### Provider Guide to PEHP'S New System

#### Information about your new PEHP Provider Portal



#### What's Inside:

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How to add admin users to your Provider Account
How to check a patient's benefits & eligibility
How to submit & check authorizations
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& Master Policies
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### How to Create a PEHP Provider Account

The process to create a new Provider Account through pehp.org is easy. Here's what you need to do.



### How to Add Admin Users to Your Provider Account

After registering as the Local Administrator, the Office Manager can add additional users to the PEHP account for specific tasks, such as submitting claims and/or authorizations. Account confirmation is not required when a user is added by the Local Administrator.



- 2 In the User Maintenance screen, click Add User
  - Next, complete the User information and click *Add*.



Note: The Local Administrator can decide whether the user can select his/her own username and password, or for the system to generate them. Most often the Local Administrator selects the username and allows the system to generate a temporary password.

On the User Role Selection screen, select a role from the Roles dropdown menu and a PEHP Health Plan from the Entity Lists dropdown menu. Note: Access lists are generated by the entity (tax id, provider id, practice id, etc.,) selected when a user registers or is added to the PEHP Health Plan. Users confirmed for an access list are granted access to information pertaining to those entities included in the access list.



Finally, click Select Role to return to the User Information screen and then click Submit.



### How to Check Patient Benefits & Eligibility

Here's how to check a patient's benefits and eligibility through the PEHP Portal:



From the Office Management menu, go to Eligibility.



On the *Eligibility Search* page, enter the Patient's Name, Subscriber ID, or Social Security Number, along with the patient's Date of Birth. *Both fields are required.* 





Once the Eligibility Search Results are displayed, click on the Patient's name.

Choose the relevant Provider from the dropdown menu and select the appropriate *Service Type*:

» For medical eligibility and benefits, choose "Health Plan Benefit Coverage."

» For dental eligibility and benefits, select "Dental Care."

Note: If you have more than 50 providers, find them via the **Search** function.



Member Name:	Doe, Jane
Member DOB:	01/01/1900
Member Gender: Member ID:	F M000000000-00
Provider: 1	INTERMOUNTAIN HEART CENTER
Service Type: '	Health Benefit Plan Coverage

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Benefits And Eligib	ility As Of 26 Ja	n 2024		
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### How to Check Authorizations



You have two options to check authorizations:

- a. Under the *Patient Management* menu, choose a patient, then click "*Authorizations*"
- b. Use the
  Authorizations box
  from the bottom center
  of the homepage.
  Choose a provider from
  the drop-down list and
  click Go.







On this page you can search for authorizations.

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### How to Check Claim Status

The process to check the status of a claim for a patient is simple. Here's how.

Login to your **PEHP New Provider** account at <u>www.pehp.org</u>.

2 Under the *Patient Management* menu, choose a patient, then click *Claim Status*. Choose a Provider from the drop-down list and click "*Go*."



This page will display all the patient's claims, the status of each claim, and date of service. Click on the *Claim Number* to see detailed information about the claim.





### How to View Authorization Forms, Clinical Policies, and Master Policies

The process to view PEHP authorization forms, clinical policies, and master policies for a patient is simple. Here's how.

Login to your **PEHP New Provider** account at <u>www.pehp.org</u>.



Under the *Office Management* menu, choose *Communications Archive*.



In the *Provider Documents* page, select a Provider from your office. Next, choose a *Document Type* from the drop-down menu and click Search.



Sample list of Medical Preauthorization forms:

Ambulatory & Video EEG Preauthorization Form Modeal Pre-Authorization Form Upwated ALIX 2001	
Anesthesia Services Preauthorization Form     Modul / he-Authorization Form     spleaded as 22 2000	(Dwilled)
ART Verification Form     Multicat Plan-Justice Form     Vytewated At c0.zeet	(Contract)
Autism Services Preauthorization Form     Modeal Pro-Authorization Form     Laboration April     Table	Destine



# How to lookup PEHP's Medical Fee Schedule

To access PEHP's Medical Fee Schedule, you must login to your Classic Portal

**»** When you're logged in, you will need to go to the left column and click "Fee Schedule Lookup". Once you have read the User Agreement, you'll want to click "Accept".

Main Menu	User Agreement
Jser Profile	LICENSE FOR USE OF CURRENT TERMINOLOGY, SIXTH EDITION
Check Eliaibility	("CD16")
Claim Status/Bemittance	Current Dantal Terminology (CDT), copyright @ 2002/2004 American Dental Association (ADA), All rights reserved, CDT is a registered trademark of the ADA.
EDI Claim Acknowledgement New!	Subject to the terms and conditions contained in this Agreement, you, your employees and agents within your impartation we screak subhorced to use COT intriv as contained in the free Schedule coul-up in the dental care programs administered by PERF and in which you directly participate. You admonifelde that ADA holds all copyright, trademark and other rights in COT.
Documents/Newsletters	Any use not authorized herein is prohibited, including by way of illustration and not by way of limitation, making copies of CDT for result and/or locates, transferring copies of CDT to any party not bound by this agreement, creating any modified or drawalise work of CDT, or making any commercial use of CDT. Locates to use CDT for any use net authorized herein must be statement through the American Dental Association, 213 East Chicago Avenue, Chicago, Tilliona 66412.
Silling Address	U.S. Government Rights
hysical Address Pharmacy Preauth Forms	This product includes COT which is commercial lactimist data and/or compater data basis and/or commercial compater pathwais and/or commercial compater adheres documentation, as applicable which were developed esclusively at private expense in the American Dential Association, 231 Stat Christip Association Statis, Government spin to use, modely, resprivator, missiana, perform, display, or discisses these technical data and/or compater data bases and/or compater and/or compater adheres adheres documentations are addicent to the limited replace data bases and/or compater and/or compater adheres adheres adheres administration of DPAR-5 227,7220-100, User 100, 100, 100, 100, 100, 100, 100, 100
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low to Submit a Claim to PEHP	Disclaimer of Warranties and Liabilities.
lear Claim Connection ee Schedule Lookup	CDT is perioded "as its" without summary of any kind, either expressed or insplicit, including but not limited to the insplicit unvarianties of inserihantability and fitness for a particular purpose. No fee schedules, basic and, relative values are related listings are included in CDT. The ADA does not directly pretrice dentixity or discense dental services. The responsibility for the content of this product is with PPUBY and no enderswement by the ADA is intended or implied. The ADA expressly disclaring responsibility for any consequences or liability attributable to or related to any use, non-use, a interpretation of information.
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	Should the foregoing terms and conditions be acceptable to you, please indicate your agreement and acceptance by ploking before an the button labeled "Accept".
FT Agreement	
rovider Directory	Do Net Accept

» Once you are in the Fee Schedule Lookup, you'll want to change #1 to the date of service to the date you are looking for (this will ensure the correct fee schedule gets pulled up).

	1. Select applicable date of service:
	06/14/2022
Ŷ	ou'll need to change the <b>Provider Panel</b> to

» You'll need to change the Provider Panel to the network the member has (shows on their benefits card and can pull up under Eligibility).



» If you are wanting to pull up individual codes, you will go to #3 and enter the code you are looking for into the search bar then click add code.



Continued on next page >>



# How to lookup PEHP's Medical Fee Schedule

#### Continued from previous page

» Once you have added the codes you are looking for it will show a list of your codes that you're about to look up then you'll click "Lookup Fees".

Search by: Enter list of codes.		
99214 17110		Remove Remove
	add code	
<ul> <li>Enter a range of codes</li> <li>Lookup Fees</li> </ul>		

» A list of the fee schedule will pull up for the codes you've searched, showing the allowable as well as if pre-auth is needed.

Search	Criteria:				
Service	Dater	04/15/2022			
Code(s):		99214. 17110			
Provider	Paneli	State Advancage			
SEARCH	RESULTS:	outles	Facility Allowable	Provider Passel	- C
Code 17110	Residence St RESULTS: Hinddoor	Non-Facility Allowable 163.93	Facility Allowable 95.18	Provider Panel State Advantage	Commits Preasth - No
Doumbad SEARCH 17150 99214	Residence Se RESULTS: Hinddoor	New Facility Allowable 165.90 166.23	Facility Allowable 95.18 112.00	Provider Panel State Advantage State Advantage	Comments Preauth - No Dreauth - No

» If you are looking to pull up the full Fee Schedule then you will want to go back to #4 and instead of putting in codes, you will click the bullet that says "Enter a range of codes".



» In the Left box, you'll want to put either 00000 or the lowest numbered CPT code you use. In the Right box, you'll want to put either 99999 or the highest numbered CPT your use. Then Click "Lookup Fees".



**»** The full Fee Schedule will pull up and look something like this.

Search	Criteria:				
Service Date:		06/15/2022			
Code(s)	4	00000 - 55555			
Provider	Pariels	State Advantage			
Murlinet.	Number of Street	in a filterat			
EARCH	RESULTS	CARLACTER .			
EARCH Code	RESULTS	Non-Facility Allowable	Facility Allewable	Provider Panel	Comments
EARCH Cede 0001A	RESULTS	Non-Facility Allowable	Facility Allewable	Provider Panel State Advantage	Comments Preauth + No
EARCH Code 0001A 0001F	RESULTS	Non-Facility Allowable 40.00	Facility Allowrable	Provider Panel State Advantage State Advantage	Comments Preauth + No Not Covered

» For codes that start with an letter, enter AAAAA in the first code box and ZZZZZ in the second box.



# Reading & Printing PEHP's Medical Fee Schedule

#### Below is what each column means on the Fee Schedule and how to print it.

Code: The code that is in relations to the service.

Modifier: Most common modifier used with the code.

Non-facility Allowable: Allowed amount for non-facilities.

Facility Allowable: Allowed amount for Facilities (ignore unless you're billing from a hospital.

**Provider Panel**: The contract you have with us that the allowed amount is being pulled.

**Comments**: additional information.

- » Pre-auth No/Yes: Status if a pre-auth is required for the service.
- » Code Under Review: Currently reviewing this code and might ask for records.
- » Not Covered: This service is not covered.

#### **Printing the Fee Schedule**

» If are looking to print the Fee Schedule, you either click "Download Results to Spreadsheet" and it will pull it up in an Excel spreadsheet for you to save and/or print.

		Code	Modifier	Non-Facility Allowable	Facility Allowable Provider Panel	Comments
Search Criteria:		0001A		40	State Advantage	Preauth - No
		0001F		0	State Advantage	Not Covered
Convice Dates	06/15/2022	A2000		40	State Advantage	Preauth - No
Service Date:	06/13/2022	A£000		40	State Advantage	Preauth - No
		0064A		40	40 State Advantage	Preauth - No
Code(s):	00000 - 99999	0005F		0	State Advantage	Not Covered
000e(3)	00000 33333	0005T		0	State Advantage	Not Covered
		0007T		0	State Advantage	Not Covered
Provider Panel:	State Advantage	0011A		40	State Advantage	Preauth - No
	-	0012A		40	State Advantage	Preauth - No
		0012F		0	State Advantage	Not Covered
ownload Results to 9	Spreadsheet	0012T		0	State Advantage	Not Covered
	- prise and the set	0013A		40	40 State Advantage	Preauth - No

» Another option for printing is you can do "Control P" and it will pull up a pop-op to print off the Fee Schedule from the website.





# How to lookup PEHP's Dental Fee Schedule

#### To access PEHP's Dental Fee Schedule, you must login to your Classic Portal

» When you're logged in, you will need to go to the left column and click "Fee Schedule Lookup". Once you have read the User Agreement, you'll want to click "Accept".



» Once you are in the Fee Schedule Lookup, you'll want to change #1 to the date of service to the date you are looking for (this will ensure the correct fee schedule gets pulled up).

1. Select applicable date of service:
06/14/2022
) an't have to warmy about #2 of the Dree

» Don't have to worry about #2 as the Provider Panel stays the same. » If you are wanting to pull up individual codes, you will go to #4 and enter the code you are looking for into the search bar then click add code.

4. Exclude "D" from alphanumeric code numbers.				
Search by: Enter list of codes.				
0330	add code			
<ul> <li>Enter a range of codes</li> </ul>				
Lookup Fees				

Continued on next page >>



# How to lookup PEHP's Dental Fee Schedule

#### Continued from previous page

» Once you have added the codes you are looking for it will show a list of your codes that you're about to look up then you'll click "Lookup Fees".

4. Exclude "D" from alphanumeric code numbers.			
Search by: Enter list of codes.			
0330 0120 1110	Remove Remove Remove		
add code			
Enter a range of codes     Lookup Fees			

» A list of the fee schedule will pull up for the codes you've searched, showing the allowable as well as if pre-auth is needed.

Search	Critone		2		
Service	Data:	06/14/2	1022		
Code(s)	ł	0330, 0	120, 1110		
Provider	Panet	Referre	d Provider Panel		
EARCH	Results to	i Sornadi S:	theet		
EARCH	RESULT RESULT	: Sornadi S:	fatt Non-Facility Allowable	Provider Panel	Comments
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EARCH CHECH D120 0330	RESULT RESULT	Scend	hinti Non-Facility Allowable 22.97 60.01	Provider Panel Preferred Provider Panel Preferred Provider Panel	Comments Preacth - No Preacth - No

New Search

» If you are looking to pull up the full Fee Schedule then you will want to go back to #4 and instead of putting in codes, you will click the bullet that says "Enter a range of codes".



» On the left box, you will put in 0000 and on the right side you will put in 9999 (This will ensure every dental code is pulled up). Then click "**Lookup Fees**".

4. Exclude "D" from alphanumeric code numbers.				
Search by: O Enter list of codes. Enter a range of codes				
0000	-	9999		
Lookup Fees				

**»** The full Fee Schedule will pull up and look something like this.

Stard	h Criteria:			
Service	e Date:	06/14/2022		
Code(s	Ú¢.	0000 - 9999		
Provid	er Panel:	Preferred Provider Panel		
Annies SEARCI	d ficiults t	a Soreadsbest S:		
Code	Hodifier	Non-Facility Allowable	Provider Panel	Comments
0120		22.97	Preferred Provider Panel	Preauth - No
0140		38.45	Preferred Provider Panel	Preauth - No
0145		35.17	Preferred Provider Panel	Preauth - No
0150		40.33	Preferred Provider Panel	Preauth - No
0160		22.97	Preferred Provider Pariel	Code Under Review
0170		0.00	Preferred Provider Panel	Not Covered
		0.00	Preferred Provider Panel	Not Covered
0171				



# Reading & Printing PEHP's Dental Fee Schedule

#### Below is what each column means on the Fee Schedule and how to print it.

**Code**: The code that is in relations to the service.

Modifier: Not used in Dental. Can ignore.

**Non-facility Allowable**: This is PEHP's allowed amount for the service.

Provider Panel: The contract you have with us that the allowed amount is being pulled.

**Comments:** additional information.

- » Pre-auth no: Can ignore, Dental does not require pre-authorization.
- » Code Under Review: Currently reviewing this code and might ask for records.
- » Not Covered: This service is not covered.

#### **Printing the Fee Schedule**

» If are looking to print the Fee Schedule, you either click "Download Results to Spreadsheet" and it will pull it up in an Excel spreadsheet for you to save and/or print.

0 --



»	Another option for printing is you can do
	"Control P" and it will pull up a pop-op to
	print off the Fee Schedule from the website.

120		22.97 Preferred Pr	ovider Panel	Preauth - No	
140		38,45 Preferred Pr	ovider Panel	Preauth - No	
145		35.17 Preferred Pr	ovider Panel	Preauth - No	
150		40.33 Preferred Pr	ovider Panel	Preauth - No	
160		22.97 Preferred Pr	ovider Panel	Code Under Review	
170		0 Preferred Pr	ovider Panel	Not Covered	
171		0 Preferred Pr	ovider Panel	Not Covered	
180		44.08 Preferred Pr	ovider Panel	Preauth - No	
	Print Total (It shade of paper	and raw		Described	•
	Unit or Security Inc.	Anna Anna Anna Anna	Fee Schedule NOTICE In Vertragenties In	Search Results	4 005.0 ef 1.4 19.0
- 1	1 Landscape	Contract Contract Contract	Annual Statement		

D

E

Comments



### How to View Explanation of Payment (EOP) for a Claim

Here's how to view EOPs for a claim.

- From the home screen, click Office Management » Communications Archive from the navigation menu.
  - In the **Provider Documents** screen, start typing the name of the provider in the **Select Provider** box. Make sure to select the provider entry with the Supplier number (not the Supplier Location or Practitioner number).

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Note: The date listed in the document is the payment date.

3

Choose EOP from the Document Type drop-down, then input a date or date range and press the Search button.

EOP - 2023-01-10 PEHP Provider EOP Uploaded Jan 10, 2023	Download
EOP - 2023-01-24 PEHP Provider EOP Uploaded Jan 24, 2023	Download

