

PROVIDER BLAST FAX

To: All Participating Providers

Date: July 7, 2014

Re: Member Eligibility and Authorization Requests – PROVIDER PORTAL

PROVIDER PORTAL

- When accessing the Provider Portal, providers must use **Windows Internet Explorer** (you will receive error messages from other search engines as they are not compatible i.e. Firefox, Google Chrome)
- Provider Portal can be found at:
 - www.simplyhealthcareplans.com/providers
 - www.betterhealthflorida.com/provider.html
 - www.clearhealthalliance.com/providers.html
- You can reset your password by clicking the link **Forgot Password?** and answering the Security Question you provided. You cannot retrieve your old password or your User Name.
- **To check Member/Patient Eligibility**
 - Select either **Patient Eligibility** (left side of screen) or **Find a Patient or Member** (right side of screen).
- **To view your PCP roster on the Provider Portal:**
 - On the right side of the screen, click the PCP Roster link, under Manage Patients.
- **To Submit an Authorization Request:**
 - Under Medical Management in the left column, choose either: Submit Referral or outpatient Authorization for all outpatient services
 - or –
 - Submit Inpatient Authorization for all inpatient services
- For Provider expedited service due to the high volume of calls, please email us at:
portal.assist@simplyhealthcareplans.com