

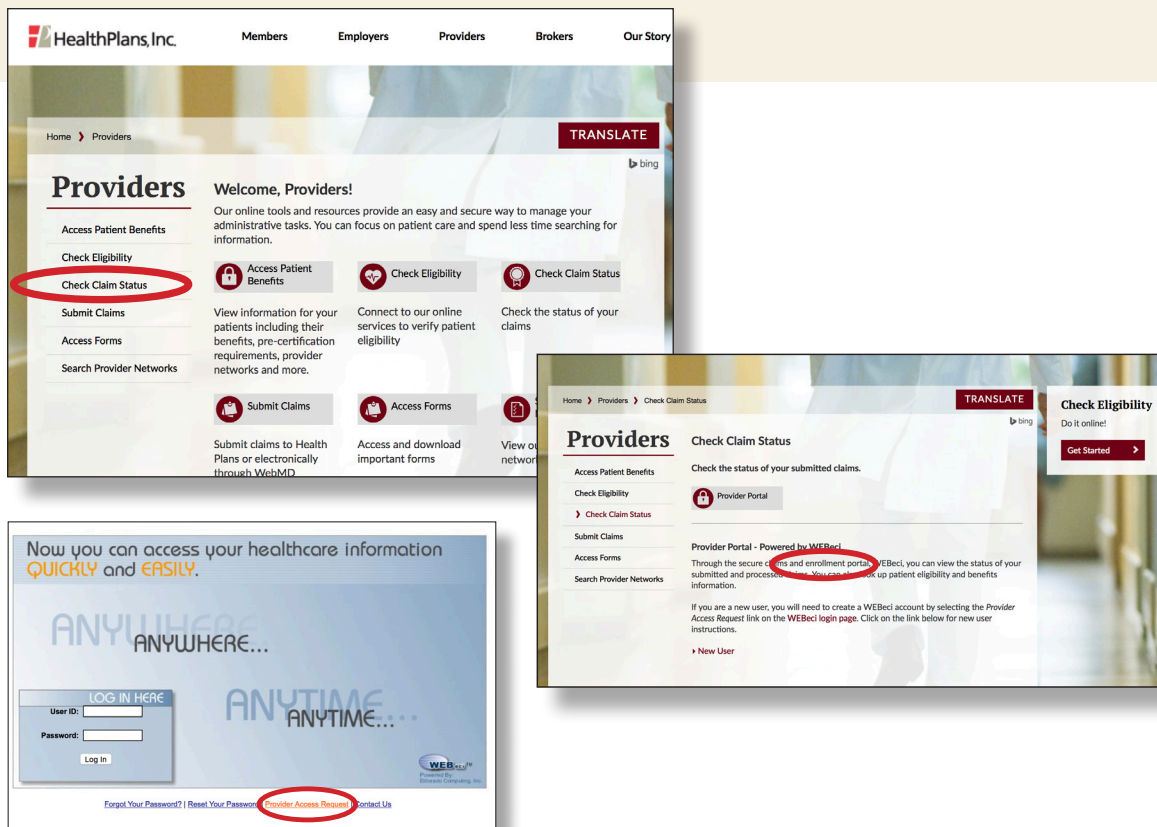
ONLINE PATIENT CLAIMS

Access your patients' claims online using our secure claims portal, powered by WEBeci.

Here's how to get started:

- 1 Visit **www.HealthPlansInc.com** and select *Check Claim Status* from the Providers home page, then click *Provider Portal* to connect to our secure online portal.
- 2 To request a user ID and password, click *Provider Access Request* at the bottom of the login page and enter the National Provider ID or Primary Tax ID Number to complete the request.
- 3 Your user ID and password will be emailed to you within two business days.

Each authorized user must obtain a unique user ID and password from Health Plans in order to be granted online access.



(continued)

Log In

- Log in with the user ID and password emailed to you. The first time you log in, be sure to change your password under User Settings.
- As a security measure, you will be prompted to create three security questions.

Search for Claims

- To search for a claim, enter the patient's 9-digit Patient ID number (begins with HH) as shown on the member ID card. (Be sure to use all capital letters, and do not include the 2-digit suffix if there is one.)
- Refine your search by selecting a group of claims (last 10 claims through last 1 year) or a specific range of service dates.
- To search for a specific claim, enter the claim number.

View Claims and Eligibility

- To view the details of a particular claim, click on the claim number on the Claim Search Results page.
- To verify a patient's eligibility, click on *Patient Search*, then enter the date of service and the patient's 9-digit Patient ID number as shown on the member ID card. (Be sure to use all capital letters, and do not include the 2-digit suffix if there is one.)



Have questions? Contact HPI Customer Service at 800-532-7575 or visit us online at healthplansinc.com.