CURRENT
HEALTH SOLUTIONS

PROVIDER ACCESS PORTAL

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Helping our provider network improve efficiency, quality, and the patient experience.

Welcome to the Provider Portal. The Provider Portal allows you quick and easy access to the information you need to provide the best service to our members. On the Provider Portal, you can:

- Check patient eligibility
- Submit or check status of an authorization
- Check claim status and review remittance documents
- Review additional resources

Sign into your account
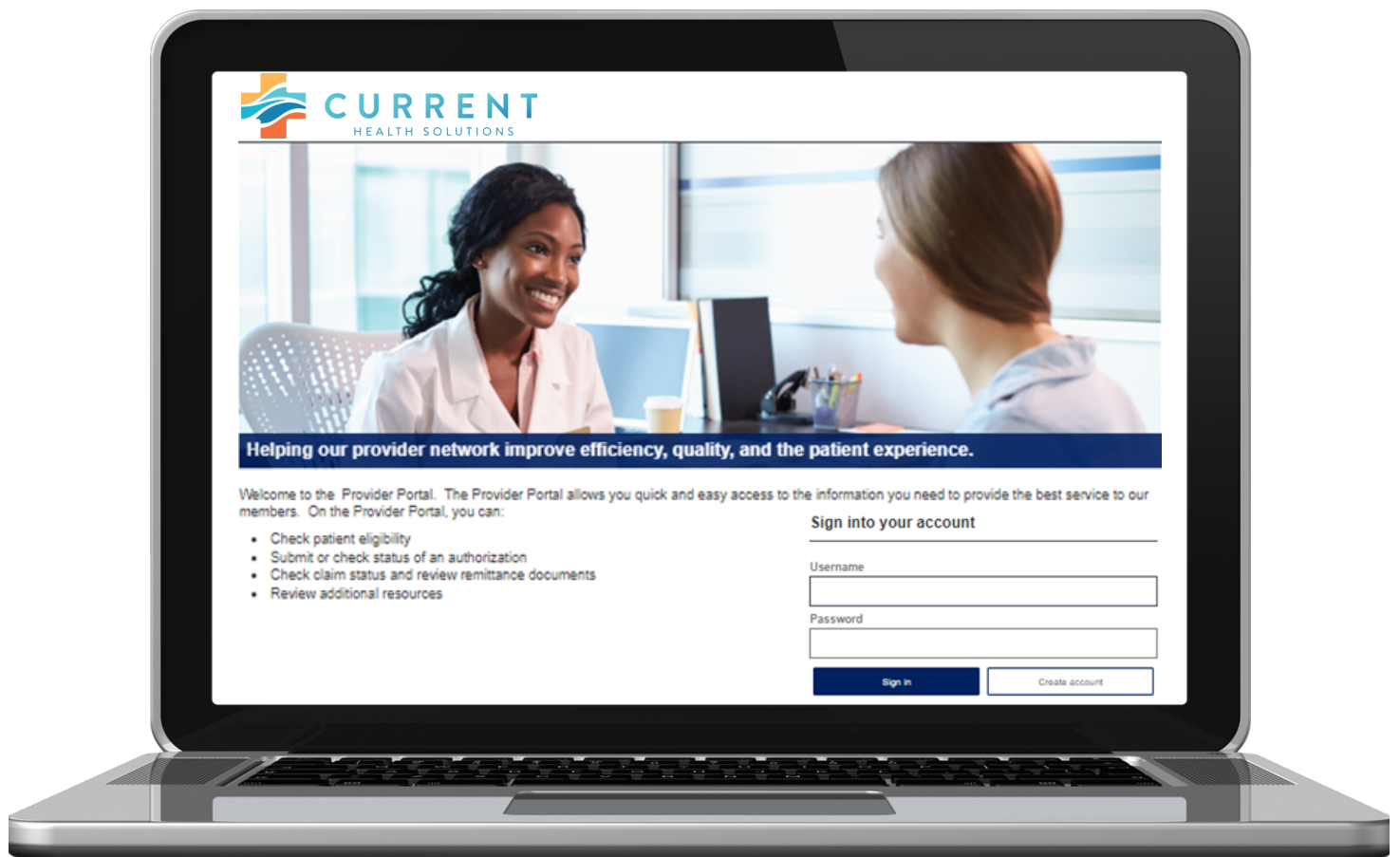
Username

Password

[Sign in]   [Create account]

If you have any questions, please contact our Provider Services team, **Monday-Friday 7 a.m. - 4 p.m. CST.**

Phone:
Local: (217)-641-7156
Toll-Free: (855)-247-3233

Email:
Provider.services@currenthealth.org

Mail:
Current Health Solutions
P.O. Box 1727
Columbus, IN 47202-1787

TABLE OF CONTENTS

ABILITIES

- Check Eligibility

- Review Benefits

- View Claims Status

- Submit and View Authorizations/Referrals

- Access Provider Manual and Resources

- Submit a question

CREATING AN ACCOUNT

1 To create a login for the *Current Health Solutions Provider Portal,* a provider/facility with current claims will need to create an account.
Click the *Create Account* button.

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Provider Information

[I would like to be contacted to become a contracted provider]

[I would like to start the credentialing provider process]

[I want to submit a claim]

Sign into your account

Username

Password

[Sign In]   [Create account]

2 A license agreement screen will display, and the provider will need to click the *Accept* box, then *Next.*

3 The provider will need to complete all fields. First and Last name should be the name of the person creating the account. The Organization NPI and a paid Claim Number are required. Enter the Organizational NPI (billing/ Type 2 NPI), and a recent paid claim number including the leading zeros.
Click *Add Provider* at bottom of the form.

4 Click *Add Provider* in the middle of screen.

5

A confirmation box will appear, click *Add Providers.*
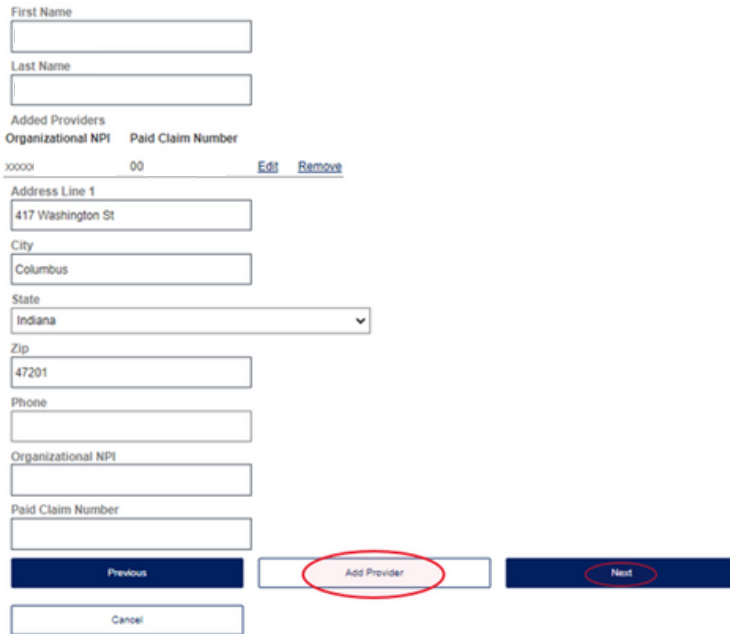
Please Confirm

Close

Confirm

Practice Name OR Facility Name Address

Address Not Available

Add Providers   Cancel

6

To add multiple Organization NPI numbers, complete those fields, and click *Add Provider* at the bottom of the screen. Click *Next* to proceed with the Sign-up process. To add multiple providers, repeat steps 4-6. Once all providers are added, click *Next.*

First Name

Last Name

Added Providers
Organizational NPI   Paid Claim Number

XXXXXI   00   Edit   Remove

Address Line 1
417 Washington St

City
Columbus

State
Indiana

Zip
47201

Phone

Organizational NPI
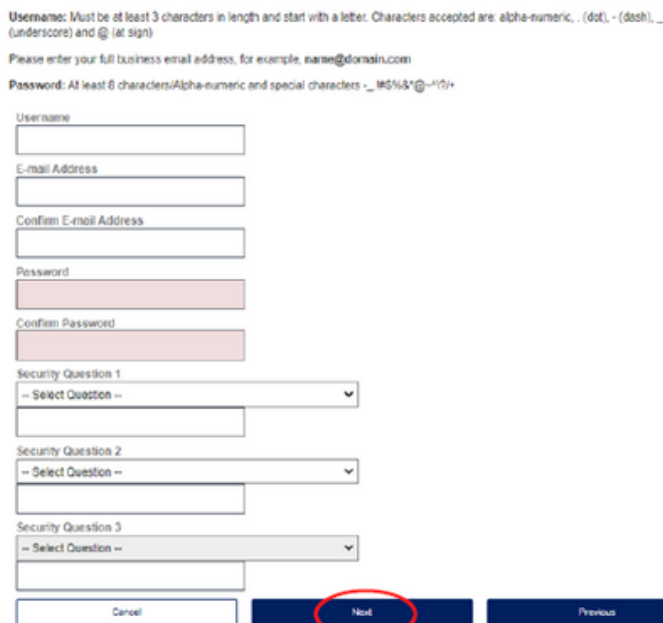
Paid Claim Number

Previous   Add Provider   Next

Cancel

7

Create your Username and Password and select three security questions. Click *Next.*

Username: Must be at least 3 characters in length and start with a letter. Characters accepted are: alpha-numeric, . (dot), - (dash), _ (underscore) and @ (at sign)

Please enter your full business email address, for example, name@domain.com

Password: At least 8 characters/Alpha-numeric and special characters -_ !#$%&*@~^/?/+

Username

E-mail Address

Confirm E-mail Address

Password

Confirm Password

Security Question 1
-- Select Question --

Security Question 2
-- Select Question --

Security Question 3
-- Select Question --

Cancel   Next   Previous

8

Review account information on next screen and click *Finish*. You will receive an email as confirmation that your account was created.

ELIGIBILTY

Search member's eligibility by:

- Member ID
- Last Name and Date of Birth
- Last Name and Group
- Date of Birth and Group

CLAIMS

Search claims by entering a Patient ID or claim number. You can also submit a claim by completing the required fields and attaching the claim form.

AUTHORIZATIONS

You can submit a new authorization or search for existing authorizations by using the *Authorizations* tab.

RESOURCES

Under the *Resources* tab, you have access to our Provider Manual, Contact Information, and EFT/ERA information.

FORMS

This tab allows you to access blank forms for W9, Medical Claim, and Prior Authorization.

PROVIDER DIRECTORY

Search by Provider:

Providers can input the required information and click *Find a Provider* or click on the *Facility* tab to find a facility.

MESSAGES

The provider can click on a message to see the details.

PROFILE

In the *Profile* tab, you have the ability to access and update account information, change your password, set security questions, and see associated NPIs.
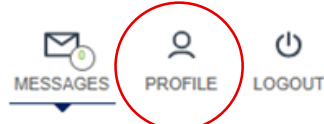
1 To change your Username, click the *Update Account Information* button below.

Update Account Information

2 To change and update your password or security questions, click the *Update Security Information* button.

Update Security Information

3 To add additional Group NPI number(s), click the *Add Group NPI* button.

Associated NPIs

GROUP NPI (TYPE 2)	INDIVIDUAL NPI (TYPE 1)	CONTACT	PHONE

Add Group NPI

4 Enter the GNPI (Type 2 NPI) and the Paid Claim Number, then click the *Add Group NPI* button.

Edit Group NPI (Type 2)

Group NPI (Type 2)

Paid Claim Number

(must be a paid claim number within the last 180 days)

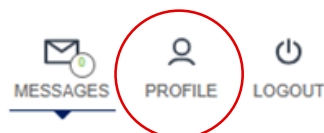National Provider Identifier(s) (comma separated)

Add Group NPI

LOGOUT

When you are ready to exit the portal, click on the *Logout* tab in the upper righthand side of the screen. This will bring you back to the original *Log In* screen.