

PROTECTING YOUR PROVIDER PORTAL ACCOUNT



Hewlett Packard
Enterprise

Oklahoma
HealthCare
Authority

DISCLAIMER

SoonerCare policy is subject to change.

The information included in this presentation is current as of March 2017.



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AGENDA

- Manage Accounts
 - Add New Clerk
 - Add Registered Clerk
 - Add Registered Billing Agent
 - Designate Billing Agent
 - Add Enrollment Agent
- Questions



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My Home

Broadcast Messages

The Oklahoma Health Care Authority (OHCA) reviews changes, additions and deletions of both the Healthcare Common Procedure Coding System (HCPCS) and Current Procedural Terminology (CPT) codes recommended by the Centers for Medicare and Medicaid Services (CMS) and the American Medical Association (AMA) each year. Multiple changes went into effect Jan. 1, 2017, and it is important to note the following:

Mammography services - The 2016 CPT codes for diagnostic and screening mammograms (77055, 77056, 77057) as well as codes for computer aided detection (77051, 77052) have been deleted. OHCA now uses the CMS G-codes for mammography and bundled computer aided detection as follows:
-G0206 - Diagnostic mammography, include computer aided detection (CAD) when performed; unilateral.
-G0204 - Diagnostic mammography, include computer aided detection (CAD) when performed; bilateral.

User Details

Welcome Training

- [My Profile](#)
- [Manage Accounts](#) 

Provider

Name
Provider ID
Taxonomy
SC Provider Number

Provider Services

- [Member Focused Viewing](#)

Welcome Health Care Professional!



We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to payment history and the ability to search for helpful information under the Resources menu.

 [Contact Us](#)

 [Secure Correspondence](#)

 [Referrals](#) 

 [Update Provider Files](#)

 [Upload Behavioral Health Records](#)

 [Helpful Links](#)

ADD NEW CLERK



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Add New Clerk Add Registered Clerk Add Registered Billing Agent Designate Billing Agent Add Enrollment Agent

* Indicates a required field.

Enter the information in the fields below and click **Submit** to generate the clerk code for the new clerk to register.

*First Name

*Last Name

*Birth Date 

*Last 4 of DLN

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

- *Functions
- Claim - Inquiry
 - Claim - Submit and Resubmit
 - Claim - Submit Pharmacy
 - Eligibility Verification
 - File Management
 - Financial
 - Letters
 - Member Focus Viewing
 - Newborn Application Access
 - Payment History - Inquiry
 - Pharmacy Claim
 - Prior Authorization - Submit Resubmit Authorization
 - Prior Authorization - View Authorization
 - Prior Authorization - View Authorization Notice
 - Referrals - Create Referral
 - Referrals - View Referral
 - Reports
 - Search Fee Schedule
 - Secure Correspondence
 - Treatment History

Submit

Cancel



[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

* Indicates a required field.

Enter the fields below and click **Submit** to generate the clerk code for the new clerk to register.

* **First Name**

* **Last Name**

* **Birth Date**

* **Last 4 of DLN**

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

- * **Functions**
- Claim - Inquiry
 - Claim - Submit and Resubmit
 - Claim - Submit Pharmacy
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 - Treatment History



Submit

Cancel

[Add New Clerk](#)

Click **Confirm** to confirm the request. Click **Cancel** to cancel it.

First Name John
Last Name Smith
Birth Date 01/01/1901
Last 4 of DLN 1234

Functions

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
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[Edit](#)[Confirm](#)[Cancel](#)



[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

* Indicates a required field.

Enter the fields below and click **Submit** to generate the clerk code for the new clerk to register.

* First Name

* Last Name

* Birth Date

* Last 4 of DLN

✓ Clerk Assignment

The clerk has been added to your clerk list.

The clerk code for the new clerk is 10338. The clerk code is required to be communicated to the new clerk for registering with the portal.

OK

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

- *Functions
- Claim - Inquiry
 - Claim - Submit and Resubmit
 - Claim - Submit Pharmacy
 - Eligibility Verification
 - File Management
 - Financial
 - Letters
 - Member Focus Viewing
 - Newborn Application Access
 - Payment History - Inquiry
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 - Prior Authorization - Submit Resubmit Authorization
 - Prior Authorization - View Authorization

- Search Fee Schedule
- Secure Correspondence
- Treatment History

Submit

Cancel

Clerks

Click the Clerk's **name** to change the status and/or the functions of the Clerk.

#	Name ▲	Display Name	Birth Date	Last 4 of DLN	Clerk Code	Status
1	beavers, brandon	brandon beavers	10/02/1974	4321	10259	Active - Pending
2	boop, betty	BettyBoop	01/01/1990	9999	10266	Active
3	bowman, mark	mark bowman	11/30/1958	0000	10274	Active - Pending
4	campos, test2016	Israel	12/13/1980	1111	10333	Inactive
5	clifton, crystal	cred agent	03/28/1987	1234	10250	Active
6	keith, peyton	peyton keith	05/09/1981	4564	10272	Active - Pending
7	raisley, pam	Pam	10/31/1958	1958	10260	Active
8	raisley, pam	Pam	10/31/1958	1234	10189	Active
9	raisley, pamela sue	Pam Clerk	10/31/1958	1031	10327	Active
10	roberts, william	Prince William	09/17/1979	1979	10308	Active
11	smith, john	john smith	01/01/1901	1234	10338	Active - Pending
12	sooner, brandon	brandon sooner	01/01/1970	1234	10322	Active - Pending
13	zepeda, tony	tony zepeda	06/15/1950	7777	10303	Active - Pending

Edit Clerk

Modify the fields below and click the **Submit** button to update the information.

First Name john

Last Name smith

Birth Date 01/01/1901

Last 4 of DLN 1234

Clerk Code 10338

*** Status** Active Inactive

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

- * Functions**
- Claim - Inquiry
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Submit

Cancel

ADD REGISTERED CLERK



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Add New Clerk | **Add Registered Clerk** | Add Registered Billing Agent | Designate Billing Agent | Add Enrollment Agent

* Indicates a required field.

Enter the fields below and **Submit** to generate the clerk code for the new clerk to register.

* **First Name**

* **Last Name**

* **Birth Date** 

* **Last 4 of DLN**

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

- * **Functions**
- Claim - Inquiry
 - Claim - Submit and Resubmit
 - Claim - Submit Pharmacy
 - Eligibility Verification
 - File Management
 - Financial
 - Letters
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 - Prior Authorization - View Authorization Notice
 - Referrals - Create Referral
 - Referrals - View Referral
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Submit

Cancel

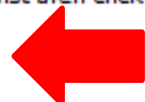
[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

* Indicates a required field.

Enter the Last Name and the Clerk Code to add that Clerk to your Clerk list then click **Submit** to proceed.

*Last Name

*Clerk Code



Select the functions that the clerk is authorized to access.
(At least one function must be selected)

- *Functions
- Claim - Inquiry
 - Claim - Submit and Resubmit
 - Claim - Submit Pharmacy
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Submit

Cancel

ADD REGISTERED BILLING AGENT & DESIGNATE BILLING AGENT



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[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

* Indicates a required field.

Enter the Display Name and the Agent Code to add to billing agent to your billing agent list then click **Submit** to proceed.

*Display Name

*Agent Code

Select the functions that the billing agent is authorized to access.
(At least one function must be selected)

- *Functions
- Claim - Inquiry
 - Claim - Submit and Resubmit
 - Claim - Submit Pharmacy
 - Eligibility Verification
 - File Management
 - Financial
 - Letters
 - Member Focus Viewing
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**Contact EDI to add a
Registered Billing Agent**

Submit

Cancel

ADD ENROLLMENT AGENT



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****1st – You MUST create the potential agent as a clerk and they must be in active status**

Clerk Assignment Back to My Home ?

[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

Select a Clerk to add as your enrollment Agent. Only one enrollment agent can be setup per Provider. Click Remove to remove an enrollment Agent.

****Please note: Your Enrollment Agent will answer questions related to information on your provider application/renewal or updates to your provider Profile Information, Banking information, etc.**

Enrollment Agent	Action
*Enrollment Agent <input type="text"/>	

[Add Enrollment Agent](#)

Clerk Assignment Back to My Home ?

[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

Select a Clerk to add as your enrollment Agent. Only one enrollment agent can be setup per Provider. Click Remove to remove an enrollment Agent.

****Please note: Your Enrollment Agent will answer questions related to information on your provider application/renewal or updates to your provider Profile Information, Banking information, etc.**

Enrollment Agent	Action
*Enrollment Agent <input type="text"/>	

[Add Enrollment Agent](#)

Select the agent from the drop-down list.

[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

Select a Clerk to add as your enrollment Agent. Only one enrollment agent can be setup per Provider. Click Remove to remove an enrollment Agent.

****Please note: Your Enrollment Agent will answer questions related to information on your provider application/renewal or updates to your provider Profile Information, Banking information, etc.**

Enrollment Agent	Action
*Enrollment Agent <input type="text" value="Prince William (10308)"/>	
Add Enrollment Agent	



[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

Select a Clerk to add as your enrollment Agent. Only one enrollment agent can be setup per Provider. Click Remove to remove an enrollment Agent.

****Please note: Your Enrollment Agent will answer questions related to information on your provider application/renewal or updates to your provider Profile Information, Banking information, etc.**

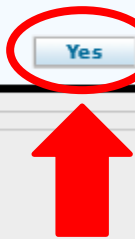
Enrollment Agent	Action
*Enrollment Agent <input type="text" value="Prince William (10308)"/>	
Add Enrollment Agent	

Warning


This Enrollment Agent will have access to your Profile Information, Banking information, etc.

Do you want to continue?

[Yes](#) [No](#)



You may remove the agent at any time.

Clerk Assignment [Back to My Home](#) 

[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

Select a Clerk to add as your enrollment Agent. Only one enrollment agent can be setup per Provider. Click Remove to remove an enrollment Agent.

****Please note: Your Enrollment Agent will answer questions related to information on your provider application/renewal or updates to your provider Profile Information, Banking information, etc.**

Enrollment Agent	Action
Prince William(10308)	Remove

