

Commitment to Communication

From your Provider Relations team.



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Provider Portal Claim Submittals with EOB Billing Tip Sheet

Please utilize the following instructions when using our secure provider portal to submit secondary and tertiary claims with an EOB.

Table A:

Primary Insurance Remove

Notice: If the Member has more than one primary insurance (Medicaid would be the 3rd payer), the claim cannot be submitted through the Web.

Carrier Type*

Policy Number*

Table B:

Primary Insurance

Notice: If the Member has more than one primary insurance (Medicaid would be the 3rd payer), the claim cannot be submitted through the Web.

Amount Allowed*

Deductible

Copay

Co-Insurance

Amount Paid

Service Line Denial Reasons

Select denied category, enter amount and click "Add Denied Reason" to add a denied amount to your claim.

Denied Category

Denied Amount

Steps to review when making secure portal claim submissions with secondary or tertiary claims:

1. Select "Add Coordination of Benefits".
2. As illustrated in Table A, enter the Carrier Type and Policy Number of the primary insurance carrier.
3. Press "Next". You will be taken to the next screen for the individual service line information.
4. Enter the primary insurance information dollar amount illustrated in Table B.