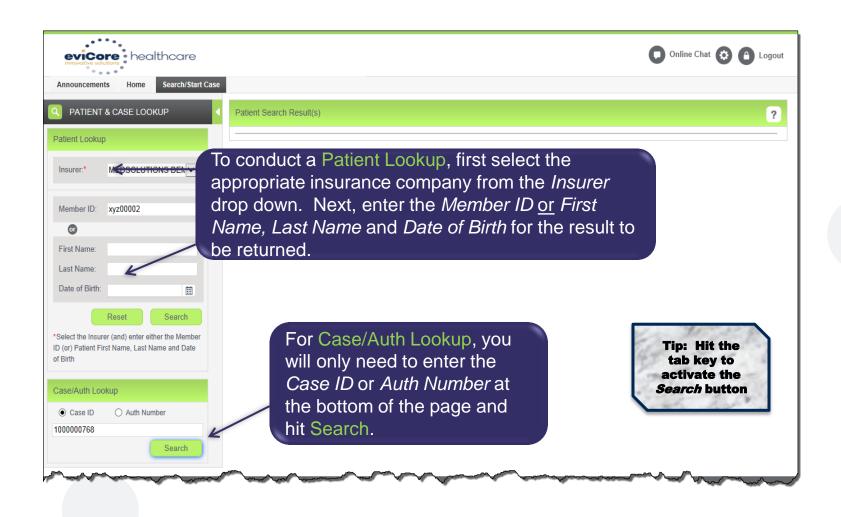






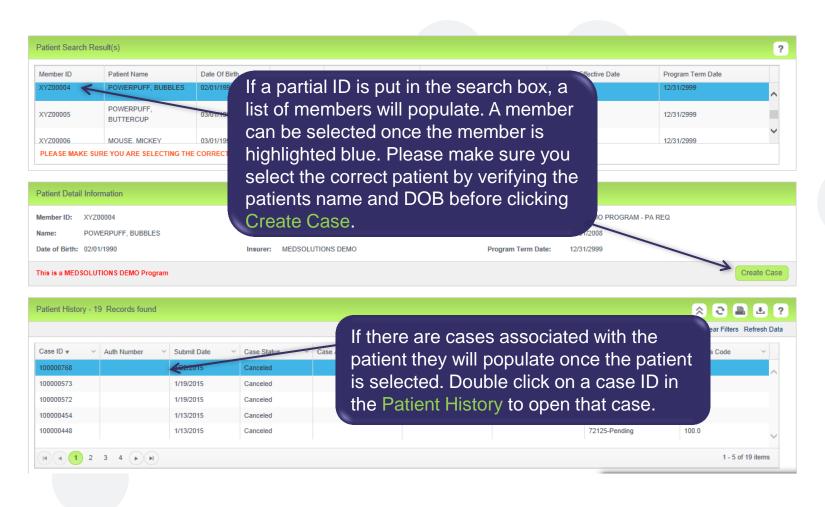


#### SEARCH/START CASE - MEMBER LOOKUP





#### SEARCH/START CASE - MEMBER LOOKUP

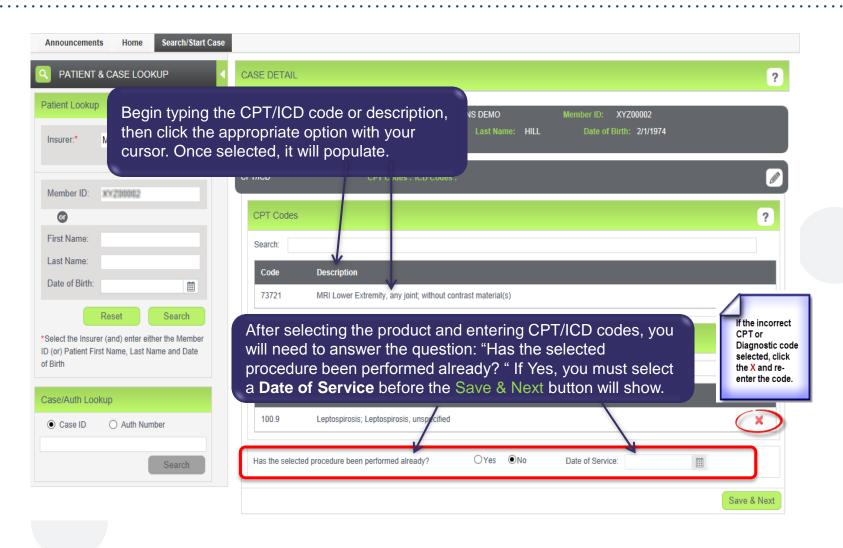








#### SEARCH/START CASE - CPT/ICD CODES

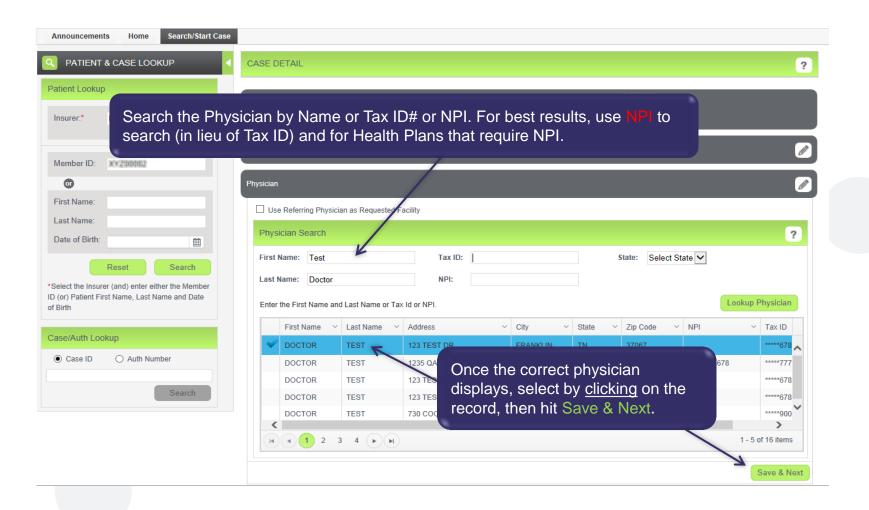






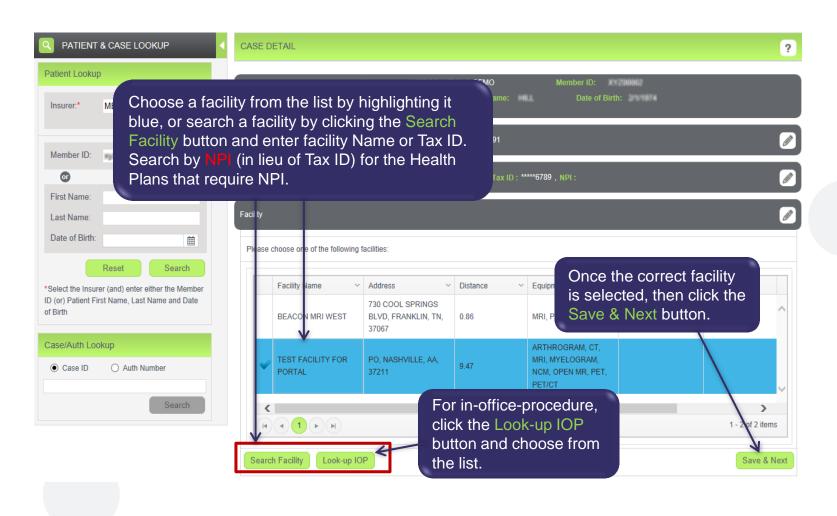


#### SEARCH/START CASE - ORDERING PHYSICIAN





#### SEARCH/START CASE - SELECT FACILITY

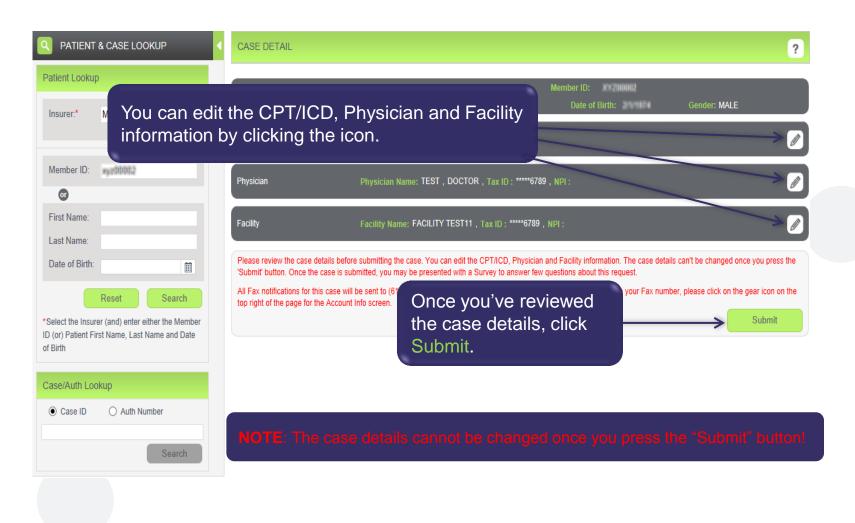








#### SEARCH/START CASE - REVIEW AND SUBMIT

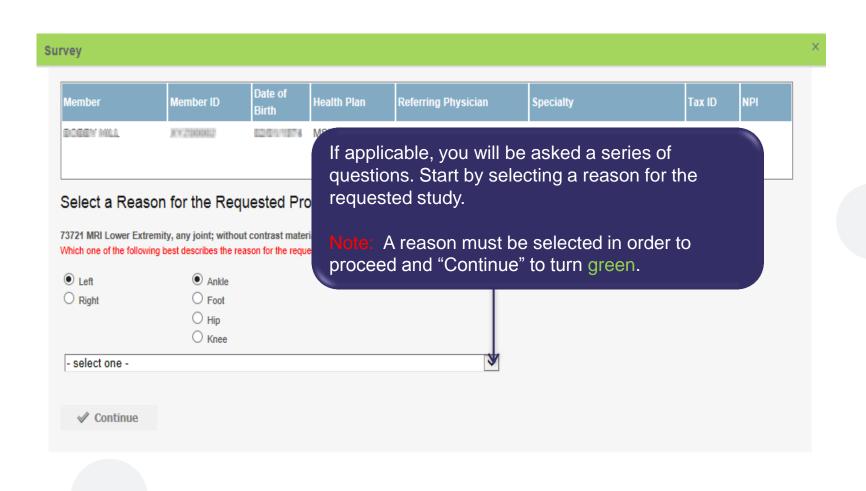






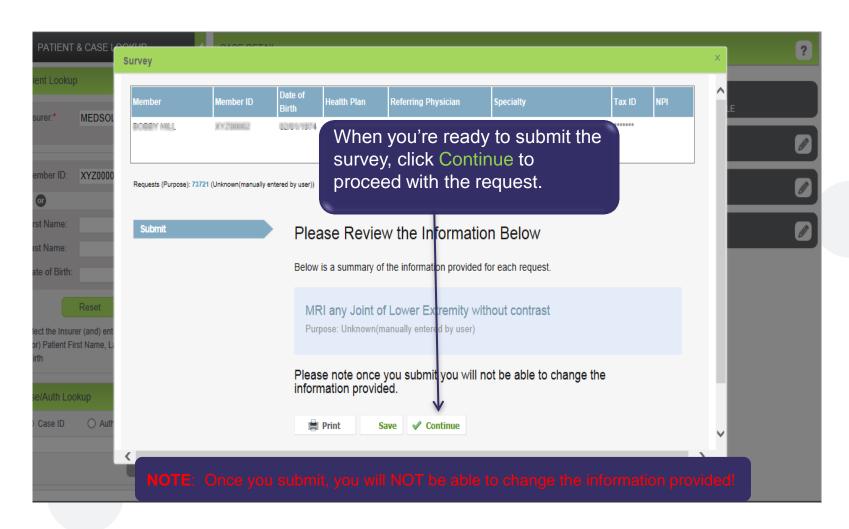


#### PROVIDING CLINICAL INFORMATION





#### PROVIDING CLINICAL INFORMATION CONTINUED......

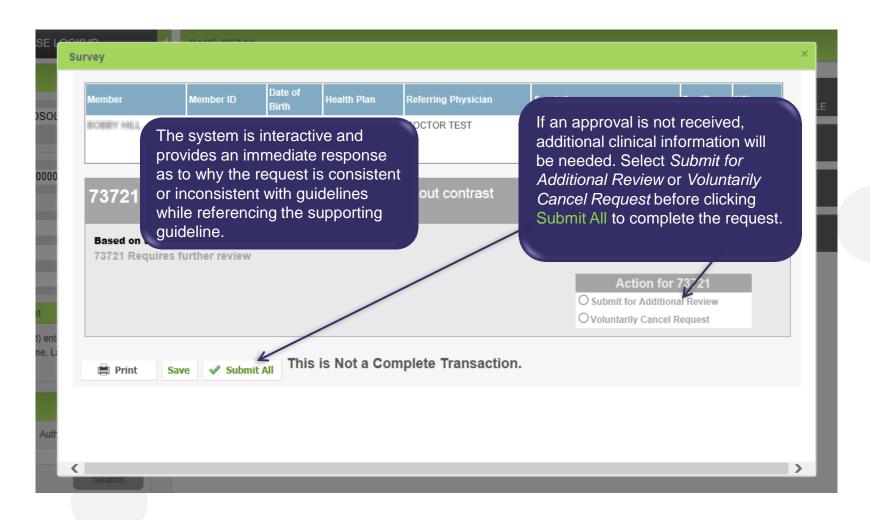








#### PROVIDING CLINICAL INFORMATION CONTINUED......

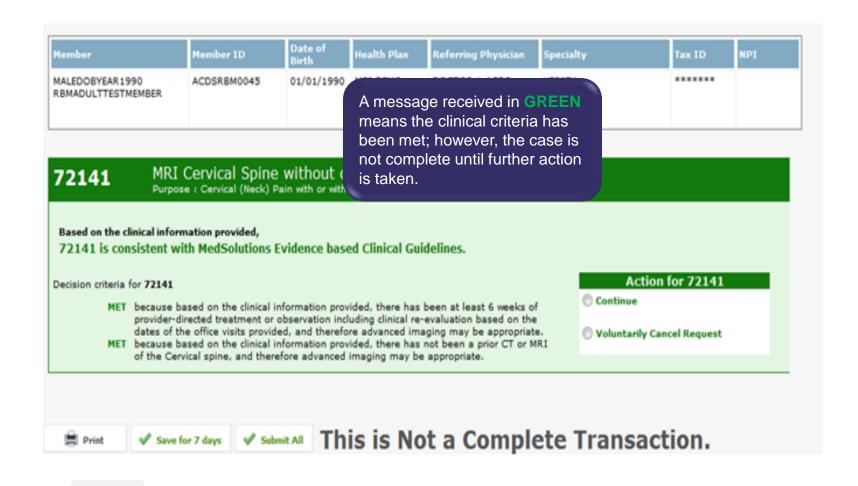








#### **RECOMMENDATION - CONSISTENT**

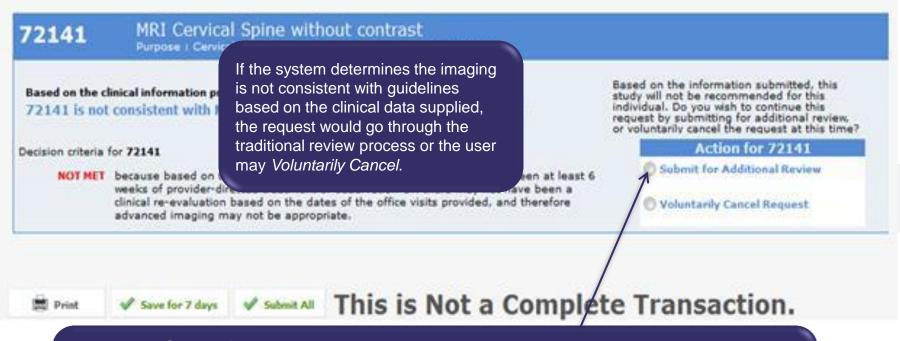








#### **RECOMMENDATION – NOT CONSISTENT**

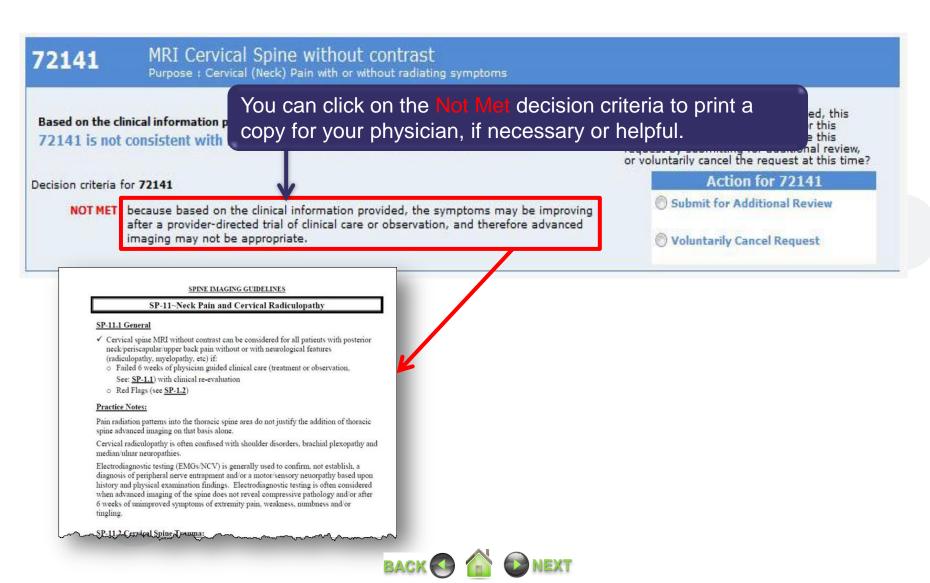


By clicking Submit for Additional Review, you will be given the opportunity to provide additional clinical information via:

- Web Portal document upload or free form text box (most efficient method)
- Phone Call to Nurse (if electronic clinical upload is not available)
- Fax (if electronic clinical upload is not available)

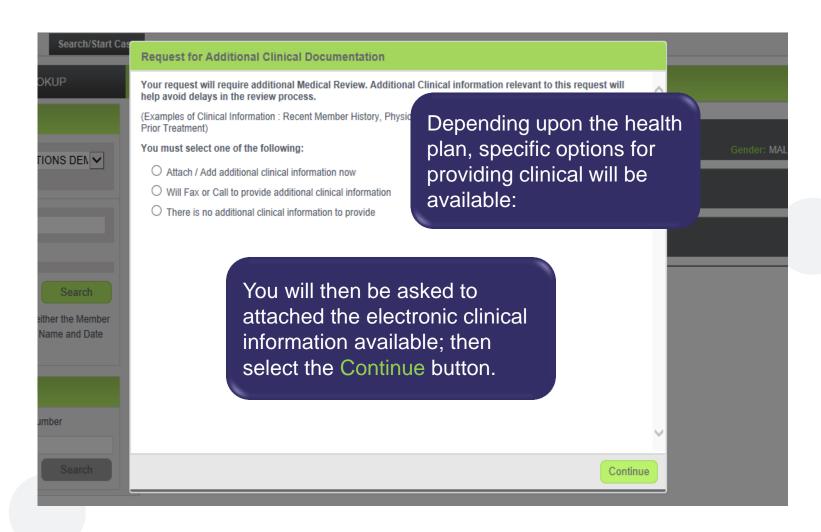


#### RECOMMENDATION – NOT CONSISTENT CONTINUED......



28

#### PROVIDING CLINICAL INFORMATION

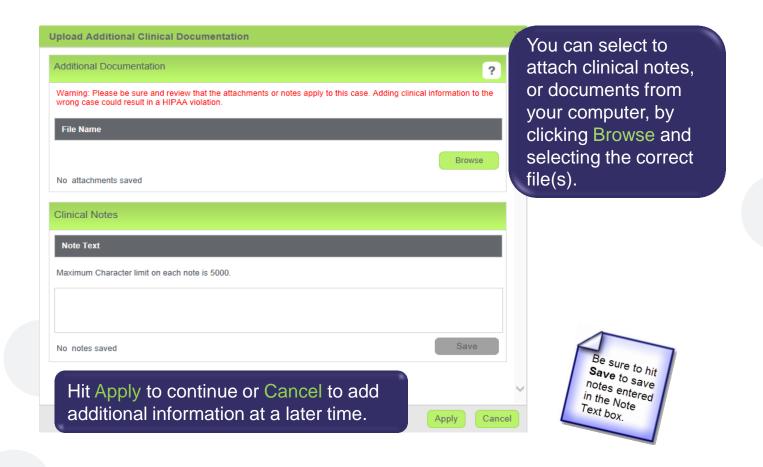








#### PROVIDING CLINICAL INFORMATION CONTINUED......

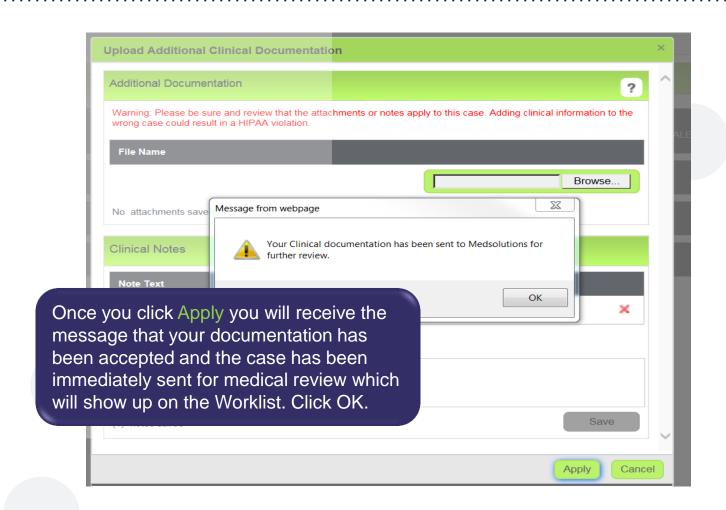








#### PROVIDING CLINICAL INFORMATION CONTINUED......





#### **ACCOUNT SETTINGS – OPTIONS TOOL**

The Options Tool ogives you the option to change your password, update user information and set preferred preferences.

#### **Change Password**

Set up a new password for your account

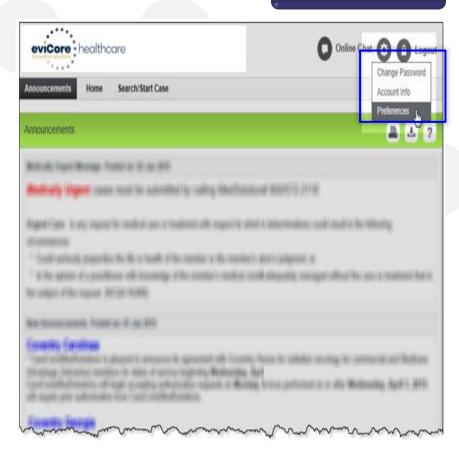
#### **Account Info**

- For Account Maintenance Options
- Update User Information; Address, Phone Number and Physician's Name

#### **Case Preferences**

 Set up preferred provider Tax ID's for Physician and Facility

#### OPTIONS TOOL

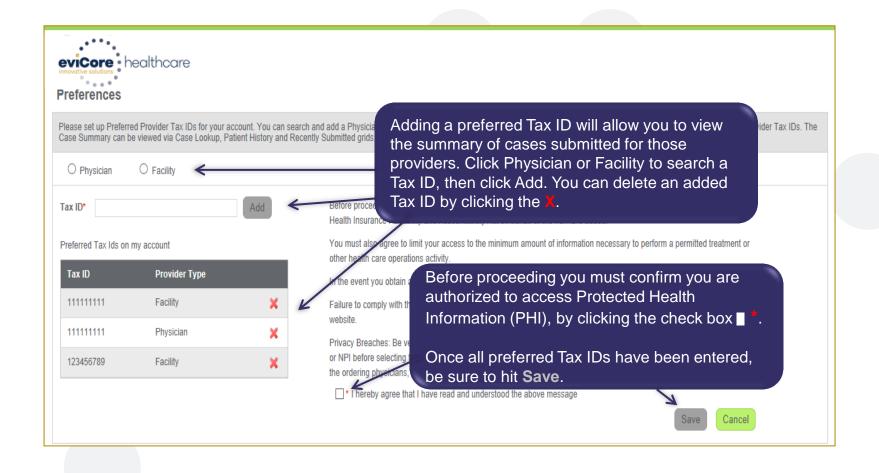








#### PREFERENCES - PHYSICIAN / FACILITY









#### **WEB PORTAL - HELP**

