



Secure Provider Portal Quick Reference Guide



THE TOOLS YOU NEED NOW

- Verify member eligibility
- Manage your member panel
- Submit and manage claims, including Professional and Institutional
- Review and download payment history
- Review quality and analytic reports
- View and submit authorization requests
- Communicate with us via Secure Messaging
- Manage access for multiple accounts

Registration

1. To create an account, go to <https://www.mhsindiana.com/providers/login.html>
2. Click on **Login/Register**.
3. Complete the required information in four easy steps and allow up to one business day for your account to be verified.

Account Manager

- Add an unlimited number of Tax ID numbers per account.
- As an Account Manager, disable/enable user accounts as needed.
- Account Managers can invite other users to create an account.
- To access **User Management**, click **Username** → **User Management**.

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

Eligibility

- View member demographic data and eligibility spans.
- Member eligibility history is available regardless of the member's current coverage status.
- View coordination of benefits information.
- Upload quality documents to the member's record.
- Refer the member to Case Management or Behavior Health.
- To access, click **Eligibility** or use the **Quick Eligibility Check** tool on the welcome page.



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Authorizations

- View Inpatient and Outpatient authorization status for the past 90 days at a time.
- 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 24 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.
- View payment history for the past 18 months regardless of the payment method (Paper check or EFT).
- Explanations 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 MHS.
- 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**.

Reports

- Provider Analytics help identify where to focus clinical efforts in order to optimize P4P payouts.
- P4P reports include quality performance and gaps in care
- To access, click **Provider Analytics**

Member Management

- Submit the Notification of Pregnancy for a member on the **Member Assessments** tab
- Add or remove a member from your panel by clicking on the Member Management Forms link under **Quick Links**

SAVE TIME AND INCREASE EFFICIENCY WITH THE SECURE PORTAL!