Secure Provider Portal

Cenpatico®
Improving Lives

THE TOOLS YOU NEED NOW

- Verify member eligibility
- Submit and manage claims, including 837 batch files
- Review and download payment history

- View and submit authorization requests (where available)
- Communicate with us via Secure Messaging
- Manage access for multiple accounts

Registration

1. To create an account, go to provider.cenpatico.com.

Create An Account

2. Click on the orange **Create An Account** button at the bottom right of the page.

3. Complete the required information in four easy steps and allow up to one business day for your account to be verified.

4. Refer to the following resources on the bottom right corner of the page for step by step instructions on how to register.

Provider Registration Video   Provider Registration PDF

User Management

- Create an unlimited number of accounts per Tax ID number.

  * For HIPAA and reporting purposes, each user should create their own account.

- Add an unlimited number of Tax ID numbers per account.
- Manage user permissions for accounts associated with a given Tax ID number.
- Disable / Enable user accounts as needed.
- Invite other users to create an account.
- To access **User Management,** click **Username → User Management**.

Eligibility

- View member demographic data & eligibility spans.
- Member eligibility history is available regardless of the member's current coverage status.
- View coordination of benefits information.
- Authorizations are available within the member's record for 12 months (where available).
- Claims history is available within the member's record for 18 months.
- To access, click **Eligibility** or use the **Quick Eligibility Check** tool in the welcome page.

Authorizations (where available)

- View Inpatient and Outpatient authorization requests that have been approved or denied for the past 90 days.
- Create authorization requests for specific Outpatient services.
- Upload additional clinical documentation with each authorization request as needed.
- To access, click **Authorizations** or view from the member's eligibility record.

Claims

- View claim history for up to 18 months regardless of the submission method (Paper, Electronic, Direct EDI submission, Clearinghouse, etc)
- Create single claim submissions for both Professional and Institutional claims.
- Correct processed claims regardless of the submission method.
- Copy claims that are pending, paid or denied regardless of the submission method.
- View payment history for the past 18 months regardless of the payment method (Paper check or EFT)
- Explanation of Payment per check are available to view and download in an Excel spreadsheet.
- To access, click **Claims** or view from the member's eligibility record.

Secure Messaging

- Fully encrypted messaging system prevents the risk of HIPAA violations.
- Communicate directly with the Web Portal team.
- Request support for any Web related issues.
- Receive a response within one business day of your submission.
- To send a Secure Message, click **Messaging → Create Message**.

Web Portal Training

- Cenpatico is pleased to offer trainings on the Secure Provider Portal for all Cenpatico providers.
- To register to attend a Cenpatico Secure Provider Portal webinar:
  1. Go to **Cenpatico University** (www.cenpaticou.com).
  2. Click **Secure Provider Portal**.
  3. Select **Web Portal Overview, Web Claims Training** and/or **Web Authorizations Training**
  4. Review and follow the on-screen step-by-step instructions.

SAVE TIME, INCREASE EFFICIENCY