

PROVIDER PORTAL

USER GUIDE

 **Universal Healthcare IPA, Inc.**

Table of Contents

New Provider Portal-EZ-NET Introduction	3
EZ-NET Benefits to Business Partners	3
Log In.....	4
New User Registration	5
Reset / Retrieve Password / Retrieve Username.....	8
Contacting Us.....	9
System Navigation	9
Providers tab menu.....	10
Search for a Provider	10
Provider Detail	11
Member tab menu.....	12
Search for a Member	12
Eligibility - Member Information.....	13
Auth tab menu	14
Authorization Inquiry.....	14
Authorization Details	15
Authorization Submission	16
Claims tab menu	24
Claim Inquiry	24
References tab menu.....	26
Reference Codes & Contacts.....	26
Favorites tab menu	28
Provider Favorites Menu	28
General tab menu	29
Search for a General Item	29

New Provider Portal-EZ-NET Introduction

Introducing Universal Healthcare IPA (UHC IPA) new Provider Portal. This document provides instructions for logging in and out and navigating the portal within the EZ-NET system.

EZ-NET is a secured, web-based provider portal which delivers a fast, accurate, and controlled method that enables selected provider offices and organizations access to healthcare information, including eligibility, benefits, authorization, and claims information in a secure environment which protects the HIPAA privacy of the members.

EZ-NET Benefits to Business Partners

Being an EZ-NET user provides many benefits including:

1. Search for network providers
2. Submit authorizations requests
3. Inquire on authorization status
4. Verify health plan eligibility
5. View member authorization history
6. Check status of claim/encounter information
7. PCPs can access, and print assigned member lists (TBD)
8. Look up procedure codes, diagnosis codes, and other general reference information

Log In

URL: <https://eznetportal.universalhealthcareipa.com/>

- Username: Enter Username
- Password: Enter Password
 - Note – EZ Net defaults to uppercase but continue to enter Username and Password as written
 - Example – Username is TCombs – enter the letters T and C as uppercase and remaining letters in lower case although it shows all letters as capitalized
- Click **Login** button



EZ NET

Home About us Contact us

Thursday, August 18, 2022 12:26:03 PM

Universal Healthcare IPA, Inc. Provider Portal

Login:

Username:

Password:

Login >

[New User Registration](#)

[Forgot Username/Password ?](#)

Header News Section

Home-Top Right Section

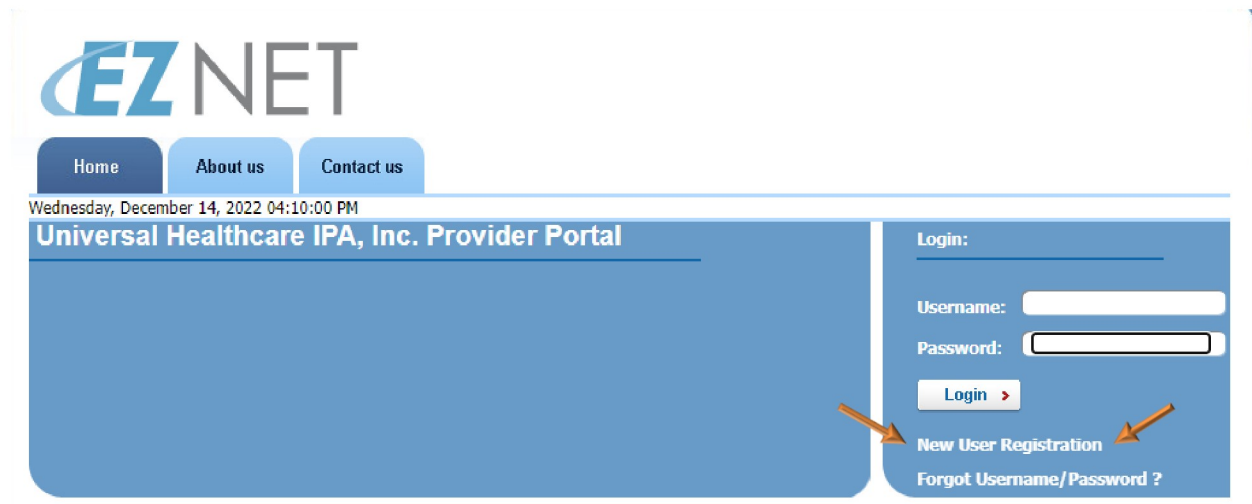
[Universal Healthcare IPA, Inc.](#)

Home-Bottom Right Section

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New User Registration

A new user can register for the UHC IPA Provider Portal through the New User Registration screen. Enter the following information in order to successfully submit a New User Registration.



* E-Mail : *Required

We recommend using your email address with out the domain name,i.e user@yourdomain.com. would be user.The user name field will automatically be populated with the first part of your email address,but may be changed at any time.

* User Name :

* Password :

* Confirm Password :

First Name :

* Last Name :

Title :

Department :

* Phone Number :

Fax :

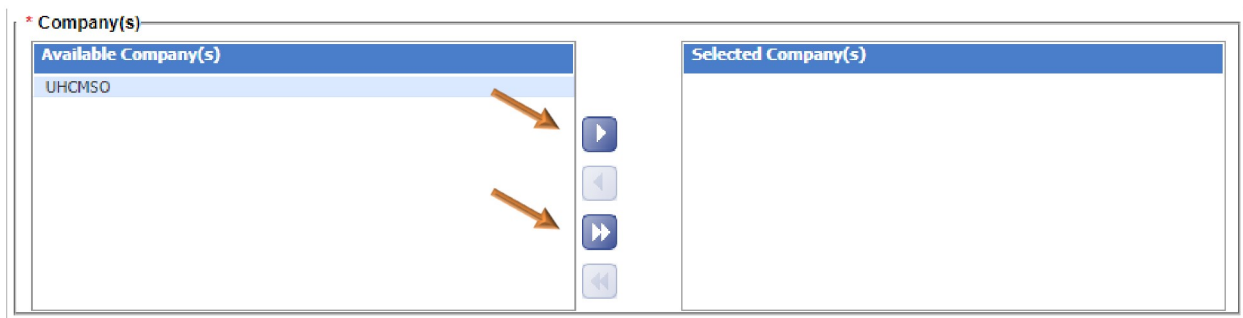
* User Type :

- Email: User's work email address
- Username: If not provided, please create username
- Password: Create password (at least 8 characters including - one uppercase letter, one number, and one special character)
- Confirm Password: Re-enter password
- First Name: User's first name

- Last Name: User’s last name
- Title: User’s title
- Department: User’s department
- Phone Number: Work phone number
- Fax Number: Work fax number
- User Type: Provider

Company(s)

- Your Company/Provider/Group should automatically populate under **Available Company(s)** - see example below
- Click on the company and click the **single right-facing arrow** to move over to Selected Company(s) box
 - If more than one company, you may hold down the Ctrl button on your keyboard and click on each company with which your affiliated and then, click the single right-facing arrow and all highlighted companies will move over to Selected Company(s) box
 - Or, if all companies listed pertain to you then simply click the **double right-facing arrows** button and all will move over to the Selected Company(s) box



Provider(s)

Search for affiliated providers

- You may **enter Provider NPI or Provider Tax ID or Last Name or First Name**
 - All fields are not required in order to search for a provider
- Click **Search**
- Highlight affiliated provider(s) and click right-facing arrow(s) to transfer over
- Continue until provider(s) are selected and moved over to the right

*** Provider(s)**

Provider NPI: Provider Tax ID:

Last Name: First Name:

Provider Name	Provider ID	Company ID
LAKERA S JONES NP	1689095416	UHCMSO
AMBER L JONES DO	1265787659	UHCMSO

Provider Name	Provider ID	Company ID
---------------	-------------	------------

- Type the code provided and click **Submit Request**

Type the letters you see in the below picture


DXFCLEKX 

* Captcha :

After registering as a New User, a confirmation message will appear asking you to verify your account. An email is then sent to the EZ Cap/Net Administrator (UHC IPA) that a new user has just registered.

UHC IPA will verify the account within 24 hours. Once completed, the new user will receive email confirmation (contains portal link, username, and password) that the account has been activated.

After receiving confirmation email, go to UHC IPA EZ Net Provider Portal



Home About us Contact us

Thursday, December 15, 2022 08:52:32 AM

Universal Healthcare IPA, Inc. Provider Portal

Login:

Username:

Password:

[New User Registration](#)

[Forgot Username/Password ?](#)

Login:

- Username: Enter Username as it appears in email confirmation

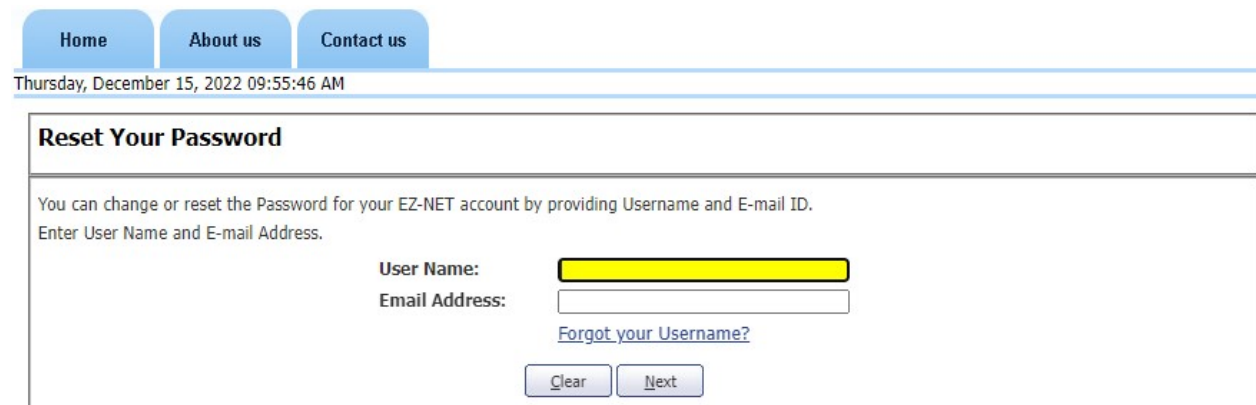
- Password: Enter (temporary) Password as it appears in email confirmation
 - Note – EZ Net defaults to uppercase but continue to enter Username and Password as written
 - Example – Username is TCombs – enter the letters T and C as uppercase and remaining letters in lower case although it will show all letters capitalized
- Click **Login** button
- After clicking Login button, you will be prompted to create a new password
 - Old Password: Enter the temporary password sent in confirmation email
 - New Password: Create and enter new password here (must contain a minimum of eight characters including, one capital letter, one number, and one special character)
 - Confirm Password: Re-enter newly created password
- Create a Password Recovery Question and Answer
 - For instance, question is “My dog’s name” and answer is “Fido”
 - Please complete this setup as this information is required for Username recovery
- Click **Submit**
- User should now be able to navigate within Provider Portal

Reset / Retrieve Password / Retrieve Username

For a forgotten username or password, click on the ‘**I Forgot My Username/Password?**’ hyperlink

A pop-up will appear prompting you to enter the following information

- Username: Enter current username for UHC IPA EZ Net Provider Portal
- Email Address: Enter email address associated with Provider Portal registration
- Click Clear to start over, or click Next to submit request



Home About us Contact us

Thursday, December 15, 2022 09:55:46 AM

Reset Your Password

You can change or reset the Password for your EZ-NET account by providing Username and E-mail ID.
Enter User Name and E-mail Address.

User Name:

Email Address:

[Forgot your Username?](#)

Note: Click on hyperlink ‘**Forgot your Username?**’ to retrieve your username (this will only work if the Password Recovery Question and Answer Setup has been created).

Thursday, December 15, 2022 09:55:46 AM

Reset Your Password

You can change or reset the Password for your EZ-NET account by providing Username and E-mail ID.
Enter User Name and E-mail Address.

User Name:

Email Address:

[Forgot your Username?](#)

After clicking on [Forgot your Username?](#), a pop-up appears requesting the following

- User’s Last Name
 - User’s First Name will automatically populate
- User’s Email Address (associated with this profile)
- After entering required information, click on the Next button to submit
 - The Clear button erases information to allow user to start over

Thursday, December 15, 2022 10:09:41 AM

Forgot your Username

If you don't remember your Username, provide the information below.

Last Name:

First Name:

Email Address:

User will receive a confirmation email containing user’s Username

- Proceed with signing into Provider Portal with Username and Password

Contacting Us

For any questions regarding the UHC IPA Provider Portal, please contact our customer service team at 661-695-5990 or by emailing us at customer_service@uhcmso.com.

System Navigation

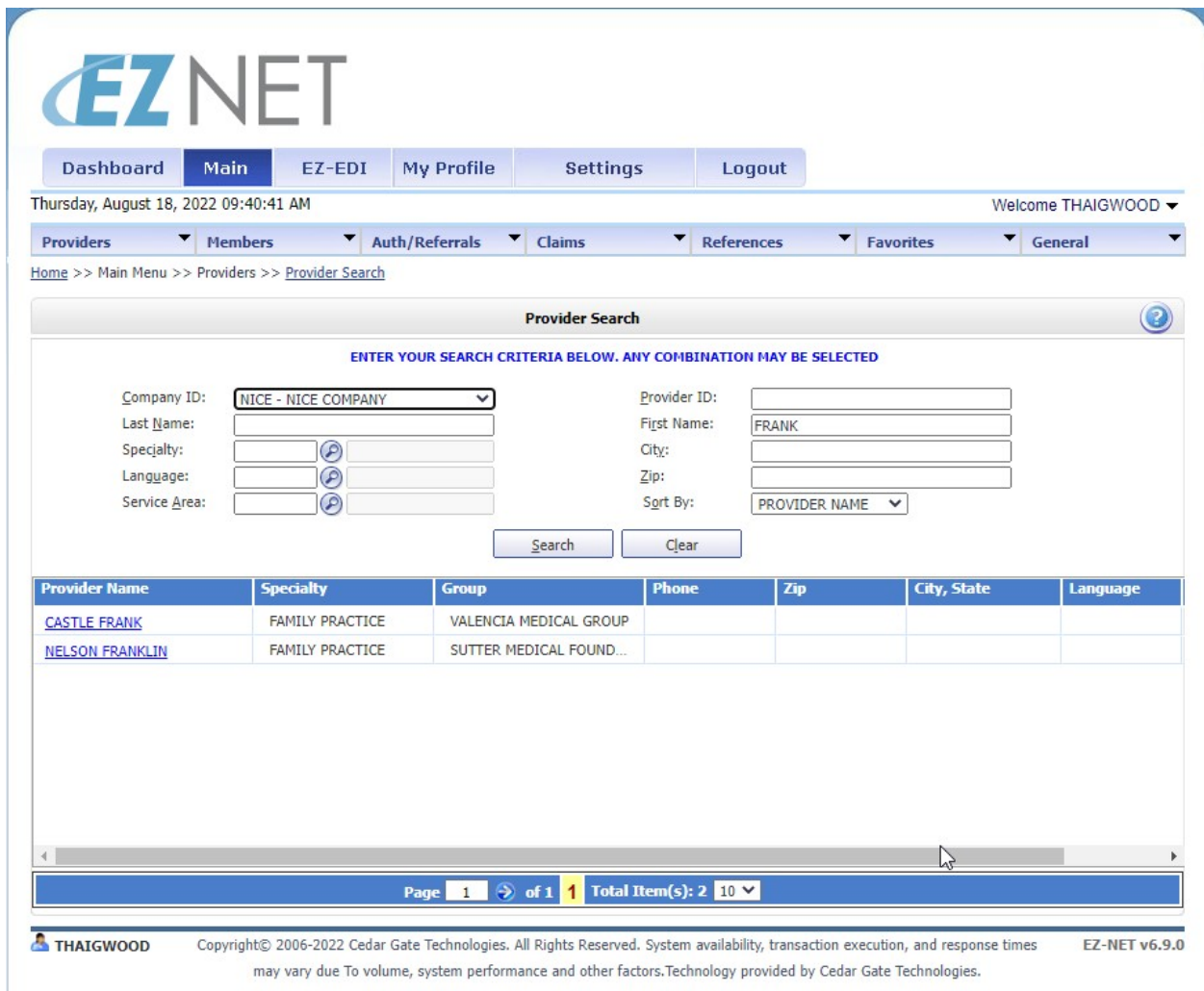
Basic system navigation functions, such as searching for providers, submitting, and reviewing authorizations, and viewing claims are described in the following subsections.

Providers tab menu

Search for a Provider

Click on **Provider Search** in the *Providers* section of the Main Menu to search for providers. To search for a particular provider, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL providers) and then click on the button.

Search result(s) will populate in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating that "NO RECORDS FOUND" will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.



The screenshot shows the EZ-NET web application interface. At the top, there is a navigation menu with tabs for Dashboard, Main, EZ-EDI, My Profile, Settings, and Logout. Below the menu, the current date and time are displayed as "Thursday, August 18, 2022 09:40:41 AM" and the user is greeted with "Welcome THAIGWOOD". A secondary menu includes Providers, Members, Auth/Referrals, Claims, References, Favorites, and General. The breadcrumb trail reads "Home >> Main Menu >> Providers >> Provider Search".

The main content area is titled "Provider Search" and contains a form with the following fields:

- Company ID: NICE - NICE COMPANY (dropdown)
- Last Name: (text input)
- Specialty: (text input with refresh icon)
- Language: (text input with refresh icon)
- Service Area: (text input with refresh icon)
- Provider ID: (text input)
- First Name: FRANK (text input)
- City: (text input)
- Zip: (text input)
- Sort By: PROVIDER NAME (dropdown)

Buttons for "Search" and "Clear" are located below the form. Below the form is a table with the following data:

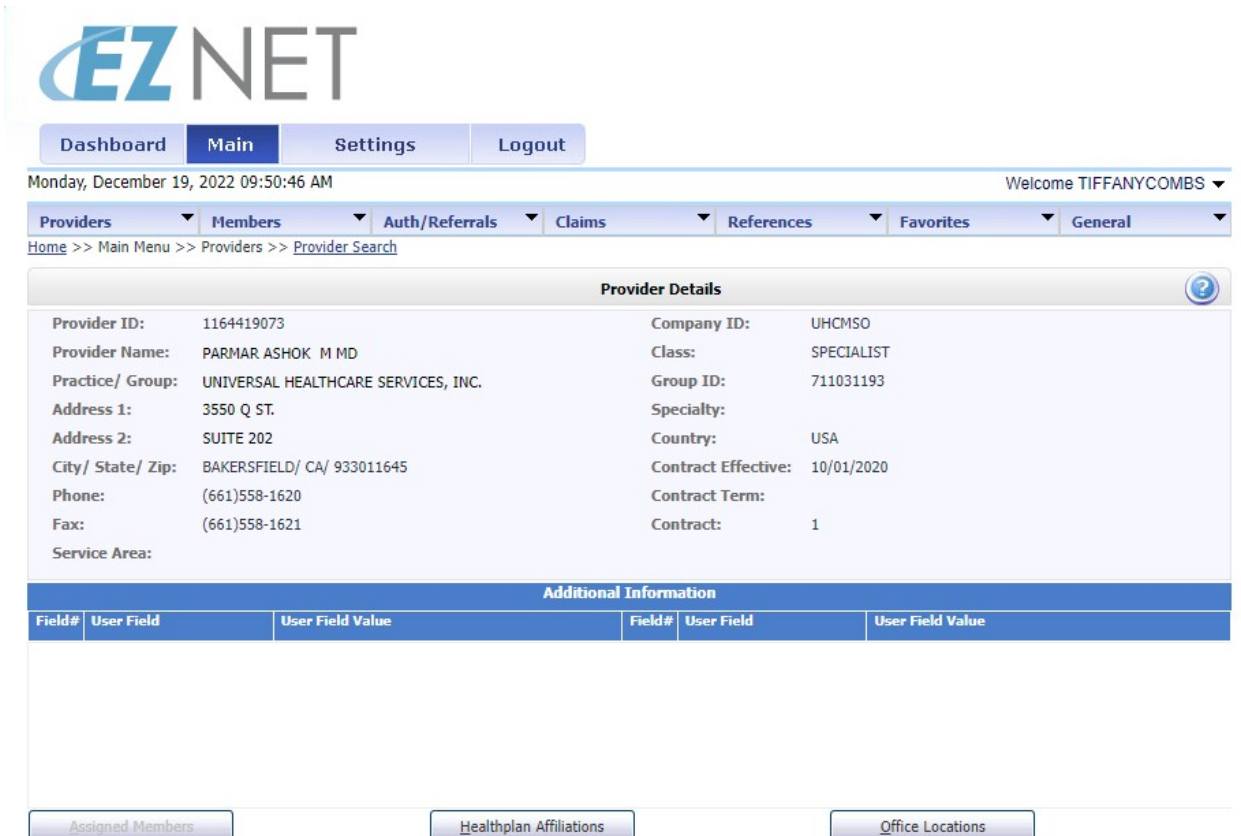
Provider Name	Specialty	Group	Phone	Zip	City, State	Language
CASTLE FRANK	FAMILY PRACTICE	VALENCIA MEDICAL GROUP				
NELSON FRANKLIN	FAMILY PRACTICE	SUTTER MEDICAL FOUND...				

At the bottom of the page, there is a pagination bar showing "Page 1 of 1" and "Total Item(s): 2". The footer contains the THAIGWOOD logo, copyright information for Cedar Gate Technologies (2006-2022), and the version number "EZ-NET v6.9.0".

Provider Detail

To display provider details, select a provider from the search results list by clicking on the provider's name (in **BLUE** text) in search result screen.

- Note any **BLUE** – is a hyperlink to more information.



EZNET

Dashboard Main Settings Logout

Monday, December 19, 2022 09:50:46 AM Welcome TIFFANYCOMBS

Providers Members Auth/Referrals Claims References Favorites General

Home >> Main Menu >> Providers >> [Provider Search](#)

Provider Details

Provider ID:	1164419073	Company ID:	UHCMSO
Provider Name:	PARMAR ASHOK M MD	Class:	SPECIALIST
Practice/ Group:	UNIVERSAL HEALTHCARE SERVICES, INC.	Group ID:	711031193
Address 1:	3550 Q ST.	Specialty:	
Address 2:	SUITE 202	Country:	USA
City/ State/ Zip:	BAKERSFIELD/ CA/ 933011645	Contract Effective:	10/01/2020
Phone:	(661)558-1620	Contract Term:	
Fax:	(661)558-1621	Contract:	1
Service Area:			

Additional Information

Field#	User Field	User Field Value	Field#	User Field	User Field Value

Assigned Members Healthplan Affiliations Office Locations

By clicking on a provider name, the user can view the Provider Details.

The screen contains buttons to view:

- Health Plan Affiliations
 - Displays affiliated health plans and effective/termination dates
- Office Locations
 - Displays affiliated office locations (street, city/state, zip, country, phone/fax)
- Assigned Members (not yet available)

Member tab menu

Search for a Member

The member drop-down menu contains the **Member Search**

To search for a particular member, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL members) and then click on the button.

The search results will display in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating that "NO RECORDS FOUND" will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.

Dashboard
Main
EZ-EDI
My Profile
Settings
Logout

Wednesday, November 20, 2013 07:21:54 PM
Welcome JFOX61 ▾

Providers ▾
Members ▾
Auth/Referrals ▾
Claims ▾
References ▾
Favorites ▾

[Home](#) >> [Main Menu](#) >> [Members](#) >> [Member Search](#)

Member Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

<u>Company ID:</u>	<input type="text" value="MZHIC - MZHIC COMPANY"/>	<u>Healthplan:</u>	<input type="text" value="BLUC - BLUE OF CALIFORNIA"/>
<u>Member ID:</u>	<input type="text"/>	<u>PCP ID:</u>	<input type="text"/>
<u>Last Name:</u>	<input type="text" value="J"/>	<u>Birth Date:</u>	<input type="text"/>
<u>First Name:</u>	<input type="text"/>	<u>Address 2:</u>	<input type="text"/>
<u>Address 1:</u>	<input type="text"/>	<u>State/Region:</u>	<input type="text"/>
<u>City:</u>	<input type="text"/>	<u>Sort By:</u>	<input type="text" value="MEMBER NAME"/>
<u>Zip:</u>	<input type="text"/>		

Member ID	Member Name	Gender	Birth Date	Healthplan Name	Healthplan Option	N/E	From Date	Thru Date	PCP ID
12347-6	JACOBS, JONATHON	MALE	6/25/1970	BLUE OF CALIFORNIA	A	<input type="checkbox"/>	1/21/2001		22335
2010012501	JANUARY-JONES, J...	FEMALE	1/25/1984	BLUE OF CALIFORNIA	A	<input type="checkbox"/>	1/1/2011		2010102
201258	JIM	UNKN...	1/1/1961	BLUE OF CALIFORNIA	A	<input type="checkbox"/>	1/1/2010		

berEligibilitySearch.aspx
Page 1 of 1 Total Item(s): 3

Eligibility - Member Information

To display member detail, click on a member ID in the "Member ID" column (in **BLUE** text) within the Member Search Results window. The Notes and Memos are displayed based on EZ-NET Company Configurations.

Quick links at the bottom of the page to allow the user to view more information about the selected member:

- PCP History
- Auth History
- Referral History
- Plan History

Dashboard		Main		EZ-EDI		My Profile		Settings		Logout	
Wednesday, November 20, 2013 07:27:08 PM											Welcome JFOX81 ▾
Providers ▾		Members ▾		Auth/Referrals ▾		Claims ▾		References ▾		Favorites ▾	
Home >> Main Menu >> Members >> Member Search											
Eligibility - Member Information											
Member Information											
Company ID:	MZJHC	Member Name:	JANUARY-JONES, JANET								
Member ID:	2010012501	Gender:	FEMALE								
DOB:	01/25/1984	Age:	29 YEARS								
Relation to Sub:		Home Phone:									
E-Mail:		Work Phone:	Ext:								
Address:	2011 EASTERN	Mobile Phone:									
		City/State/Zip:	VALENCIA/CA/91355								
Member Benefit Information											
Healthplan:	BLUC	Benefits Plan:	A								
Benefits Effective:	01/01/2011	Benefits Termed:									
Benefits Category:	A	Never Effective:	<input type="checkbox"/>								
PCP OV											
Co-Pay:	\$15.00	Co-Insurance:	0.00%								
OV SPECIALIST											
Co-Pay:	\$15.00	Co-Insurance:	0.00%								
ER COPAY											
Co-Pay:	\$75.00	Co-Insurance:	0.00%								
Additional Benefit Search											
Benefits Category:	<input type="text"/>										
Co-Pay:	<input type="text"/>	Co-Insurance:	<input type="text"/>								
Additional Information											
EZ-NET COMMENT:											
Primary Care Provider Information											
PCP Name:	SOMMER, RONALD MD		Provider ID:	2010102700							
Specialty:	FAMILY PRACTICE		Phone:	(661)555-3155							
Fax:	(661)555-3165		PCP Effective:	01/01/2010							
PCP Termination:											
PCP History			Auth History			Referral History			Plan History		

Auth tab menu

Authorization Inquiry

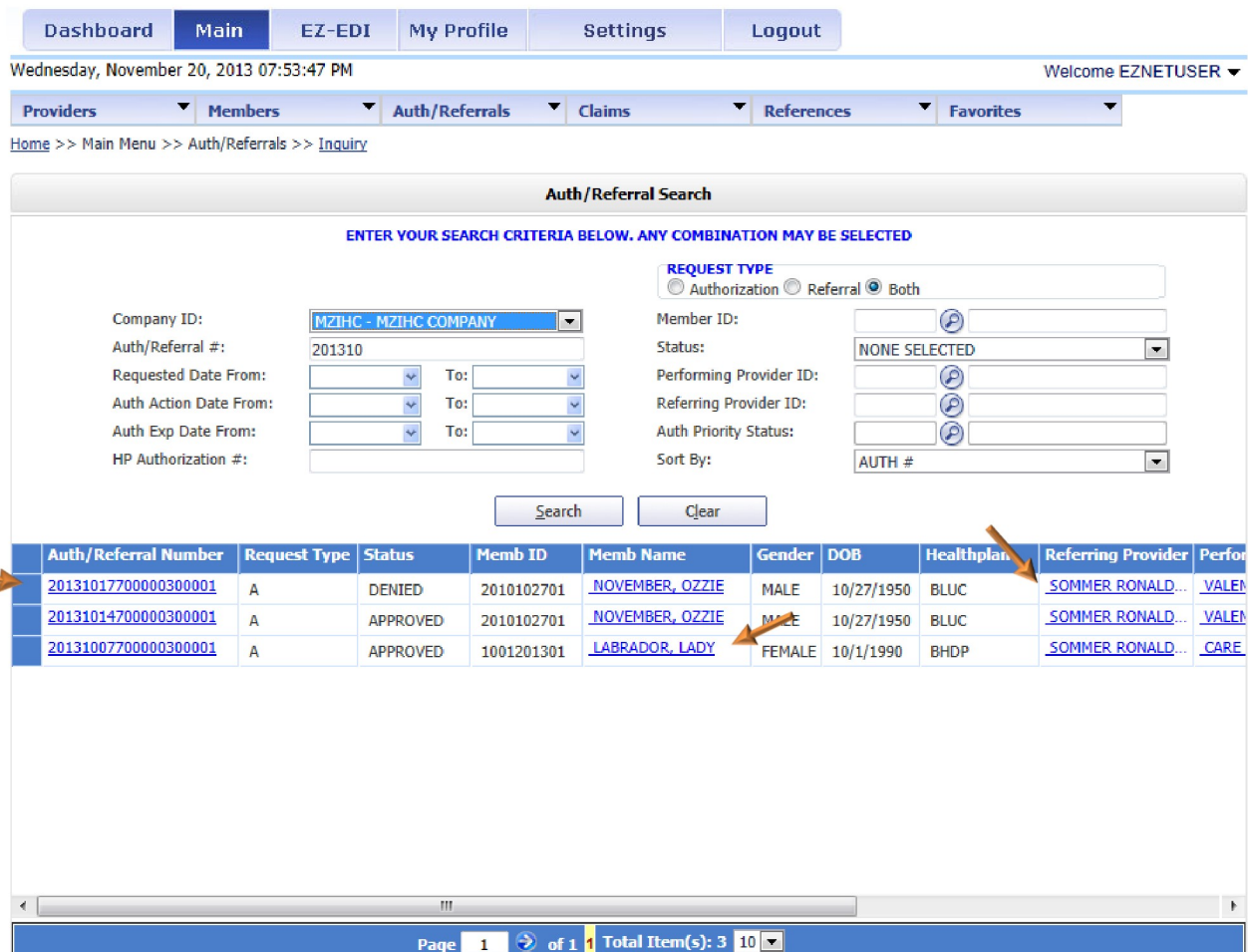
A user can inquire about an authorization status and view an authorization history. Whether originally submitted via EZ-NET, phone, or facsimile, the portal enables a user to view all authorizations submitted.

To begin an inquiry, select the **Inquiry** option under the *Authorization* section of the Main Menu to display the "Authorization/Referral Search" screen. Any combination of search criteria may be entered.

The search result(s) will populate in the window below, sorted in your specified order ("Sort By" drop-down list).

- **Click** on **BLUE** text in the screen below to obtain more information regarding the authorization, member, referring provider, performing provider, etc.

If the system does not locate any records that meet your search criteria, a message stating that "**NO RECORDS FOUND**" will display. Either replace/adjust selection criteria or click Clear and re-enter criteria.



Auth/Referral Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

REQUEST TYPE
 Authorization Referral Both

Company ID: MZHC - MZHC COMPANY
 Auth/Referral #: 201310
 Requested Date From: [] To: []
 Auth Action Date From: [] To: []
 Auth Exp Date From: [] To: []
 HP Authorization #: []

Member ID: []
 Status: NONE SELECTED
 Performing Provider ID: []
 Referring Provider ID: []
 Auth Priority Status: []
 Sort By: AUTH #

[Search] [Clear]

Auth/Referral Number	Request Type	Status	Memb ID	Memb Name	Gender	DOB	Healthplan	Referring Provider	Perfor
20131017700000300001	A	DENIED	2010102701	NOVEMBER, OZZIE	MALE	10/27/1950	BLUC	SOMMER RONALD...	VALE...
20131014700000300001	A	APPROVED	2010102701	NOVEMBER, OZZIE	MALE	10/27/1950	BLUC	SOMMER RONALD...	VALE...
20131007700000300001	A	APPROVED	1001201301	LABRADOR, LADY	FEMALE	10/1/1990	BHDP	SOMMER RONALD...	CARE...

Page 1 of 1 Total Item(s): 3

Authorization Details

From the Authorization search window, the user can access additional:

- Authorization details
- Member details
- Referring Provider details

Dashboard
Main
My Profile
Settings
Logout

Tuesday, August 23, 2022 07:00:38 PM Welcome TEST123 ▾

Providers ▾
Members ▾
Auth/Referrals ▾
Claims ▾
References ▾
Favorites ▾
General ▾

[Home](#) >> [Main Menu](#) >> [Auth/Referrals](#) >> [Inquiry](#)

Authorization Details

Authorization Information

Authorization #: 20220720700101600001 Status: Processed By: Place Of Service: LOS: 0 Priority Status: 0 - UNSPECIFIED HP Authorization #: Request Category: Service Type: Decision Date: Admit Source: Facility Code:	Company ID: UHCMSO Requested Date: 01/07/2022 Time: 00:00:00 Auth Action: 03/07/2022 Determination Date : Time: Expiration Date: 05/06/2022 Authorized Units: 0 Requested Units: 0 Certification Type: Auth Service Pkg: Admit Type: Patient Status:
--	--

[Additional Master Info](#)

Patient Information **Diagnosis Information**

Patient Information

 Patient Name: **TEST, DUFFY**
 DOB: 09/04/1987
 Age: 34 YEARS
 Gender: FEMALE
 Memb ID: TEST123
 Healthplan: HNMM
 PCP OV Co-Pay: N/A
 Service Area:

Diagnosis Information

Code	Version	Description	LOINC Code
U07.1	10	COVID-19	

Referring Physician Information

Name: TEST, PROVIDER Specialty: AMBULANCE Fax: (123)123-1234	Provider ID: TEST123 Phone: (999)999-9999 Service Area:
---	---

Performing Physician Information

Name: TEST, PROVIDER Specialty: AMBULANCE Fax: (123)123-1234	Provider ID: TEST123 Phone: (999)999-9999 Service Area:
---	---

Services

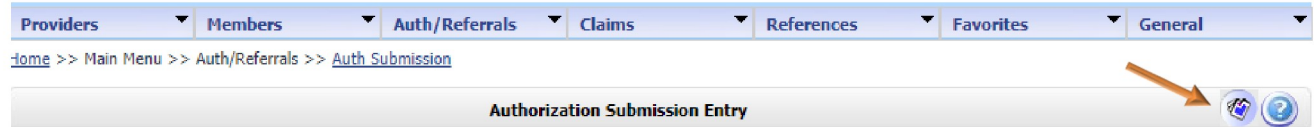
Status	Additional Dtl Info	Auth Action	Auth Expiration	Auth Proc Grp	Service Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Co-Pay	Coinsurance	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty	Req Catg	Ce Ty
	ADDITIONAL DTL INFO	03/07/2022	05/06/2022		H0001 P	ALCOHOL AND/OR DRUG ASSESS					1.0000	0.00	0.00					1.000		

TEST123
Copyright© 2006-2022 Cedar Gate Technologies. All Rights Reserved. System availability, transaction execution, and response times may vary due to volume, system performance and other factors. Technology provided by Cedar Gate Technologies.
EZ-NET v6.8.0

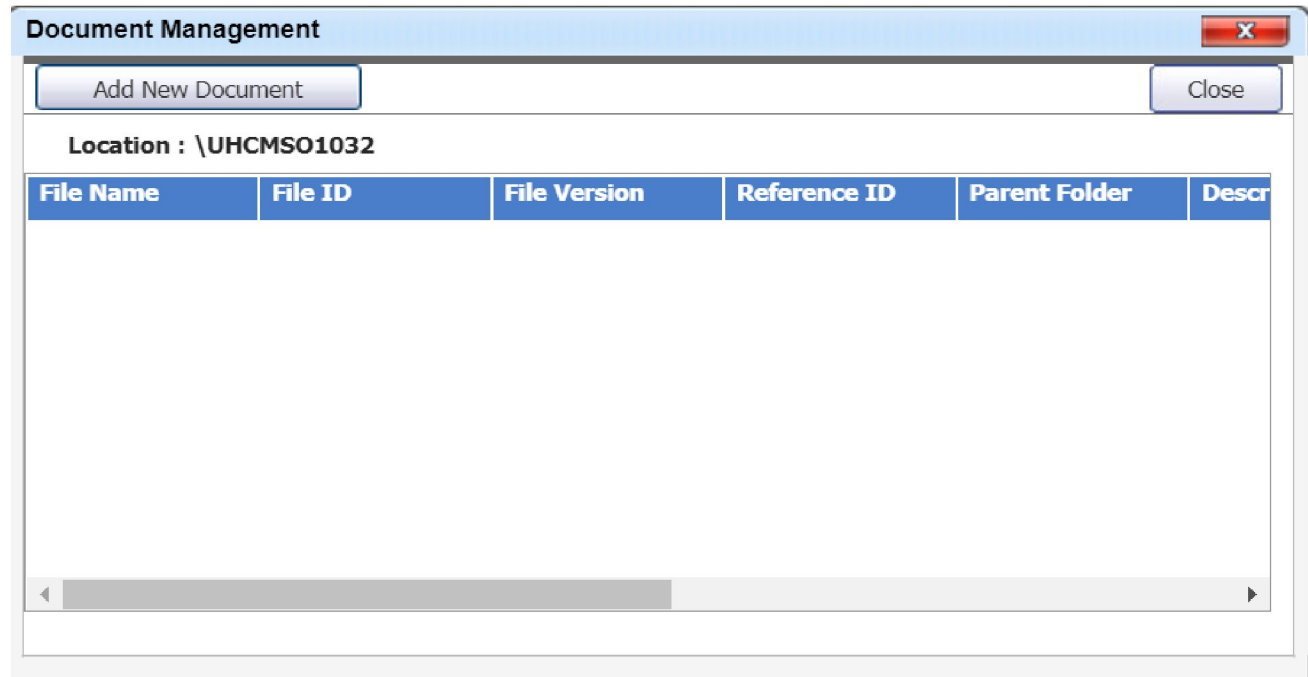
Authorization Submission

Authorization requests are submitted by the user directly through the Provider Portal. **Prior to submitting an authorization** the user is required to upload/attach documents to each request

- Click on the “blue documents icon” (see orange-colored arrow)

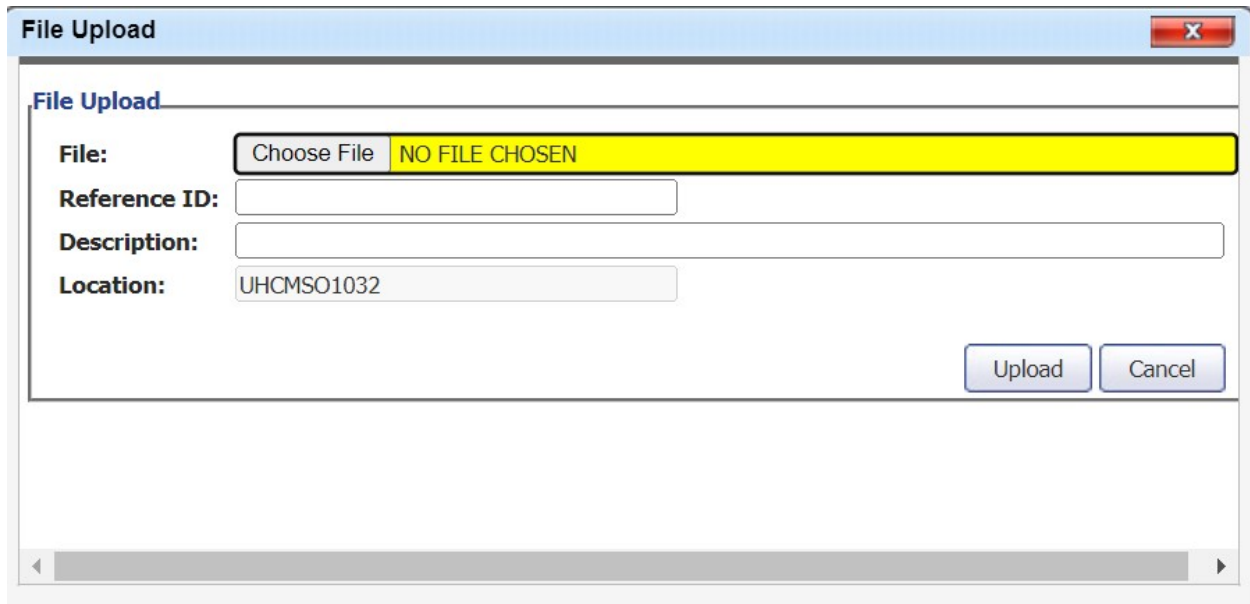


- A pop-up will appear (screen below)
- Click on “Add New Document”



- A pop-up, “File Upload”, appears (see screen below)

- Click on "Choose File"
 - User is taken to file drive(s) to select related file/document
 - After locating file for attachment, the "Reference ID" and "Description" need to be named

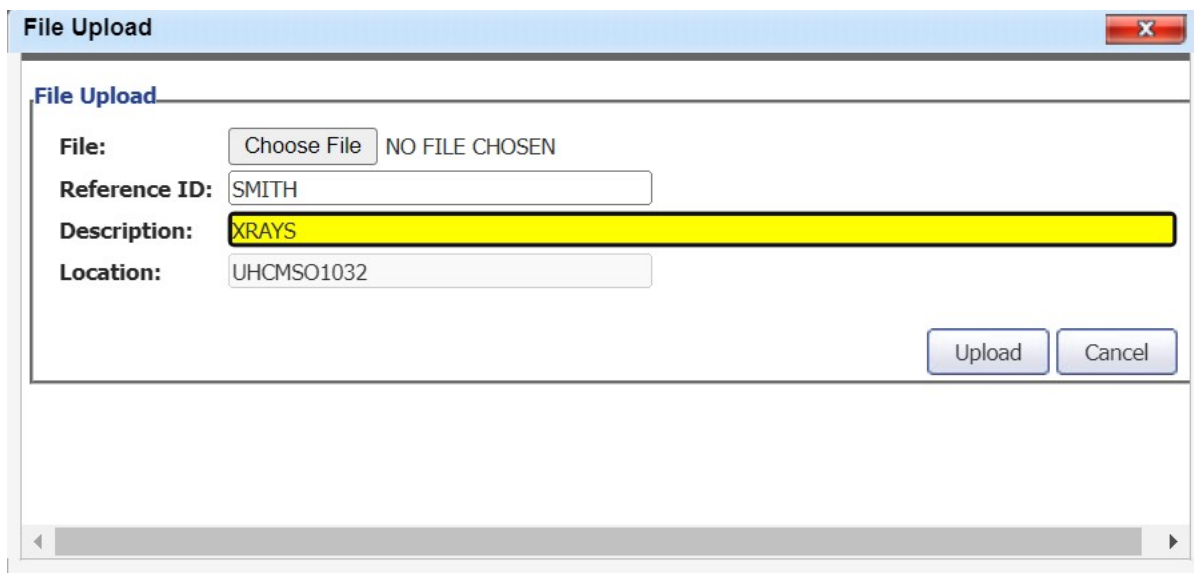


The screenshot shows a "File Upload" dialog box with the following fields and controls:

- File:** A text box containing "Choose File" and "NO FILE CHOSEN".
- Reference ID:** An empty text box.
- Description:** An empty text box.
- Location:** A text box containing "UHCMSO1032".
- Buttons:** "Upload" and "Cancel" buttons.

- Reference ID: Named by User
- Description: Name by User
 - Both may be the same name, if desired
 - Example of completed Reference ID and Description, below
- Then, click on "Upload" and file upload is complete

NOTE: Provider Portal does *not* allow user to upload multiple documents at one time. Each file must be loaded separately.



The screenshot shows the "File Upload" dialog box with the following fields and controls:

- File:** A text box containing "Choose File" and "NO FILE CHOSEN".
- Reference ID:** A text box containing "SMITH".
- Description:** A text box containing "XRAYS".
- Location:** A text box containing "UHCMSO1032".
- Buttons:** "Upload" and "Cancel" buttons.

- Once all documents are attached, pop-up disappears and user may continue with completing the authorization submission process (screen below)
- *Minimum requirements* for submitting an authorization request are as follows:
 - **Priority Status:** Click the magnifying glass icon, and select status accordingly
 - **Member ID:** User may enter the ID of member or click on magnifying glass icon to search by other criteria
 - Name: Automatically populates after completing Member ID
 - Service Area: Automatically populates
 - **Authorizing Provider ID:** Defaults to member's PCP
 - If authorizing/requesting provider is NOT member's PCP, delete Provider ID and re-enter with authorizing provider's ID
 - User may use the magnifying glass to search by other criteria
 - Service Area: Automatically populates
 - **Place of Service:** Click on drop-down arrow to select place of service
 - The "From Favorite" box can only be used after User creates a "Place of Service Favorites List"
 - **Auth Action:** Automatically populates with current date
 - **Healthplan Name:** Automatically populates
 - **Gender and DOB:** Automatically populate

Providers ▾ Members ▾ Auth/Referrals ▾ Claims ▾ References ▾ Favorites ▾ General ▾

[Home](#) >> [Main Menu](#) >> [Auth/Referrals](#) >> [Auth Submission](#)

Authorization Submission Entry

Company ID: UHCMSO - UHCMSO ▾

Master Record


Requested Date: 8/23/2022 ▾ Time: 18:43:34	Auth Action: 8/23/2022 ▾
Priority Status: 0 UNSPECIFIED	Auth Expiration: 10/22/2022 ▾
LOS: 0	Authorized Units: 0
Member ID: <input type="text"/>	Healthplan Name:
Name: <input type="text"/>	Gender: DOB:
Service Area: <input type="text"/>	
Authorizing Provider ID: <input type="text"/>	
Service Area: <input type="text"/>	
Requested Provider ID: <input type="text"/>	
Service Area: <input type="text"/>	
Facility ID: <input type="text"/>	
Place Of Service: SELECT A VALUE ▾ <input type="checkbox"/> From Favorites	Requested Units: 0
Request Category: <input type="text"/>	Certification Type: <input type="text"/>
Service Type: <input type="text"/>	Auth Service Pkg: <input type="text"/>
Admit Type: <input type="text"/>	Admit Source: <input type="text"/>
Patient Status: <input type="text"/>	Facility Type Code: <input type="text"/>

[Additional Master Info](#)



- **Diagnosis Code:** User may enter diagnosis code or use magnifying glass icon to search for appropriate code

Diagnosis

Diagnosis Code:  (Only 12 diagnosis codes allowed)

Number	Code	Version	Description	LOINC Code

- A pop-up appears
- Enter diagnosis code, or description of desired diagnosis code
- Select *ICD-10*
- Click Search, select code, and click ok
 - Note: The "From Favorites" box is an option only after User creates a "Diagnosis Code Favorites List"

Diagnosis Code Search ✕

No of Records: 1

Diagnosis Code: Description:

Version:

Begins With Contains From Favorites

	Code	Description	From Date	To Date	C
<input type="checkbox"/>	N39.0	URINARY TRACT INFECTION, SITE NOT SF	10/1/2015		C

Page 1 of 1 Total Item(s): 1

You'll see the diagnosis code populate in the window, click "Add Diag"

- If more than one diagnosis code, continue with process with adding up to a maximum of 12 diagnosis codes
- If User needs to remove a diagnosis code, simply click the red "x" at the left of corresponding code.
 - Pop up will ask User "Yes/No" before deleting code

Diagnosis

Diagnosis Code: (Only 12 diagnosis codes allowed)

Number	Code	Version	Description	LOINC Code
 1	N39.0	10	URINARY TRACT INFECTION, SITE NOT SPECIFIED	

Next step is User needs to enter the Service Requested (Procedure Code)

- User may enter the Procedure Code or click on the magnifying glass to search for appropriate code

Service Requested

Procedure Code:

Service Type: ▾

Auth Procedure Group:

Modifier 1: ▾ From Favorites

Modifier 2: ▾

Modifier 3: ▾

Modifier 4: ▾

Service Line Amount: Line Rate:

Auth Qty: Diag Ref:

Admit Date: ▾

Discharge Date: ▾

Number of Days:

Admit Type:

Admit Source:

Requested Qty:

Request Category:

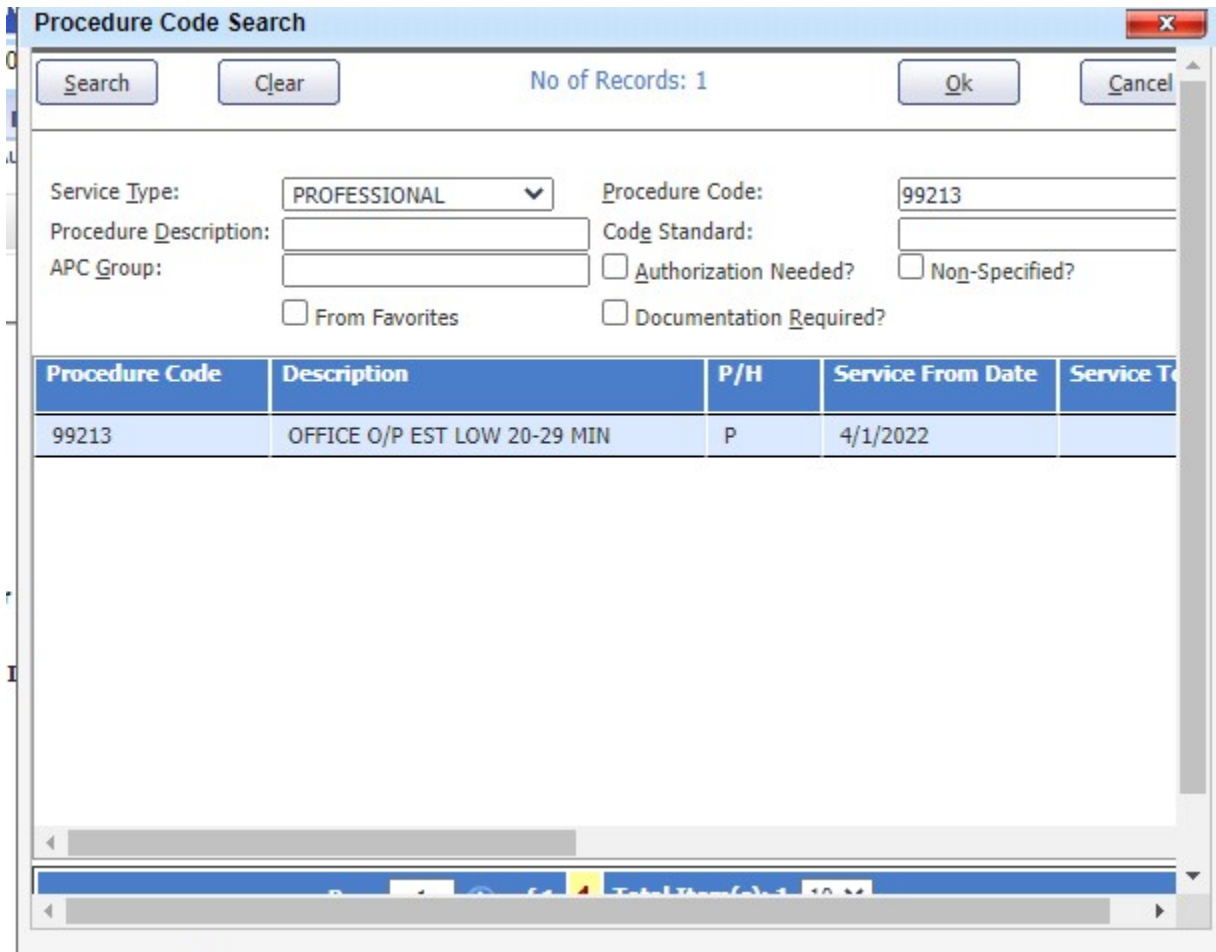
Certification Type:

Service Type:

Facility Type Code:

Additional Dtl Info	Auth Action	Auth Expiration	Auth Proc Grp	Service Type	Description	Mod 1	Mod 2	Mod 3	Mod 4	Auth Qty	Diag Ref	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty	Req Catg	Cert Type	Service Type	Fac Type Code
---------------------	-------------	-----------------	---------------	--------------	-------------	-------	-------	-------	-------	----------	----------	------------	----------------	------------	--------------	---------	----------	-----------	--------------	---------------

- Enter code, click Search, find description below and click "ok"



The screenshot shows a 'Procedure Code Search' dialog box. At the top, there are 'Search' and 'Clear' buttons, and a status indicator 'No of Records: 1'. On the right side, there are 'Ok' and 'Cancel' buttons. The search criteria are as follows:

- Service Type: PROFESSIONAL (dropdown menu)
- Procedure Code: 99213 (text input)
- Procedure Description: (empty text input)
- Code Standard: (empty text input)
- APC Group: (empty text input)
- Authorization Needed? (checkbox, unchecked)
- Non-Specified? (checkbox, unchecked)
- From Favorites (checkbox, unchecked)
- Documentation Required? (checkbox, unchecked)

Below the search criteria is a table with the following data:

Procedure Code	Description	P/H	Service From Date	Service To
99213	OFFICE O/P EST LOW 20-29 MIN	P	4/1/2022	

- After clicking "ok", the procedure code will appear
- Click "Add Proc" to complete the process of adding a procedure (screen below, orange arrow)
- If more than one procedure code, continue process as aforementioned



Service Requested

Procedure Code:

Auth Procedure Group:

Service Type:

Modifier 1: From Favorites

Modifier 2:

Modifier 3:

Modifier 4:

Service Line Amount: Line Rate:

Auth Qty: Diag Ref:

Admit Date:

Discharge Date:

Number of Days:

Admit Type:

Admit Source:

Requested Qty:

Request Category:

Certification Type:

Service Type:

Facility Type Code:

Additional Dtl Info	Auth Action	Auth Expiration	Auth Proc Grp	Service Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Diag Ref	Adm
Additional Detail Info	<input type="text" value="12/19/2022"/>	<input type="text" value="3/19/2023"/>		99213 P	OFFICE O/P EST LOW 20-29 MIN					1.000	1	

Last step is to add Auth Notes

- This is a 'free-hand' area with no character limits
- Please enter ANY additional information that would help the UM team to process
- After entering notes, please click on "Submit Request"
 - If User needs to clear the form in its entirety, click on "Clear Form"

Auth Notes
(Click to Enlarge Notes)

- **Submit the form by clicking** the button at the bottom of the page. The notification dialogue box will display the submission status.
- **To review details** of an authorization, click on the line that reads "Your authorization or referral number is: #####" to display the Authorization Details screen.
- **To enter another authorization**, click the 'Submit Another Auth' button.



Dashboard Main EZ-EDI My Profile Settings Logout

Wednesday, November 20, 2013 08:13:07 PM Welcome JFOX61

Providers Members Auth/Referrals Claims References Favorites

Home >> Main Menu >> Auth/Referrals >> Auth Submission

Summary of Auth Submission

Request succeeded!
 The Authorization was successfully entered into EZ-CAP
Your Tracking number is: 20131120710000300001

Performing Physician Information

Name:	HEART HANK
Address:	44105 VALENCIA AVE VALENCIA, CA - 01355
Phone:	
Fax:	

After the authorization has been successfully submitted, User should be able to view request status within 24 hours.

Note: If an authorization has been canceled, User can search for notes from Clinical Team indicating reason(s) for cancellation

- Click on the "pencil/paper" icon (orange arrow below) and then, click on clinical notes
 - Reason(s) for cancellation listed
 - User will need to resubmit authorization request with missing information per Clinical notes

EZNET

Dashboard Main Settings Logout

Monday, December 19, 2022 11:47:33 AM Welcome TIFFANYCOMBS

Providers Members Auth/Referrals Claims References Favorites General

Home >> Main Menu >> Auth/Referrals >> Inquiry

Authorization Details

Claims tab menu

Claim Inquiry

In the Claims Inquiry screen a user can look up a claim to inquire on the status of a submitted claim. The screen will provide claim submission details when the user clicks on one of the claims listed in the table at the bottom of the screen.

To begin an inquiry:

- Select Claims drop down on the Main Menu
- Click **Inquiry** to display the Claim Search window.

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Providers ▾ Members ▾ Auth/Referrals ▾ **Claims** ▾ References ▾ Favorites ▾

[Home](#) >> [Main Menu](#) >> [Claims](#) >> [Inquiry](#)

Claim Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

<p>Company ID: <input type="text" value="MZIHC - MZIHC COMPANY"/></p> <p>Claim#: <input type="text"/></p> <p>Provider Last Name: <input type="text"/></p> <p>Patient Last Name: <input type="text"/></p> <p>Service Date From: <input type="text"/> To: <input type="text"/></p> <p>Provider Patient ID: <input type="text"/></p> <p>Medical Record#: <input type="text"/></p>	<p>Member ID: <input type="text" value="201001250"/> <input type="text" value="JANUARY-JONES, JANE"/></p> <p>Status: <input type="text" value="NONE SELECTED"/></p> <p>Provider First Name: <input type="text"/></p> <p>Patient First Name: <input type="text"/></p> <p>Auth/Referral#: <input type="text"/></p> <p>Hosp Patient ID: <input type="text"/></p> <p>Provider Claim#: <input type="text"/></p> <p>Sort By: <input type="text" value="CLAIM #"/></p>
--	---

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status	Company
20110711900001100002	JANUARY-JONES, JANET	CARE, CATHERINE		3/15/2011	IN PROCESS	MZIHC

Page 1 of 1 Total Item(s): 1 10 ▾

NOTE: The Search Results list can be printed by clicking on the browser's Print button.

To display claim detail, click on the selected claim in the "Claim #" column (in **BLUE** text) in the Search Results window.

To return to the *Claim Search Results* or *Claims* window, use the navigation tool in the top right of the screen by clicking on the name of the screen you want.

Dashboard
Main
EZ-EDI
My Profile
Settings
Logout

Wednesday, November 20, 2013 08:19:47 PM
Welcome JFOX81 ▾

Providers ▾
Members ▾
Auth/Referrals ▾
Claims ▾
References ▾
Favorites ▾

[Home](#) >> [Main Menu](#) >> [Claims](#) >> [Inquiry](#)

Claim / Encounter Details AP

Status Information			
Claim#:	20110711900001100002	Company ID:	MZHC
Auth/Referral#:	20110711700001100001	Status:	IN PROCESS
Date Received:	07/11/2011	Provider Claim #:	
Date Paid:		Check:	0
Payment Status:		Claim Type:	PROFESSIONAL
Vendor:	2010100701	Payee:	VENDOR

Patient Information		Diagnosis Information		
Name:	JANUARY-JONES , JANET	Code	Version	Description
DOB:	01/25/1984	V22.2		PREG STATE, INCIDENTAL
Gender:	FEMALE			
Age:	29 YEARS			
HealthPlan:	BLUE OF CALIFORNIA			
Member ID:	2010012501			
Benefit Plan:	BLUC HMO OPTION A \$5 / \$15 / \$75			
Prov Pat ID:				
Address:	2011 EASTERN			

Provider Information			
Name:	CATHERINE CARE MD	Provider ID:	2010110301
Specialty:	OBSTETRICS & GYNECOLOGY	Place Of Service:	OFFICE
From Date:	01/01/2010	Through Date:	

Additional Information															
Services															
Details	Service...	Service...	Description	CPT M...	Qty	Billed Amt	Cntc Amt	Copay	Coin...	WH A...	Adj Amt	Net P...	Adj Code	Adj Desc	Place Of Servi
DETA...	3/15/2011	99215	OFFICE/O...		1.0	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
					T...	\$ 300	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0			

Review data entered the Claim Submission Entry form
 Click **submit the form by clicking** the button at the bottom of the page.

The notification dialog box will display the submission status.

To review details of a claim, click on the line that reads:
 "Your claim number is: #####".

To enter another claim, click the 'Submit Another Claim' button.

References tab menu

Reference Codes & Contacts

The Reference Menu allows the user to review system references.

Select one of the following options from within the “**References**” section on the Main Menu:

- **Procedures**
- **Diagnosis**
- **Place of Service**
- **CPT Modifiers**
- **Contacts**
- **Documents**
- **Mail**
- **Tracking Report**

When one of these are selected, a search criteria dialog box will be displayed.



To Search a request

Select the request type from the Menu – Search screen will display

This example is using Diagnosis:

Enter requested search information code in the dialog box
(such as '250' in the Diagnosis Code field below)

Click the button.



Diagnosis Reference Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED.

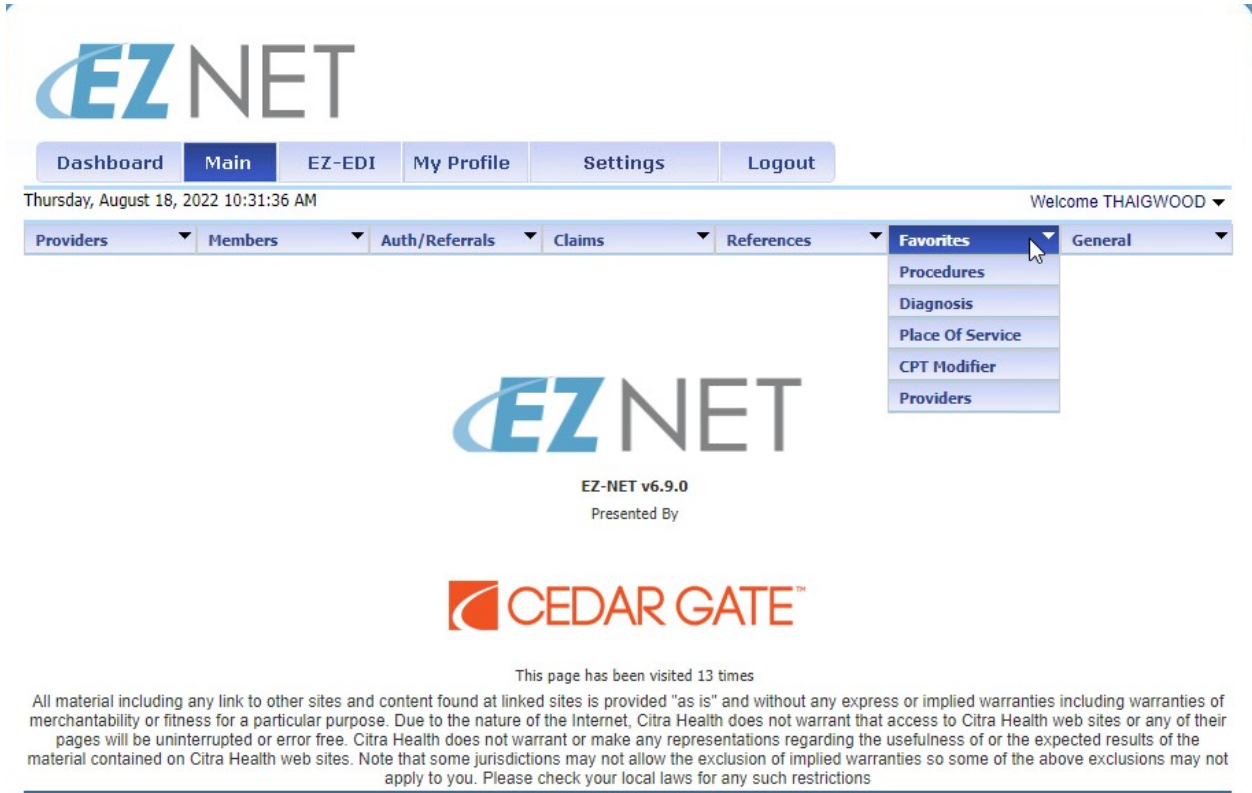
Company ID: ▾
 Code(Begins With):
 Description:
 Version: ▾

Diagnosis Code	Description	From Date	To Date	C/H	Version	Company ID
250.00	DMII WO CMP NT ST UNCNR	10/1/2009	9/30/2010	H		MZIHC
250.00	DMII WO CMP NT ST UNCNR	10/1/2010		C		MZIHC
250.01	DMI WO CMP NT ST UNCNR	10/1/2010		C		MZIHC
250.01	DMI WO CMP NT ST UNCNR	10/1/2009	9/30/2010	H		MZIHC
250.02	DMII WO CMP UNCNR	10/1/2009	9/30/2010	H		MZIHC
250.02	DMII WO CMP UNCNR	10/1/2010		C		MZIHC
250.03	DMI WO CMP UNCNR	10/1/2010		C		MZIHC
250.03	DMI WO CMP UNCNR	10/1/2009	9/30/2010	H		MZIHC
250.10	DMII KETO NT ST UNCNR	10/1/2009	9/30/2010	H		MZIHC
250.10	DMII KETO NT ST UNCNR	10/1/2010		C		MZIHC

Favorites tab menu

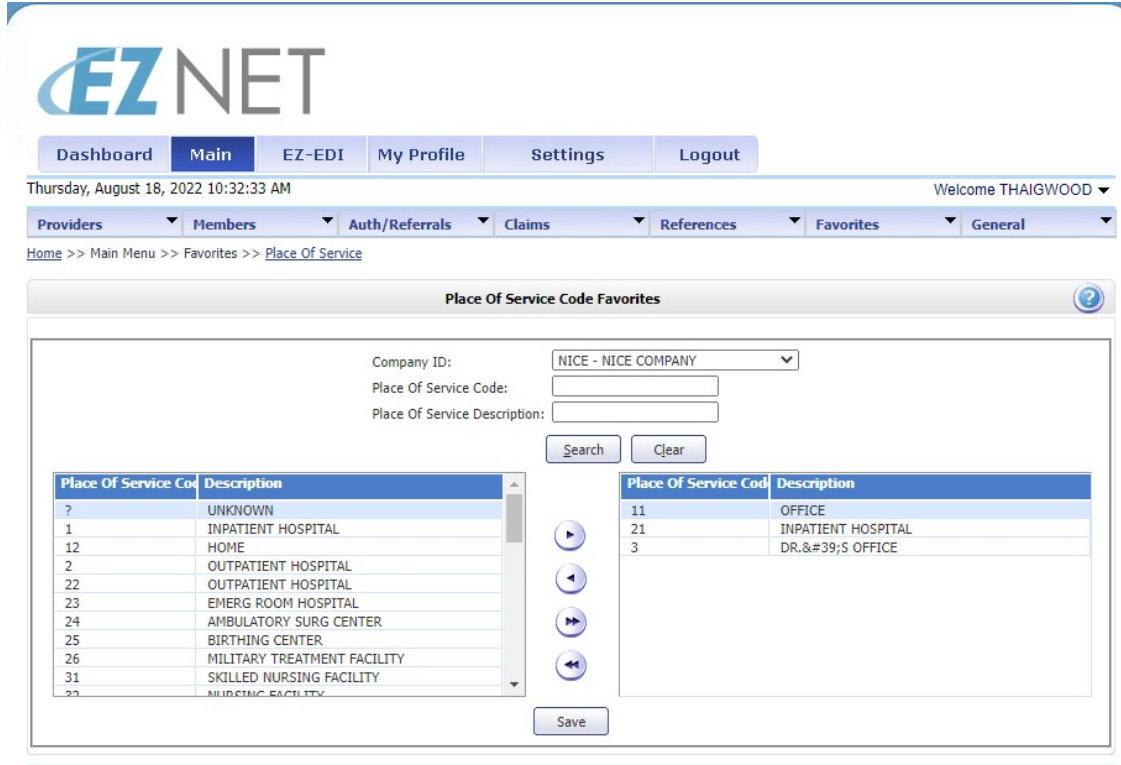
Provider Favorites Menu

This feature allows a Provider to add repeated Provider or Codes to a favorites list. Allowing ease of use when entering, searching, or selecting a Requested or Servicing Provider to use in an Authorization or Claim.



Login to EZ-NET with a Provider Account > access Favorites menu > Providers:

Add Provider record(s) to the Favorites list by searching for applicable criteria (see example for Place of Service below) and moving the records from the left-hand side to the right-hand side, click SAVE:



EZNET

Dashboard Main EZ-EDI My Profile Settings Logout

Thursday, August 18, 2022 10:32:33 AM Welcome THAIGWOOD

Providers Members Auth/Referrals Claims References Favorites General

Home >> Main Menu >> Favorites >> Place.Of.Service

Place Of Service Code Favorites

Company ID: NICE - NICE COMPANY

Place Of Service Code:

Place Of Service Description:

Search Clear

Place Of Service Code	Description
?	UNKNOWN
1	INPATIENT HOSPITAL
12	HOME
2	OUTPATIENT HOSPITAL
22	OUTPATIENT HOSPITAL
23	EMERG ROOM HOSPITAL
24	AMBULATORY SURG CENTER
25	BIRTHING CENTER
26	MILITARY TREATMENT FACILITY
31	SKILLED NURSING FACILITY
32	NURSING FACILITY

Place Of Service Code	Description
11	OFFICE
21	INPATIENT HOSPITAL
3	DR.'S OFFICE

Save

General tab menu

Search for a General Item

The General menu includes:

- Inquiry Documents
- Upload Document
- Custom Reports