



Universal Healthcare IPA, Inc.

5500 Ming Rd., Ste. 170 Bakersfield, CA 93309

September 30, 2022

MEMORANDUM

TO: Universal Healthcare IPA Network Providers and Staff
 FROM: Olivia Cooper, Director of Operations
 DATE: September 30, 2022
 RE: **EZ Net, UHC IPA Provider Portal – Friendly Reminders and Authorizations Update**

Existing Provider Portal Users

On or before 10/1/22, established portal users will receive their “welcome email” containing the portal link, your unique username/password, and any other pertinent instructions. Please do not attempt to log into the portal until 10/1/22.

Please note: In the event you did not receive the “welcome email”, please check your “junk or spam” folders as that may be where the notification landed. If indeed you cannot locate the message, please contact us at customerservice-UHC@uhcmso.com and we will triage accordingly. If you registered in the old portal on or after 8/18/22, you *may not* receive the aforementioned communication and will need to register as a new user.

Registering as a New User for the EZ Net Provider Portal

If you did not receive the “welcome email” or you are a new user to the portal, please register via New User Registration found on the Home Page of the portal.

1. Please use the following URL link: <https://eznetportal.universalhealthcareipa.com/>.
2. You will be taken to the Home Page and will need to click on New User Registration. Then, complete all required fields on the New User Registration page.
 - a. Usernames must not be all numbers – please consider using the first letter of your first name and your full last name or combination thereof.
3. Once registration is completed and submitted, you will receive an email for verification
 - a. Click on the link within that email to authenticate
4. UHC IPA will validate provider/user account in EZ Cap and then, the user will be notified when the login is fully activated
 - a. You will receive a “welcome email” within 24-48 hrs. with directions on how to login into the portal

Authorizations and Claims

Authorizations	
Prior to 10/1/22	Continue to use current portal (ClaimScape) through 9/30/22.
On and after 10/1/22	Begin using the new provider portal for submitting authorizations. ClaimScape portal will no longer be available for UHC IPA lines of business: <ul style="list-style-type: none"> • Health Net <ul style="list-style-type: none"> ○ Medi-Cal ○ Medicare Advantage • Imperial Health and Anthem Blue Cross <ul style="list-style-type: none"> ○ Medicare Advantage



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	<p><i>Authorizations initiated and/or completed prior to 10/1/22 will be captured in a separate database for reference. These will not be loaded into the new system, nor will they be viewable in the new portal. Please call Customer Service for authorization assistance at 661-695-5990.</i></p>
UPDATE	<p>For DOS 10/1/22 and moving forward:</p> <ul style="list-style-type: none">• Authorizations cannot be modified after submission is completed<ul style="list-style-type: none">○ Including but not limited to provider changes, CPT codes, extensions, attaching documents, etc.• Please submit new authorization with changes, documents, etc. and reference the tracking/authorization number from original request in the Notes section
Claims	
Prior to and on 10/1/22	<p>There are no changes to electronic claims submission. Payor ID: UHIPA - Clearinghouse: Office Ally</p> <p>Claims with DOS on or after 10/1/22 will be viewable on the new portal. Please call Customer Service for claims assistance at 661-695-5990.</p>

Thank you for your cooperation as we transition over to the new systems. We are excited for the new tools EZ Cap and EZ Net offer as we know this will foster a more user-friendly environment for the network as a whole!