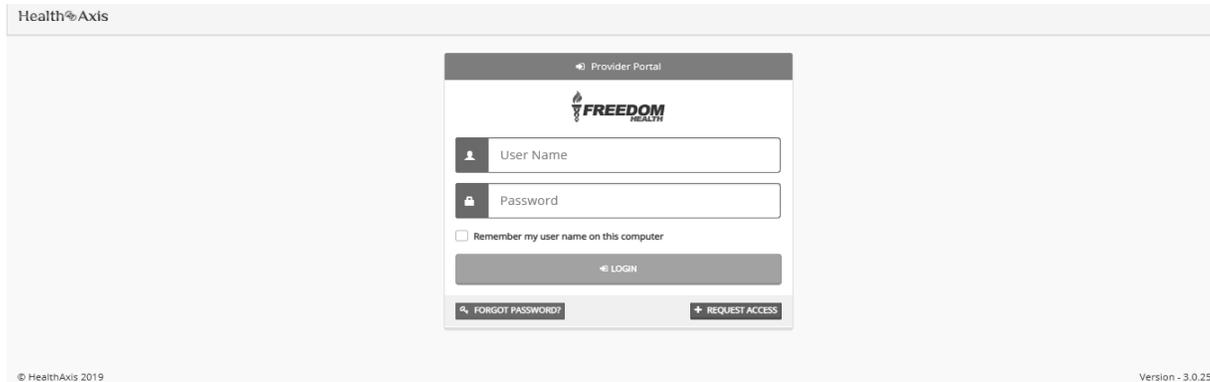


# HealthAxis 3.0 Provider Portal – Quick Reference Guide

Welcome to the HealthAxis 3.0 Provider Portal. The Provider Portal is a software application that allows users to access information regarding Member Eligibility/Benefits, Authorizations/Referrals and Claims.

## How to Access the Provider Module



We highly recommend the use of Chrome as your browser. The URL for both the Freedom and Optimum portal is as follows:

Freedom <https://frhprovider3.prod.healthaxis.net/login>

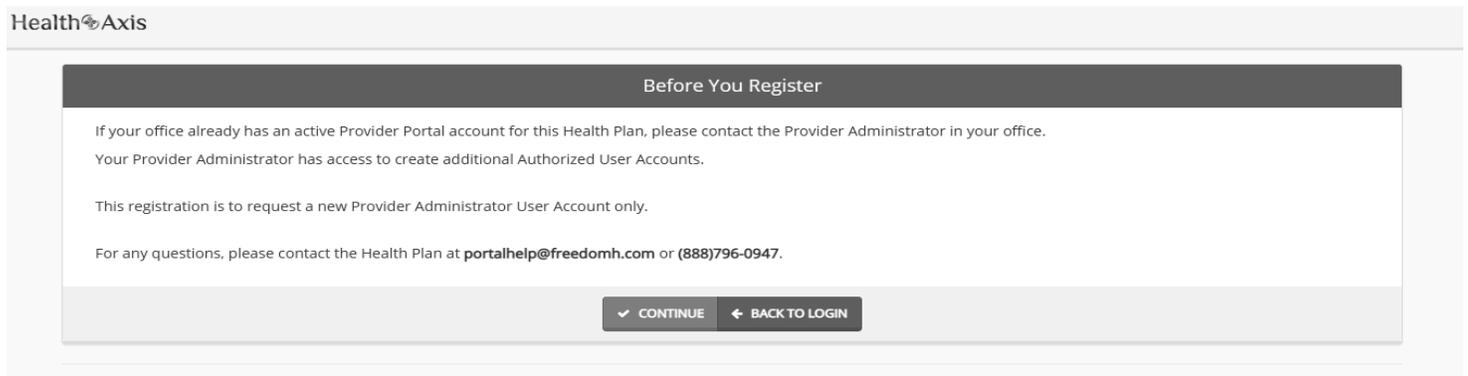
Optimum <https://optprovider3.prod.healthaxis.net/login>

On the login page, users will see the following information:

- ❖ **Log In:** Enter your user name and password.
- ❖ **Remember my user name on this computer:** By checking the box you will only need to enter your password at each login.
- ❖ **Forgot Password:** When you click on the forgot password button, you are requested to enter your User Name and Email Address. Click the Validate User Information. You will receive an email to reset your password. If you have forgotten your User Name, please check with your Administrator.
- ❖ **Request Access:** This is for Administrators only. If you are a first-time Administrator user, click on the Request Access button. For more information see the next page.

## Request Access

For newly participating providers or existing providers that have never registered for the portal, their administrators will request access to the Provider Portal. Once the administrators have access, all other users will need to request access through their administrator and not directly through the portal.



## Dashboard

The Dashboard is the landing page upon log in. There are 3 sections included on the Dashboard.

The screenshot shows the HealthAxis dashboard interface. At the top, there is a navigation menu with options: Members, Auths / Referrals, Claims, Providers, and Administration. A user profile icon labeled 'Welcome' is in the top right corner. Below the navigation, there are two main sections:

- Notices / Announcements:** A table with columns for Action, Date, Message, and Download. It currently displays 'No data available in table.' Below this is a section for 'Recent Attachments (Last 5 Days)'.
- Referral Highlights:** A table titled 'Authorization By Status' showing the following data:

Authorization By Status	Count
Approved	148891
Denied	341
In Process	23
Void	595
<b>Total</b>	<b>149850</b>

At the bottom left, it says '© HealthAxis 2019' and at the bottom right, 'Version - 3.0.25.5'.

- ❖ **Top Menu:** Displays option to review member eligibility, view authorizations/claims and manage account details under administration. Primary Care Physician (PCP) offices are also able to enter authorizations. A provider search option is also available, however for the most up-to-date provider information, we strongly encourage users to utilize the provider directory available on our websites: [www.freedomhealth.com](http://www.freedomhealth.com) and [www.youoptimumhealthcare.com](http://www.youoptimumhealthcare.com).
- ❖ **Notices/Announcements:** Displays announcements regarding system upgrades and/or scheduled maintenance.
- ❖ **Referral Highlights:** Displays authorizations that have been approved, denied, are in process or have been voided, when the user is the Requesting or Requested Provider or Facility. In order to view Authorizations by status, click on the Status Line; this will direct you to a list of authorizations with that status.

## Member Search/Eligibility Inquiry

The purpose of this page is to search for a specific member. The user can search for members based on Member ID or Combination of Last Name, First Name, DOB and/or Medicare ID.

Once the search criteria is entered, the search results will appear. In order to access the member details, click the Member ID.

The screenshot shows the 'Member Search' interface. At the top right, there is a button that says 'Double click on row to select member'. Below this is a search bar with the placeholder text 'Enter Member ID or Combination Last Name, First Name, DOB and/or Medicare ID.' Below the search bar are several input fields:

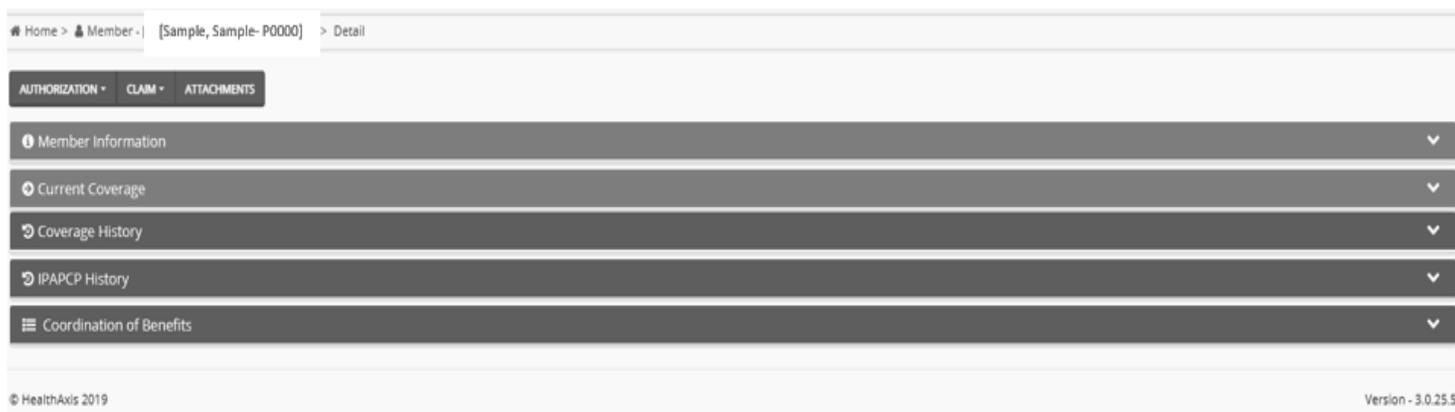
- Member ID (text input)
- First Name (text input)
- Last Name (text input)
- Member DOB (date picker)
- Medicare ID (text input)
- Line Of Business (dropdown menu)
- Benefit Plan (dropdown menu)
- IPA (dropdown menu)

Below the input fields are two buttons: 'SEARCH' and 'RESET'. Below the search criteria is a table showing the search results:

Member ID	Name (Last, First)	DOB	Phone Number	MedicareID	MedicareID Type	Eff Date	Term Date	PCP	LOB	Benefit Plan
P	SAMPLE, SAMPLE	01/01/1900	(123) 555-1234	A12345BC6789	MBI	01/01/2019		SAMPLE, SAMPLE	FRHMCR	FH12345

## Member Details

In this section users will be able to view details regarding the selected member, such as Member Information, Current Coverage, Coverage History, IPA/PCP History and Coordination of Benefits.



**Member Information:** Information displayed here is: Member’s Name, Date of Birth, Phone Number, Member Status – Active or Termed, Member’s Age, Email Address, Member ID number, Gender, Address, Medicare ID, Marital Status, Emergency Contact Name and Phone Number.

**Current Coverage:** Information displayed here is: Health Plan Line of Business, Name of Member’s Benefit Plan, Effective Date with the Health Plan, Termination Date (if applicable), Name and Contact Information for Member’s current PCP and detailed information regarding the Member’s Benefit Plan.

**Coverage History:** This area displays the Member’s coverage history with effective and term dates.

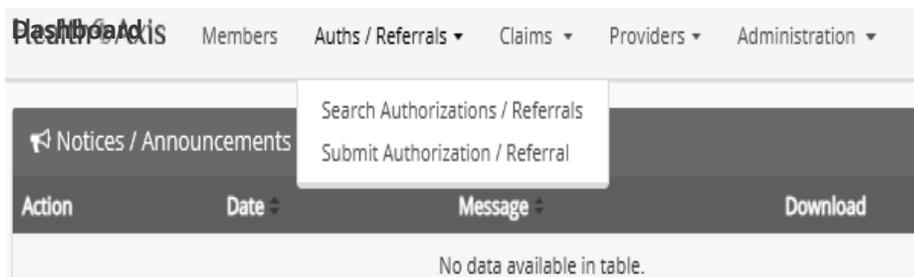
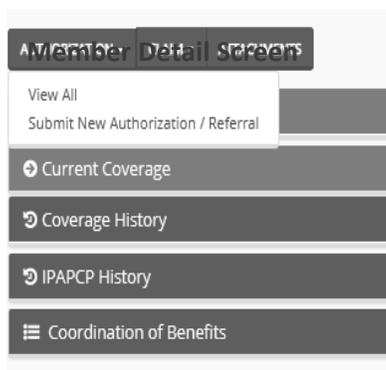
**IPA/PCP History:** This area displays the Member’s IPA and PCP History.

## Authorizations

Users are able to access authorizations in two ways: through the member detail screen and from the Top Menu that appears on the dashboard. The option to “Submit Authorization/Referral” is only available for Primary Care Providers.

When selecting *View All* on the member detail screen, you will see all of the authorizations for that specific member. PCP users also have the option to *Submit a New Authorization/Referral* for that specific member.

When selecting *Search Authorizations/Referrals* from the Top Menu, you are able to access all Authorizations/Referrals submitted by your office or where you are the Requested Provider.



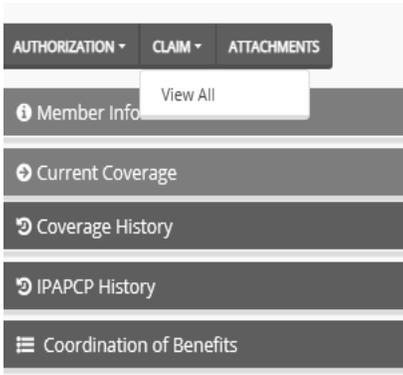
## Claims

Users are able to search for Claims in two ways: through the member detail screen and from the Top Menu that appears on the dashboard.

When selecting *View All* on the member detail screen, you will see all of the claims your office has submitted for that specific member.

When selecting *Search Claims* from the Top Menu, you are able to access all claims submitted by your office.

### Member Detail Screen



### Dashboard

