




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 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 provider.mhsindiana.com/sso/login?service
- 2 Click on the orange Create An Account button at the bottom right of the page.

- 3 Complete the required information in four easy steps and allow up to one business day for your account to be verified.
- 4 Refer to the following resources on the bottom right corner of the page for step by step instructions on how to register.

[Provider Registration Video](#)

[Provider Registration PDF](#)

USER MANAGEMENT

- Create an unlimited number of accounts per Tax ID number.
** For HIPAA and reporting purposes, each user should create their own account.*
- 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**.

ELIGIBILITY

- View member demographic data & 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 Behavioral Health.
- To access, click **Eligibility** or use the **Quick Eligibility Check** tool on the welcome page.



AUTHORIZATIONS

- View Inpatient and Outpatient authorization requests that have been approved or denied for the past 90 days.
- 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 18 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 the Web Portal team.
- 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

- Patient Analytics support providers in the delivery of timely, efficient and evidence-based care for members.
- 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 Reports

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MEMBER MANAGEMENT

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

WEB PORTAL

- To register or Login
 - 1) Go to mhsindiana.com
 - 2) Click on **Login**
- Need help registering?
 - 1) Click on the Provider Registration Video
 - 2) Click on the Provider Registration PDF
 - 3) Contact the Web Team at 1-866-912-0327

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