



Optimum Healthcare, Inc.

AANEEL CONNECT PORTAL USER MANUAL

12/07/2023

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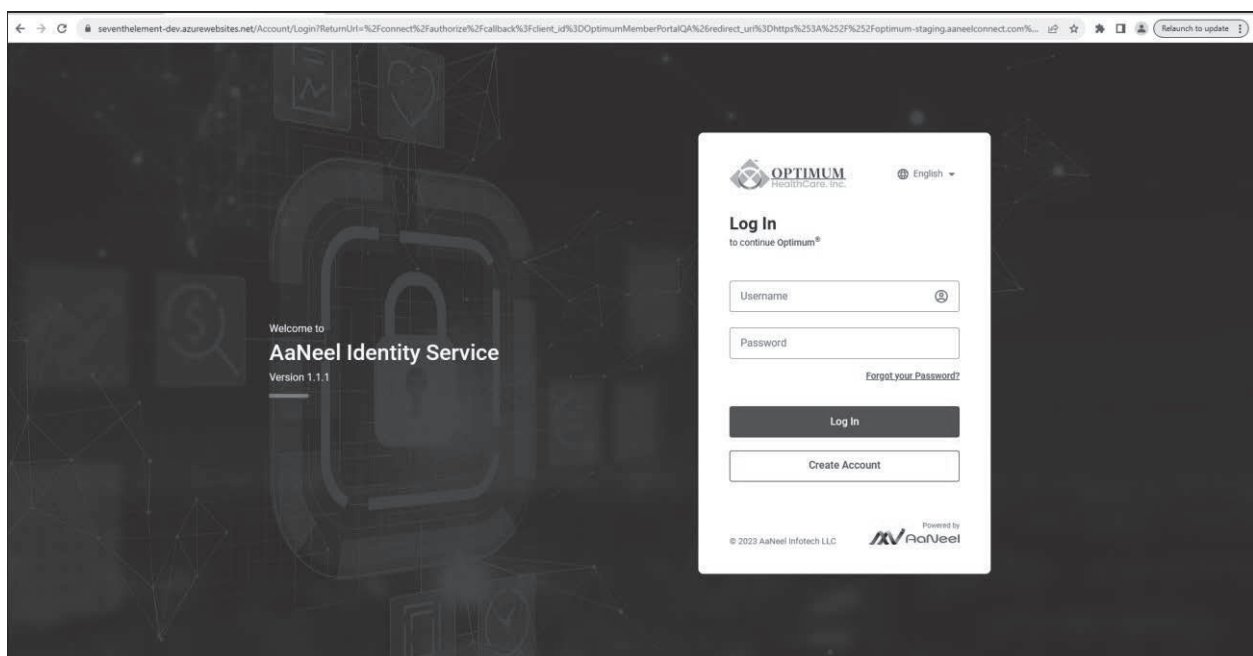
OVERVIEW

URL - <https://optimum.aaneelconnect.com/>

Using AaNeel Connect Portal Members can check their Claim or Treatment History all in one place.

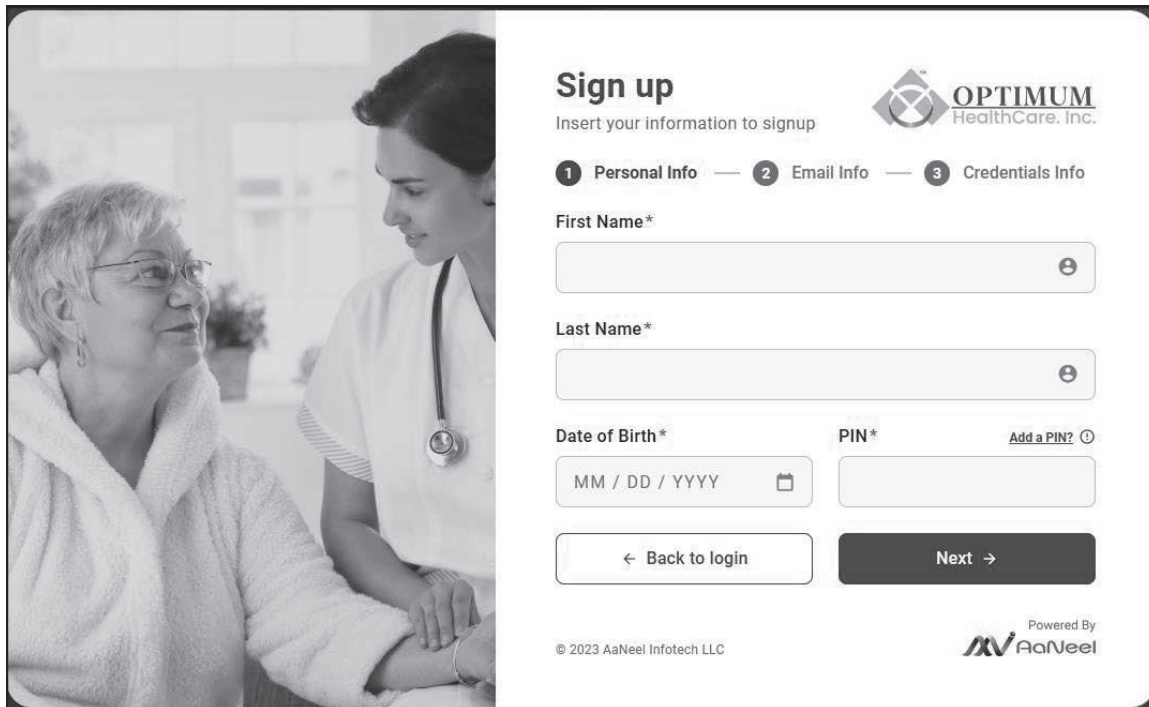
1. Login Page and Create Account

A. Login Page



1. Username - User uses the Username chosen while creating the account.
2. Password - User uses the Password chosen while creating the account.
3. Forgot your Password - User can use this link to get new password if they forget their login Password. The user needs to add their username and they will receive a reset password link in their registered email ID (Register Email ID is the one given when the account is created)
4. Log In - Log's in to AaNeel Connect Portal.
5. Create Account - This link opens the page below to create a new account.

B. Create Account



Sign up
Insert your information to signup

OPTIMUM
HealthCare, Inc.

1 Personal Info — 2 Email Info — 3 Credentials Info

First Name*

Last Name*

Date of Birth* MM / DD / YYYY

PIN* [Add a PIN?](#)

[← Back to login](#) [Next →](#)

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Powered By **AaNeel**

1. Personal Info - Here the user needs to Add their First Name, Last Name, DOB and PIN
 - a) PIN - Pin is the combination of Member ID Card (provided by insurance company) and last 4 digits of the Medicare ID Card (provided by CMS). Without the correct PIN the page does not let the user move to the next tab (Email Infor Tab).

* For PIN, please enter **full Member ID Number** on your insurance card and **last 4 digits of Medicare ID Number** on your Medicare card. ×

Eg., For **Member ID P1234567801** and **Medicare ID TEG4-TE5-MK74**, PIN would be **P1234567801MK74**

Member ID Card

Name
Marguerite Summers

Member ID
P1234567801

Full Member ID Number

MEDICARE HEALTH INSURANCE

Name/Nombre
MARGUERITE SUMMERS

Medicare Number/Numero de medicare
1EG4-TE5-MK74

Last 4 Digit of Medicare ID Number

PIN* **P1234567801 MK74**

2. Email Info - Here User will add email address and generate an OTP which will be sent to the email address which the user needs to add to to go next.

✓ Personal Info

2 Email Info

3 Credentials Info

E-Mail Address *

testspecialist987@gmail.com|

Send OTP

Enter OTP *

← Back

Next →

Your OTP for Registration inbox x

DoNotReply <DoNotReply@saneel.com>
to me ▾

Your OTP for Registration

Dear Crescencio Tuero Loyola,

You requested to complete the registration process on Healthsun Patient portal. Please use the following One Time Password (OTP) to proceed.

426751

Note: This OTP is valid for 10 minutes and can be used only once.

If you did not request this, please ignore this email or contact support if you feel this is an unauthorized attempt to access your account.

3. Credentials Info - Here User needs to add the username and password.

✓ Personal Info

✓ Email Info

3 Credentials Info

Username *

Password *

Confirm Password *

☐ I have read and agree to the [Privacy Policy](#) & [Terms of Service](#).

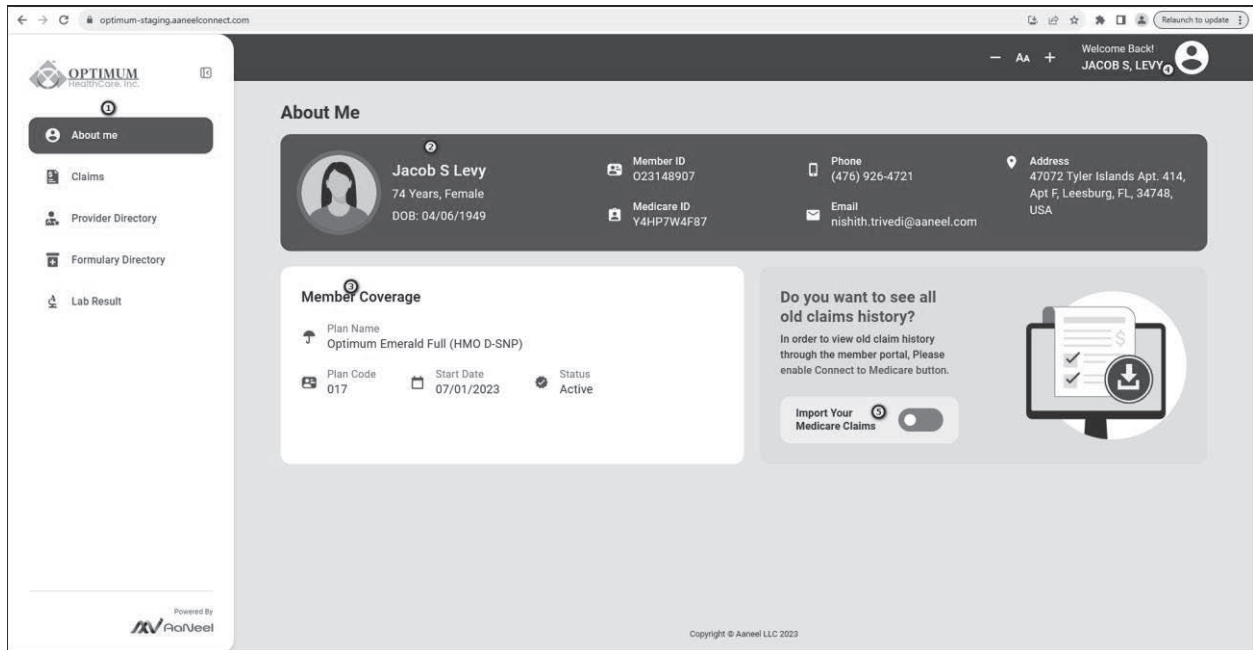
← Back

Sign Up

Click on Sign up and the account will be created, and confirmation email will be sent to the email address given during account creation.

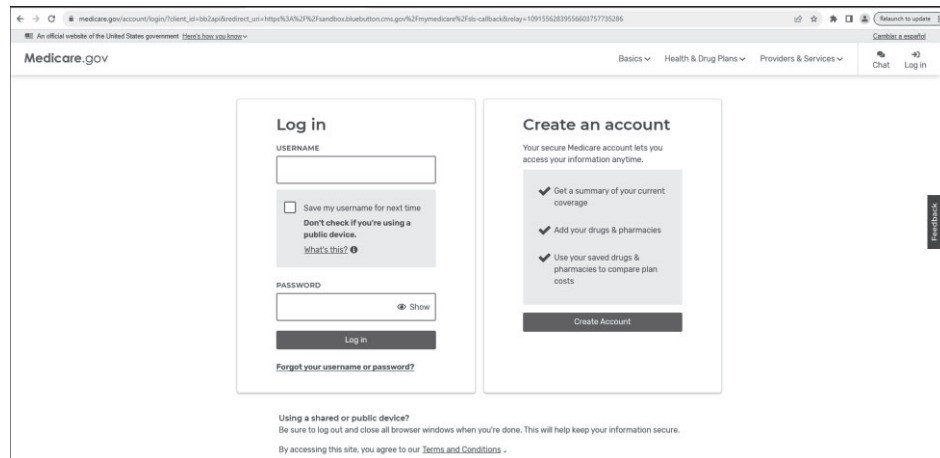
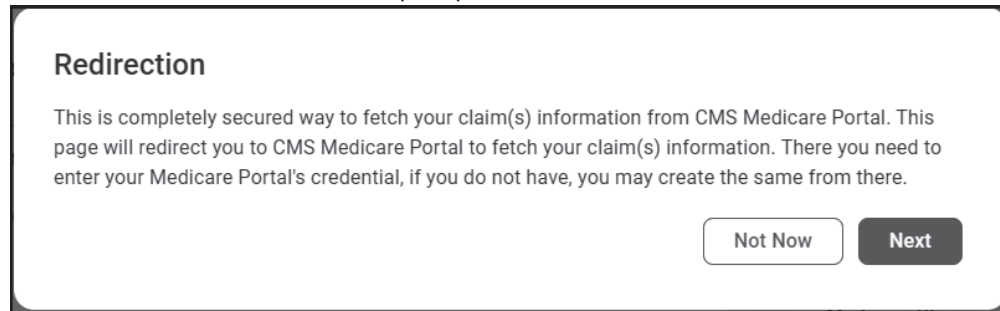
2.

Main Page and Medicare Login to connect all claims with AaNeel Connect Portal

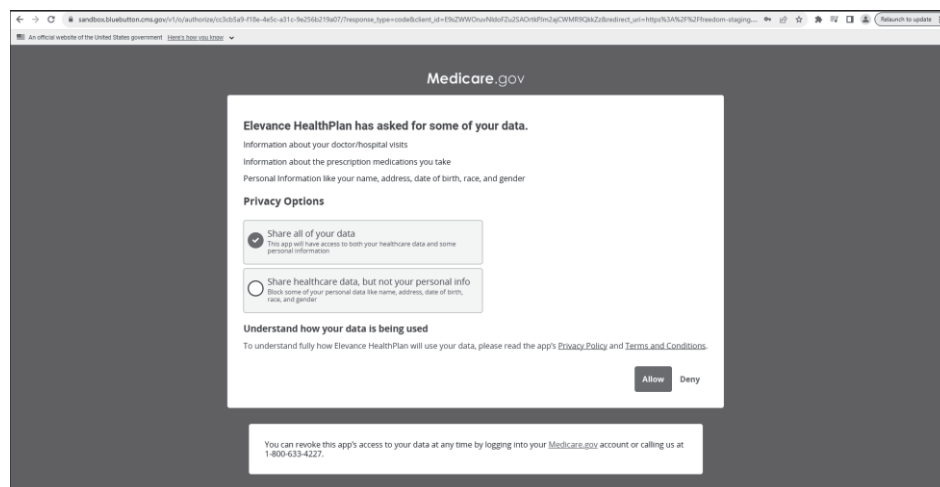


1. Tabs - About Me tab is selected by default and this page shows details of the member. (There are four other tabs explained below)
2. Member Details - Member Name, DOB, Age, Contact Details, Member ID and Medicare ID are shown here.
3. Member Coverage - Insurance coverage details with Plan Name, Plan Code, Start Date and Status are shown here.
4. Member Account Setting (with Dropdown) - Change Password, Enable 2FA and Logout buttons are available in the drop down (see below for more)
5. Connect to Medicare - This button enables the member to connect to CMS website (Medicare) to get all old claim history. This button is a slider. The steps are as follows:

- a) Member clicks on the slider, and they are redirected to the Medicare site after a Redirection Pop-Up.



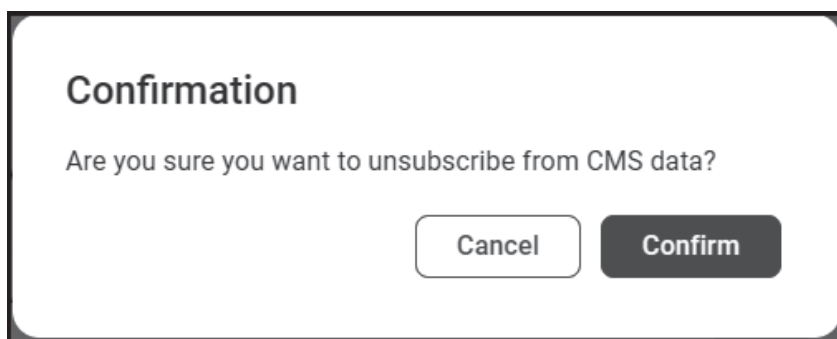
- b) Here the user needs to login and give consent for access and allow.



- c) All the claims' details will be shown in the AaNeel Connect Portal.

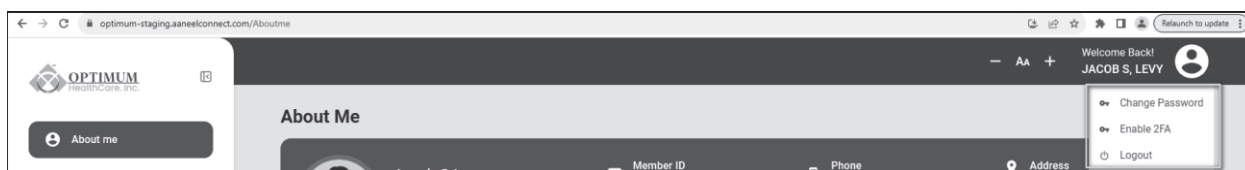
- 5.1 Member/User can Remove or Revoke CMS access as below:

The user/member can remove or revoke the CMS access by clicking on the slider and a confirmation pop will show.

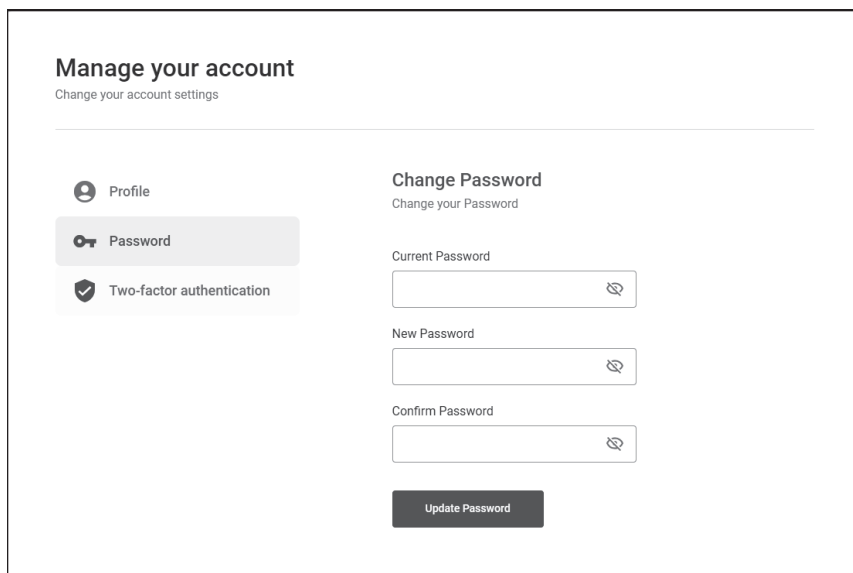


- 5.2 Member Account Setting (with Dropdown)

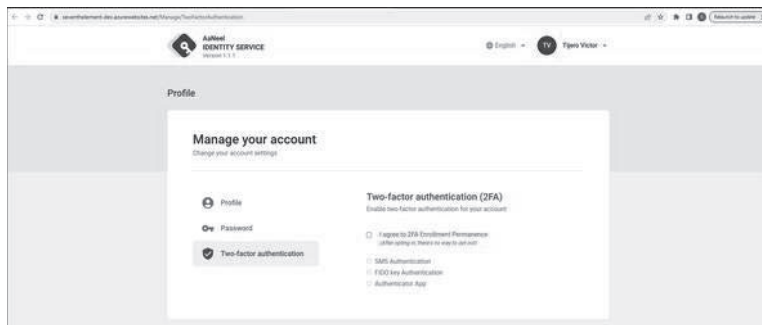
In the top right corner of the screen the user name or Member name shows, when a user clicks on it Change Password, Enable 2FA and Logout buttons are available in the drop down.



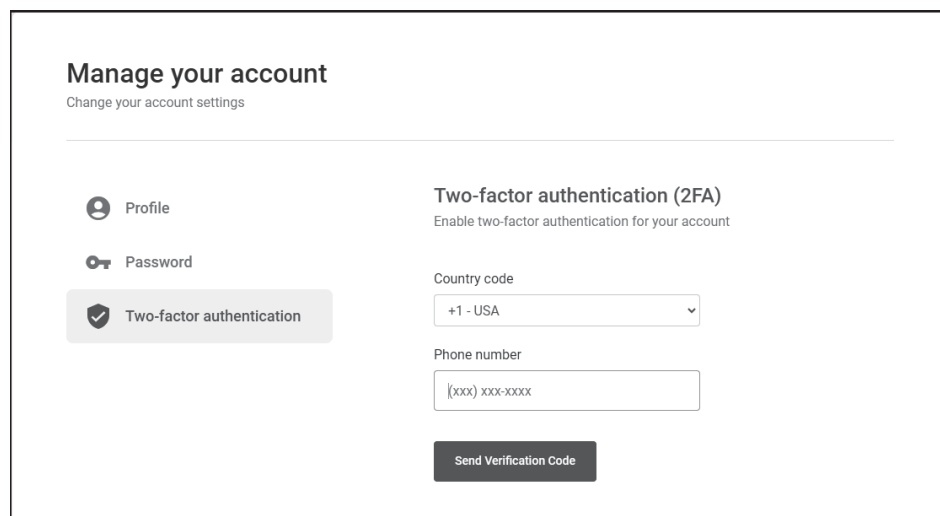
1. **Change Password** - When user clicks on this, user is redirected to change password page.

A screenshot of the "Manage your account" page. The page has a title "Manage your account" and a subtitle "Change your account settings". On the left, there is a sidebar with three options: "Profile", "Password", and "Two-factor authentication". The "Password" option is selected. The main content area is titled "Change Password" and has a subtitle "Change your Password". It contains three input fields: "Current Password", "New Password", and "Confirm Password". Each input field has a toggle icon to the right. At the bottom, there is a dark gray button labeled "Update Password".

2. **Enable 2FA** - 2FA is Two Factor Authentication when click it redirects to the below page, we have 3 options for 2FA :



- a) **SMS Authentication** - US Mobile Number is required for this

A screenshot of the 'Manage your account' page, specifically the 'Two-factor authentication (2FA)' section. The heading is 'Two-factor authentication (2FA)' with the subtitle 'Enable two-factor authentication for your account'. On the left, the 'Two-factor authentication' tab is selected. The main area contains a 'Country code' dropdown menu set to '+1 - USA' and a 'Phone number' input field with a placeholder '(xxx) xxx-xxxx'. Below these fields is a 'Send Verification Code' button.

- b) **FIDO Key Authentication** - Fast Identity Online (FIDO) is a technical specification for online user identity authentication. Member/User can use PIN, Fingerprint to Login once they register through this. (Can be through Windows, Google or any devices that support this type of Verification). For Eg: Below the used device is Microsoft Pin to use as 2FA. Once the device Pin is entered user can use the same to

access the AaNeel Connect Portal.

Profile

Password

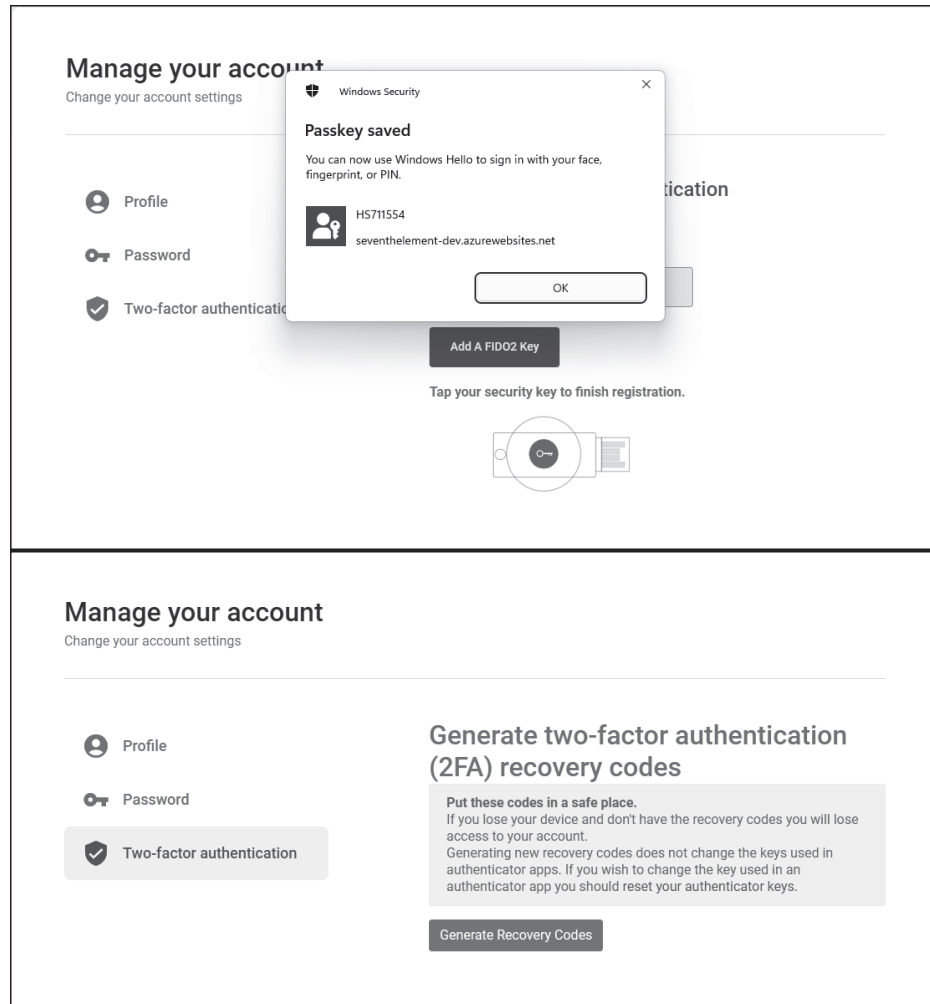
Two-factor authentication

FIDO2 Multi-factor authentication

Username

HS711554

Add A FIDO2 Key



- c) **Authenticator App** - User can also use an authenticator App like Microsoft Authenticator or Google Authenticator. The user needs to Scan the QR code shown in the system through an Authenticator App or use the code to create a unique code shown in the authenticator app which needs to be entered in the Verification Code box. As shown in the below screenshots certain codes will be generated to use in case of authenticator app is not accessible.

Manage your account

Change your account settings

Profile

Password

Two-factor authentication


Configure authenticator app

To use an authenticator app go through the following steps:

1. Download a two-factor authenticator app like Microsoft Authenticator for Windows Phone, Android and iOS or Google Authenticator for Android and iOS or Okta Verify app for Android and iOS.

2. Scan the QR Code or enter this key
henu qdwd o7bj isjm o4yo thiz 2ayk 7pam
into your two factor authenticator app. Spaces and casing do not matter.

To enable QR code generation please read our documentation.



3. Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation box below.

Verification code

Verify

Manage your account

Change your account settings

Profile

Password

Two-factor authentication

Recovery codes

Put these codes in a safe place.

If you lose your device and don't have the recovery codes you will lose access to your account.

1ff1579c c15b0025

3b2bef27 bcdafe55

8f1b52cc 093ea9c1

fe63ddb0 4eaf96ad

543a47c1 d393d4bf

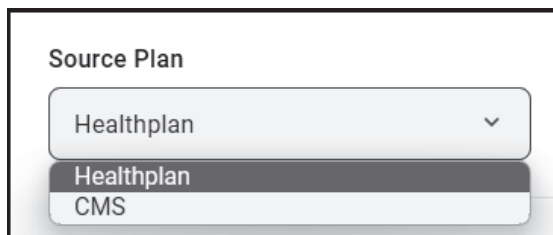
3. Logout - Logout of the system

12 | Page

3. Claims Tab

Claims Tab shows all claims that the member has. (If connected with CMS even all old claims will show). The member/user can Filter the claims using below filters:

1. **Source Plan** - Two types of Plan source are available that is Healthplan and CMS (CMS option will show only if the member is connected as explained above)



2. From Date of Service
3. To Date of Service

A screenshot of the 'Claims' tab in a web application. The interface includes a sidebar with navigation links: 'About me', 'Claims' (selected), 'Provider Directory', 'Formulary Directory', and 'Lab Result'. The main content area is titled 'Claims' and features filter inputs for 'Source Plan' (set to 'Healthplan'), 'From Date of Service' (MM / DD / YYYY), and 'To Date of Service' (MM / DD / YYYY). Below the filters, a table titled 'Healthplan Claim List' displays 31 claims. The table has columns for Claim Number, Provider Name, Date of Service, Billed Amount, Claim Status, and Claim Type. The first few rows show claims for providers like Joel Bartley, Joseph Carrasco, and Jose Diaz, all with a 'Paid' status and 'Pharmacy' claim type. The last row shows a claim for 'Icare Health Solutions' with a 'Professional' claim type. A 'Page 1' indicator is visible at the bottom right of the table.

Claim Number	Provider Name	Date of Service	Billed Amount	Claim Status	Claim Type
232823005166443	Joel Bartley	10/09/2023	\$11.67	Paid	Pharmacy
232725512897481	Joseph Carrasco	09/29/2023	\$12.51	Paid	Pharmacy
232683159728498	Joseph Carrasco	09/25/2023	\$19.68	Paid	Pharmacy
232683166962694	Jose Diaz	09/25/2023	\$68.87	Paid	Pharmacy
232484312270450	Jose Diaz	09/05/2023	\$4.51	Paid	Pharmacy
232383758992432	Joseph Carrasco	08/26/2023	\$43.36	Paid	Pharmacy
232383758086466	Joseph Carrasco	08/26/2023	\$19.68	Paid	Pharmacy
232343583244466	Jose Diaz	08/22/2023	\$600.29	Paid	Pharmacy
232283209688428	Jose Diaz	08/16/2023	\$68.87	Paid	Pharmacy
H11062989	Icare Health Solutions	08/15/2023	\$338.67	Paid	Professional

- **3.1 Claim Number - Drillable**

In Claims Tab the Claim Number is clickable/drillable - when clicked on page opens with all claim details for that claim number. Like Service Description, date of Service, Billed Amount, Allowed Amount, Paid Amount with member and provider details as well

[← Back to Claims](#)

Claim Details

 Member ID F23931707	 Provider Name Patricia De Mello	 Attending Physician Patricia De Mello	 Claim Number 232783229196418
 Date of Service 10/05/2023	 Claim Status Paid	 Total Billed Amount \$2.20	 Paid Amount \$2.20

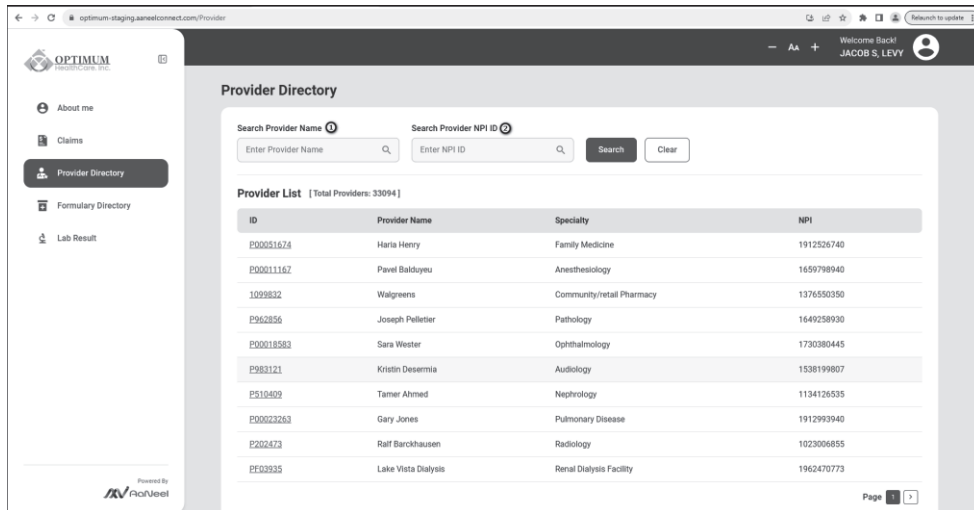
Service

Service Description	Date of Service	Billed Amount	Allowed Amount	Paid Amount
Metformin Tab 500mg	10/05/2023	\$2.20	N/A	\$2.20

4. Provider Directory Tab

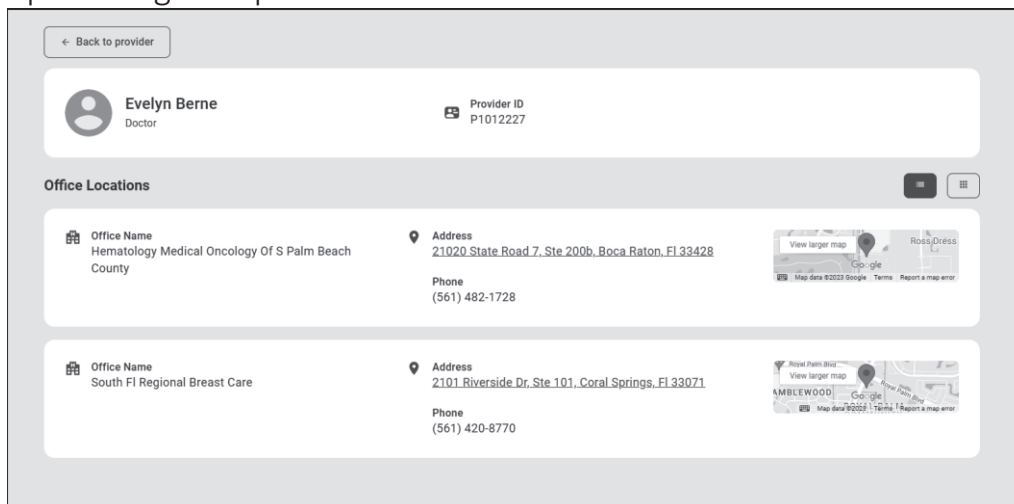
Provider Directory Tab shows all available providers across AaNeel Care, that the member can search. The member/user can use the Filters to search for the provider.

1. Provider Name
2. Provider NPI ID



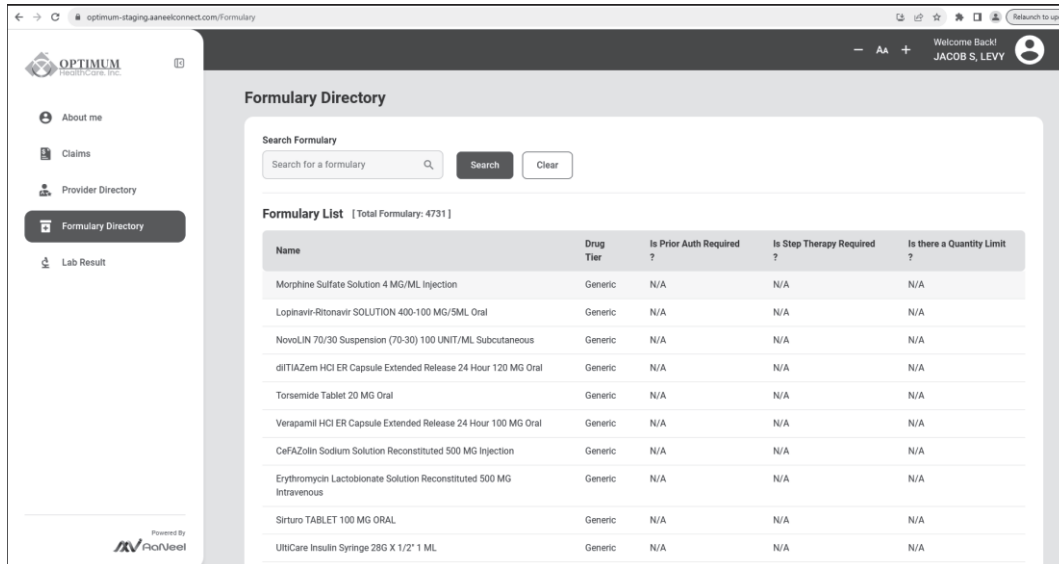
• 4.1 Provider ID - Drillable

In Provider Directory the Provider ID is clickable/drillable - when clicked on page opens with Provider Address and Office Location with Maps which is clickable and open Google maps with location



5. Formulary Directory Tab

Formulary Directory Tab shows all drug details. As of now only Generic drugs are shown. The member/user can Filter or search through only the Drug Name



Formulary Directory

Search Formulary

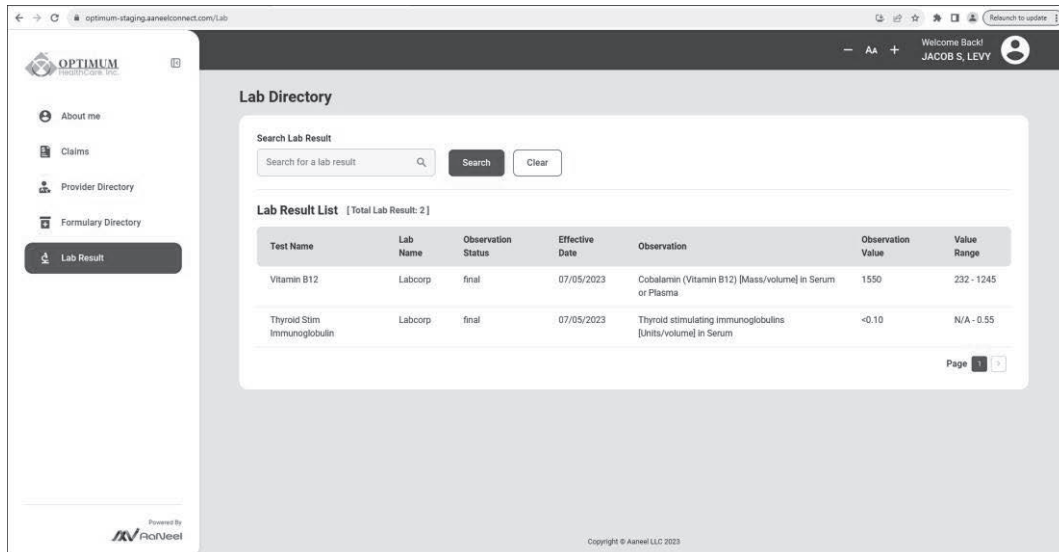
Search for a formulary

Formulary List [Total Formulary: 4731]

Name	Drug Tier	Is Prior Auth Required ?	Is Step Therapy Required ?	Is there a Quantity Limit ?
Morphine Sulfate Solution 4 MG/ML Injection	Generic	N/A	N/A	N/A
Lopinavir-Ritonavir SOLUTION 400-100 MG/5ML Oral	Generic	N/A	N/A	N/A
Novolin 70/30 Suspension (70-30) 100 UNIT/ML Subcutaneous	Generic	N/A	N/A	N/A
diltiazem HCl ER Capsule Extended Release 24 Hour 120 MG Oral	Generic	N/A	N/A	N/A
Torsemide Tablet 20 MG Oral	Generic	N/A	N/A	N/A
Verapamil HCl ER Capsule Extended Release 24 Hour 100 MG Oral	Generic	N/A	N/A	N/A
Cefazolin Sodium Solution Reconstituted 500 MG Injection	Generic	N/A	N/A	N/A
Erythromycin Lactobionate Solution Reconstituted 500 MG Intravenous	Generic	N/A	N/A	N/A
Sirturo TABLET 100 MG ORAL	Generic	N/A	N/A	N/A
Ultracare Insulin Syringe 28G X 1/2" 1 ML	Generic	N/A	N/A	N/A

6. Lab Result Tab

Lab Results Tab shows all the past history of Lab results of the member/user. Member/user can search for a lab result using the search option.



Lab Directory

Search Lab Result

Search for a lab result

Lab Result List [Total Lab Result: 2]

Test Name	Lab Name	Observation Status	Effective Date	Observation	Observation Value	Value Range
Vitamin B12	Labcorp	final	07/05/2023	Cobalamin (Vitamin B12) [Mass/volume] in Serum or Plasma	1550	232 - 1245
Thyroid Stim Immunoglobulin	Labcorp	final	07/05/2023	Thyroid stimulating immunoglobulins [Units/volume] in Serum	<0.10	N/A - 0.55

Page 1 of 1