



Provider Portal

Basic Functionality and Member Eligibility Verification

Welcome to the provider portal for WellSense Health Plan, powered by HealthTrio Connect. Please follow the step-by-step guide below for basic portal uses such as how to look up diagnosis codes or provider information as well as how to verify member's eligibility

Table of Contents

Verify Member Eligibility.....	2
Look Up a Diagnosis or Procedure Code	3
Look Up Provider Information	3
Search for a Patient.....	4

Verify Member Eligibility

Please verify patient eligibility prior to submitting a referral or authorization request in order to avoid submitting requests for a non-eligible member.

Best Practices

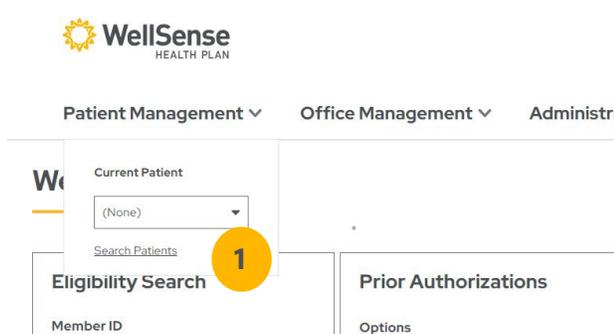
We recommend that you use the Patient Management Search option to check patient eligibility. Search for the member and select from your patient list. When the search field is populated with a member name:

- The patient information bar displays at the top of the screen showing the selected member's name, birth date, WellSense Health Plan ID number and PCP.
- The user can easily switch between checking eligibility, viewing claims history and referral/authorization transactions for the selected member.

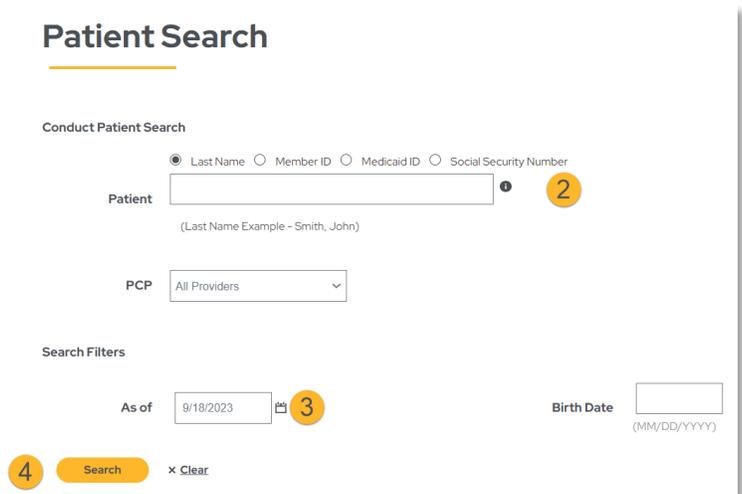
Eligibility Search Tips

- You do not need to capitalize names or ID# prefixes.
- You can search using the member's Social Security number (SSN), if necessary, but the SSN does not display in the system.
- You can search with partial or complete information.
 - For a name search or for a SSN search, a minimum of two characters is required.
 - For an ID# search, the minimum requirement is the alpha prefix and at least two digits.
- Searches with partial information will return more and varied results. It is best to supply as much information as possible to narrow the search.
- Do not use dashes or spaces.

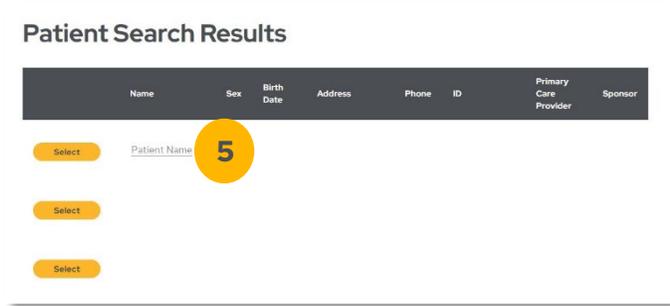
1. Quickly check a member's eligibility status by clicking **Search Patient** on the **Patient Management Tab**



2. On the Conduct Eligibility Search page, select **search criteria** – Name, Member ID, Medicaid ID, or SSN – and click **Search**.
3. Change the **As of** date if you want eligibility information for a date prior to today's date.
4. Enter the appropriate patient information in the search field, and click **Search**.

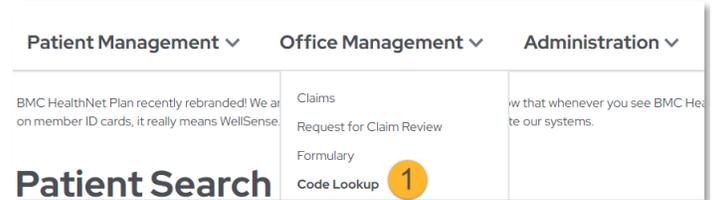


- All members matching your search criteria will display. Click the **member's name** to choose which member for which you would like eligibility information.



Look Up a Diagnosis or Procedure Code

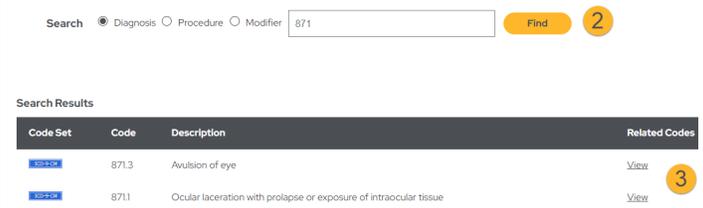
- Under the Office Management tab, click Code Lookup.



- On the Diagnosis Code Search screen, type in the code you are searching for and click **Find**.

Your search results will appear.

Diagnosis Code Search



- To view related codes for a description that doesn't exactly match your search, click on either the **description** or click **View**.

Results will display.

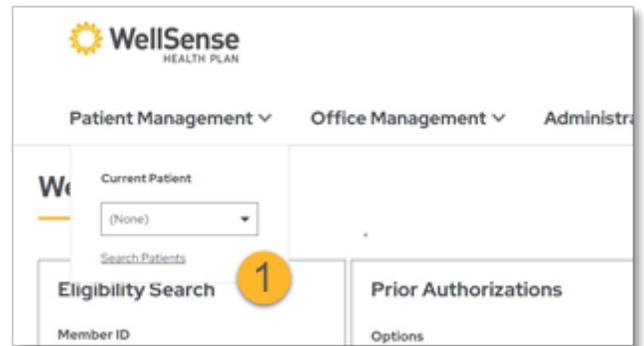
Look Up Provider Information

- Under the Office Management tab, click **WellSense Provider Search** to see the provider network for every product or use our "Find a Provider" tool at wellsense.org/find-a-provider.



Search for a Patient

1. Click on the Patient Management drop-down arrow, and click **Search Patients** to open the patient search screen.



2. On the Conduct Patient Search screen, **select** button with desired search criteria (Last Name, Member ID, Medicaid ID, or SSN).
3. Change the **As of** date for eligibility information prior to today's date., Enter that information and click **Search**.
4. Enter that information and click **Search**. Change the **As of** date for eligibility information prior to today's date. On the Search Results page, click **Select** to add the patient to your current list of patients.



5. All information available for each patient can be accessed by clicking the drop-down arrow on the **Patient Management tab**.

