

# MCS Provinet User Guide







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## 1. About This Manual

The purpose of this manual is to instruct users and serve as a guide in the use of the MCS Provinet application. It discusses the use of the various modules presented within the application and guides the user through the process of executing their various functions. The topics discussed include following:

Тор	bic	Description
1.	Account Access	
	1.1. User Login	Login to the application
	1.2. Multi-Language Features	Change the language displayed: English/Spanish
	1.3. Account Registration	Create a new account
	1.4. Password Reset	Reset an account's password
	1.5. Username Recovery	Recover an account's username
2.	Eligibility	Check Eligibility
3.	Referrals	Create Referrals or view referral history
4.	Claims	
	4.1. View Claims	Search Claim records and perform related actions
	4.2. Payments	Search Payment history and perform related actions
	4.3. Service Fee & Codes	Search Service Fee & Codes and perform related
		actions
	4.4. Hospital Audits	Search the Hospital Audits history and perform related
-	Deve entr	actions
5.	Reports	Concernate and percent
	5.1. Reports	Generate general Report
,	5.2. Manage Your Patient Communications	Generate Dynamic and Static reports for Patients
0.		Comple Doorwaanta analus arfama valata di antiana
	6.1. Document Catalog 6.2. Inbox	Search Documents and perform related actions
	6.2. Mbox 6.3. News	View and manage received Messages View and manage News items
7	6.4. FAQs Settings	View and manage Frequently Asked Questions (FAQs)
1.	7.1. Demographic Information	Change your Demographic Information
	7.2. ERA & EFT Registration	Register for direct deposit payment of your claims
	7.3. Password Change	Change your account's Password
	7.4. Security Questions	Change your account's Security Questions & Answers
	7.5. View As	Allows administrators to login as another user
	7.6. Provider Administration	Manage provider accounts

## 1.1. Multi-Language Features

MCS Provinet is a multi-language application available in English and Spanish. You will be able to shift between the two available languages by clicking on the **Language** button, located at the upper right portion of the screen's head section. This button's text will be displayed as **Español**, if the current language is English, or **English**, if the current language is Spanish.





## 2. Account Access

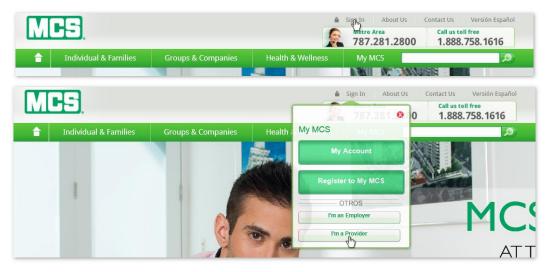
In order to use the MCS Provinet application, or to complete any of the processes described on this manual, users will require a user account and need to be logged into the application. This section details the following processes:

- User Login
- Account Registration
- Password Reset
- Username Recovery

### 2.1. User Login

Follow the steps below to log into MCS Provinet:

- 1. Visit the MCS page at: <a href="https://www.mcs.com.pr">https://www.mcs.com.pr</a>
- 2. Click "Sign In" from the link at the top of the page, then select "I am a Provider"



3. Enter your user information, including your **Username** and **Password**, in the corresponding fields.

USER NAME		
Igerraal		
PASSWORD		
******		
LOGIN	Forgot Your Password?	



#### Note

The user will have up to three attempts to enter the correct information. If the three attempts fail, your account will be locked, and you will have to contact your account administrator to regain access.

4. Press the "Login" button.

Acces	s your account	
USER NAME		
-		
PASSWORD		
•••••		
LOGIN	Forgot Your Password?	
- du	Forgot Your Username?	

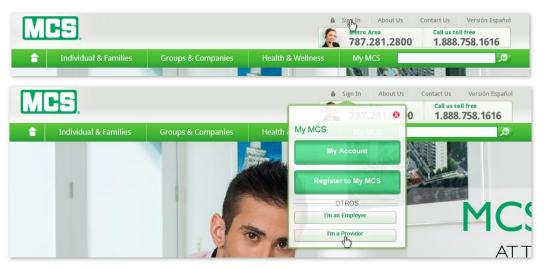


## 2.2. Account Registration

Account Registration is an exclusive option available only to Providers for the purpose of creating Associate Accounts connected to their Main-Account. Users must be logged into a Provider account in order to complete this process.

Follow the steps below to register a new account in MCS Provinet:

- 1. Visit the MCS page at: <u>https://www.mcs.com.pr</u>
- 2. Click "Sign In" from the link at the top of the page, then select "I am a Provider"



3. Click on the No Account? Sign In! link at the end of the Access your account section.

USER NAME	
100000	
PASSWORD	
•••••	
LOGIN	Forgot Your Password?
	Forgot Your Username?
Remember tha	t MC'S also has available an Interactive Voice System which can validate
eligibility inform	ation, copayments, claims or your last checks paid calling at
787-641-0949	in the metro area or toll free at 1-866-627 -6271.

4. If you agree, click the **Accept** button at the Disclaimer page to continue. Alternately, you may click "Decline" instead. You will not be able to register an account unless you click "Accept".



#### Disclaimer

PROVINET PORTAL TERMS & CONDITIONS OF USE	^
Legal Warnings	
PLEASE READ THE FOLLOWING TERMS & CONDITIONS CAREFULLY BEFORE USING THIS PORTAL. BECAUSE THIS PORTAL'S CONTENTS COULD CHANGE	
ACCORDING TO THE DISCRETION OF MEDICAL CARD SYSTEM, INC., ITS SUBSIDIARIES AND/OR AFFILIATES, HEREINAFTER "MCS," THE USER SHOULD REVIEW	
THIS WARNING WHENEVER ACCESSING IT. BY ACCESSING THIS PORTAL AND ANY OF ITS PAGES, YOU AGREE TO COMPLY WITH THE TERMS & CONDITIONS	
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The Terms and Conditions of use (Terms of Use) contained in this document govern the use of any Website or page operated by MCS ("Portal"). The Portal is the property of	
MCS and its licenses. These Terms of Use apply to the Portal located at www.mcs.pr.com and all portals connected to MCS.	
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hese Terms of Use to verify changes. Your continued use of the Portal after changes have been made will mean that you accept and are in agreement with the changes. While	~
iou comply with these Terms of Lise. MCS grants you the personal limited and non-transferrable privilege to enter and use the Portal	
DECLINE ACCEPT	

5. Select the type of account you want to create from the dropdown list, and then click on **Continue**.

Register New Account	Dental Dental Group Hospital Facility IPA Laboratories Medical Group Optithalmologist Optic Other Facility Physicians
Provinet Providers	
	do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation uis aute irure dolor in reprehendent in voluptate velit esse cilium dolore eu fugiat nulla parlatur. Excepteur sint occaecat lilit anim id est laborum. BACK CONTINUE
Register New Account	
	User Selection Physicians
Provinet Providers	

6. Fill out your "Personal Information". The information requested may vary depending on the account type selected.



REGISTER N	IEW ACCOUNT - Business	Associates	
Personal Information			
	NAME		
	NPI	PHONE	
	COMMENTS	EMAIL	
	CONTACT NAME		

7. Fill out your Provinet User Information; then click **Register** to finalize the registration process. Alternately, you may click "Back" to return to the previous step, or "Reset" to clear out all the information entered and start over again.

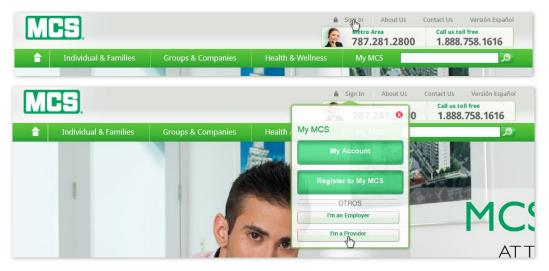
USER NAME	
PASSWORD CONFIRM PASSWORD	
PREGUNTAS DE SEGURIDAD	
In what city or town was your first job?	•
PREGUNTAS DE SEGURIDAD In what city or town was your first job?	
PREGUNTAS DE SEGURIDAD	
In what city or town was your first job?	



## 2.3. Password Reset

Follow the steps below to reset your password:

- 1. Visit the MCS page at: <a href="https://www.mcs.com.pr">https://www.mcs.com.pr</a>
- 2. Click "Sign In" from the link at the top of the page, then select "I am a Provider"



3. Click the Forgot Your Password? link.

USER NAME	
PASSWORD	
•••••	
LOGIN	Forgot Youn Password? Forgot Youn Demame?
Remember that	MC'S also has available an Interactive Voice System which can validate
eligibility informa	ation, copayments, claims or your last checks paid calling at
787-641-0949 ii	n the metro area or toll free at 1-866-627 -6271.

4. Enter your User Name and NPI, and then click Submit.

USER NAME	
NPI	



## 2.4. Username Recovery

Follow the steps below to recover your Username:

- 1. Visit the MCS page at: <a href="https://www.mcs.com.pr">https://www.mcs.com.pr</a>
- 2. Click "Sign In" from the link at the top of the page, then select "I am a Provider"



3. Click the Forgot Your Username? link.

USER NAME	
PASSWORD	
	Forgot Your Password?
LOGIN	Forgot Your Username?
Remember tha	t MC'S also has available an Interactive Voice System which can validate
	nation, copayments, claims or your last checks paid calling at
787-641-0949	in the metro area or toll free at 1-866-627 -6271.

4. Enter your NPI, and then click **Submit**.

NPI	
SUBMIT	





## 3. Eligibility

In this section the user will be able to check for eligibility. Users are able to perform the following actions through this module:

Action	Description
View Eligibility List	Generates a list of eligibility records based on specified parameters.
Sort List	Sorts an Eligibility List by selected column.
Search Records	Search for records matching some specific criteria within list.
Manage Pagination	Set the number of records per page displayed on a list, or navigate through the list's pages.
View, Upload Images & Print Details	Displays the selected record's details and allows the user to upload images and print the information displayed.
Validate Eligibility	Allows dental providers to validate the eligibility of members.
Create Referrals	Allows physician providers to create referrals.

## 3.1. View Eligibility List

Follow the steps below to check eligibility:

1. Select **Eligibility** from the main menu.

MC-S provinet		ENGLISH	TERMINAR	HOLA USER001	\$
INICIO	ELEGIBILIDAD	RECLAMACIONES	REPORTES	COMUNICACION	
	<b>N</b>		76	١V	

2. Enter the **Contract Number** of the member you are searching for in the field provided. This is a required field. You may search for up to five different contract numbers as part of a single search.

#CONTRACT NUMBER:	EFFECTIVITY		
	09/11/2015		
#CONTRACT NUMBER:	EFFECTIVITY		
	09/11/2015		
#CONTRACT NUMBER:	EFFECTIVITY		
	09/11/2015		
#CONTRACT NUMBER:	EFFECTIVITY		
	09/11/2015		
#CONTRACT NUMBER:	EFFECTIVITY		
	09/11/2015		



3. Enter the contract's **Effectivity** date in the corresponding input field. You will be provided with a calendar tool to select the desired date, but will also be able to type in the date if preferred.

#CONTRACT NUMBER:       EFFE:       «       September 2015       »         #CONTRACT NUMBER:       Su       Mo       Tu       We       Th       Fr       Su         #CONTRACT NUMBER:       Si       Mo       Tu       We       Th       Fr       Su         #CONTRACT NUMBER:       Si       Si       1       2       3       4       5         #CONTRACT NUMBER:       EFFE:       20       21       22       23       24       25       26         #CONTRACT NUMBER:       EFFE:       20       21       22       23       24       25       26         #CONTRACT NUMBER:       EFFE:       20       21       22       23       24       25       26         #CONTRACT NUMBER:       EFFE:       20       21       22       30       1       2       30         #CONTRACT NUMBER:       EFFE:       4       5       6       7       8       9       10		-	00/	11/00	ME			~	1
Su       Mo       Tu       We       Th       Fr       Sa         #CONTRACT NUMBER:       Su       Mo       Tu       We       Th       Fr       Sa         #CONTRACT NUMBER:       Su       Mo       Tu       We       Th       Fr       Sa         #CONTRACT NUMBER:       EFFE       20       21       12       23       24       25       26         #CONTRACT NUMBER:       EFFE       20       21       22       23       24       25       26         #CONTRACT NUMBER:       EFFE       20       21       22       23       24       25       26         #CONTRACT NUMBER:       EFFE       4       5       6       7       8       9       10			09/	11/20	lo			×	
#CONTRACT NUMBER:       30       31       1       2       3       4       5         6       7       8       9       10       11       12         13       14       15       16       17       18       18         #CONTRACT NUMBER:       EFFE       20       21       22       23       24       25       26         12       7       28       29       30       1       2       3       4       9       10         #CONTRACT NUMBER:       EFFE       4       5       6       7       8       9       10	#CONTRACT NUMBER:	EFFE	«	5	Septe	ember	r 201	5	))
#CONTRACT NUMBER:       EFFE       6       7       8       9       10       11       12         #CONTRACT NUMBER:       EFFE       20       21       22       23       24       25       26         #CONTRACT NUMBER:       EFFE       20       21       22       23       24       25       26         #CONTRACT NUMBER:       EFFE       27       28       29       30       1       2       3         #CONTRACT NUMBER:       EFFE       4       5       6       7       8       9       10			Su	Мо	Tu	We	Th	Fr	Sa
#CONTRACT NUMBER:       13       14       15       16       17       18       18         #CONTRACT NUMBER:       EFFE       20       21       22       23       24       25       26         Image: Contract number:       EFFE       27       28       29       30       1       2       3         #CONTRACT NUMBER:       EFFE       4       5       6       7       8       9       10	#CONTRACT NUMBER:	EFFE	30	31	1	2	3	4	5
#CONTRACT NUMBER:       13       14       15       16       17       18       15         #CONTRACT NUMBER:       EFFE       20       21       22       23       24       25       26         #CONTRACT NUMBER:       EFFE       4       5       6       7       8       9       10		-	6	7	8	9	10		12
20       21       22       23       24       25       24         20       21       22       23       24       25       24         27       28       29       30       1       2       3         #CONTRACT NUMBER:       EFFE       4       5       6       7       8       9       10			13	14	15	16	17	18	19
#CONTRACT NUMBER: EFFE( 4 5 6 7 8 9 10	#CONTRACT NUMBER:	EFFE	20	21	22	23	24	25	26
T-d-		<b></b>	27	28	29	30	1	2	3
Talan	#CONTRACT NUMBER:	EFFE	4	5	6	7	8	9	10
Today						Today	y		
	SEARG		SET						

4. Click the **Search** button at the end of the form.

#CONTRACT NUMBER:	EFFECTIVITY
	09/11/2015
#CONTRACT NUMBER:	EFFECTIVITY
	09/11/2015
#CONTRACT NUMBER:	EFFECTIVITY
	09/11/2015
#CONTRACT NUMBER:	EFFECTIVITY
	09/11/2015
#CONTRACT NUMBER:	EFFECTIVITY
	09/11/2015

This will generate a list like the one displayed below. This list allows users to perform various functions, including: **Sort List**, **Search Records**, **Manage Pagination**, **View Details**, and **View**, **Upload Images & Print Details**. These functions are detailed in the subsequent subsections in this manual.

	MEMBER NUMBER	NAME	GROUP	STATUS	REGISTERED
ACTIONS	Search	Search	Search	Search	Search
	1000-000		MEDICAL CARD SYSTEM	Active	NO



#### 3.1.1 Sort Eligibility List

Follow the steps below to sort an Eligibility List:

- 1. Generate an Eligibility List by following the steps detailed under View Eligibility List (see the **View Eligibility List** sub-section, above).
- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
  - a. Actions
  - b. Member Number
  - c. Name
  - d. Group
  - e. Status
  - f. Registered

	MEMBER NUMBER	NAME	GROUP	STATUS	REGISTERED
ACTION S <sup>4</sup>	Search	Search	Search	Search	Search
			MEDICAL CARD SYSTEM	Active	NO

#### 3.1.2 Search Record

Follow the steps below to search for records matching some specific criteria within an Eligibility List:

- 1. Generate a MODULE-NAME List by following the steps detailed under View Eligibility List (see the **View Eligibility List** sub-section, above).
- 2. Click inside the **Search** input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Member Number or Status, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

	MEMBER NUMBER	NAME	GROUP	STATUS	REGISTERED
ACTIONS	Search	Search	🕈 Med 🗙 🕈	Search	Search
			MEDICAL CARD SYSTEM	Active	NO



#### 3.1.3 Manage Pagination

In order to manage an Eligibility List's pagination, you must first generate an Eligibility List by following the steps detailed under View Eligibility List (see the **View Eligibility List** sub-section, above). User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

#### 3.1.3.1 Records Per Page

You may change the number of displayed records by selecting the **Display [Number] Records per Page** dropdown list located at the upper left corner of the list.

25 50 ACTION 100		NAME	GROUP	STATUS	REGISTERED
ACTION	Search	Search	Search 🕈	Search	Search
		Annual Contractor	MEDICAL CARD SYSTEM	Active	NO
nowing 1 to 1	of 1 records				Previous 1 Next

#### 3.1.3.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

	79-041015-234-06	235209647	CEPEDA ARCELAY LISANO	6A 040	10010		. 5	304.0	0		30.0	l
howing 1 to	10 of 5,244 records	Paginat	ion Buttons $\longrightarrow$	Previous	1	2	3	4	5	222	525	Next

#### 3.1.4 View Eligibility Details

Follow the steps below to view an Eligibility record's details:

- 1. Generate an Eligibility List by following the steps detailed under View Eligibility List (see the **View Eligibility List** sub-section, above).
- 2. Locate the record you want to view. Use the steps detailed under **Search Record** (see above) if necessary to locate the desired record.
- 3. Click on the **View** Icon (eye shaped green icon) next to the desired record, located at the Actions column on the Eligibility List. This action will take you to the record's page (view sample of the next page).

	MEMBER NUMBER	NAME	GROUP	STATUS	REGISTERED
ACTIONS <sup>A</sup>	Search	Search	Search	Search	Search
R			MEDICAL CARD SYSTEM	Active	NO



Eligibility Details Sample

CERTIFICATION NUMBER: Ender Information MARE: MARE: GINRAR: MARE: GINRAR: GI		formation	
NMI: BILLINI DATE:   CENTER: WITTING PENDOR:   SOUTHED DATE CENTER:   SUPSED DATE SUPSED DATE   SUPSED DATE CENTER:   SUPSED DATE SUPSED:   SUPSED DATE SUPSED:   SUPSED DATE SUPSED:   SUPSED DATE SUPSED:   SUPSED: SUPSED:  <			
	Member In	formation	
GENRER: GEN		NAME:	BIRTH DATE:
		ADVENTUATI ADVENTI ALVERTI	808780
ANDER DEVINE AND		GENDER:	WAITING PERIOD:
EFFECTIVITY: MENGER NUMBER:   GROUP NUMBER: GROUP NUMBER:   MENDICAL CAND SYSTEM Unixon   Segment SEGMENT MONIXON   SEGMENT MONIXON Sinco   SEGMENT MONIXON SERVICES: Sinco   SINCO Unixon   SEGMENT MONIHUMAL: Unixon   SINCO Unixon   MENDICAL CAND SERVICES: Unixon   SINCO Unixon   SINCO Unixon   MENDICAL CAND SERVICES: Unixon   SINCO Unixon   SINCO Unixon   SINCO Unixon   SINCO Unixon   SINCO Unixon   SINCO Sinco   SINCO Unixon   SINCO Unixon		1000	
EFFECTIVITY: MENGER NUMBER:   GROUP NUMBER: GROUP NUMBER:   MENDICAL CAND SYSTEM Unixon   Segment SEGMENT MONIXON   SEGMENT MONIXON Sinco   SEGMENT MONIXON SERVICES: Sinco   SINC SEGMENT MONITON SERVICES: Unixon   SINC SEGMENT MONITON Unixon   SEGMENT MONITON SERVICES: Unixon   SINC SEGMENT MONITON Sinco   SINC SEGMENT MONITON Unixon   SINC SEGMENT MONITON Sinco   SINC SEGMENT MONITON Sinco <td></td> <td></td> <td></td>			
berief in the set of t	Contract D		
FINITE GROUP NUMBER:   Actors IP AND PARAMETERS   GROUP NUMBER: IP AND PARAMETERS   MECOLOADD SYSTEM IP AND PARAMETERS   MEDICAL CARD SYSTEM IP CPT EFECTIVITY DATE:   Stool IP CPT EFECTIVITY DATE:   Stool IP CPT IP CORET HADDIDUAL:   Stool IP CPT			
Adve   GROUP:   MEDICAL CAUGO SYSTEM   PRANARY PHYSICIAN NAME:   GOUTOGAL CAUGO SYSTEM   SECONDARY PHYSICIAN NAME:   GOUTOGAL CAUGO SYSTEM   SECONDARY PHYSICIAN NAME:   GOUTOGAL   MEDICAL CAUGO SYSTEM, INC.   PERDETER (FF. / EXP):   Na   SUID SPECIALIST:   SIGO   SIGO   SUID SPECIALIST:   SIGO   SUID SPECIALIST:   SIGO		04/01/2014	
GROUP, IPA NUMBER:   MEDICAL CARD SYSTEM Undown   PRIMARY PHYSICIAN NAME: 0002024   MEDICAL CARD SYSTEM PCPI EFECTIVITY DATE:   0002024 PCPI EFECTIVITY DATE:   00000000 PCPI EFECTIVITY:   PCPI EFECTIVITY DATE: PCPI EFECTIVITY:   00000000 PCPI EFECTIVITY:   000000000000000000000000000000000000			
MEDICAL CARD SYSTEM   PRIMARY PHYSICIAN NAME:   MEDICAL CARD SYSTEM   SECONDARY PHYSICIAN NAME:   COVERAGE:   COVERAGE:   COVERAGE:   MEDICAL CARD SYSTEM, NEC.   PRIMARY PHYSICIAN NAME:   MEDICAL CARD SYSTEM, NEC.   REGISTER (FF / RP):   Na   SIGNO		Active	10.1000
PRIMARY PHYSICAN MAME:   MEDICAL CARD SYSTEM   SECONDARY PHYSICAN NAME:   MEDICAL CARD SYSTEM, NC.   REGISTER (EFF / EXP):   NA   SUB-SPECIALIST:   SIG.00   SUB-SPECIALIST:   SIG.00   AMBULATORY SECONE:   SIG.00   SUB-SPECIALIST:   SIG.00   SIG.00   SIG.00		GROUP:	IPA NUMBER:
MEDICAL CARD SYSTEM  SECONDARY PHYSICIAN NAME:  PC92 EFFECTIVITY DATE:  COVERAGE:  COVER		MEDICAL CARD SYSTEM	Urknown
MEDICAL CARD SYSTEM  SECONDARY PHYSICIAN NAME:  PC92 EFFECTIVITY DATE:  COVERAGE:  COVER		PRIMARY PHYSICIAN NAME:	PCP1 EFFECTIVITY DATE:
SECONDARY PHYSICIAN NAME:       PCP2 EFECTUVITY DATE:         overage Detail       COVERAGE EFECTIVITY:         COVERAGE:       COVERAGE EFECTIVITY:         MEDICAL CAND SYSTEM, NC.       REGISTER (EFF / EXP):         NA       SPECIALIST:         SIGN SPECIALIST:       S100         SUB SPECIALIST:       S100			
overage Detail COVERAGE: COVERAGE EFFECTIVITY: COVERAGE EFFECTIVIT: COVERAGE EFFECTIVI			
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4. **Optional—Image Upload**: To upload an image, either click on the square labeled **Drag & Drop Files or Click Here**, or drag and drop the desired files in the square area. Then click Submit. Alternately, you may click **Remove Files** to cancel this action.

Clinical Images	
	Drag & Drop Your Files or Click Here
	CEDE MCS- Provinet- LandingPage- Elegibility.jpg
	0.2 MB

5. **Optional—Print**: To print a copy of the certification, click on the **Print** button, located at the bottom. This will produce a digital PDF copy of the record, which can save or print.

	PRINT BACK	
Clinical Images		



#### 3.1.5 Validate Eligibility

Dental Providers accounts may validate eligibility from the Eligibility Details screen. Follow the steps below to validate a member's eligibility:

	-
	-

This option is only available to users with a Dental Providers account.

- 1. Visit an Eligibility record's details page by following the steps described in **View Eligibility Details**, above.
- 2. Click on the "Dental" button, located at the top of the details page.

ELEGIBILITY		
	ITAL	
General Information		
CERTIFICATION NUMBER:	DATE AND TIME:	
	09/11/2015 4:03:13 PM	

#### Note

Note that the selected member must belong to the same IPA assigned to provider in order to perform this action.

3. Enter the NPI number and click **Search**.

Dental	
	NPI
	C TOBRE C
	SEARCH

4. Enter the service code and click on the "Search" button.



#### MCS Provinet: User Manual

Search Inform	nation				🕒 Print this page
Specialty ID Provider NPI Member ID Group ID	1223G0001X, General Dentist	Member Name Person Code Group Name Benefit Date	MEDICAL CARD SYSTE 09/11/2015	-	Powered by
Code: Tooth:		Search	Clear		
					🕒 Print this page
Service Avai	ability				
Maximum Be	nefits				
Disclaimer: This sh patient's eligibility a services.	all be provided for informational purposes. This shall no id terms, conditions and limitations of the policy in forc	t constitute a representa e at the time services are	tion or guarantee that services shall rendered, pre-authorization require	be paid by MCS. Payment of servic ments and annual maximums. Plea	ase verify these before providing the
					🕒 Print this page



#### 3.1.6 Create Referral

Physician Providers accounts may create referrals from the Eligibility Details screen. Follow the steps below to create a referral:

#### Note

This option is only available to users with a Physician Provider account. It is identical to the Create Referrals feature described under **Referrals** on the next section, below, except that the process described here details how to access these features while viewing the Eligibility Details screen.

- 1. Visit an Eligibility record's details page by following the steps described in **View Eligibility Details**, above.
- 2. Click on the "Create Referral" button, located at the top of the details page. This action will take

		CREAR REFERIDO	
	ción General	Crear Referido	
norma	NÚMERO DE CERTIFICACIÓN:	FECHA Y HORA:	

#### Note

Note that the selected member must belong to the same IPA assigned to provider in order to perform this action.

 In the Member Information portion of the Referral/Authorization Form, fill in the Member Name, Contract Number, Effective Date and Primary Medical NPI. Then select Yes or No from the "Member Have Another Insurance?" section.

MEMBER NAME (Field #	4 in CMS 1500)	CONTRACT NUMBER (Field #1A in CMS 1500)	
trans states, and			
FFECTIVE DATE		PRIMARY MEDICAL NPI	
01/01/2014			
		NAUDANOSA	
	FFECTIVE DATE	01/01/2014	FFECTIVE DATE PRIMARY MEDICAL NPI



4. In the Provider Information portion of the Referral/Authorization Form, fill in the **Provider Number**, **NPI** and **Phone Number**, and select the **Provider Name** from the dropdown list.

PROVIDER NUMBER	PROVIDER NAME
NPI (Field #17B in CMS 1500)	PHONE

 In the Referral Reason portion of the Referral/Authorization Form, fill in the Reference Sheet Number, History, Exam Results/Laboratory, and Physical Exam, and provide up to four Diagnosis. These are Optional fields.

REFER	RENCE SHEET NUM (OPTIO	NAL)	HISTORY	
EXAM	RESULTS/ LABORATORY		PHYSICAL EXAM	
	DIAGNOSIS 1	DIAGNOSIS 2	DIAGNOSIS 3	DIAGNOSIS 4

6. Select one of the following options from tabs at the top of the Authorization portion of the Referral/Authorization Form: **Patients Refers to**, **Preauto Required** or **Facility Referrals**.

Note
The information required from the Authorization section varies depending on the tab selected,
as shown below.

a. **Patients Refers to:** Select the type of **Service** from the dropdown list, then add a **Description**, and a **Referral Issue Date**.

PATIENTS REFERS TO	O PREAUTO REQUIRED	FACILITY REFERRALS
SERVICE	DESCRIPTION	
Sonogramas		
REFERRAL ISSUE DATE		

b. **Preauto Required**: Select the type of **Service** and **Code** from the corresponding dropdown lists, then add a **Referral Issue Date**.



OPATIENTS REFERS TO	PREAUT	O REQUIRED	O FACILITY REFERRALS
SERVICE	-	CODE	
Hyperbaric Oxygen Pressuration	$\checkmark$	99183 - hyperbari	c oxygen therapy
REFERRAL ISSUE DATE			

c. Facility Referrals: Select the type of Service from the dropdown list, then add a Description, and a Referral Issue Date.

<b>OPATIENTS REFERS TO</b>	O PREAUTO REQUIRED	FACILITY REFERRALS
SERVICE	DESCRIPTION	0
Routine Hospitalization-Facility		
REFERRAL ISSUE DATE		

7. Click on the Submit button once the desired tab is selected and the required information has been filled, as described during Step 6, above.

	ATIENTS REFERS TO	O PREAUTO REQUIRED	
SER	VICE nogramas	DESCRIPTI	ON
EMIS	SSION DATE		
EMIS	10/07/2015		

8. **Optional—View Record**: Click on the View Reports link, listed along with message: "The Referral has been Created Successfully". This action will display a printable version of the referral.

	The Referral has been Created Successfully View Reports
Referral	
	CONTRACT NUMBER



		REFERIDO / AUTORIZACIÓN ado Coordinado por MCS Classicare	RES1000073
NOMBRE DEL AFILIADO	2 ¿TIENE EL AFILIADO OTRO SEGURO?	3 INFORMACIÓN DEL PROVEEDOR QUE REFIERE NPI (Campo #178 en CMS 1500	7 REPORTE DEL CONSULTOR HALLAZGOS CLÍNICOS
NÚMERO DE CONTRATO	NOMBRE DEL OTRO SEGURO	10 16 15 	RESULTADOS PRUEBAS DIAGNÓSTICAS
01/01/2014 FECHA DE EFECTIVIDAD	FECHA DE EFECTIVIDAD	NOMBRE TELÉFONO	IMPRESIÓN DE DIAGNÓSTICO
NPI DEL MÉDICO PRIMARIO DEL AFILIADO	NÚMERO DE CONTRATO	FIRMA	PLAN DE TRATAMIENTO
RAZÓN DEL REFERIDO 4a IISTORIAL: 2XÁMEN FÍSICO: RESULTADOS DE PRUEBAS Y/O ESTU	NÚM. HOJA DE CONSULTA DIOS:	6 REQUIERE PRE-AUTO	SEGUIMIENTO
	DEBE EMITIR UN FORMULARIO PARA CADA TIFO DE SERVICIO)		8 INFORMACIÓN DEL PROVEEDOR DE SERVICIO
SONO - Sonogramas - Sample F	Referral		FECHA CONSULTA MM DD AA
EQUIPO MÉDICO DURADERO (DME):	X PCP REFIERE (SA) REQUIERE PRE-AUTO (6)		TELÉFONO
	DESDE HASTA		NPI (CAMPO #24J EN CMS 1500)
QUIPO			
auro auro b FECHA DE ENTREGA REFERIDO /	DESDE HASTA	-	NOMBRE EN LETRA DE MOLDE

#### Note

You may also view the record later by following the steps details under **View Referral Details**, below on this section.

9. **Optional—Print Record**: If you want to print the record, click on the "Print" icon, located on the bar at the top of the Referral/Authorization Form.

4 4 1 of 1 ▷ ▷   4 1	00% V Find   Next	<b>4</b> - 📀 🖨	-	
P.O. BOX 5023547, Ban Jan PR 000005647	FORMULARIO Modelo de Cuic	PDF	RIZACIÓN ssicare	1011-10000-11
1NOMBRE DEL AFILIADO	2 ¿TIENE EL AFILIADO OTRO SEGURO?	MHTML (web archive) Excel Word TIFF file	CMS 1500	7 REPORTE DEL CONSULTOR HALLAZGOS CLÍNICOS
	NOMBRE DEL OTRO SEGURO	10 16 15 		RESULTADOS PRUEBAS DIAGNÓSTICAS

 Optional—Export Record: If you want to export a digital copy of the record, click on the "Save" icon, located on the bar at the top of the Referral/Authorization Form, then select the desired format from the dropdown list. There are seven (7) digital formats available: XML, CSV, PDF, MHTML, Excel, TIFF and Word.

+ ttps://devprovinet.mcs.c	om.pr/Reports/EOPReports.aspx	Print 🔒 🖉 📄 MCS - Provinet A	pplication
$\  \vec{q} - \vec{q} - \vec{q} \  = \  \vec{q} \  = \  \vec{q} \  = \  \vec{q} \  = \  \vec{q} \ $	100% V Find   Next	4· 💿 🖳	
P.O. Box 5023547, Ban Juan PR 00502-8547		REFERIDO / AUTORIZACIÓN Ido Coordinado por MCS Classicare	#0108871
1NOMBRE DEL AFILIADO	2 ¿TIENE EL AFILIADO OTRO SEGURO?	3 INFORMACIÓN DEL PROVEEDOR QUE REFIERE NPI (Campo #178 en CMS 1500	7 REPORTE DEL CONSULTOR HALLAZGOS CLÍNICOS



## 4. Referrals

This option allows you to make referrals for policyholders of MCS Classicare Medicare Platino. When looking for patient eligibility you will automatically get the required information for the referral. Note: In order to create a Referral the IPA of the Primary Physicians (PCP) must be equal to the IPA selected by the member. This option is only available for Primary Physicians (PCP's) role. Users will be able to perform the following actions:

Action	Description
Create Referral	Create a new referral
View Referral History	Generate a list of existing referrals based on specified parameters.
Sort List	Sorts referral list by selected column.
Search Records	Search for referrals matching some specific criteria within the list.
Manage Pagination	Set the number of messages per page displayed on the list, or navigate through the list's pages.

## 4.1. Create Referral

Follow the steps below to create a new referral:

3. Select **Referral** from the main menu.

MCS provinet				ESPAÑOL	LOG OFF	HELLO GA	NDA 🏡
	ELEGIBILITY	REFERRAL	CLAIMS	REPORTS	COMMUNIC	ATIONS	ECHRA
		( <sup>1</sup>		$\left  \bigcap \right $	7	$\Lambda$	

4. Enter the contract number in the space provided and click on the "Create" button.

Referral	
	CONTRACT NUMBER
	×
	CREATE



 In the Member Information portion of the Referral/Authorization Form, fill in the Member Name, Contract Number, Effective Date and Primary Medical NPI. Then select Yes or No from the "Member Have Another Insurance?" section.

MEMBER INFORMATION		
MEMBER NAME (Field	#4 in CMS 1500)	CONTRACT NUMBER (Field #1A in CMS 1500)
<b>EFFECTIVE DATE 1</b> 01/01/2014		PRIMARY MEDICAL NPI
	2. MEMBER HAVE ANOTHER	INSURANCE?
	© YES	NO

6. In the Provider Information portion of the Referral/Authorization Form, fill in the **Provider Number**, **NPI** and **Phone Number**, and select the **Provider Name** from the dropdown list.

PROVIDER NUMBER	PROVIDER NAME
PROVIDER NUMBER	PROVIDER NAME
NPI (Field #17B in CMS 1500)	PHONE
NFI (Field #17B III CWIS 1500)	FHONE

7. In the Referral Reason portion of the Referral/Authorization Form, fill in the **Reference Sheet Number**, **History**, **Exam Results/Laboratory**, and **Physical Exam**, and provide up to four **Diagnosis**. These are Optional fields.

REFE	RENCE SHEET NUM (OPTIO	NAL)	HISTORY	
EXAM	I RESULTS/ LABORATORY		PHYSICAL EXAM	
	DIAGNOSIS 1	DIAGNOSIS 2	DIAGNOSIS 3	DIAGNOSIS 4



8. Select one of the following options from tabs at the top of the Authorization portion of the Referral/Authorization Form: **Patients Refers to**, **Preauto Required** or **Facility Referrals**.

Note The information required from the Authorization section varies depending on the tab selected, as shown below.

a. **Patients Refers to:** Select the type of **Service** from the dropdown list, then add a **Description**, and a **Referral Issue Date**.

PA PA	TIENTS REFERS TO		O REQUIRED	O FACILITY REFERRALS
SERV			DESCRIPTION	
Sor	nogramas	$\checkmark$		
REFE	RRAL ISSUE DATE			
=	10/16/2015			

b. **Preauto Required**: Select the type of **Service** and **Code** from the corresponding dropdown lists, then add a **Referral Issue Date**.

OPATIENTS REFERS TO	PREAUTO REQUIRED	O FACILITY REFERRALS
SERVICE	CODE	
Hyperbaric Oxygen Pressuration	99183 - hyperbaric o	xygen therapy

c. Facility Referrals: Select the type of Service from the dropdown list, then add a Description, and a Referral Issue Date.

OPATIENTS REFERS TO	O PREAUTO REQUIRED	FACILITY REFERRALS
SERVICE	DESCRIPTION	-
Routine Hospitalization-Facility		
REFERRAL ISSUE DATE		

9. Click on the Submit button once the desired tab is selected and the required information has been filled, as described during Step 6, above.

	ENTS REFERS TO	O PREAUTO REQ	UIRED	O FACILITY REFERRALS
SERVIC	E	DES	CRIPTION	
Sonog	gramas	$\checkmark$		

10. **Optional—View Record**: Click on the View Reports link, listed along with message: "The Referral has been Created Successfully". This action will display a printable version of the referral.

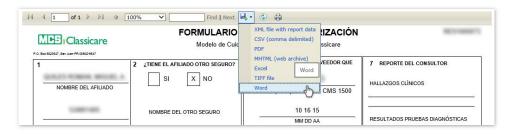
		Created Successfully View Reports	
I			
CONTRACT	NUMBER		
		CREATE	
4 4 11 of 1 ▷ ▷i ↓ 10	0% Y Find   Next	<b>L.</b> ()	
	FORMULARIO	REFERIDO / AUTORIZACIÓN	RES10000
MEE Classicare	Modelo de Cuio	dado Coordinado por MCS Classicare	
P.O. 8xx 5023547, 8an Juan PR 00502-5547	2 ¿TIENE EL AFILIADO OTRO SEGURO?	3 INFORMACIÓN DEL PROVEEDOR QUE REFIERE	7 REPORTE DEL CONSULTOR
NOMBRE DEL AFILIADO	SI X NO	NPI (Campo #178 en CMS 1500	HALLAZGOS CLÍNICOS
1000100	NOMBRE DEL OTRO SEGURO	10 16 15 	RESULTADOS PRUEBAS DIAGNÓSTICAS
NÚMERO DE CONTRATO		10101-0012	<u>8</u>
01/01/2014 FECHA DE EFECTIVIDAD	FECHA DE EFECTIVIDAD	NOMBRE	IMPRESIÓN DE DIAGNÓSTICO
1000000100		TELÉFONO	
NPI DEL MÉDICO PRIMARIO DEL AFILIADO	NÚMERO DE CONTRATO	FIRMA	PLAN DE TRATAMIENTO
4 RAZÓN DEL REFERIDO 4a N	ÚM. HOJA DE CONSULTA	-	
HISTORIAL:			SEGUIMIENTO
EXÁMEN FÍSICO: RESULTADOS DE PRUEBAS Y/O ESTUD		6 REQUIERE PRE-AUTO	l
DIAGNÓSTICOS TENTATIVOS INCLUYENDO E "Pavor de incluír copia de los resultados	L CODIGO:		8 INFORMACIÓN DEL PROVEEDOR DE SERVICIO
5 SE REFIERE AL PACIENTE PARA (0)			
SONO - Sonogramas - Sample Re	terral		FECHA CONSULTA MM DD AA
			TELÉFONO
EQUIPO MÉDICO DURADERO (DME):	-	-	NPI (CAMPO #24J EN CMS 1500)
EQUIPO	DESDE HASTA		
5b FECHA DE ENTREGA REFERIDO AL	AFILIADO	1	NOMBRE EN LETRA DE MOLDE
CANTIDAD DE SESIONES 0	MM DD AA		FIRMA PROVEEDOR DE SERVICIO

#### Note

You may also view the record later by following the steps details under **View Referral Details**, below on this section.



11. **Optional—Print Record**: If you want to print the record, click on the "Print" icon, located on the bar at the top of the Referral/Authorization Form.



12. **Optional—Export Record**: If you want to export a digital copy of the record, click on the "Save" icon, located on the bar at the top of the Referral/Authorization Form, then select the desired format from the dropdown list. There are seven (7) digital formats available: XML, CSV, PDF, MHTML, Excel, TIFF and Word.

+ https://devprovinet.mcs.	com.pr/Reports/EOPReports.aspx	Print 🔒 🖒 📄 MCS - Provinet A	pplication
$\  \car{l} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$	100% V Find   Next	4· 💿 🖳	
P.O. Box X022547, Ban Alan PR 00500-6547		REFERIDO / AUTORIZACIÓN Ido Coordinado por MCS Classicare	ACC-SHOP 1
1 NOMBRE DEL AFILIADO	2 ¿TIENE EL AFILIADO OTRO SEGURO?	3 INFORMACIÓN DEL PROVEEDOR QUE REFIERE NPI (Campo #178 en CMS 1500	7 REPORTE DEL CONSULTOR HALLAZGOS CLÍNICOS



## 4.2. View Referral History

Follow the steps below to view your referral history:

1. Select Referral from the main menu.



2. Click on the "Referral History" link, located below he main menu at the Referral page.

	ESPAÑOL	LOG OFF	HELLO EMENDEZ	\$6
		Creat	te Referral / Referral	fistory

3. Enter the desired search criteria on the appropriate fields. You may search by Referral Number, Contract Number, Last Name and/or Member Name, and you may select a range of Emission Dates using the "Emission Date From" and "Emission Date To" fields. You may enter the dates manual, or select them using the calendar tool.

REFERRAL NUMBER	CONTRACT NUMBER	
LAST NAME	MEMBER NAME	
EMISSION DATE FROM	EMISSION DATE TO	
<b> </b>	<b>m</b>	

#### Note

Referral Number, Contract Number, Last Name and Member Name are optional fields. Emission Date From and Emission Date To are required.

4. Click on the "Search" button, located at the end of the search fields. This will generate a list like the one displayed below. This list allows users to perform various functions, including: Sort List, Search Records, Manage Pagination, and View Referral. These functions are detailed in the subsequent sub-sections in this manual.



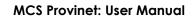
UESTRA 10	REGISTROS POR PÁ	GINA	$\Box$		
	NÚMERO REFERIDO	FECHA DE EFECTIVIDAD	NOMBRE ASEGURADO	NPI	NÚMERO DE CONTRATO
ACCIONE S	Búsqueda	Búsqueda	Búsqueda 🗘	Búsqueda	Búsqueda
<b>a</b> +	Sectorements.	10/27/2015	ACCORDENCE - MARINE		Constant of the local division of the local
<b>C</b> +	And in case of the local division of the loc	10/27/2015	ACCRETE TALL AND A		
<b>a</b> +		10/28/2015			
<b>a</b> +	And in case of the	10/28/2015	Sections. And		
<b>a</b> +		10/28/2015			
<b>a</b> +	And in case of the local division of the loc	10/28/2015	DECOMPTON AND		
<b>a</b> +		10/28/2015			
<b>e</b> +	And in case of the local division of the loc	10/28/2015	states, considerat		
<b>•</b> +		10/28/2015			
		10/29/2015			

### 4.3. Sort List

Follow the steps below to sort a Referral List:

- 1. Generate a Referral List by following the steps detailed under **View Referral History**, above.
- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
  - a. Actions
  - b. Referral Number
  - c. Effective Date
  - d. Member Name
  - e. Last Name
  - f. NPI
  - g. Contract Number

ACCIONE St	NÚMERO REFERIDO Búsqueda	♦ FECHA DE EFECTIVIDAD Búsqueda	NOMBRE ASEGURADO Búsqueda	NPI Búsqueda	NÚMERO DE CONTRATO
	Managements.	10/27/2015		-	-
<b>•</b> +		10/27/2015	ACCRECATE AND A		
<b>A</b> +		10/28/2015			
<b>•</b> +	And in concession,	10/28/2015	(sectored, state).		
		10/28/2015			
<b>a</b> +	And in case of the local division of the loc	10/28/2015	(second) and		
<b>a</b> +		10/28/2015			
<b>a</b> +	ALC: CONTRACTOR	10/28/2015	stated, contractors		
<b>a</b> +		10/28/2015			
<b>A</b> +	10000-0000-007	10/29/2015	solve successive reports.		





## 4.4. Search Record

Follow the steps below to search for records matching some specific criteria within a Referral List:

- 1. Generate a Referral List by following the steps detailed under **View Referral History**, above.
- 2. Click inside the "**Search**" input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Claim Number, Service Date or Name, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

ACCIONE S <sup>a</sup> Búsqueda 🕈 10/27 🗙 🗘 Búsqueda 🗘 Búsqueda	
	♥ Búsqueda
►+ 10/27/2015	
■ 10/27/2015	

## 4.5. Manage Pagination

In order to manage a Referral List's pagination, you must first generate a referral list by following the steps detailed under **View Referral History**, above. User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

#### 4.5.1 Records Per Page

You may change the number of displayed records by selecting the "Display [Number] Records per Page" dropdown list located at the upper left corner of the list.

IUESTRA 10 🔻 R	EGISTROS POR PÁ	GINA			
25 ch Ú	MERO REFERIDO	FECHA DE EFECTIVIDAD	NOMBRE ASEGURADO	NPI	NÚMERO DE CONTRATO
ACCIONE 50 100	Búsqueda	Búsqueda	Búsqueda 🔷	Búsqueda	Búsqueda

### 4.5.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

	79-241215-234-05	1	231209047	CEPEDA ARCELAY LISANOR	A. 040	0015		5	304.0	0		30.0	i
Showing 1 to	10 of 5,244 records		Paginat	ion Buttons $\longrightarrow$	Previous	1	2	3	4	5	575	525	Next



## 4.6. View Referral Details

Follow the steps below to view a Referral's details:

- 1. Generate a Referral List by following the steps detailed under View Referral History, above.
- 2. Locate the record you want to view. Use the steps detailed under **Sort List**, **Search Record** and **Manage Pagination** (see above) if necessary to locate the desired record.
- 3. Click on the "**View**" Icon (printer shaped green icon) next to the desired record, located at the Actions column on the Referral List. This action will take you to the Referral/ Authorization Form.

	NÚMERO REFERIDO	FECHA DE EFECTIVIDAD	NOMBRE ASEGURADO	NPI	NÚMERO DE CONTRATO
ACCIONE S <sup>A</sup>	Búsqueda	Búsqueda	Búsqueda 🕈	Búsqueda	Búsqueda
<b>a</b> t	-	10/27/2015	ACCOUNTS OF A DESCRIPTION OF A DESCRIPTI		10.000
Ver Reporte	And a subscription of the local division of	10/27/2015	ACCORDENCE TO ALL MARKING		
8+		10/28/2015			

MIE Classicare		REFERIDO / AUTORIZACIÓN ado Coordinado por MCS Classicare	RES1000073
I BUY SO2357, Ben Juen PR 005X23547	2 ¿TIENE EL AFILIADO OTRO SEGURO?	3 INFORMACIÓN DEL PROVEEDOR QUE REFIERE NPI (Campo #178 en CMS 1500	7 REPORTE DEL CONSULTOR HALLAZGOS CLÍNICOS
NÚMERO DE CONTRATO	NOMBRE DEL OTRO SEGURO	10 16 15 MM DD AA	RESULTADOS PRUEBAS DIAGNÓSTICAS
01/01/2014 FECHA DE EFECTIVIDAD	FECHA DE EFECTIVIDAD	NOMBRE TELÉFONO	IMPRESIÓN DE DIAGNÓSTICO
NPI DEL MÉDICO PRIMARIO DEL AFILIADO	NÚMERO DE CONTRATO	FIRMA	PLAN DE TRATAMIENTO
HISTORIAL: EXÁMEN FÍSICO: RESULTADOS DE PRUEBAS Y/O ESTUI DIAGNÓSTICOS TENTATIVOS INCLUYENDO		6 REQUIERE PRE-AUTO	SEGUIMIENTO
*#«re de indur copia en los resultados 5 se REFIERE AL PACIENTE PARA ∉ SONO - Sonogramas - Sample F	ner emtra un formal and fama cada tipo de Refacido) Geferral		8 INFORMACIÓN DEL PROVEEDOR DE SERVICIO FECHA CONSULTA MM DD AA TELÉFONO
EQUIPO MÉDICO DURADERO (DME):	X         PCP REPIERE (SA)         *         REQUIERE PRE-AUTO (6)           DESDE         HASTA		NPI (CAMPO #24J EN CMS 1500)
EQUIPO	DESDE HASTA	1	NOMBRE EN LETRA DE MOLDE
5b FECHA DE ENTREGA REFERIDO A CANTIDAD DE SESIONES 0	MM DD AA		FIRMA PROVEEDOR DE SERVICIO

4. **Optional—Print Record**: If you want to print the record, click on the "Print" icon, located on the bar at the top of the Referral/Authorization Form.



<b>I</b>	00% V Find   Next	<b>4</b> • 🕲 🖨	-	
F.O. Box 5022547, Ban Juan PR 00502-5547	FORMULARIO Modelo de Cuic	PDF	RIZACIÓN ssicare	REFERENCE
1NOMBRE DEL AFILIADO	2 ¿TIENE EL AFILIADO OTRO SEGURO?	MHTML (web archive) Excel Word TIFF file	VEEDOR QUE	7 REPORTE DEL CONSULTOR HALLAZGOS CLÍNICOS
1000100	NOMBRE DEL OTRO SEGURO	10 16 15 		RESULTADOS PRUEBAS DIAGNÓSTICAS

5. **Optional—Export Record**: If you want to export a digital copy of the record, click on the "Save" icon, located on the bar at the top of the Referral/Authorization Form, then select the desired format from the dropdown list. There are seven (7) digital formats available: XML, CSV, PDF, MHTML, Excel, TIFF and Word.

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P.0. Box 5023547, Ban Alan PR 0050245847		REFERIDO / AUTORIZACIÓN do Coordinado por MCS Classicare	AUX-000075
1 (p.a.rs instead and a	2 ¿TIENE EL AFILIADO OTRO SEGURO?	3 INFORMACIÓN DEL PROVEEDOR QUE REFIERE	7 REPORTE DEL CONSULTOR
NOMBRE DEL AFILIADO		NPI (Campo #178 en CMS 1500	HALLAZGUS CLINICUS



## 5. Claims

The View Claims module allows users to search through their claims history for processed ("Paid") or unprocessed ("In Process") claims. Users are able to perform the following actions through this module: View Claims List, Sort Claim List, Search Records, Claim List Pagination, View/Print Claim Details, and Export to Excel.

#### Note

This is the formal acknowledgment of MCS for all complaints received to be processed and adjudicated. If your claim presented error in the provider number and/or date of service, it is not considered received by MCS.

If there is a discrepancy with the date and the Claim stamp of receipt of MCS, please contact Service Provider.

Action	Description
View Claims List	Generates a list of claims based on specified parameters.
Sort Claim List	Sorts a generated Claims List by selected column.
Search Records	Search for records matching some specific criteria within a generated Claims List.
Manage Pagination	Set the number of records per page displayed on a generated Claims List, or navigate through the list's pages.
View/Print Claim Details	Displays the selected claim's details and allows the user to print the information displayed.
Export to Excel	Exports the claims list generated through the View Claims List process (above) to an Excel format.

### 5.1. View Claims List

Follow the steps below to generate a Claims List based on your specified parameters:

1. Select View Claims from the Claims dropdown list, located on the main menu.



2. Select **Paid** or **In Process** from the tab at the upper right corner of the screen. This selection will change some of the parameters you will have available for the search. Details on what these two options mean are included in the table, below.



Provider Information BILLING PROVIDER NPI  BILLING PROVIDER NPI  LINE OF BUSINESS COMMERCIAL				
LINE OF BUSINESS	Provider Informati	ion		
		BILLING PROVIDER NPI	RENDERING PROVIDER NPI	
COMMERCIAL				
		COMMERCIAL		

Tab	Description	Special Parameters
Paid	The claim has been processed, and either paid or rejected.	May include <b>Payment Information</b> in search.
In Process	The claim has not been processed yet.	May include <b>Received Information</b> in search.

3. At the Provider Information section, enter your **Billing Provider NPI** and/or **Rendering Provider NPI** into the appropriate input fields; then select your Line of Business from the dropdown list. Note that these fields may vary depending on the user's role.

rovider Informat	ion		
	BILLING PROVIDER NPI	RENDERING PROVIDER NPI	
	LINE OF BUSINESS		
	COMMERCIAL		

#### Note

These fields may vary depending on the user's role.

4. In the Service Information section, enter your **Member** and **Service Codes** in the appropriate input fields, if necessary. Both of these are optional fields.

Service Information		
	MEMBER	SERVICE CODE
	SERVICE - FROM	SERVICE - TO
	<b> </b>	

5. In the Service Information section (shown above), select the range of dates for your search using the **Service – Form** and **Service – To** input fields. You will be provided with a calendar tool to select the desired date, but will also be able to type in the date if preferred.



	*		Ju	ly 20	15		*
	Su	Мо	Tu	We	Th	Fr	Sa
	28	29	30	1	2	3	4
	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
MEME	19	20	21	22	23	24	25
	26	27	28	29	30	31	1
	2	3	4	5	6	7	8
SERVI				Today	1		
=	~						

#### Note

You may search for a range of dates up to one (1) year apart from each other, maximum.
 Searching for date ranges three months or longer apart may cause the system to slowdown.

6. In the Claims Information section, enter the **Claim Number** in the appropriate input field (Optional); then select the **Claim Type** from the dropdown list (Required).

CLAIM NUMBER CLAIM TYPE Professional (Dental)	Claim Informatio	on		
Professional (Dental)		CLAIM NUMBER		
			Professional (Dental)	•

#### Note

"Claim Number" is an Optional field. "Claim Type" is Required.

7. In the Payment Information section, enter the **Check Number** you want to search. This is an optional field.

CHECK NUMBER	PAYMENT - FROM	PAYMENT - TO	
	<b>H</b>	<b>=</b>	

#### Note

This section will be displayed only if the user selects "Paid" from the "Paid/In Process tab" (described during Step 2)

8. In the Service Information section (shown above), select the range of dates for your search using the **Service – Form** and **Service – To** input fields. You will be provided with a calendar tool to select the desired date, but will also be able to type in the date if preferred.



	**		Ju	ly 20	15		*
	Su	Мо	Tu	We	Th	Fr	Sa
_	28	29	30	1	2	3	4
	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
MEMB	19	20	21	22	23	24	25
	26	27	28	29	30	31	1
	2	3	4	5	6	7	8
SERVI				Today	1		
=	~						

#### Note

You may search for a range of dates up to one (1) year apart from each other, maximum.
 Searching for date ranges three months or longer apart may cause the system to slowdown.

9. Click the Search button at the end of the form. This will generate a list like the one displayed below. This list allows users to perform various functions, including: Sort Claim List, Search Records, Manage Pagination, View Claim Details, Print Claim Details and Export to Excel. These functions are detailed in the subsequent subsections in this manual.

CTION S*	CLAIM NUMBER	LINE NUMBER	MEMBER NUMBER Search	NAME	SERVICE DATE	TOPAY AMOUNT	WITHOLDING AMOUNT Search
	Name and Address	1	-		04/01/2015	\$30.00	\$0.00
	-	2		Annalise and a second second	04/01/2015	\$169.00	\$0.00
		2			04/01/2015	\$139.00	\$0.00
		1		CONTRACTOR AND A	04/01/2015	\$119.00	\$0.00
		2			04/01/2015	\$35.00	\$0.00
•	N-941100-018-02	2		real contractor presents	04/01/2015	\$114.00	\$0.00
		1			04/01/2015	\$876.00	\$0.00
	-	2		COLUMN TWO IS NOT	04/01/2015	\$18.65	\$0.00
		1			04/01/2015	\$177.37	\$0.00
		1			04/01/2015	\$2,504.00	\$0.00

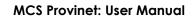


# 5.2. Sort Claims List

Follow the steps below to sort a Claims List:

- 1. Generate a Claims List by following the steps detailed under View Claims List (see the **View Claim List** sub-section, above).
- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
  - a. Claim number
  - b. Line Number
  - c. Member number
  - d. Name
  - e. Service date
  - f. To pay amount
  - g. Withholding Amount

	CLAIM NUMBER		MEMBER NUMBER	NAME	SERVICE DATE	TOPAY AMOUNT	WITHOLDING AMOUNT
ACTIONS <sup>*</sup>	Search	Search	Search	Search	Search	Search	Search
		1	-		04/01/2015	\$30.00	\$0.00
	1	2		ACCORDANCE AND ADDR	04/01/2015	\$169.00	\$0.00
		2		NUMBER AND ADDRESS OF	04/01/2015	\$139.00	\$0.00
		1		CONTRACTOR OF AND	04/01/2015	\$119.00	\$0.00
		2			04/01/2015	\$35.00	\$0.00
		2		real contraction property	04/01/2015	\$114.00	\$0.00
•		1		And Address of the Ad	04/01/2015	\$876.00	\$0.00
	-	2		And Address of the Owner of the	04/01/2015	\$18.65	\$0.00
		1		Research I suggest a rate	04/01/2015	\$177.37	\$0.00
		1		CONTRACTOR OF COMPANY	04/01/2015	\$2,504.00	\$0.00





# 5.3. Search Record

Follow the steps below to search for records matching some specific criteria within a Claims List:

- 1. Generate a Claims List by following the steps detailed under View Claims List (see the **View Claim List** sub-section, above).
- 2. Click inside the **Search** input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Claim Number, Service Date or Name, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

SPLAY 10	✓ RESULTS PER F						
ACTIONS <sup>A</sup>	CLAIM NUMBER	LINE NUMBER	MEMBER NUMBER Search	NAME Search	SERVICE DATE	TOPAY AMOUNT ¢ 135.4 ] ×	WITHOLDING AMOUNT Search
	-	1		and the second second	05/01/2015	\$135.49	\$0.0
	The second second second	1			06/26/2015	\$135.49	\$0.0

# 5.4. Manage Pagination

In order to manage a Claim List's pagination, you must first generate a Claims List by following the steps detailed under View Claims List (see the **View Claim List** sub-section, above). User have two options available to manage a claim list's pagination: **Records Per Page** and **Page Navigation**.

### 5.4.1 Records Per Page

You may change the number of displayed records by selecting the **Display [Number] Records per Page** dropdown list located at the upper left corner of the list.

PLAY 10	RECORDS PE	R PAGE					
25 50 100 ACTION 5-			MEMBER	NAME	SERVICE DATE	TOPAY AMOUNT	WITHOLDING AMOUNT

### 5.4.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

	79-241215-234-05	1	231209047	CEPEDA ARCELAY LISAR	ona, oat	10010		51	304.0	0	30.00	0
Showing 1 to	10 of 5,244 records		Paginat	ion Buttons $\longrightarrow$	Previous	1	2	3	4	5	 525	Nex



# 5.5. View Claim Details

Follow the steps below to view a claim's details:

- 1. Generate a Claims List by following the steps detailed under View Claims List (see the **View Claim List** sub-section, above).
- 2. Locate the record you want to view. Use the steps detailed under **Sort List**, **Search Record** and **Manage Pagination** (see above) if necessary to locate the desired record.
- 3. Click on the **View** Icon (eye shaped green icon) next to the desired record, located at the Actions column on the Claims List. This action will take you to the record's page (view sample of the next page).

TIONCA	CLAIM NUMBER		MEMBER NUMBER	NAME	SERVICE DATE	TOPAY AMOUNT	WITHOLDING AMOUNT
TIONS	Search	Search	Search	Search	Search	Search	Search
<b>9</b>	-	1	-		04/01/2015	\$30.00	\$0.00
View	10.00103-010-01	2		And and a second second	04/01/2015	\$169.00	\$0.00
		2		HORIZAL AND	04/01/2015	\$139.00	\$0.00
0	1.4	1		CONTRACTOR AND ADDRESS.	04/01/2015	\$119.00	\$0.00
0		2			04/01/2015	\$35.00	\$0.00
		2		Page - Constitute - Division in the	04/01/2015	\$114.00	\$0.00
		1			04/01/2015	\$876.00	\$0.00
		2		And And An Address of the Address of	04/01/2015	\$18.65	\$0.00
		1		Research of Street or other	04/01/2015	\$177.37	\$0.00
	formation provide	1		CONTRA AND INFORMATION	04/01/2015	\$2,504.00	\$0.00

(Continued on Next Page)

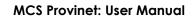


Sample Claim Record

mber Information			
GROUP	MEMBER NUMBER	NAME	
10000		In a set of a property.	
im Information			
CLAIM NUMBER	SERVICE CODE	SERVICE DATE	
	10000		
UNITS	BUSINESS TYPE	DIAGNOSTICS	
	COMPLEX.	1000.00.0001	
COPAY AMOUNT	CLAIMED AMOUNT	RECIEVED DATE	
10.00	100 mil		
IM Information	PROVIDER NPI		
VENDOR NPI			
VENDOR NPI		INTEREST AMOUNT	
VENDOR NPI	-	INTEREST AMOUNT	
VENDOR NPI	PREPAID AMOUNT		
VENDOR NPI	PREPAID AMOUNT	\$0.00	
VENDOR NPI	PREPAID AMOUNT	State CHECK NUMBER	
VENDOR NPI	PREPAID AMOUNT	State CHECK NUMBER	
VENDOR NPI	PREPAID AMOUNT	State CHECK NUMBER	
VENDOR NPI	PREPAID AMOUNT	State CHECK NUMBER	

4. **Optional—Print Report**: If you want to print the record, click on the **View Report** button, located at the upper left corner of the claim record.

Member Information			
GROUP	MEMBER NUMBER	NAME	
	construction of the second second	THE ADDRESS MADE OF COMPANY OF	





# 5.6. Export to Excel

Follow the steps below to export a Claims List to an Excel format.

- 1. Generate a Claims List by following the steps detailed under View Claims List (see the **View Claim List** sub-section, above).
- 2. Click on the **Export to Excel** button, located above the upper left corner of the Claims List.

PLAY 10	RECORD'S PE	R PAGE					
CTIONCA	CLAIM NUMBER		MEMBER NUMBER	NAME		TOPAY AMOUNT	WITHOLDING AMOUNT
						100 51	100
ACTIONS	Search	Search	Search	Search	Search	Search	Search

3. You will be prompted to save the exported file. Choose the desired save option (options displayed may vary depending on your web browser) to save the file in your computer.

	79-041010-204-05	1	233259047	CEPEDA ANCELAT LIMMERIA	04/01	/2015		\$2,504.0	JU		<del>\$0.0</del> 0	
Showing 1 to 1	I0 of 5,244 records				Previous	1	2 3	4	5		525	Next
Copyrights © 2 Ferms & Cond	2015 Medical Card System	Corporation. All	rights reserved.	Ca	all Us Free C	of Charg	e		-	Save Save as	0	
										Save and	d m	_

### Note

File saving options may vary considerably depending on the browser used.

# 6. Payments (EOP)

The Payments module allows users to search through their payments history and access the explication of payments. Users are able to perform the following actions through this module: Search Payments, Sort Payment List, Search Records, Manage Pagination, View Payment Details and Print Payment Details.

Action	Description
View Payment List	Generates a list of payments based on specified parameters.
Sort Payment List	Sorts a Payment List by selected column.
Search Records	Search for records matching some specific criteria within a Payment List.
Manage Pagination	Set the number of records per page displayed on a Payment List, or navigate through the list's pages.
View, Print or Export Payment Details	Displays the selected Payment's details and allows users to print the information or export it to a digital format.

# 6.1. View Payment List

Follow the steps below to generate a list of payments:

1. Select Payments from the Claims dropdown list, located on the main menu.



2. In the Payments Search section, insert the **NPI** number, **Check Number** and select the **Line of Business** from the dropdown list. The NPI input field will only appear and is required for MCS employees. Check Number is an optional field.

NPI		
LINI	E OF BUSINESS	CHECK NUMBER
C	ommercial	
FRO		<b>TO</b> 09/02/2015
	0101/2010	<b>6 6 6 7 7 7 7 7 7 7 7 7 7</b>



#### Note

The **NPI** input field will be visible and required only for MCS employees. The **Check Number** field is optional.

3. Select the range of dates for your search using the **Form** and **To** input fields. You will be provided with a calendar tool to select the desired date, but will also be able to type in the date if preferred.

	**		Jan	uary	2015		*		
	Su	Мо	Tu	We	Th	Fr	Sa		
PI	28	29	30	31	1	2	3		
-	4	5	6	7	8	9	10		
-	11	12	13	14	15	16	17		
NE (	18	19	20	21	22	23	24	CHECK NUMBER	
Con	25	26	27	28	29	30	31	•	
	1	2	3	4	5	6	7		
ком				Toda	У			то	
=	01/	01/20	015					07/17/2015	

#### These are optional fields.

Note

4. Click on the Search button, located at the bottom of the form. This will generate a list like the one displayed below. This list allows users to perform various functions, including: Sort Payment List, Search Records, Manage Pagination, and View/Print Claim Details. These functions are detailed in the subsequent sub-sections in this manual.

	CHECK DATE	CHECK NUMBER	TOTAL PAID	LINE OF BUSINESS
ACTIONS A	Search	Search	Search	♥ Search
	01/12/2015	-	\$100.00	Classicare
	02/06/2015		\$50.00	Classicare
	03/06/2015		\$50.00	Classicare
	04/09/2015		\$50.00	Classicare
	05/08/2015		\$0.00	Classicare
owing 1 to 5 of 5 re	ecords			Previous 1 Next



# 6.2. Sort Payment List

Follow the steps below to sort a Payment List:

- 1. Generate a Payment List by following the steps detailed under View Payment List (see the **View Payment List** sub-section, above).
- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
  - a. Check Date
  - b. Check Number
  - c. Total Paid
  - d. Line of Business

	CHECK DATE	CHECK NUMBER	TOTAL PAID	LINE OF BUSINESS
ACTIONS *	Search	Search	Search	♥ Search
	01/12/2015	-	\$100.00	Classicare
	02/06/2015		\$50.00	Classicare
	03/06/2015		\$50.00	Classicare
	04/09/2015		\$50.00	Classicare
	05/08/2015		\$0.00	Classicare
owing 1 to 5 of 5 re	ecords			Previous 1 Next

## 6.3. Search Record

Follow the steps below to search for records matching some specific criteria within a Payment List:

- 1. Generate a Payment List by following the steps detailed under View Payment List (see the **View Payment List** sub-section, above).
- 2. Click inside the **Search** input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Check Date or Total Paid, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.





# 6.4. Manage Pagination

In order to manage a Payment List's pagination, you must first generate a Payment List by following the steps detailed under View Payment List (see the **View Payment List** sub-section, above). User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

### 6.4.1 Records Per Page

You may change the number of displayed records by selecting the "Display [Number] Records per Page" dropdown list located at the upper left corner of the list.



## 6.4.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

I0 of 5,244 records	Pagingti	on Buttons	 Previous	4	2	3	4	5	 525	Next
The Designer, The St.		CONTRACTOR AND CONTRACTOR								

# 6.5. View/Print Payment Details

Follow the steps below to view (and optionally print) a payment's details:

- 1. Generate a Payment List by following the steps detailed under Payment List (see the **View Payment List** sub-section, above).
- 2. Locate the record you want to view. Use the steps detailed under **Sort List**, **Search Record** and **Manage Pagination** (see above) if necessary to locate the desired record.
- 3. Click on the **View** Icon (eye shaped green icon) next to the desired record, located at the Actions column on the Payment List. This action will take you to the record's page (view sample of the next page).

ACTIONS Search Search Search	Search
View Desert	
View Reports 01/12/2015 \$100.00	Classicare
<b>Q2/06/2015</b> \$50.00	Classicare
03/06/2015 \$50.00	Classicare
■ 04/09/2015 \$50.00	Classicare
■ 05/08/2015 \$0.00	Classicare

Sample Payment Details Record

					_							Med	lica
			E	XPLANA		OF PA	YMENT						
r to the providers se	ection at www.mcs.c	n is contained in this st om.pr. To report any ac ontact our confidential i	tual or potential no reporting lines AC	on-compliance, Tright:		ndor Name		-					
rmation of MCS sub	.0004 (1.877.627.004	). This report contains pot the intendee recipier	privileged and con nt, please contact (	fidential us by telephone		e: 02/06/20		_					
rmation of MCS sub -800-981-4766.	.0004 (1.877.627.004	). This report contains j tot the intendee recipier PRVD Reference	privileged and con nt, please contact o CLAIM	fidential us by telephone BEGIN SVC	Dat	e: 02/06/20		COP/DED AMOUNT	DISCNT AMOUNT	INTRST AMOUNT	TO PAY AMOUNT	WITH HOLD	
rmation of MCS sub -800-981-4766.	5.0004 (1.877.627.004 scribers. If you are r	ot the intendee recipier PRVD Reference PAGO PCP	nt, please contact i	us by telephone BEGIN SVC	Dat	e: 02/06/20	015						C
rmation of MCS sub -800-981-4766.	5.0004 (1.877.627.004 scribers. If you are r	PRVD Reference PAGO PCP 01/15 PAGO PCP	nt, please contact i CLAIM	us by telephone BEGIN SVC 02/06/2015	Dat end svc	e: 02/06/20	015	AMOUNT	AMOUNT	AMOUNT	AMOUNT	\$0.00	C
s.com.pr / 1.877.MCC irmation of MCC sub I-800-981-4766. ISURED	5.0004 (1.877.627.004 scribers. If you are r	PRVD Reference PRVD Reference PAGO PCP 01/15	t, please contact ( CLAIM 000000000000000000	BEGIN SVC 02/06/2015 02/06/2015	Dat END SVC 02/06/2015	e: 02/06/20	015	AMOUNT \$0.00	AMOUNT \$0.00 \$0.00 \$0.00	AMOUNT \$0.00	AMOUNT \$100.00	\$0.00 \$0.00	
rmation of MCS sub -800-981-4766.	5.0004 (1.877.627.004 scribers. If you are r	PRVD Reference PAGO PCP 01.15 PAGO PCP 02.15 REV PCP	CLAIM CLAIM 000000000000000000000000000000000000	BEGIN SVC 02/06/2015 02/06/2015	Dat END SVC 02/06/2015 02/06/2015	e: 02/06/20 UNITS SVC 1 .00 .00 .00	015	AMOUNT \$0.00 \$0.00 \$0.00	AMOUNT \$0.00 \$0.00	AMOUNT \$0.00 \$0.00	AMOUNT \$100.00 \$50.00	\$0.00 \$0.00	c

4. **Optional—Print Record**: If you want to print the record, click on the "Print" icon, located on the bar at the top of the payment details screen.

I4         4         1         of 1         ▷         ▷         ↓         Find   Next         ↓         ♥         ↓	
MEE Classicare	Medicare
EXPLANATION OF PAYMENT	ter tan 76 8882 357

5. **Optional—Export Record**: If you want to export a digital copy of the record, click on the "Save" icon, located on the bar at the top of the payment details screen, then select the desired format from the dropdown list. There are seven (7) digital formats available: **XML, CSV, PDF, MHTML, Excel, TIFF** and **Word**.

14 4 1 of 1 ▷ ▷1 4 100% ▼ Find	Next 😼 🛞 🖨	
MES Classicare	XML file with report data CSV (comma delimited) PDF MHTML (web archive)	Medicare
10.7mm Workshown Address	Excel Word TIFF file Word Word	
EXPLA	NATION OF PAYMENT	

# 7. Service Fee & Codes

This screen allows the user to view the service codes (CPT®) and their rates base on MCS Contract. It is important that as part of our commercial network provider and/or Classicare use the codes applicable to your specialty and/or authorized by Medical Card System.

Users are able to perform the following actions through this module: **Search Payments**, **Sort Payment List**, **Search Records**, **Manage Pagination**, **View Payment Details** and **Print Payment Details**.

Action	Description
View Service Fee & Codes List	Generates a list of Service Fee & Codes based on specified parameters.
Sort List	Sorts a Service Fee & Codes List by selected column.
Search Records	Search for records matching some specific criteria within a Service Fee & Codes List.
Manage Pagination	Set the number of records per page displayed on a Service Fee & Codes List, or navigate through the list's pages.
View, Print or Export Details	Displays the selected Service Fee & Codes details and allows users to print the information or export it to a digital format.

# 7.1. View Service Fee & Codes List

Follow the steps below to generate a list of Service Fee & Codes:

1. Select Service Fee & Codes from the Claims dropdown list at the main menu.



2. Enter the **NPI Number**. This is a required field for MCS employees, and must be entered in order to enable the subsequent dropdown lists and input field.

NPI	

#### Note

This field will be visible and required only for MCS employees.

3. Select the **Line of Business** and **Place of Service** from the dropdown lists, and then select either the service fee's **Code Range** or the specific **Service Code** for the fee code you want to search, then click on the **Search** button. This will generate a list based on either



the selected range of service fee codes or the specified code, as well as activate the "View Reports" button.

NPI		
LINE OF BUSINESS	PLACE OF SERVICE	
Select your Line of Business	Office	
● CODE RANGE	○ SERVICE CODE	
Select Service Code		

### Note

All these fields are required.

This list allows users to perform various functions, including: **Service Code**, **Modifier 1**, **Modifier 2**, **Fee Rate** and **Relative Fee**. These functions are detailed in the subsequent sub-sections in this manual.

i i i i i i i i i i i i i i i i i i i	NPI						
	121027838						
	LINE OF BUSINESS	PLACE OF SERVICE					
	Classicare	~	Office		$\checkmark$		
	• CODE RANGE		O SERVICE CODE				
	Codigos del 20000 a 29999	~				]	
	_						
		SEARCH	VIEW REPORTS				
PLAY 10 V RECORDS	PER PAGE						
PLAY 10 V RECORDS	PER PAGE MODIFIER 1	MODIF	IER 2	FEE RATE		RELATIVE FEE	
		♦ MODIF Sea	A	FEE RATE Search	¢	RELATIVE FEE Search	
SERVICE CODE	MODIFIER 1		A		\$0.00		
SERVICE CODE Search	MODIFIER 1		A		\$	Search	
SERVICE CODE Search 2010F	MODIFIER 1		A		\$0.00	Search 0.000000000	
SERVICE CODE Search 2010F 2015F	MODIFIER 1		A		\$0.00 \$0.00	Search 0.000000000 0.000000000	
SERVICE CODE Search 2010F 2015F 2016F	MODIFIER 1		A		\$0.00 \$0.00 \$0.00	Search 0.000000000 0.000000000 0.000000000	
Search           2010F           2015F           2016F           2035F	MODIFIER 1		A		\$0.00 \$0.00 \$0.00 \$0.00	Search 0.000000000 0.000000000 0.000000000 0.000000	
Search           2010F           2015F           2016F           2035F           2040F	MODIFIER 1		A		\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Search 0.00000000 0.00000000 0.00000000 0.000000	
Search           2010F           2015F           2016F           2035F           2040F           2044F	MODIFIER 1		A		\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Search 0.000000000 0.000000000 0.000000000 0.000000	
SERVICE CODE           Search           2010F           2015F           2016F           2035F           2040F           2044F           2050F	MODIFIER 1		A		\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Search 0.000000000 0.000000000 0.000000000 0.000000	
Search 2010F 2015F 2016F 2035F 2040F 2044F 2050F 20005	MODIFIER 1		A		\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$251.72	Search 0.000000000 0.000000000 0.000000000 0.00000000	



# 7.2. Sort Service Fee & Codes List

Follow the steps below to sort a Service Fee & Codes List:

- 1. Generate a Service Fee & Code List by following the steps detailed under the View Service Fee & Codes List section, above.
- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
  - a. Service Code
  - b. Modifier 1
  - c. Modifier 2
  - d. Fee Rate
  - e. Relative Fee

SERVICE CODE	MODIFIER 1	MODIFIER 2	FEE RATE	RELATIVE FEE
Search	Search	Search	Search	Search
2010F			\$0.00	0.00000000
2015F			\$0.00	0.000000000
2016F			\$0.00	0.000000000
2035F			\$0.00	0.000000000
2040F			\$0.00	0.000000000
2044F			\$0.00	0.000000000
2050F			\$0.00	0.000000000
20005			\$251.72	0.000000000
20100			\$523.20	0.000000000
20101			\$348.73	0.000000000

# 7.3. Search Record

Follow the steps below to search for records matching some specific criteria within a Service Fee & Code List:

- 1. Generate a Service Fee & Code List by following the steps detailed under the View Service Fee & Codes List section, above.
- 2. Click inside the "Search" input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Service Code or Fee Rate, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

SERVICE COL	DE	MODIFIER 1	MODIFIER 2	FEE RATE	RELATIVE FEE
2010	×	Search	Search	Search	Search
2010F				\$0.00	0.000000000
20100				\$523.20	0.000000000
20101				\$348.73	0.00000000
20102				\$382.92	0.000000000
20103				\$462.61	0.000000000
22010				\$780.06	0.000000000
owing 1 to 6 of 6 room	orde (Eiltorod fr	rom 1,619 total records)			Previous 1 Ne

# 7.4. Manage Pagination

In order to manage a Service Fee & Code List's pagination, you must first generate a Service Fee & Code List by following the steps detailed under the **View Service Fee & Codes List** sub-section, above. Users have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

### 7.4.1 Records Per Page

You may change the number of displayed records by selecting the "Display [Number] Records per Page" dropdown list located at the upper left corner of the list.



## 7.4.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

	75-541015-234-06	20020047	CEPEDA ARCEL		A. 040			51	304.0			50.00	
Showing 1 to	10 of 5,244 records	Paginat	ion Buttons	$\rightarrow$	Previous	1	2	3	4	5	575	525	Next

# 7.5. View, Print or Export Details

Follow the steps below to View, Print or Export a Service Fee & Code List's details:

- 1. Generate a Service Fee & Code List by following the steps detailed under the View Service Fee & Codes List section, above.
- 2. Click on the **View Reports** button, located above the Service Fee & Codes List. This action will take you to the record's page (view sample of the next page).

PLAY 10 V RECORDS PE	R PAGE			
SERVICE CODE	MODIFIER 1	MODIFIER 2	FEE RATE	RELATIVE FEE
2010	Search	Search	Search	Search
2010F			\$0.00	0.00000000
20100			\$523.20	0.00000000
20101			\$348.73	0.000000000
20102			\$382.92	0.000000000
20103			\$462.61	0.000000000
22010			\$780.06	0.00000000



#### Note

The View Reports button will only appear after you've generated list using the steps detailed under the **View Service Fee & Codes List** section, above.

e Fee Codes de Negocio: Classicare de Servicio: Office					- Sector
: 9/8/2015 4:38:17 PM	Mod. 1	Mod. 2	Tarifa	Valor Relativo	Ser
Código de Servicio	MOG. I	incu. 2	Tarna	Valor Relativo	ř
Código de Servicio	Mou. I	mou. z	\$251.72	0.000000000	Š
	Mou. I				
20005	MOG. 1		\$251.72	0.000000000	
20005 20100			\$251.72 \$523.20	0.000000000	
20005 20100 20101			\$251.72 \$523.20 \$348.73	0.000000000 0.00000000 0.00000000	

#### Service Fee & Codes Details

3. **Optional**: If you want to print the record, click on the "Print" icon, located on the bar at the top of the payment details screen.

14 4 1	] of 31 🕨 🕅 💠 🚺	• V	Find   Nex	t 🛃 • 🛞	Print	
Lugar de Se	Codes gocio: Classicare rvicio: Office 015 4:38:17 PM				0	100 Mere
	Código de Servicio	Mod. 1	Mod. 2	Tarifa	Valor Relativo	er
	20005			\$251 72	0.000000000	

 Optional: If you want to export a digital copy of the record, click on the "Save" icon, located on the bar at the top of the payment details screen, then select the desired format from the dropdown list. There are seven (7) digital formats available: XML, CSV, PDF, MHTML, Excel, TIFF and Word.





# 8. Hospital Audits

In this section the user is able to search the history of Hospital Audits. Users are able to perform the following actions through this module: **View Hospital Audits List**, **Sort List**, **Search Records**, and **Manage Pagination**.

Action	Description
View Hospital Audits List	Generates a list of Hospital Audits based on specified parameters.
Sort List	Sorts a Hospital Audits List by selected column.
Search Records	Search for records matching some specific criteria within a Hospital Audits List.
Manage Pagination	Set the number of records per page displayed on a Hospital Audits List, or navigate through the list's pages.

# 8.1. View Hospital Audits List

Follow the steps below to generate a Hospital Audit list:

1. Select Hospital Audits from the Claims dropdown list at the main menu.



 Enter the NPI, Provider Number or GMP (IPA), as well as the Contract Number and Member's Name being search. Contract Number and Member's Name are optional. NPI/Provider Number/GMP (IPA) applies only for MCS Employees and is a required field.

N	PI/PROVIDER NUMBER/GMP(IPA)	
C	ONTRACT NUMBER	MEMBER'S NAME
s	TATUS Select	
	DMISSION DATE - FROM	ADMISSION DATE - TO
C	LOSE DATE - FROM	CLOSE DATE - TO
		EARCH



#### Note

NPI/Provider Number/GMP(IPA) applies only for MCS Employees and is a required field.

3. Select the status of the Hospital Audit that you're searching for from the dropdown list: Open or Closed. Then elect the range of dates for your search using the "Form" and "To" input fields, either from Admission Date (if Open status was selected) or Close Date (for Close status). You will be provided with a calendar tool to select the desired date, but will also be able to type in the date if preferred.

NPI/PROVIDER NUMBER/GMP(IPA)		ec	1	Septe	mber	201	5	»	
100001-000100		Su	Мо	Tu	We	Th	Fr	Sa	
CONTRACT NUMBER	MEME	30	31	1	2	3	4	5	
CONTRACT NONDER		6	7	8	9	10	11	12	-
		13	14	15	16	17	18	19	
STATUS	'	20	21	22	23	24	25	26	
Open 🔽		27	28	29	30	1	2	3	
Open		4	5	6	7	8	9	10	
ADMISSION DATE - FROM	ADMI			27	Today				
10/01/2014	â	09/	01/20	)15					
CLOSE DATE - FROM	CLOS	E DA	TE -	то					
	<b></b>								
l									

#### Note

**Status** is a required selection, and date ranges are required based on the status selected. Open status requires **Admission Date – From/To**; Closed status requires **Close Date – From/To** 

 Click the Search button at the end of the form. This will generate a list like the one displayed below. This list allows users to perform various functions, including: Sort List, Search Records, and Manage Pagination. These functions are detailed in the subsequent sub-sections in this manual.

UTORIZACIÓN	NAME	MEMBER	ADMISSION	DISCHARGE	PHYSICIAN	# LINE	CODE	APPROVED	DENIED
Search	Search	Search	Search	Search	Search	Searcl	Search 🗘	Search	Search
			07/13/2015						
	and series where a		07/20/2015	07/23/2015					
	And the Party of Street, or other states of the Party of		08/11/2015						
	1.100		08/10/2015						
	And a state of the		08/10/2015						
	1010103-111, 00011 101103-00		08/05/2015						
	March Constraint, Stational Constraint,		08/10/2015						
	LOPEL BURGLER		08/12/2015						
			08/19/2015						
	CONCUMPTION.		08/19/2015						



# 8.2. Search Record

Follow the steps below to search for records matching some specific criteria within a Hospital Audits List:

- 1. Generate a Hospital Audits List by following the steps detailed under the View Hospital Audits List section, above.
- 2. Click inside the **Search** input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Name, Member number or Admission date, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

AUTORIZACIÓN	NAME	MEMBER	ADMISSION	DISCHARGE	PHYSICIAN	# LINE	CODE	APPROVED	DENIED
Search	Search	Search	08/06	Search	Search	Searcl	Search	Search	Search
		-	08/06/2015	08/13/2015					
	Anna ann an Anna Anna Anna Anna Anna An		08/06/2015						
-	ACCESSION NAMES		08/06/2015						

# 8.3. Manage Pagination

In order to manage a Hospital Audits List's pagination, you must first generate a Hospital Audits List by following the steps detailed under the **View Hospital Audits List** sub-section, above. Users have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

### 8.3.1 Records Per Page

You may change the number of displayed records by selecting the **Display [Number] Records per Page** dropdown list located at the upper left corner of the list.

25	a second second	1 CONTRACTOR STREET	In the second se	A CONTRACTOR OF A CONTRACTOR	1 March Contract Contract	1000000000000	Statistics of the	The second second second second	1.407.00000000
AUTORE 50	NAME	MEMBER	ADMISSION	DISCHARGE	PHYSICIAN	# LINE		APPROVED	DENIED
100	Search	Search	Search	Search	Search	Searcl 🕈	Search	Search	Search

### 8.3.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

	75-241215-234-05	1	231229647	CEPEDA ARCELAY LISANE	HA DED	12015		5	304.0	6	30.00	
howing 1 to	10 of 5,244 records		Paginat	ion Buttons $\longrightarrow$	Previous	1	2	3	4	5	 525	Nex



# 9. Reports

The Reports module allows the user to access monthly, management and monitoring reports. Including Manage Ur Patient and Monthly Reports, previously known as GMP reports. This option is only available for IPAS and Primary Physician (PCP's) roles.

The Reports module handles various reports features available in the MCS Provinet application. This includes generating general reports, as well as managing your patients with dynamic and static reports. The Reports module includes the following components, detailed in their own subsections below:

Section	Description
Reports	Search report documents.
Manage Ur Patient	Manage patient records.

## 9.1. Reports

The Reports module allows users to search for or manage report documents. Users are able to perform the following actions through this module:

Action	Description					
View Report List	Generates a list of reports based on specified parameters.					
Sort List	Sorts the Report List by selected column.					
Search Records Search for reports matching some specific criteria within the list.						
Manage Pagination	Set the number of records per page displayed on the list, or navigate through the list's pages.					
Download Document	Download the selected document file.					

### 9.1.1 View Report List

Follow the steps below to generate a list of reports:

1. Select "Reports" from the Reports dropdown list located at the main menu.

MCS provinet			ESPAÑOL	LOG OFF	HELLO GANDA	x5
			REPORTS	соммин		RA
ME Prove	0		MANAGE UR	PATIENT		

2. MCS Employees Only: Enter the provider's **NIP** number in the input field, then click the "**Search**" button. Providers do not need to perform this action.

Provide the NPI in order to do a Search		
NPI	SEARCH	

#### Note

This is a required step only for MCS employees. Providers will be able to automatically see their Record List upon entering the Report page.

This action will generate a list like the one displayed below. This list allows users to perform various functions, including: **Sort List, Search Records, Manage Pagination**, and **Download Document**. These functions are detailed in the subsequent sub-sections in this manual.

	FILE NAME	
ACTIONS	Search	
<b>③</b>	Acuse de Recibo - Resumen de Beneficios y Cobertura de MCS 2015	
<b>③</b>	Doc1	
0	Doc2	
<b>③</b>	Doc3	
0	document2015-04-29-105051	
<b>③</b>	Penguins	
0	Thumbs	
owing 1 to 7 of 7 records	Previous	1 Nex

### 9.1.2 Sort List

Follow the steps below to sort a Report List:

- 1. Generate a Report List by following the steps detailed under **View Report List**, above.
- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
  - a. Actions
  - b. File Name

	FILE NAME
ACTIONS .	Search
•	Acuse de Recibo - Resumen de Beneficios y Cobertura de MCS 2015
٢	Doc1
٢	Doc2
۲	Doc3
٢	document2015-04-29-105051
٢	Penguins
۲	Thumbs
owing 1 to 7 of 7 record	s Previous 1 Next



### 9.1.3 Search Record

Follow the steps below to search for records matching some specific criteria within a Record List:

- 1. Generate a Report List by following the steps detailed under **View Report List**, above.
- 2. Click inside the "**Search**" input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Claim Number, Service Date or Name, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

ACTIONS A	FILE NAME	
	doc	×
•	Acuse de Recibo - Resumen de Beneficios y Cobertura de MCS 201	15.docx
۲	Doc1.txt	
٢	Doc2.txt	
۲	Doc3.txt	
0	document2015-04-29-105051.pdf	

### 9.1.4 Manage Pagination

In order to manage a Report List's pagination, you must first generate a Report List by following the steps detailed under **View Report List**, above. User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

#### 9.1.4.1 Records Per Page

You may change the number of displayed records by selecting the "Display [Number] Records per Page" dropdown list located at the upper left corner of the list.



#### 9.1.4.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

howing 1 to	10 of 5,244 records		Paginati	ion Buttons $\longrightarrow$	Previous	1	2	3	4	5	 525	Next
	75-541515-234-05	1	2313209047	CEPEDA ARCELAY LISAN	Dia Date			10	104.0		30.00	



### 9.1.5 Download Report

Follow the steps below to download a report document:

- 1. Generate a Report List by following the steps detailed under **View Report List**, above.
- 2. Look for the desired report using the methods details under the Sort List, Search Records and Manage Pagination sections, above.
- 3. Click on the "**View**" Icon (eye shaped green icon) next to the desired record, located at the Actions column on the Report List. This action will allow you to save the document at a location in your computer, based on your browser's download features.

	FILE NAME	
ACTIONS A	doc	×
Download File	Acuse de Recibo - Resumen de Beneficios y Cobe	rtura de MCS 2015.docx
ዋ	Doc1.txt	
	Doc2.txt	
٢	Doc3.txt	
•	document2015-04-29-105051	.pdf

# 9.2. Manage Ur Patient

The Manage Ur Patient module allows you to generate dynamic and static reports of patients.

- 1. **CHRA Monitoring Report** The CHRA report is used as a monitoring tool and reconciliation for the administration and performance of IPAs and/or PCP's, and the key performance indicators.
- 2. **Encounter Monitor Report** This report allows the IPAs and/or PCP obtain knowledge of the number of encounters submitted, visits, members by month.
- 3. **Enrollment and Disenrollment for PCP** This report will enable the PCP to view membership behaves. New members total, affiliation and disaffiliation to another PCP.
- 4. **Medical Utilization by Type of Service for IPA (Claim Cost)** This report will allow the IPA to understand and manage the medical utilization of your membership.
- 5. **Member Profile** This report displays information about the members including encounters, "risk score", pharmacy utilization and admissions among others.
- 6. Generic Dispense Ratio (GDR) Report This report shows the utilization details between the use of Mark vs. Generic drugs. Includes the members average, total cost, number of "scripts", cost per Rx and cost by insured.

Action	Description
View Report List	Generates a list of all reports associated with the user's account.
Sort List	Sorts the Report List by selected column.
Search Records	Search for reports matching some specific criteria within the list.
Manage Pagination	Set the number of records per page displayed on the list, or navigate through the list's pages.
View Report Details	View a report's details, and print or download the report.

Users are able to perform the following actions through this module:

### 9.2.1 View Report List

Follow the steps bellow to view a report list:

1. Select "Manage Ur Patient" from the Reports dropdown list at the main menu.



2. If you are using an Administrator account, enter the **Provider Number** of the provider whose patient report list you want to generate, then click "**Search**". User using provider account do not need to take this step, since the system will automatically generate a report list based on the provider number associated with their account.



	SEARCH	
Dynamic Reports Static Rep ISPLAY 10 V RECORDS PEI		
REPORT NAME	PAGE	
ACTIONS-	Search	
	No results	

#### Note

This is not a required step for Provider accounts. Only Administrator accounts have to enter a provider number in order to generate a patient report list.

3. Click on the tabs located at the top of the report list to select the type of report you would like to view. You have two options: **Dynamic Reports** (default) or **Static Reports**.

These lists allow users to perform various functions, including: **Sort List**, **Search Records**, **Manage Pagination**, and **Download Document**. These functions are detailed in the subsequent sub-sections in this manual.

	Dynamic Reports	
Dynamic	Reports Static Reports	
DISPLAY 1	I V RECORDS PER PAGE	_
ACTIONS	REPORT NAME Search	÷
	Medical Utilization by Type of Service for PCP (Claim Cost)	
	CHRA Monitoring Report for PCP - NEW	
	Monthly Compensation Report	
	Encounter Monitoring Report for PCP - NEW	
	Generic Dispense Ratio (GDR) Report for PCP - NEW	
	Member Profile	
	Enrollment and Disenrollment for PCP - NEW	
Showing 1 to	p 7 of 7 records Previous 1 N	lext
	Static Reports	
Dynamic R	teports Static Reports	

	U		
DISPLAY 10 V REC			
	TNAME	YEAR	MONTH
ACTIONS	Search	Search	Search
		No results	



### 9.2.2 Sort List

Follow the steps below to sort a Dynamic or Static Report List:

- 1. Generate a Report List by following the steps detailed under **View Report List**, above.
- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item. List headings will vary depending on the type of report selected as part of the View Report List process.
  - a. Actions
  - b. Report Name
  - c. Year (Static Reports only)
  - d. Month (Static Reports only)

	Dynamic Reports			
Dynamic	eports Static Reports			
DISPLAY 1	RECORDS PER PAGE			
ACTIONS	REPORT NAME Search			÷
	Medical Utilization by Type of Service for PCP (Claim Cost)			
	CHRA Monitoring Report for PCP - NEW			
	Monthly Compensation Report			
	Encounter Monitoring Report for PCP - NEW			
	Generic Dispense Ratio (GDR) Report for PCP - NEW			
	Member Profile			
	Enrollment and Disenrollment for PCP - NEW			
Showing 1 to	7 of 7 records	Previous	1	Next

Dynamic Reports	Static Reports		
DISPLAY 10 V REC			and the second
REPOR ACTIONS <sup>4</sup>	TNAME	YEAR	MONTH
	Search	Search	Search



### 9.2.3 Search Record

Follow the steps below to search for records matching some specific criteria within a Dynamic or Static Report List:

- 1. Generate a Report List by following the steps detailed under View Report List, above.
- 2. Click inside the "**Search**" input box in the column corresponding to your desired search criteria and start typing the desired value. The list will update as you type to include items that include text or numbers matching the search criteria.

CDLAV 10	✓ RECORDS PER PAGE	
	REPORT NAME Mel	×
	Me	*
	Medical Utilization by Type of Service for PCP (Claim Cost)	
	Member Profile	
	Enrollment and Disenrollment for PCP - NEW	

### 9.2.4 Manage Pagination

In order to manage a Report List's pagination, you must first generate a Dynamic or Static Report List by following the steps detailed under **View Report List**, above. User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

#### 9.2.4.1 Records Per Page

You may change the number of displayed records by selecting the "Display [Number] Records per Page" dropdown list located at the upper left corner of the list.



#### 9.2.4.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

	79-041015-234-05	211209047	CEPEDA ARCELAY LISAND	N. 040	12015		5	304.3	0	30.0	
Showing 1 to	10 of 5,244 records	Paginati	ion Buttons $\longrightarrow$	Previous	1	2	3	4	5	 525	Next



### 9.2.5 View Report Details

Follow the steps below to view a report's details:

- 1. Generate a Report List by following the steps detailed under **View Report List**, above.
- 2. Look for the desired report using the methods details under the **Sort List**, **Search Records** and **Manage Pagination** sections, above.
- 3. Click on the "**View**" Icon (eye shaped green icon) next to the desired record, located at the Actions column on the Report List. This action will allow you to save the document at a location in your computer, based on your browser's download features.



4. **Optional—Export Record**: If you want to export a digital copy of the record, click on the "Save" icon, located on the bar at the top of the payment details screen, then select the desired format from the dropdown list. There are seven (7) digital formats available: XML, CSV, PDF, MHTML, Excel, TIFF and Word.

embership from	Jan - 2015 V Membership to	Sep - 201	15 🗸								View	Report
4 1 of	f1 🕨 🕅 🕸 [100% 💙]	Fine	I Next	- 🕲 4	5							
MCS	Disenrollment for PCP	by Month	I Next	XML file v CSV (com PDF	ہنا inth report d uma delimite veb archive) Worr	a)						
Categories Total Previous Month Tier	Ter	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	
	Total	0	0	0	0	0	0	0	0	0	0	
New Members - E	Enrollments											
Tier	Member (Phone Number)	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	
	Total	0	0	0	0	0	0	0	0	0	0	YTD
Enrollment From	0.1 202											YTD 0
		lan 2015	Eeb 2015	Mar 2015	Apr 2015	May 2015	lun 2015	Jul 2015	Aug 2015	Sen 2015	Oct 2015	
Tier	Member	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	
Tier	Member Total	Jan 2015 0	Feb 2015 0	Mar 2015 0	Apr 2015 0	Maγ 2015 0	Jun 2015 0	<b>Jul 2015</b> 0	Aug 2015 0	Sep 2015 0	Oct 2015 0	
Tier Disenrollment To	Member Total Other PCP	0	0	0	0	0	0	0	0	0	0	
Tier	Member Total Other PCP Member	0 Jan 2015	0 Feb 2015	0 Mar 2015	0 Apr 2015	0 May 2015	0 Jun 2015	0 Jul 2015	0 Aug 2015	0 Sep 2015	0 Oct 2015	
Tier Disenrollment To	Member Total Other PCP	0	0	0	0	0	0	0	0	0	0	
Tier Disenrollment To	Member Total Other PCP Member	0 Jan 2015	0 Feb 2015	0 Mar 2015	0 Apr 2015	0 May 2015	0 Jun 2015	0 Jul 2015	0 Aug 2015	0 Sep 2015	0 Oct 2015	



5. **Optional—Print Record**: If you want to print the record, click on the "Print" icon, located on the bar at the top of the payment details screen.

Membership by Month No Data Available         No Data Available           Membership by Month No Data Available         No Dat	Membership fro	m <u>Jan-2015</u> ✔ Member of 1 ▷ ▷ ↓ ↓ 100% ✔		l5 🗸		int						View	Report						
Period Lan 2015 De Sep 2015         Membership by Month No Data Available         No Data Available         Sep 2015         Sep 2015 <th colspan="6" sep<="" th=""><th></th><th></th><th></th><th></th><th>- Ly</th><th>5</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th>	<th></th> <th></th> <th></th> <th></th> <th>- Ly</th> <th>5</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>										- Ly	5							
PCP:         Membership by Month No Data Available         No Data Available         Service Ser																			
Membership by Month No Data Available         No Data Available         Service Available       Service Available         Service Available       Service Available         Service Available <th cols<="" th=""><th>Period: Jan 20</th><th>15 to Sep 2015</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th>	<th>Period: Jan 20</th> <th>15 to Sep 2015</th> <th></th>	Period: Jan 20	15 to Sep 2015																
No Data Available         No Data Available         No Data Available         Service Ser	PCP:	to the second case of																	
Series of the s		Membe	rship by Month																
Texa       Image: State St		No D	ata Available																
Texa       Image: State St																			
Texa       Image: State St																			
Instal																			
Instal																			
Instal																			
Texa       Image: State St																			
Texa       Image: State St																			
Intermediate         Intermediate<																			
Ideman         Idenation         I	Categories	Tier																	
Idemate         Jan 2015         Feb 2015         Mar 2015		Tier																	
Tetal         O <th></th> <th>Tier</th> <th></th>		Tier																	
New Members - Envoluments         New Member of Member Members -	Total																		
Nervice         Member (Phone Number)         Jan 2015         Feb 2015         Mar 2015<	Total Previous Mon	th	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	<b>Jul 2015</b>	Aug 2015	Sep 2015	Oct 2015							
Nervice         Member (Phone Number)         Jan 2015         Feb 2015         Mar 2015<	Total Previous Mon	th Member	100 March 100 Ma					1000											
Total         O <th>Total Previous Mon</th> <th>th Member Total</th> <th>100 March 100 Ma</th> <th></th> <th></th> <th></th> <th></th> <th>1000</th> <th></th> <th></th> <th></th> <th></th> <th></th>	Total Previous Mon	th Member Total	100 March 100 Ma					1000											
Enrollment For         Member         Jan 2015         Feb 2015         Mar 2015         Age 2015         Mar 2015         Jul 2015         Age 2015	Total Previous Mon Tier New Member	th Member Total 5 - Enollments	D	D	0	0	0	D	0	0	0	0	VTD						
Member         Jan 2015         Feb 2015         Mar 2015         Apr 2015         Mar 2015         Jul 2015         Aug 2015         Apr 2015         Opt 2015           Total         0	Total Previous Mon Tier New Member	th Member Total 5 - Enrollments Member (Phone Number)	0 Jan 2015	0 Feb 2015	0 Mar 2015	0 Apr 2015	0 May 2015	0 Jun 2015	0 Jul 2015	0 Aug 2015	0 Sep 2015	0 Oct 2015	YTD						
Total         0 <td>Total Previous Mon Tier New Member</td> <td>th Member Total 5 - Enrollments Member (Phone Number)</td> <td>0 Jan 2015</td> <td>0 Feb 2015</td> <td>0 Mar 2015</td> <td>0 Apr 2015</td> <td>0 May 2015</td> <td>0 Jun 2015</td> <td>0 Jul 2015</td> <td>0 Aug 2015</td> <td>0 Sep 2015</td> <td>0 Oct 2015</td> <td>YTD 0</td>	Total Previous Mon Tier New Member	th Member Total 5 - Enrollments Member (Phone Number)	0 Jan 2015	0 Feb 2015	0 Mar 2015	0 Apr 2015	0 May 2015	0 Jun 2015	0 Jul 2015	0 Aug 2015	0 Sep 2015	0 Oct 2015	YTD 0						
Diservolment         PCP         Tan 2015         Teb 2015         Mar 2015         Mar 2015         Mar 2015         Jun 2015         Jun 2015         Jun 2015         Jun 2015         Jun 2015         Sep 2015         Oct 2015	Total Previous Mon Tier New Members Tier	th Member Total s - Enolliments Member (Phone Number) Total	0 Jan 2015	0 Feb 2015	0 Mar 2015	0 Apr 2015	0 May 2015	0 Jun 2015	0 Jul 2015	0 Aug 2015	0 Sep 2015	0 Oct 2015	1.1						
Her         Jan 2015         Feb 2015         Mar 2015         Apr 2015         Jun 2015         Jul 2015         Aug 2015         Sep 2015         Oct 2015	Total Previous Mon Tier New Member Tier Enrollment Fre	th Member Total S - Enrollments Member (Phone Number) Total an Other PCP	0 Jan 2015 0	0 Feb 2015 0	0 Mar 2015 0	0 Apr 2015 0	0 May 2015 0	0 Jun 2015 0	0 Jul 2015 0	0 Aug 2015 0	0 Sep 2015 0	0 Oct 2015 0	1.1						
Her         Jan 2015         Feb 2015         Mar 2015         Apr 2015         Jun 2015         Jul 2015         Aug 2015         Sep 2015         Oct 2015	Total Previous Mon Tier New Member Tier Enrollment Fre	th Member Tota Member(Phone Number) Tota Tota Other PCP Member	0 Jan 2015 0 Jan 2015	0 Feb 2015 0 Feb 2015	0 Mar 2015 0 Mar 2015	0 Apr 2015 0 Apr 2015	0 May 2015 0 May 2015	0 Jun 2015 0 Jun 2015	0 Jul 2015 0 Jul 2015	0 Aug 2015 0 Aug 2015	0 Sep 2015 0 Sep 2015	0 Oct 2015 0 Oct 2015	1.1						
	Total Previous Mon Tier New Member: Tier Enrollment Fre Tier	ch Member Total Total Member (Phone Number) Total Other PCP Member Total	0 Jan 2015 0 Jan 2015	0 Feb 2015 0 Feb 2015	0 Mar 2015 0 Mar 2015	0 Apr 2015 0 Apr 2015	0 May 2015 0 May 2015	0 Jun 2015 0 Jun 2015	0 Jul 2015 0 Jul 2015	0 Aug 2015 0 Aug 2015	0 Sep 2015 0 Sep 2015	0 Oct 2015 0 Oct 2015	1.1						
	Totsi Previous Mon Tier New Member Tier Enrollment Fro Tier Disenrollment	th  Member Total  Total  Member(Phone Number)  Total  Member Total  Tota	р Јан 2015 О Јан 2015 О	0 Feb 2015 0 Feb 2015 0	0 Mar 2015 0 Mar 2015 0	0 Apr 2015 0 Apr 2015 0	0 May 2015 0 May 2015 0	0 Jun 2015 0 Jun 2015 0	0 Jul 2015 0 Jul 2015 0	0 Aug 2015 0 Aug 2015 0	0 Sep 2015 0 Sep 2015 0	0 Oct 2015 0 Oct 2015 0	1.1						
	Totsi Previous Mon Tier New Member Tier Enrollment Fro Tier Disenrollment	th  Total  Total  Total  Member Total  Member Total  Member Total  Member Total  Member Total  Member Total	0 Jan 2015 0 Jan 2015 0 Jan 2015	0 Feb 2015 0 Feb 2015 0 Feb 2015	0 Mar 2015 0 Mar 2015 0 Mar 2015	0 Apr 2015 0 Apr 2015 0 Apr 2015	0 May 2015 0 May 2015 0 May 2015	0 Jun 2015 0 Jun 2015 0 Jun 2015	0 Jul 2015 0 Jul 2015 0 Jul 2015	0 Aug 2015 0 Aug 2015 0 Aug 2015	0 Sep 2015 0 Sep 2015 0	0 Oct 2015 0 0 0 ct 2015 0 0	1.1						
Disenrollments https://devprovinet.mcs.com.pt/Reports/	Totsi Previous Mon Tier New Member Tier Enrollment Fro Tier Disenrollment	th  Total  Total  Total  Member Total  Member Total  Member Total  Member Total  Member Total  Member Total	0 Jan 2015 0 Jan 2015 0 Jan 2015	0 Feb 2015 0 Feb 2015 0 Feb 2015	0 Mar 2015 0 Mar 2015 0 Mar 2015	0 Apr 2015 0 Apr 2015 0 Apr 2015	0 May 2015 0 May 2015 0 May 2015	0 Jun 2015 0 Jun 2015 0 Jun 2015	0 Jul 2015 0 Jul 2015 0 Jul 2015	0 Aug 2015 0 Aug 2015 0 Aug 2015	0 Sep 2015 0 Sep 2015 0	0 Oct 2015 0 0 0 ct 2015 0 0	1.1						

# 10. Communications

The communications module handles various communications features available in the MCS Provinet application. This includes viewing or replying to messages, as well as managing news items and frequently asked questions (FAQs). The communications module includes the following components, detailed in their own sub-sections below:

Section	Description
Document Catalog	View document repository or upload documents
Inbox	View, Reply to or Create Messages.
News	Manage or Create News items.
FAQs	Manage or Create Frequently Asked Questions

# 10.1. Document Catalog

The Document Catalog allows users to search for or upload documents to the document repository. Users are able to perform the following actions through this module:

Action	Description
View Document List	Generates a list of documents based on specified parameters.
Sort List	Sorts the Document List by selected column.
Search Records	Search for documents matching some specific criteria within the list.
Manage Pagination	Set the number of records per page displayed on the list, or navigate through the list's pages.
Download Document	Download the selected document file.
Upload Document	Upload new documents to catalog. (MCS Provider Admins only)
Delete Document	Delete the selected document file. (MCS Provider Admins only)

### 10.1.1 View Document List

Follow the steps below to generate a list of documents based on specified parameters:

1. Select "**Communications**" from the main menu. Then click on the "**Document Catalog**" link if necessary.

			ESPANUL	LOG OFF	HELLO USER001 🌩
	номе	ELEGIBILITY	CLAIMS		COMMUNICATIONS
			Dot	cument Catalog	/ Inbox / News / FAQs
				- (m)	
					DOCUMENTS
		номе	HOME ELEGIBILITY	HOME ELEGIBILITY CLAIMS	Document Catalog

2. Select the **Category** corresponding to the document you want to view from the list. If applicable, select a **Sub-Category** as well to narrow down your search. This action will generate a list like the one displayed below. This list allows users to perform various



functions, including: **Sort List**, **Search Records**, **Manage Pagination**, **Download File**, and **Delete File**. These functions are detailed in the subsequent sub-sections in this manual.

		SUB-CA	TEGORY		SUB-CATEGORY	
Programa Reglas de Tablas de	entos y Políticas de Cumplimiento y Codigo Codificacion Copagos	de Cc	ios Dentales	L3		
-	RECORDS PER PAGE  DOCUMENT TITLE	CATEGORY	SUB-CATEGORY	SUB-CATEGORY	EFFECTIVE DATE	KEYWORDS
	Search	Search	Search	Search	🕈 Search 🕈	Search
① ④	Cubierta Dental D-68	Tablas de Copagos	Copagos Dentales			Copago Dental
0	Cubierta Dental D-175	Tablas de Copagos	Copagos Dentales			Copago Dental
1	Cubierta Dental D-176	Tablas de Copagos	Copagos Dentales			Copago Dental
1	Cubierta Dental D-174	Tablas de Copagos	Copagos Dentales			Copago Dental
	Cubierta Dental D-173	Tablas de Copagos	Copagos Dentales			Copago Dental
1		Tablas de Copagos	Copagos Dentales			Copago Dental
	Cubierta Dental D-100	Tublus de Oopugos				
	Cubierta Dental D-100 Cubierta Dental D-104	Tablas de Copagos	Copagos Dentales			Copago Dental
<b>1</b> •		and the second sec	Copagos Dentales Copagos Dentales			Copago Dental Copago Dental

### 10.1.2 Sort Document Catalog List

Follow the steps below to sort a Document Catalog list:

- 1. Generate a Document Catalog List by following the steps detailed under **View Document List**, above.
- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
  - a. Actions
  - b. Document Title
  - c. Category
  - d. Sub-Category
  - e. Sub-Category
  - f. Effective Date
  - g. Keywords

	DOCUMENT TITLE	CATEGORY	SUB-CATEGORY	SUB-CATEGORY	EFFECTIVE DATE	KEYWORDS
ACTIONS	Search	Search	Search	Search	Search	Search
1	Cubierta Dental D-68	Tablas de Copagos	Copagos Dentales			Copago Dental
<b>i</b>	Cubierta Dental D-175	Tablas de Copagos	Copagos Dentales			Copago Dental
1	Cubierta Dental D-176	Tablas de Copagos	Copagos Dentales			Copago Dental
<b>î</b>	Cubierta Dental D-174	Tablas de Copagos	Copagos Dentales			Copago Dental
	Cubierta Dental D-173	Tablas de Copagos	Copagos Dentales			Copago Dental
<b>1</b>	Cubierta Dental D-100	Tablas de Copagos	Copagos Dentales			Copago Dental
1	Cubierta Dental D-104	Tablas de Copagos	Copagos Dentales			Copago Dental
1	Cubierta Dental D-111	Tablas de Copagos	Copagos Dentales			Copago Dental
1	Cubierta Dental D-120	Tablas de Copagos	Copagos Dentales			Copago Dental
1	Cubierta Dental D-124	Tablas de Copagos	Copagos Dentales			Copago Dental
Shausian d An .	10 of 179 records			Previous	1 2 3 4 5	18 Next



### 10.1.3 Search Record

Follow the steps below to search for records matching some specific criteria within a Document List:

- 1. Generate a Document List by following the steps detailed under View Document List (see the **View Document List** sub-section, above).
- 2. Click inside the "**Search**" input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Document Title or Category, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

CATEGORY		SUB-CATEGORY		SUB-CAT	FEGORY	
Programa	lanuales ^					
	RECORDITERTAGE			CIID	EFFECTIVE	
	DOCUMENT TITLE	<b>≜</b> CATEGORY <b>≜</b>	SUB-CATEGORY	SUB- CATEGORY 🛓	EFFECTIVE DATE	KEYWORDS
ACTIONS	DOCUMENT TITLE	CATEGORY	SUB-CATEGORY			KEYWORDS Search
	DOCUMENT TITLE	× Search	V	CATEGORY \$	DATE	
ACTIONS	DOCUMENT TITLE New >	K Search the Cartas y Circulares	V	CATEGORY \$	DATE Search	Search

## 10.1.4 Manage Pagination

In order to manage a Document List's pagination, you must first generate a Document List by following the steps detailed under *View Document List*, above. User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

### 10.1.4.1 Records Per Page

You may change the number of displayed records by selecting the "Display [Number] Records per Page" dropdown list located at the upper left corner of the list.

					ni più più n	
CATEGORY		SUB-CATEGORY		SUB-C/	ATEGORY	
DISPLAY 10 R	s					
ACTION	DOCUMENT TITLE		SUB-CATEGORY	SUB- CATEGORY	EFFECTIVE DATE	KEYWORDS
nono	Search	Search	Search	Search	Search	Search
	0.0000000000000000000000000000000000000					
	luevo formulario y requisitos del Iprehensive Health Risk Asessment	MCS Classicare	Documentos Adicionales		01/21/2010	ADMRED 10-01-01



### 10.1.4.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

	041015-204-06	23122090-47	CEPEDA ARCELAY LISANON	A. 040	0015		- 5	364.3	6		\$0.0	
Showing 1 to 10 of 5	5,244 records	Paginati	ion Buttons $\longrightarrow$	Previous	1	2	3	4	5	575	525	Next

### 10.1.5 Download Document

Follow the steps below to download a document:

- 1. Search for the desired document using the steps described in View Document List, Sort List or Search Records, above.
- 2. Click on the "**Download**" icon (green icon with circled, downward pointing arrow), located at the Actions column, left of the item. This will allow you to save the file on a location in your computer.



#### Note

The specifics of the download process may vary depending on your browser.

### 10.1.6 Upload Document

MCS Provider Administrators have the ability to Upload Documents. Follow the steps below to upload document files to the document catalog:

#### Note

Only MCS Provider Administrators may perform this action.

1. Select "**Communications**" from the main menu. Then click on the "**Document Catalog**" link if necessary.



MCS provinet				ESPAÑOI	LOG OFF	HELLO USER001	\$6
		номе	ELEGIBILITY	CLAIMS	REPORTS	COMMUNICATIO	NS
				Do	cument Catalog	/ Inbox / News /	FAQs
					4D		
Document Catalog							
						DOCUMENTS	
					UPLOAL	DOCUMENTS	
CATEGORY	SUR_CATEGORY		SIIR.CA	TEGORY			

2. Click on the "**Upload Document**" button, located at the upper right section of the Document Catalog screen.

<b>I</b> prov	vinet				ESPAÑO	L LOG OFF	HELLO USER001	x
			номе	ELEGIBILITY	CLAIMS	REPORTS	COMMUNICATI	DNS
OMMUNICATI	ONS :: DOCUMENT CATA	LOG			Di	ocument Catalog	/ Inbox / News /	FAG
Document Catalo	9							
						UPLOAD		
CATEGORY		SUB-CATEGORY		SUB-C	ATEGORY		U	
Cartas y Circu	ales							
Guías y Manu MCS Classica Procedimiento								
Guías y Manu MCS Classica Procedimiento Programa de	os y Políticas 🗸 🗸							

3. Enter a **Document Title** for the document in the corresponding input field.

New Document		
EFFECTIVE DATE		EXPIRATION DATE
=		
CATEGORY	SUB-CATEGORY	SUB-CATEGORY
Select Categor	Select Sub-Cal	Select Sub-Cal
DESCRIPTION		
IS ACTIVE?		
	UBMIT REMOVE F	



4. Enter an **Effective Date** and **Expiration Date** for the document. The effective date will determine the date that the document will become available in the Document Catalog, while the Expiration Date will determine when the document will become unavailable.

New Document									
EFFECTIVE DATE		EXPIR	ATI	D N D	ATE				
09/01/2015			J.						
CATEGORY	SUB-CATEGORY	SUB	«	3	Septe	embe	201	5	>>
Select Categor	Select Sub-Cal	Sel				We			
DESCRIPTION			30 6	31 7	1 8	2 9	3 10	4 11	5 12
			13	14		16	17	18	19
			20	21	22	23	24	25	26
KEYWORDS			27	28	29	30	1	2	3
			4	5	6	7	8	9	10
						Today	1		

5. Select a **Category** for the document to be displayed on from the dropdown list, as well as a Sub-Category, if applicable.

New DOU	ument			
FFECTIV	E DATE		EXPI	RATION DATE
<b>1</b> 09/	01/2015			09/30/2015
ATEGOR	Y	SUB-CATEGORY	SUB-	CATEGORY
MCS Cl Procedii Program Reglas	de Codificaci de Copagos	imiento y Codigo de Condu	cta MCS	
S ACTIVE	? 🗌			
3 AUTIVE	s	UBMIT REMOVE	FILES	
5 ACTIVE	s	UBMIT REMOVE	FILES	



6. Enter a **Description** and **Keywords** for the document, then check the "**Is Active?**" check box to make the document active.

New	/ Document			
EFFE	CTIVE DATE		EXPI	RATION DATE
	09/01/2015			09/30/2015
CATE	GORY	SUB-CATEGORY	SUB-	CATEGORY
Ca	rtas y Circul 🔽	$\checkmark$		~
DESC	RIPTION			
Test	t Document			
S AC	·	JBMIT REMOVE F		1

 Add the document file by either dragging & dropping the file into the "Drag & Drop Your Files or Click Here" square, or click on the square to browse the file and select it from your computer.

New Document			
EFFECTIVE DATE		EXPI	RATION DATE
09/01/2015			09/30/2015
CATEGORY	SUB-CATEGORY	SUB-	CATEGORY
Cartas y Circul 🗸			~
DESCRIPTION			
Test Document			
KEYWORDS			
Test Document			
Test Document			
IS ACTIVE? 🗹		ILES	
IS ACTIVE? 🗹	SUBMIT REMOVE F	ILES	
IS ACTIVE? ☑			1
IS ACTIVE? ☑	JUBMIT REMOVE F		
IS ACTIVE? ☑	Drag & Drop Your Files or Click		
IS ACTIVE? ☑	Drag & Drop Your Files or Click		
IS ACTIVE? ☑	Drag & Drop Your Files or Click		
IS ACTIVE? ☑	Drag & Drop Your Files or Click		



## 10.1.7 Delete Document

MCS Provider Administrators have the ability to Delete Documents. Follow the steps below to delete a document:

#### Note

Only MCS Provider Administrators may perform this action.

- 1. Search for the desired document using the steps described in View Document List, Sort List or Search Records, above.
- 2. Click on the "**Delete**" icon (yellow icon with garbage can image), located at the Actions column, left of the item.

ACTION S	DOCUMENT TITLE	CATEGORY	SUB-CATEGORY	SUB- CATEGORY	EFFECTIVE DATE	KEYWORDS
	New	Search	Search	Search	Search	Search
<b>1</b>	New Medicare Advantage Products for the US Virgin Islands	Cartas y Circulares			04/03/2007	ADMRED 07-04-01
Delete	New Billing requirements using the NPI	Procedimientos y Políticas			05/23/2007	PP ADMRED 07-05-05
	New Document	Cartas y Circulares			09/01/2015	Test Document

3. You will be prompted to confirm that you wish to delete the item. Click "**Ok**" to confirm the action, or "Cancel" to revoke it.

					UF	PLOAD DOCUMENTS
CATEGORY		SUB-CATEGORY		SUB-CA	TEGORY	
	Ianuales ^		from webpage	?		
DISPLAY 1	RECORDS PER PAGE	[	OK Cance	UB-	EFFECTIVE	
DISPLAY 1	DOCUMENT TITLE	CATEGURT #	OK Cance		EFFECTIVE	KEYWORDS
		CATEGURT Search	- CD	UB-		KEYWORDS Search
	DOCUMENT TITLE	V		UB- CATEGORY	DATE	
ACTIONS	DOCUMENT TITLE New New Medicare Advantage Products for the	Search		UB- CATEGORY	DATE Search	Search



# 10.2. Inbox

The Inbox allows users to manage received messages and create new messages. Users will be able to perform the following actions:

Action	Description
New Message	Create a new message
View Inbox/Sent	View a list of sent or received messages.
Sort List	Sorts the list by selected column.
Search Records	Search for messages matching some specific criteria within the list.
Manage Pagination	Set the number of messages per page displayed on the list, or navigate through the list's pages.
View Message	View selected message.
Reply Message	Reply the selected message
Delete Message	Delete the selected message

#### 10.2.1 Create New Message

Follow the steps below to create a New Message:

1. Select "**Communications**" from the main menu. Then click on the "**Inbox**" link if necessary.

		HOME	ELEGIBILITY CLAIMS	REPORTS COMMUNICATIONS
COMMUNIC	ATIONS :: INBOX		D	ocument Catalog / Intex / News / FAC
Inbox				
View Inbo	x   View Sent			NEW MESSAGE
DISPLAY 10	✓ RECORDS PER PAGE			
DISPLAY 10	SUBJECT	RECIPIENT	CREATED BY	SENT DATE
ACTIONS	SUBJECT Search	♦ Search ♦	Search	Search \$
ACTIONS	SUBJECT Search Recobro	Search     Recobro Financiero	Search pcp4	Search         \$           09/25/2015         \$
ACTIONS	SUBJECT Search	♦ Search ♦	Search	♦ Search ♦

2. Click on the "**New Message**" button. This action will take you to the Create message page (next).



<b>IF</b>	rovinet			
		HOME	ELEGIBILITY CLAIMS	REPORTS COMMUNICATION
OMMUNIC	ATIONS :: INBOX		I	Document Catalog / Inbox / News / FA
Inbox				
View Inbo	ox   View Sent			NEW MESSAGE
	RECORDS PER PAGE			
	RECORDS PER PAGE	RECIPIENT	CREATED BY Search	NEW MESSAGE
DISPLAY 10	RECORDS PER PAGE	A .		SENT DATE
DISPLAY 10 ACTIONS	RECORDS PER PAGE SUBJECT Search	♦ Search	Search	¢ SENT DATE

3. Write a "Subject" for your New Message

SUBJECT	SELECT ROLE TO SEND TO:	
New Message	Inpatient - Hospital Review	$\checkmark$
BODY		
SEND		

4. Select the type of Role your new message will be sent to from the "Select Role to Send to" dropdown list.

SUBJECT	SELECT ROLE TO SEND TO:	
New Message	Inpatient - Hospital Review Proveedores - Facilidades	L3
BODY	Proveedores - Profesionales Recobro Financiero	~
SEND		



5. Write the body of your message in the "**Body**" section of the Create screen. Then click on the "**Send**" button to send your message to all users matching the role selected during Step 4, above.

SUBJECT	SELECT ROLE TO SEND TO:				
New Message	Inpatient - Hospital Review				
BODY					
This is a sample message.					
SEND					



#### 10.2.2 View Inbox/Sent

Follow the steps below to view the Inbox or Sent messages:

 Select "Communications" from the main menu. Then click on the "Inbox" link if necessary. This action will take you to the View Inbox screen, which will display a list of all received messages.

	ovinet			I	ESPAÑOL	LOG OFF	HELLO USER001	\$
			HOME	ELEGIBILITY CL	AIMS RE		COMMUNICATIC	
COMMUNICA	TIONS :: INBOX				Docume	ent Catalog /	Inbox / News /	FAQs
Inbox								
View Inbox	<   View Sent					NEW	MESSAGE	
DISPLAY 10	RECORDS PER PAGE							
ACTIONS *	SUBJECT Search	RECIPIENT Search	÷	CREATED BY Search	¢		IT DATE earch	÷
© © 📋	Recobro	Recobro Financiero	)	pcp4		09	/25/2015	
• 6 💼	Prov Professionales	Proveedores - Profesio	nales	pcp4		09	/25/2015	
<ul> <li>Image: Image: Ima</li></ul>	Prov Facilities	Proveedores - Facilida	ides	pcp4		09	/25/2015	

2. From the View Inbox screen, click on the "View Sent" link to visit the View Sent screen. The View Sent screen (see next step) will include a list of all messages sent from your account.

box				
View Inbo:	x   View Sent			NEW MESSAGE
	V			
SPLAY 10	RECORDS PER PAGE			
	SUBJECT	RECIPIENT	CREATED BY	SENT DATE
	Search	Search 🗘	Search	Search
• 6	RE: New Message	, user001	user001	09/25/2015
o C 📋	RE: New Message	, user001	user001	09/25/2015
© © 🚺	RE: New Message	, user001	user001	09/25/2015
o c 🗋	RE: New Message	, user001	user001	09/25/2015
o G 🚺	RE: New Message	, user001	user001	09/25/2015
o G 📋	RE: New Message	, user001	user001	09/25/2015
o g 📋	RE: New Message	, user001	user001	09/25/2015
• 6	RE: New Message	, user001	user001	09/25/2015



3. From the View Sent screen, click on the "View Inbox" link to go back to the View Inbox screen.

хох				
View Inbo	x   View Sent			NEW MESSAGE
0				
SPLAY 10	RECORDS PER PAGE	RECIPIENT	CREATED BY	SENT DATE
		♦ Search	Search	Search
	RE: New Message	, user001	user001	09/25/2015
Ê	RE: New Message	, user001	user001	09/25/2015
Ê	New Message	Inpatient - Hospital Review	user001	09/25/2015
Ê	RE: Prueba In Patient	, pcp4	user001	09/25/2015
Ê	RE: Prov Facilities	, pcp4	user001	09/25/2015
â	RE: Prov Professionales	, pcp4	user001	09/25/2015
	RE: Recobro	, pcp4	user001	09/25/2015
(iii)	RE: Prueba 2	, pcp4	user001	09/25/2015

## 10.2.3 Sort Inbox/Sent List

Follow the steps below to sort an Inbox or Sent Message List:

- 1. Visit the **View Inbox** or **View Sent** screen by following the steps detailed under the **View Inbox/Sent** sub-section, above.
- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
  - a. Actions
  - b. Subject
  - c. Recipient
  - d. Created By
  - e. Sent Date

View Inb	ox   View Sent			NEW MESSAGE
SPLAY 10	▼ RECORDS PER PAGE			
	SUBJECT	RECIPIENT	CREATED BY	SENT DATE
ACTIONS	Search	🕈 Search 🗘	Search	Search
o 6 📋	Recobro	Recobro Financiero	pcp4	09/25/2015
• 6	Prov Professionales	Proveedores - Profesionales	pcp4	09/25/2015
• 6	Prov Facilities	Proveedores - Facilidades	pcp4	09/25/2015
• 6	Prueba In Patient	Inpatient - Hospital Review	pcp4	09/25/2015
• 6	Nuevo Mensaje - Test	Inpatient - Hospital Review	aaaf	09/25/2015



# 10.2.4 Search Record

Follow the steps below to search for messages matching some specific criteria within an Inbox or Sent message list:

- 1. Visit the View Inbox or View Sent screen by following the steps detailed under View Inbox/Sent sub-section, above.
- 2. Click inside the "**Search**" input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Subject or Sent Date, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

	SUBJECT	RECIPIENT	CREATED BY	SENT DATE
ACTIONS	Search	Search	Search	Search
o 6 💼	Recobro	Recobro Financiero	pcp4	09/25/2015
o G 📋	Prov Professionales	Proveedores - Profesionales	pcp4	09/25/2015
• 6	Prov Facilities	Proveedores - Facilidades	pcp4	09/25/2015
o G 💼	Prueba In Patient	Inpatient - Hospital Review	pcp4	09/25/2015
• 6	Nuevo Mensaje - Test	Inpatient - Hospital Review	aaaf	09/25/2015

# 10.2.5 Manage Pagination

In order to manage an Inbox or Sent message list's pagination, you must first visit the **View Inbox** or **View Sent** screen by following the steps detailed under **View Inbox/Sent** sub-section, above. User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

## 10.2.5.1 Records Per Page

You may change the number of displayed records by selecting the "Display [Number] Records per Page" dropdown list located at the upper left corner of the list.

View Inbox   View S				NEW MESSAGE
	RDS PER PAGE			
ISPLAY 10 RECO	NDS PER PAGE SUBJECT	RECIPIENT	CREATED BY	SENT DATE

#### 10.2.5.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

	75-241215-224-05	1	2313209047	CEPEDA ARCELAY USAN	DNA 040	12045		52	304.0	6	30.00	C
Showing 1 to	10 of 5,244 records		Paginat	ion Buttons	Previous	1	2	3	4	5	 525	Nex



# 10.2.6 View Message

Follow the steps below to View a message:

1. Select "**Communications**" from the main menu. Then click on the "**Inbox**" link if necessary.

		HOME	ELEGIBILITY CLAIMS	REPORTS COMMUNICATION
OMMUNIC/	ATIONS :: INBOX			Document Catalog / Intox / News / FA
Inbox				
View Inbo	x   View Sent			NEW MESSAGE
	x   View Sent ✓ RECORDS PER PAGE			NEW MESSAGE
DISPLAY 10		RECIPIENT	CREATED BY	NEW MESSAGE SENT DATE
	RECORDS PER PAGE	♦ RECIPIENT ♦ Search	CREATED BY Search	_
DISPLAY 10	RECORDS PER PAGE			SENT DATE
DISPLAY 10 ACTIONS	RECORDS PER PAGE SUBJECT Search	♦ Search	Search	SENT DATE       \$       Search

2. Search for the desired message, then click on the "**View Message**" icon (yellow icon with an eye image) next to the message you want to view, located under the Actions column of the message list.

ISPLAY 10	✓ RECORDS PER PAGE			
	SUBJECT	RECIPIENT	CREATED BY	SENT DATE
	New	Search 🗘	Search	Search
• •	New Message Inpatient	Inpatient - Hospital Review	pcp4	09/25/2015
o G 🚺	RE: New Message	, user001	user001	09/25/2015
💿 G 📋	RE: New Message	, user001	user001	09/25/2015
o c 📋	RE: New Message	, user001	user001	09/25/2015
o 6 📋	RE: New Message	, user001	user001	09/25/2015
o G 🚺	RE: New Message	, user001	user001	09/25/2015
• • •	RE: New Message	, user001	user001	09/25/2015
/ Message	RE: New Message	, user001	user001	09/25/2015
r 🖸 🗖	New Message	Inpatient - Hospital Review	user001	09/25/2015

3. (Optional) If you want to reply to the viewed message, click on the "**Reply Message**" button located at the bottom of the View Message screen. See **3.1.3 Reply to Message**, below, for details on how to reply to a message.



View Message			
SUBJECT Myrna Test 4/29/2015	CREATED BY user001	RECIPIENT Recobro Financiero, 107name44	SENT DATE 04/29/2015 1:40:35 PM
BODY Myrna Test 4/29/2015			
		REPLY MESSAGE	



#### 10.2.7 Reply to Message

Follow the steps below to reply to a message:

1. Select "**Communications**" from the main menu. Then click on the "**Inbox**" link if necessary.

p	rovinet		ESPAÑOL	LOG OFF HELLO USER001 1
		НОМЕ	ELEGIBILITY CLAIMS F	REPORTS COMMUNICATIONS
OMMUNICA	ATIONS :: INBOX		Docu	ment Catalog / Inpox / News / FAC
Inbox				
View Inbo	x   View Sent			NEW MESSAGE
	RECORDS PER PAGE			
DISPLAY 10				
No	SUBJECT	RECIPIENT	CREATED BY	SENT DATE
DISPLAY 10		RECIPIENT     Search	CREATED BY Search	SENT DATE Search
No				
ACTIONS	Search	Search	Search	Search

- 2. Locate the message you want to reply to. Use the steps detailed under **Sort List**, **Search Record** and **Manage Pagination** (see above) if necessary to locate the desired record.
- Click on the "Reply Message" icon (green icon with upwards pointing arrow) next to the message you want to reply to, located under the Actions column of the message list. Alternately, you may click on "View Message" to view the message first, then click on the "Reply Message" within the View Message screen, as described on the View Message section, above.

PLAT 10 V				
ACTIONS *	RECORDS PER PAGE SUBJECT New	RECIPIENT Search	CREATED BY Search	SENT DATE Search
• 6	New Message Inpatient	Inpatient - Hospital Review	pcp4	09/25/2015
• 6	RE: New Message	, user001	user001	09/25/2015
o g 📋	RE: New Message	, user001	user001	09/25/2015
o g 📋	RE: New Message	, user001	user001	09/25/2015
o g 📋	RE: New Message	, user001	user001	09/25/2015
o c 📋	RE: New Message	, user001	user001	09/25/2015
• • •	RE: New Message	, user001	user001	09/25/2015
eply Message	RE: New Message	, user001	user001	09/25/2015
• • •	RE: New Message	, user001	user001	09/25/20



4. Write your reply at the **Body** section of the Reply Message screen, and then click "**Send**" to send the reply to the recipient. The recipient's address will be listed at the Group to Email section.

/iew Message			
SUBJECT	CREATED BY	RECIPIENT	SENT DATE
New Message	user001	Inpatient - Hospital Review	09/25/2015 3:46:02 PM
BODY			
This is a sample message.			
	I	REPLY MESSAGE	



#### 10.2.8 Delete Received Message

Follow the steps below to delete a received message:

1. Select "**Communications**" from the main menu. Then click on the "**Inbox**" link if necessary.

			ELEGIBILITY CLAIMS	REPORTS COMMUNICATIONS
COMMUNIC	ATIONS :: INBOX		Doc	ument Catalog / Inpox / News / FA
Inbox				
View Inbo	x   View Sent			NEW MESSAGE
DISPLAY 10	▼ RECORDS PER PAGE			
DISPLAY 10	SUBJECT		CREATED BY Search	SENT DATE Search
	SUBJECT			A
ACTIONS	SUBJECT Search	♦ Search	Search	Search

- 2. Look for the desired message using the methods details under the View Inbox/Sent, Sort List, Search Records and Manage Pagination sections, above.
- 3. Click on the "**Delete Message**" icon (red icon with garbage can image) next to the message you want to delete, located under the Actions column of the message list.

ISPLAY 10	▼ RECORDS PER PAGE			
	SUBJECT	RECIPIENT	CREATED BY	SENT DATE
	New	♦ Search	Search	Search
o 6 📋	New Message Inpatient	Inpatient - Hospital Review	pcp4	09/25/2015
o G 📋	RE: New Message	, user001	user001	09/25/2015
• •	RE: New Message	, user001	user001	09/25/2015
• 6	RE: New Message	, user001	user001	09/25/2015
• 6	RE: New Message	, user001	user001	09/25/2015
• 6	RE: New Message	, user001	user001	09/25/2015
• 6	RE: New Message	, user001	user001	09/25/2015
O Delete	RE: New Message	, user001	user001	09/25/2015
© © 💦	New Message	Inpatient - Hospital Review	user001	09/25/2015

 You will be prompted to confirm that you will to delete the selected message. Click "Ok" to confirm the action and delete the message, or "Cancel" to revoke the action and keep the message.



PLAY 10	RECORDS PER PAGE     SUBJECT	RECIPIENT	CREATED BY	SENT DATE
		Search	Search	Search
o g 📋	RE: New Message	, user001	user001	09/25/2015
o C 📋	RE: New Message	Message from webpage	× user001	09/25/2015
• 6	RE: New Message		user001	09/25/2015
o 6 📋	RE: New Message	Are you sure you want to delete this record?	user001	09/25/2015
o 6 📋	RE: New Message		user001	09/25/2015
o 6 🚺	RE: New Message	QK Cancel	user001	09/25/2015
o 6 📋	RE: New Message	, user001	user001	09/25/2015
o c 🚺	RE: New Message	, user001	user001	09/25/2015
• 6 📋	New Message	Inpatient - Hospital Review	user001	09/25/2015
o c 📋	Recobro	Recobro Financiero	pcp4	09/25/2015



#### 10.2.9 Delete Sent Message

Follow the steps below to delete a sent message:

1. Select "**Communications**" from the main menu. Then click on the "**Inbox**" link if necessary.

				ELEGIBILITY CL		COMMUNICATI	
COMMUNICA	TIONS :: INBOX				Document Catalo	og / Inpox / News /	FA
Inbox							
View Inbo	x   View Sent				N	EW MESSAGE	
DISPLAY 10	RECORDS PER PAGE						
DISPLAY 10	SUBJECT	RECIPIENT † Search	÷	CREATED BY Search	¢	SENT DATE Search	¢
	SUBJECT	A .	¢ iero		¢	- Alter and the state of the state	•
ACTIONS 4	SUBJECT Search	Search		Search	•	Search	\$

2. From the View Inbox screen, click on the "View Sent" link to visit the View Sent screen.

box				
View Inbo	x   View Sent			NEW MESSAGE
SPLAY 10	RECORDS PER PAGE			
	SUBJECT	RECIPIENT	CREATED BY	SENT DATE
	Search	Search 🗘	Search	Search
o c 🗋	RE: New Message	, user001	user001	09/25/2015
o 🖸 📋	RE: New Message	, user001	user001	09/25/2015
o 🖸 📋	RE: New Message	, user001	user001	09/25/2015
o G 📋	RE: New Message	, user001	user001	09/25/2015
o G 🚺	RE: New Message	, user001	user001	09/25/2015
• 6	RE: New Message	, user001	user001	09/25/2015
• 6	RE: New Message	, user001	user001	09/25/2015
• 6	RE: New Message	, user001	user001	09/25/2015
Care In the State				

3. Look for the desired message using the methods details under the View Inbox/Sent, Sort List, Search Records and Manage Pagination sections, above.



4. Click on the "**Delete Message**" icon (red icon with garbage can image) next to the message you want to delete, located under the Actions column of the message list.

SPLAY 10	▼ RECORDS PER PAGE			
	SUBJECT	RECIPIENT	CREATED BY	SENT DATE
Delete	Search	Search	Search	Search
÷	RE: New Message	, user001	user001	09/25/2015
Ľ	RE: New Message	, user001	user001	09/25/2015
â	New Message	Inpatient - Hospital Review	user001	09/25/2015
<b>a</b>	RE: Prueba In Patient	, pcp4	user001	09/25/2015
	RE: Prov Facilities	, pcp4	user001	09/25/2015
â	RE: Prov Professionales	, pcp4	user001	09/25/2015
Ê	RE: Recobro	, pcp4	user001	09/25/2015
<b></b>	RE: Prueba 2	, pcp4	user001	09/25/2015
	Provinet Prueba 001	Proveedores - Profesionales	user001	09/25/2015

5. You will be prompted to confirm that you will to delete the selected message. Click "**Ok**" to confirm the action and delete the message, or "**Cancel**" to revoke the action and retain the message.

		-		
ISPLAY 10	RECORDS PER PAGE	Message from webpage	×	
ACTIONS	SUBJECT		LEATED BY	SENT DATE
ACTIONS	Search	Are you sure you want to delete this record?	Search	Search
â	RE: New Message		user001	09/25/2015
<b>a</b>	RE: New Message	QK Cancel	user001	09/25/2015
â	New Message	правеля гюзраагтемен	user001	09/25/2015
(iii)	RE: Prueba In Patient	, pcp4	user001	09/25/2015
â	RE: Prov Facilities	, pcp4	user001	09/25/2015
â	RE: Prov Professionales	, pcp4	user001	09/25/2015
â	RE: Recobro	, pcp4	user001	09/25/2015
Ê	RE: Prueba 2	, pcp4	user001	09/25/2015
<b>a</b>	Provinet Prueba 001	Proveedores - Profesionales	user001	09/25/2015



# 10.3. News

The News module allows users to access and manage MCS news items. Users will be able to perform the following actions:

Action	Description	
View News	View selected news item	
Sort List	Sorts the list by selected column	
Search Records Search for messages matching some specific criteria within t		
Manage Pagination	Set the number of news item per page displayed on the list, or	
	navigate through the list's pages	
View News	View selected news item	
Create News	Create a News item (MCS Provider Admins only)	
Edit Message	Edit the selected news item (MCS Provider Admins only)	
Deactivate Message	Deactivate the selected news item (MCS Provider Admins only)	

#### 10.3.1 View News

Follow the steps below to view a news item:

- 1. Look for the desired news item using the methods details under the Sort List, Search Records and Manage Pagination sections, above.
- 2. Click on the "**View**" icon (yellow icon with an eye image) next to the news item you want to view, located under the Actions column of the message list. This action will take you to the News Details screen.

				CREATE NEWS
LAY 10 V RECORDS PER PA	GE			
	NEWS TITLE		NEW PUBLISH DATE	NEWS EXPIRE DATE
ACTIONS A	NEWS TITLE fas	×	NEW PUBLISH DATE Search	NEWS EXPIRE DATE Search
ACTIONS		×	1	
	fas	×	1	

3. Optional—Edit News: If you want to edit the viewed news item, click on the "Edit" button located at the bottom of the News Details screen. See Edit News, below, for details on how to edit a news item.



News Details			
NEWS TITLE	NEW PUBLISH DATE	NEWS EXPIRE DATE	
Prueba Noticia 2 - Fase II (3)	09/22/2015	12/31/2015	
NEWS BODY			
Prueba noticia 002 - Fase II (03)			
	EDIT		

## 10.3.2 Sort News List

Follow the steps below to sort a News List:

1. Select "Communications" from the main menu. Then click on the "News" link.

Provinet				ESPAÑOL	LOG OFF	HELLO USER001	\$
		HOME	ELEGIBILITY	CLAIMS	REPORTS	COMMUNICATI	ONS
COMMUNICATIONS :: NEWS				Doc	ument Catalog	/ Inbox / News /	FAQs
News							
					CR	EATE NEWS	
DISPLAY 10 V RECORDS PER PAG	E						
	NEWS TITLE		NEW	PUBLISH DAT	E NEW	S EXPIRE DATE	
ACTIONS A	Search		÷	Search	÷	Search	\$
0 6	Prueba Noticia 2 - Fase II						
00	Prueba Noticia 2 - Fase II						
0 6	Prueba Noticia 2			07/01/2015		07/31/2015	

- 2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
  - a. Actions
  - b. News Title
  - c. New Publish Date
  - d. News Expire Date



	NEWS TITLE	NEW PUBLISH DATE	NEWS EXPIRE DAT
ACTIONS <sup>A</sup>	Search	Search 🕈	Search
• 6	Prueba Noticia 2 - Fase II		
• 6	Prueba Noticia 2 - Fase II		
	Prueba Noticia 2	07/01/2015	07/31/2015
00	Prueba Noticia 100	09/11/2015	09/25/2015
00	Prueba Noticia Regresion	09/23/2015	09/25/2015
o 6 0	Prueba AZM	01/01/2015	10/30/2015
o 🖸 🖸	Prueba Noticia	09/01/2015	12/31/2015
	Prueba Noticia	09/01/2015	09/30/2015
o 🖸 🖸	Prueba Noticia 2 - Fase II (3)	09/22/2015	12/31/2015

## 10.3.3 Search Record

Follow the steps below to search for records matching some specific criteria within the News List:

1. Select "Communications" from the main menu. Then click on the "News" link.

MES provinet				ESPAÑO	L LOG OFF	HELLO USER001	\$5
		HOME	ELEGIBILITY	CLAIMS	REPORTS	COMMUNICATION	s
COMMUNICATIONS :: NEWS				D	ocument Catalog	7 Inbox / News / FA	AQs
News							
					CR	EATE NEWS	
DISPLAY 10 V RECORDS PER PAGE							
ACTIONS A	NEWS TITLE Search		+ NEW I	PUBLISH DA Search	TE NEW	Search	
	Prueba Noticia 2 - Fase II						

2. Click inside the "**Search**" input box in the column corresponding to your desired search criteria and start typing the desired value (such as a News Title or News Expire Date, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

				CREATE NEWS
FILAY 10 V RECORDS PER PA	IGE			
and the second	NEWS TITLE	2.0	NEW PUBLISH DATE	NEWS EXPIRE DATE
ACTIONS <sup>▲</sup>	fas	× 🕈	Search	Search
• 6	Prueba Noticia 2 - Fase II			
• ©	Prueba Noticia 2 - Fase II Prueba Noticia 2 - Fase II			



# 10.3.4 Manage Pagination

In order to manage a New List's pagination, you must first generate a News List by following the steps detailed under **View News List**, above. User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

#### 10.3.4.1 Records Per Page

You may change the number of displayed records by selecting the "Display [Number] Records per Page" dropdown list located at the upper left corner of the list.



#### 10.3.4.2 Page Navigation

You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.

	75-241215-224-08	233209647	CEPTERA ARCELAY LISANE	na, 540	12015		. 5	304.0	0	50.00	L
Showing 1 to 10	0 of 5,244 records	Paginati	ion Buttons $\longrightarrow$	Previous	1	2	3	4	5	 525	Next



#### 10.3.5 Create news

MCS Provider Administrators have the ability to create news items. Follow the steps below to create a new news item in MCS Provinet:

# Note Only MCS Provider Administrators may perform this action.

1. Select "Communications" from the main menu. Then click on the "News" link.

<b>P</b> provinet				ESPAÑOL	LOG OFF	HELLO USER00	3
		HOME	ELEGIBILITY	CLAIMS	REPORTS	COMMUNICAT	ONS
OMMUNICATIONS :: NEWS				Doc	ument Catalog	/ Inbox / News	FAG
News							
					CRI	EATE NEWS	
DISPLAY 10 V RECORDS PER PA	GE						
			NEW	PUBLISH DAT	E NEW	S EXPIRE DATE	-
	NEWS TITLE						
ACTIONS A	Search		÷	Search	<b>\$</b> 3	Search	¢
ACTIONS A		_	÷	Search	+	Search	¢
	Search		\$	Search	\$	Search	+
	Search Prueba Noticia 2 - Fase II		\$	Search 07/01/2015	Ŷ	Search 07/31/2015	\$

2. Click on the "Create News" button located at the upper portion of the News screen.

News			
			CREATE NEWS
DISPLAY 10 V RECORDS PER PAGE			
	NEWS TITLE	NEW PUBLISH DATE	NEWS EXPIRE DATE
ACTIONS A	Search	Search	Search
• 6	Prueba Noticia 2 - Fase II		
Image: Contract of the second seco	Prueba Noticia 2 - Fase II		
<ul> <li>Image: Image: Ima</li></ul>	Prueba Noticia 2	07/01/2015	07/31/2015
Image: Contract of the second seco	Prueba Noticia 100	09/11/2015	09/25/2015
00	Prueba Noticia Regresion	09/23/2015	09/25/2015
💿 🖸 🕐	Prueba AZM	01/01/2015	10/30/2015
o 🖸 🕐	Prueba Noticia	09/01/2015	12/31/2015
o 🖸 😶	Prueba Noticia	09/01/2015	09/30/2015
o 🖸 🖸	Prueba Noticia 2 - Fase II (3)	09/22/2015	12/31/2015
Showing 1 to 9 of 9 records			Previous 1 Next

3. Write a title for your new news item in the **New Title** input field.



IEWS TITLE		
Sample News Item		×
IEW PUBLISH DATE	NEWS EXPIRE DATE	
EWS BODY		
EWS BODY		

4. Enter the news item's **Publish Date** and **Expire Date**. These values will determine the dates when the news item will be visible to the public.

NEWS TITLE		
Sample News Item		
NEW PUBLISH DATE	NEWS EXPIRE DATE	
09/25/2015	12/31/105	×

5. Write the message for the news item in the **News Body** section of the Create News screen. Then click on the "**Create News**" button to finalize the process and create the news item.



Sample News Item       NEW PUBLISH DATE       09/25/2015       12/31/105         NEWS BODY   This is a sample news item.	NEWS TITLE		
09/25/2015 12/31/105	Sample News Item		
NEWS BODY	NEW PUBLISH DATE	NEWS EXPIRE DATE	
	09/25/2015	12/31/105	
	This is a sample news item.		

#### 10.3.6 Edit News

MCS Provider Administrators have the ability to edit news items. Follow the steps below to edit a news item:

Note
Only MCS Provider Administrators may perform this action.

- 1. Look for the desired news item using the methods details under the **Sort List**, **Search Records** and **Manage Pagination** sections, above.
- Click on the "Edit" icon (green Pen & Paper icon) next to the news item you want to edit, located under the Actions column of the news list. Alternately, you may click on "View Message" to view the message first (see Step 4 in View News, above, for details).

				CREATE NEWS
LAY 10 V RECORDS PER PA	AGE			
area and	NEWS TITLE	3.0	NEW PUBLISH DATE	NEWS EXPIRE DATE
		÷	Course 4	Search
ACTIONS A	fas	×	Search	Search
ACTIONS	fas Prueba Noticia 2 - Fase II	×	search	Jeanon
	4,055	×	Search	outon

3. Make the desired changes on the Edit News screen, and then click on the "Edit News" button to execute the changes.



NEWS TITLE	NEW PUBLISH DATE	NEWS EXPIRE DATE
My News Title	07/04/2015	08/04/2015
NEWS BODY		
This is a sample body test for a news	item in the MCS Provinet system. Lorem ipsum dolor sit ame	t, odio ridens intellegebat mel ne. Mel duis invenire cu, no sed iriure
	item in the MCS Provinet system. Lorem ipsum dolor sit ame r has. His no enim adhuc ubique. In sint intellegat mea. Malis	
timeam, at legimus luptatum efficiantu Sit ei meis constituam, no viderer virtu	r has. His no enim adhuc ubique. In sint intellegat mea. Malis ute vix. Idque vocent audiam usu ea. Vel ne propriae vivendu	
timeam, at legimus luptatum efficiantu Sit ei meis constituam, no viderer virtu	r has. His no enim adhuc ubique. In sint intellegat mea. Malis	tollit nullam ei his.
timeam, at legimus luptatum efficiantu Sit ei meis constituam, no viderer virtu	r has. His no enim adhuc ubique. In sint intellegat mea. Malis ute vix. Idque vocent audiam usu ea. Vel ne propriae vivendu	tollit nullam ei his.

#### 10.3.7 Deactivate News

MCS Provider Administrators have the ability to deactivate news items. Follow the steps below to deactivate a news item:

Note	
Only MCS Provider Administrators may perform this action.	

- 1. Look for the desired news item using the methods details under the **Sort List**, **Search Records** and **Manage Pagination** sections, above.
- 2. Click on the "**Deactivate**" icon (red Power On/Off icon) next to the news item you want to deactivate, located under the Actions column of the news list.

				CREATE NEWS
PLAY 10 V RECORDS PER PA	GE			
	NEWS TITLE		NEW PUBLISH DATE	NEWS EXPIRE DATE
ACTIONS A	fas	×	Search	Search
	Prueba Noticia 2 - Fase II			
⊘ Ø Deactivate	Prueba Noticia 2 - Fase II Prueba Noticia 2 - Fase II			

 You will be prompted to confirm that you will to deactivate the selected news item. Click "Ok" to confirm the action and deactivate the news item, or "Cancel" to revoke the action and keep the item active.



PLAY 10 V RECORDS PER PAGE	NEWS TITLE	NEW PUBLISH DATE	NEWS EXPIRE DATE
ACTIONS *	Search	Search	Search
• C	Message from webpage		
00			
00	Are you sure you want to deactivate this record?	07/01/2015	07/31/2015
00		09/11/2015	09/25/2015
00	Cancel	09/23/2015	09/25/2015
Image: Comparison of the second se	Prueba AZM	01/01/2015	10/30/2015
o 🖸 🙂	Prueba Noticia	09/01/2015	12/31/2015
Image:	Prueba Noticia	09/01/2015	09/30/2015
• C 0	Prueba Noticia 2 - Fase II (3)	09/22/2015	12/31/2015

# 10.4. Frequently Asked Questions (FAQs)

The FAQ section of the Communications module handles the management of frequently asked questions in the MCS Provinet application. Users will be able to perform the following actions:

Action	Description
Create FAQ	Create a new Frequently Asked Question.
Edit FAQ	Edit an existing Frequently Asked Question.
Deactivate FAQ	Deactivate an active Frequently Asked Question.
Activate FAQ	Active an inactive Frequently Asked Question.

## 10.4.1 Create FAQ

MCS Provider Administrators have the ability to create FAQs. Follow the steps below to create a new FAQ:

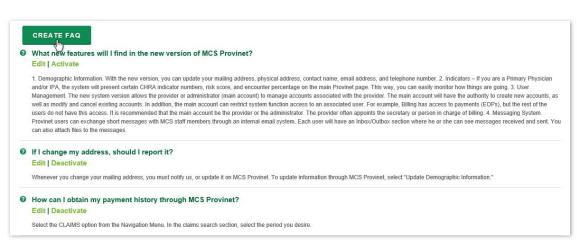
Note

Only MCS Provider Administrators may perform this action.

1. Select "Communications" from the main menu. Then click on the "FAQ" link.

<b>IFS</b> provinet	ESPAÑOL LOG OFF HELLO USER001 3
	HOME ELEGIBILITY CLAIMS REPORTS COMMUNICATIONS
COMMUNICATIONS :: FAQS	Document Catalog / Inbox / News / Fig
CREATE FAQ What new features will I find in the new version of MCS Provinet?	,

2. Click on the "Create FAQ" button.



3. Enter the text for the FAQ's **Question** and **Answer** in both supported languages (English and Spanish). Then click on the "**Create**" button to complete the process and create the new FAQ.

QUESTION Español	ANSWER Español
¿Cual es su pregunta?	Esta es la respuesta a su pregunta.
OUESTION English What is your question?	ANSWER English This is the answer to your question.
CREATE	



#### 10.4.2 Edit FAQ

MCS Provider Administrators have the ability to edit FAQs. Follow the steps below to edit a FAQ:

Note

Only MCS Provider Administrators may perform this action.

1. Select "Communications" from the main menu. Then click on the "FAQ" link.

<b>P</b> S provinet	ESPANOL LOG OFF HELLO USER001 ¢
	HOME ELEGIBILITY CLAIMS REPORTS COMMUNICATIONS
OMMUNICATIONS :: FAQS	Document Catalog / Inbox / News / FA
CREATE FAQ	
CREATE FAQ ) What new features will I find in the new version of MCS Provinet?	?
	?

2. Look for the FAQ that you want to change, and then click on the "Edit" link.



3. Make the desired changes, and the click on the "**Save**" button to execute those changes and update the FAQ.

Esta es la respuesta a su pregunta.
Answer English This is the answer to your question.



## 10.4.3 Deactivate FAQ

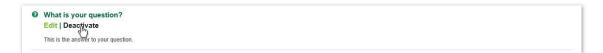
MCS Provider Administrators have the ability to deactivate FAQs. Follow the steps below to deactivate an active FAQ:

Note	
Only MCS Provider Administrators may perform this action.	

1. Select "Communications" from the main menu. Then click on the "FAQ" link.

	HOME ELEGIBILITY CLAIMS REPORTS COMMUNICATIONS
COMMUNICATIONS :: FAQS	Document Catalog / Inbox / News / Fig
CREATE FAO	
CREATE FAQ ) What new features will I find in the new version of MCS Provinet?	

2. Look for the FAQ that you want to deactivate, and then click on the "Deactivate" link.



 Click on the "Deactivate FAQ" button to execute the action and deactivate the FAQ. Alternatively, click on the "Back to FAQs" link to return to the FAQs page and cancel the action.

QUESTION ESPAÑOL	¿Cual es su pregunta?	
ANSWER ESPAÑOL	Esta es la respuesta a su pregunta.	
QUESTION ENGLISH	What is your question?	
ANSWER ENGLISH	This is the answer to your question.	
DEACTIVATE FAQ	Back to FAQs	



## 10.4.4 Activate FAQ

MCS Provider Administrators have the ability to activate deactivated FAQs. Follow the steps below to activate a deactivated FAQ:

Note
Only MCS Provider Administrators may perform this action.

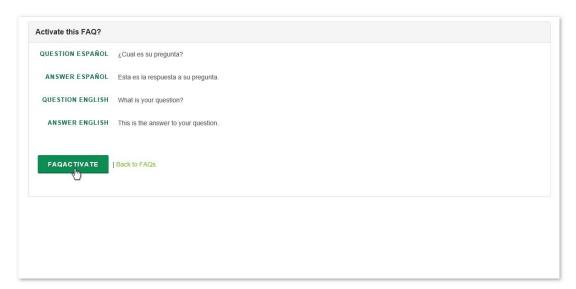
1. Select "Communications" from the main menu. Then click on the "FAQ" link.

	HOME ELEGIBILITY CLAIMS REPORTS COMMUNICATIONS
COMMUNICATIONS :: FAQS	Document Catalog / Inbox / News / FAC
CREATE FAQ	?
	?

2. Look for the FAQ that you want to activate, and then click on the "Activate" link.



3. Click on the "FAQ Activate" button to execute the action and activate the FAQ.





# 11. Settings

The application's Settings handle various administrative and configuration functions. This function is represented by a gear shaped icon located at the top right corner of the application's header, as shown on the picture below.



Settings include following components, detailed in their own sub-sections below:

Setting	Description
Demographic Information	Change an account's demographic information
ERA & EFT Registration	Register for direct deposit payment claims and view their explanation of payments
Password Change	Change an account's password
Security Questions	Change an account's Security Questions
Associate Administration	Manage Associate accounts
View As	View application as another account
Employee Administration	Manage Employee accounts
Providers Administration	Manage Provider accounts

# 11.1. Demographic Information

You may change your account's demographic information from the application's Settings options. Follow the steps below to change your account's demographic information:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Demographic Information**" link from the dropdown list.



 Make the desired changes, and then click on the "Update" button (view sample on next page). You may change your account's Physical Address, Postal Address or Contact Information.



Physical Address	
	DIRECCIÓN 1
	DIRECCIÓN 2
	ESTADO CIUDAD
	CÓDIGO POSTAL
Postal Address	
	DIRECCIÓN 1
	DIRECCIÓN 2
	ESTADO CIUDAD
	CÓDIGO POSTAL
Contact Informatio	3n
	NOMBRE DEL CONTACTO
	CORREO ELECTRÓNICO
	TELÉFONO



# 11.2. ERA & EFT Registration

Providers have the ability to register for direct deposit payment of their claims submitted and request to receive the 835 file electronically. Follow the steps below to register your ERA & EFT:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**ERA & EFT Registration**" link from the dropdown list.



2. Select **Your Line of Business** from the dropdown list and then click "**Accept**". Alternately, you may click "Decline" to cancel the process.

Disclaimer	
	"Confidentiality and Privacy Notification You are accessing a region which contains confidential and/or sensitive information; this region must only be accessed by the account administrator. If you are not the account administrator, you are notified that any use, release or distribution of its content, for which you are not duly authorized, is strictly prohibited, for this reason you must immediately exit this region."
	All All Classicare Commercial Mi Salud
	QFlex
	T Disclaimer
<b>RA &amp; EF</b>	

 In the Provider Information section, enter your NPI number, select your LOB and Reason for Submission from the corresponding dropdown lists, then enter your Provider Name, Contact Name, Phone number and Email on the appropriate input fields.

SION
•
5

4. In the EFT Information section, enter your **Current State** and **NPI**, and select your **Type of Account** and **Financial Institution** from the corresponding dropdown lists. Then enter your bank's **Routing Number** and your **Account Number**.

ESTADO ACTUAL	NPI
REGISTRO	
TIPO DE CUENTA	INSTITUCIÓN FINANCIERA
Seleccione	Oriental Bank and Trust - 221571415
NÚMERO DE RUTA	NÚMERO DE CUENTA
	10-17 House

#### Note

This section will only appear for Primary Physician (PCP) accounts.

5. In the ERA Information section enter your **Current Status**, **NPI** number and check the **Request ERA** box, and then enter your **Authorized Signature** and click "**Create**" to finalize registration.

ERA Information			
	CURRENT STATUS	NPI	
Approval Information			
	AUTHORIZED SIGNATURE		
	CR	ATE	



# 11.3. Password Change

You may change your account's Password from the application's Settings options. Follow the steps below to change your account's password:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Password Change**" link from the dropdown list.

MPS provinet		ESPAÑOL	LOG OFF HELLO GANDA 🎄
HOME	ELEGIBILITY REFERRAL	. CLAIMS REP	DEMOGRAPHIC INFORMATION
ACCEDE	Consume series	onest	PASSWORD CHANGED SECURITY QUESTIONS ERA & EFT REGISTRATION ASSOCIATE ADMINISTRATION
<b>PROVINET</b>		Me	Indicadores Inneret

2. Enter your current password, and then the desired new Password, and Confirm your new Password. Then click "**Update**" to finalize the changes.

assword Chan	ged	
	USER NAME	
	CURRENT PASSWORD	
	*******	
	PASSWORD	
	********	
	CONFIRM PASSWORD	
	********	



# 11.4. Security Questions

You may change your account's Security Questions as well as their Answers from the application's Settings options. Follow the steps below to change your account's security questions:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Security Questions**" link from the dropdown list.

MCS provinet	ESPAÑOL	LOG OFF HELLO GANDA
ACCEDE DROVINET	THE Profes	DEMOGRAPHIC INFORMATION PASSWORD CHANGED SECURITY QUESTIONS ERA & EFT REGISTRATION ASSOCIATE ADMINISTRATION

- 2. Make the desired changes to your security questions. You may make two types of changes:
  - **Security Question**: Select the new question from the dropdown list. You may have up to three different security questions.
  - **Answers**: Enter the new answer to the input box below the corresponding question.

ecurity Informa	ation	
	PREGUNTAS DE SEGURIDAD	
	In what city or town was your first job?	•
	In what city or town was your first job? What was the name of your elementary / primary school?	
	What was your grean food as a child? What was your grandfathr job?	
	What was the name of your elementary / primary school?	•
	villa capri	
	What was your dream job as a child?	•
	actor	

3. Click the "Update" button to finalize the changes.



### Security Information

PREGUNTAS DE SEGURIDAD	
In what city or town was your first job?	•
san juan	
What was the name of your elementary / primary school?	•
villa capri	
What was your dream job as a child?	•
actor	
	In what city or town was your first job? san Juan What was the name of your elementary / primary school? villa capri What was your dream job as a child?



# 11.5. Associate Administration

Associate Administration deals with all aspects of associate account management. These options can be accessed from the application's settings options. This section will discuss the following topics:

- Create Account
- Search Account
- Edit Account
- Activate/Deactivate Account

#### Note

Only Primary Physicians (PCP's) may perform the actions described in this section. These actions will not be available to other user accounts.

### 11.5.1 Create Account

Follow the steps below to create an associate account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "Associate Administration" link from the dropdown list.



2. Click on the "Create" button at the bottom of the Associate Administration screen.

	NAME	STATUS	USER NAME	EMAIL
ACTIONS <sup>®</sup>	Search	♦ Search	Search	Search
g T		Active	and the second sec	@ .com
owing 1 to 1 of 1 rec	ords			Previous 1 Nex

3. Write the user's full **Name** and **Email** in the Personal Information section of the Associate Administration screen, and then add a **User Name** in the Provinet User Information section.



	NAME
	My Sample User
	EMAIL
	name@domain.com
ovinet User	Information
	USER NAME

4. Click on the applicable check boxes to select the account's permissions (select all that apply). This will determine the account's access to modules in MCS Provinet. Then click on the "**Create**" button to finalize the process and create the account.

Security Information		
		CLAIMS
	Ы	COMMUNICATIONS
	N	CONFIGURATION
		DENTAL ELEGIBILITY
	3	DOCUMENT CATALOG
		DYNAMIC REPORTS
		ELIGIBILITY
		FAQ
		GMP
		HOSPITAL REVIEWS
	ч	INBOX
		MANAGE UR PATIENT
		MY LIBRARY
		NEWS
		PAYMENTS
		PROVIDER ADMINISTRATOR GROUP
		PROVIDER USER MANAGEMENT
		REPORTS
		SERVICE FEE
		TRACKING
		VIEW AS
		VIEW REPORTS
		VIEWCLAIMS
		BACK CREATE





# 11.5.2 Search Account

Follow the steps below to search an associate account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "Associate Administration" link from the dropdown list.



- 2. You have the following Search options to look for the desired account:
  - a. **Sort List**: You may alphabetically sort the account list by column heading by simply clicking on the desired Heading name or using the up/down arrows located by its side.
  - b. **Search Input Box**: You may search for a specific record by typing a relevant label in the input box located at the corresponding column to automatically search all messages matching that criteria as you type. Example, you may type an email under the Email column to search for an account registered with that email.
  - a. **Pagination**: You may manually search for an account by using the pagination buttons located at the end of the message list. You may also change the number of displayed records by selecting the "**Display [Number] Records per Page**" dropdown list.

	NAME	STATUS	USER NAME	EMAIL
TIONS	A	Search	Search	Search
1		Active	and the second sec	@ com



### 11.5.3 Edit Account

Follow the steps below to edit an account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "Associate Administration" link from the dropdown list.



- 2. Search for the desired account, as described under the **Search Account** section above.
- 3. Click on the "Edit" icon, located under the Actions column at the right side of the list.

	NAME	STATUS	USER NAME	EMAIL
ONS <sup>▲</sup>	Search 👻	Search	Search	Search
L	Name and Address of State State	Active	Association	@ .com
ng 1 to 1 of 1 re	cords			Previous 1
		CREATE		



4. Make the desired changes, then scroll to the bottom of the screen and click on the "**Update**" button to apply the changes.

	NAME	NPI	
	New York Committee		
	ENTER THE LAST 4 DIGITS OF YOUR TAXI	D LICENSE NUMBER	
	POSTAL CODE	PROVIDER NUMBER	
	EMAIL	PHONE	
	© .com	CONTACT NAME	
	IPA NUMBER	🗌 IS DIRECT DEPOSIT (EFT) &	(ERA)
ovinet User II			
ovinet User Iı	nformation USER ROLE Physicians		
ovinet User Iı	USER ROLE		V
ovinet User Iı	USER ROLE Physicians		Y
ovinet User Iı	USER ROLE Physicians	Actions 👻	
ovinet User Iı	USER ROLE Physicians	Actions	
ovinet User Iı	USER ROLE Physicians USER NAME	Actions  Active	V



# 11.5.4 Activate/Deactivate Account

Follow the steps below to either activate or deactivate an associate account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "Associate Administration" link from the dropdown list.



- 2. Search for the desired account, as described under the **Search Account** section above.
- 3. Click on the "Edit" icon, located under the Actions column at the right side of the list.

	NAME	STATUS	USER NAME	EMAIL
ONS <sup>▲</sup>	Search	Search	Search	Search
1	Name and Address of State State	Active	Anna Canada	@ .com
1 to 1 of 1 re	cords			Previous 1
		CREATE		

4. Look for "Account Status Information" within the account's Provinet User Information section (see Edit Account, above), and click on the "Activate" check box. Make sure that you leave this check box <u>marked</u> if you want to Activate the account, or <u>unmarked</u> to Deactivate it.

USER NAME
warchez
Actions 👻
Account Status Antoniación
The ACTIVE

5. Scroll to the bottom of the screen and click on the "**Update**" button to apply the changes.





# 11.6. View As

Administrators are able to view the application as a different user from the application's Settings options. This option can be used to provide assistance for users. Follow the steps below to view the MCS Provinet as a different user:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**View as**" link from the dropdown list.

MCS provinet	ESPAÑOL LOG OFF HELLO USER001 🚓
ACCEDE PRNVINFT	HOME ELIGIBILITY CLA SECURITY QUESTIONS PROVIDERS ADMINISTRATION VIEWAS

2. Enter the NPI on the provided space and click the "Login" button.

н					
hat MCS also ha	s available a	an Interactiv	e Voice S	ystem whic	ch can validat
rmation, copaym	ents, claims	or your las	t checks p	aid calling	at 787-641-
t		that MCS also has available a	that MCS also has available an Interactiv	that MCS also has available an Interactive Voice S	CH That MCS also has available an Interactive Voice System whi formation, copayments, claims or your last checks paid calling

#### Note

Only Provider Administrators may perform the actions described in this section. These actions will not be available to other user accounts.



# 11.7. Employee Administration

Employee Administration deals with all aspects of employee account management. These options can be accessed from the application's settings options. This section will discuss the following topics:

- Create Account
- Search Account
- Edit Account
- Activate/Deactivate Account

#### Note

Only Employee Administrators may perform the actions described in this section. These actions will not be available to other user accounts.

# 11.7.1 Create Account

Follow the steps below to create an account through Employee Administration:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Employee Administration**" link from the dropdown list.



2. Click on the "Create" button, at the Employee Administration screen.

	▲ STATUS 🝦	NAME Search	EMPLOYEE NUMBER Search	USER NAME Search	PHONE Search	PROFILE TYPE	EMAIL Search
610	Active	Calls Concerns	1988	-		EmployeesAdministrator	
610	Active	-		-		Administrator	
6 🗸	Canceled		-			EmployeesAdministrator	
6	Canceled	And Street	-	-	-	EmployeesAdministrator	
6 🗸	Canceled		-			EmployeesAdministrator	
6 🗸	Canceled			-		Administrator	
6 🗸	Canceled		-			Administrator	
6	Canceled					MCSEmployee	
6 🗸	Canceled	-	-	-		MCSEmployee	
6 🗸	Canceled	reserves.				MCSEmployee	
playing Records 1 thru 1	0 of 19 results						Previous 1 2 Nex



3. Write the user's full Name, Employee Number, Phone and Email in the Personal Information section of the Employee Administration screen, and add Comments and a Contact Name if applicable. Also click on the "Can see other employee's information" check box if the employee is allowed to view other employee's information.

NAME	EMPLOYEE NUMBER
COMMENTS	CONTACT NAME
PHONE	EMAIL
CAN SEE OTHERS EMPLOYEE'S	

4. Select the **User Role** from the dropdown list. If the user role selected is **MCS Employee**, mark which type of Security Information they are allowed to view (see next page), then click on the "**Create**" button to finalize the process.

Provinet User Info	USER ROLE
	Administrator Employees Administrator MCS Employee
	CREATE



Security Information	
	CLAIMS
	COMMUNICATIONS
	CONFIGURATION
	DENTAL ELEGIBILITY
	DOCUMENT CATALOG
	DYNAMIC REPORTS
	ELIGIBILITY
	FAQ
	STATIC REPORTS
	VIEW REPORTS
	HOSPITAL REVIEWS
	INBOX
	MANAGE UR PATIENT
	NEWS
	PAYMENTS
	REPORTS
	RESET PASSWORD
	SECURITY QUESTIONS
	SERVICE FEE
	VIEW CLAIMS
	CREATE



## 11.7.2 Search Account

Follow the steps below to search an account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "Employee Administration" link from the dropdown list.



- 2. You have the following Search options to look for the desired account:
  - a. **Sort List**: You may alphabetically sort the account list by column heading by simply clicking on the desired Heading name or using the up/down arrows located by its side.
  - b. **Search Input Box**: You may search for a specific record by typing a relevant label in the input box located at the corresponding column to automatically search all messages matching that criteria as you type. Example, you may type an email under the Email column to search for an account registered with that email.
  - c. **Pagination**: You may manually search for an account by using the pagination buttons located at the end of the message list. You may also change the number of displayed records by selecting the "**Display [Number] Records per Page**" dropdown list.

ACTIONS		STATUS 🛊		EMPLOYEE		PHONE	PROFILE TYPE	EMAIL
		ac	Search	Search	Search	Search	Search	Search
610		Active					EmployeesAdministrator	
610		Active	-		-		Administrator	
ying Records 1 thru	1 2 of 2	2 results (Filte	red from 19 tota	al results)				Previous 1
ving Records 1 thru	12 of 2	2 results (Filte	red from 19 tota	al results)				Previous 1



### 11.7.3 Edit Account

Follow the steps below to edit an employee account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Employee Administration**" link from the dropdown list.

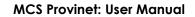


- 2. Search for the desired account, as described under the **Search Account** section above.
- 3. Click on the "Edit" icon, located under the Actions column at the left side of the list.

		The second se		EMPLOYEE NUMBER	USER NAME \$	PHONE		EMAIL
Edit		ac	Search	Search	Search	Search	Search	Search
		Active	Canal Street of Concession	-	-	11110	EmployeesAdministrator	
@ <b>1</b> 0		Active			-		Administrator	
laying Records 1 th	ru 2 of	2 results (Filte	ered from 19 tota	l results)				Previous 1 Ne

4. Make the desired changes, then scroll to the bottom of the screen and click on the "**Update**" button to apply the changes.

NAME	EMPLOYEE NUMBER
100.000.000	
COMMENTS	CONTACT NAME
PHONE	EMAIL
	@ .com
USER NAME	
	Actions 👻
Account Status Information	
	ACTIVE





# 11.7.4 Activate/Deactivate Account

Follow the steps below to either activate or deactivate an account:

6. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Employee Administration**" link from the dropdown list.



- 7. Search for the desired account, as described under the **Search Account** section above.
- 8. Click on the **Activate** or **Cancel Account** buttons, as appropriate, located under the Actions column on the Employee List.

ACTIONS	▲ STATUS ca	NAME Search	EMPLOYEE NUMBER Search	USER NAME Search	PHONE Search	PROFILE TYPE	EMAIL Search
Activate	Canceled	-	-	-	-	EmployeesAdministrator	tarte paper graduated states on
0							
10 V RESULTS	PER PAGE						
	PER PAGE	NAME 4	EMPLOYEE	USER NAME	PHONE ¢	PROFILE TYPE	EMAIL +
		NAME 4			PHONE ¢	PROFILE TYPE	EMAIL Search

#### Note

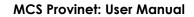
The Active button will only appear for deactivated accounts, while the Cancel Account button will only appear for active accounts.

 Alternately, you may look for "Account Status Information" within the account's Provinet User Information section (see Edit Account, above), and click on the "Activate" check box. Make sure that you leave this check box <u>marked</u> if you want to Activate the account, or <u>unmarked</u> to Deactivate it.

Provinet User Informa	stion
	USER NAME
	marchet
	Actions 👻
	Account Status Information

10. Scroll to the bottom of the screen and click on the "**Update**" button to apply the changes.







# 11.7.5 Reset Account Password

Follow the steps below to either activate or deactivate an account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Employee Administration**" link from the dropdown list.

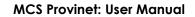


- 2. Search for the desired account, as described under the **Search Account** section above.
- 3. Click on the "**Reset Password**" icon (green user icon), which is located at the Actions column, left of the account's name.

ACTIONS	STATUS 🖕		NUMBER			PROFILE TYPE	EMAIL
Reset Pasword	ac	Search	Search	Search	Search	Search	Search
	Active	table fide over	198	-	-	EmployeesAdministrator	
610	Active	1000		1000		Administrator	

Alternately, you may enter the user's edit screen (see *Edit Account*, above), scroll down to the Provinet User Information section and select "**Reset Password**" from the "Actions" dropdown list. Then click on the "**Update**" button to apply any changes to the account.

ivsanchez	
Account Status Information	Actions Re-Send Activation Reset Pasword MACTIVE





# 11.7.6 Re-Send Account Activation

Follow the steps below to either re-send an account's activation:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Employee Administration**" link from the dropdown list.



- 2. Search for the desired account, as described under the Search Account section above.
- 3. Click on the "Edit" icon, located under the Actions column at the right side of the list.

	A STATUS	Search	Search	Search	PHONE ¢	Search	EMAIL
Edit	ac	Jearen	Jearen	Jearen	Jearen	Scarch	Scarch
	Active	-	-			EmployeesAdministrator	
610	Active			-		Administrator	

4. Scroll down to the Provinet User Information section and click on the "**Reset Password**" button. Then click on the "**Update**" button to apply any changes to the account.

USER NAME ivsanchez	
Account Status Information	Actions



# 11.8. Providers Administration

Providers Administration deals with all aspects of provider account management. These options can be accessed from the application's settings options. This section will discuss the following topics:

- Create Account
- Search Account
- Edit Account
- Activate/Deactivate Account

#### Note

Only Provider Administrators may perform the actions described in this section. These actions will not be available to other user accounts.

# 11.8.1 Create Account

Follow the steps below to create an account through Providers Administration:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Providers Administration**" link from the dropdown list.



2. Click on the "Create" button, from the Providers Administration screen.

ACTIONS	NAME Search	NPI Search	PROVIDERNUMBER Search	LICENSENUMBER Search	Sear 🕈	USER NAME Search	PHONE Search	EMAIL Search
6 L						-	-	
6 L								
61								
61								
61								
61								
C 1								
61								
61								
C 1								
nowing 41 to	50 of 279 records					Previous	1 2	4 5 6 28 Next



3. Write the user's full Name and Email in the Personal Information section of the Associate Administration screen, and then add a User Name in the Provinet User Information section.

	Administration
ersonal Inforr	ation
	NAME
	My Sample User
	EMAIL
	name@domain.com
Provinet User I	formation
	USER NAME
	MySampleUser

4. Click on the applicable check boxes to select the account's permissions (select all that apply). This will determine the account's access to modules in MCS Provinet. Then click on the "**Create**" button to finalize the process and create the account.

Security Information	
	CLAIMS
N	COMMUNICATIONS
V	CONFIGURATION
	DENTAL ELEGIBILITY
T <sub>2</sub>	DOCUMENT CATALOG
	DYNAMIC REPORTS
	ELIGIBILITY
	FAQ
	GMP
	HOSPITAL REVIEWS
R	INBOX
	MANAGE UR PATIENT
	MY LIBRARY
	NEWS
	PAYMENTS
	PROVIDER ADMINISTRATOR GROUP
	PROVIDER USER MANAGEMENT
	REPORTS
	SERVICE FEE
	TRACKING
	VIEW AS
	VIEW REPORTS
	VIEWCLAIMS
	BACK CREATE



### 11.8.2 Search Account

Follow the steps below to search an account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "Providers Administration" link from the dropdown list.



- 2. You have the following Search options to look for the desired account:
  - a. **Sort List**: You may alphabetically sort the account list by column heading by simply clicking on the desired Heading name or using the up/down arrows located by its side.
  - b. **Search Input Box**: You may search for a specific record by typing a relevant label in the input box located at the corresponding column to automatically search all messages matching that criteria as you type. Example, you may type an email under the Email column to search for an account registered with that email.
  - c. **Pagination**: You may manually search for an account by using the pagination buttons located at the end of the message list. You may also change the number of displayed records by selecting the "**Display [Number] Records per Page**" dropdown list.

ACTIONS		NPI Search	PROVIDERNUMBER 🝦	LICENSENUMBER #	TAXID Sear	USER NAME Search	PHONE 🔶 Search	EMAIL Search
31 /	42	-	-	-	-	-	-	termining maximum
31 🗸	-							and randpart care
61								
c 1								ana renderatorien o
61								
c 1								encodere de la construction com
6 L								
61								
6 L								
C 1								analiti desta a seconda con



## 11.8.3 Edit Account

Follow the steps below to edit an account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Providers Administration**" link from the dropdown list.



- 2. Search for the desired account, as described under the **Search Account** section above.
- 3. Click on the "Edit" icon, located under the Actions column at the left side of the list.

ACTIONS	NAME \$	NPI 🔶 Search	PROVIDERNUMBER \$	LICENSENUMBER ¢	TAXID 🖨	USER NAME Search	PHONE +	EMAIL Search
31 /	Maria and Passas					- Management of		
<u>1</u>	My Sample User					MySampleUser		@ .com
Edit								
61								
6 L								
61								
6 <b>1</b>								
c 1								
C 1								
61								



4. Make the desired changes, then scroll to the bottom of the screen and click on the "**Update**" button to apply the changes.

	NAME	NPI	
	My Sample User		
	EMAIL	PHONE	
	.com		
	PROVIDER NUMBER		
	COMMENTS	CONTACT NAME	
	IS DIRECT DEPOSIT (EFT) & (ERA)		
vinet User Ir	nformation		
	USER NAME Status Information		
	MySampleUser <b>PENDING</b>	rive	
	PREGUNTAS DE SEGURIDAD		
	In what city or town was your first job	7	•
	temporary answer		
	What was the name of your elements	ry / primary school?	T
	temporary answer		
	What was your dream job as a child?		Y
	temporary answer		





## 11.8.4 Activate/Deactivate Account

Follow the steps below to either activate or deactivate an account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Providers Administration**" link from the dropdown list.



- 2. Search for the desired account, as described under the **Search Account** section above.
- Look for "Account Status Information" within the account's Provinet User Information section, and click on the "Activate" check box. Make sure that you leave this check box <u>marked</u> if you want to Activate the account, or <u>unmarked</u> to Deactivate it.

USER NAME	
MySampleUser	
RE-SEND ACTIVATION	RESET PASWORD
Account Status Information	
	RACTIVE

4. Scroll to the bottom of the screen and click on the "**Update**" button to apply the changes.

What was your dream job as a child?	
temporary answer	





## 11.8.5 Reset Account Password

Follow the steps below to either activate or deactivate an account:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Providers Administration**" link from the dropdown list.



- 2. Search for the desired account, as described under the Search Account section above.
- 3. Click on the "**Reset Password**" icon (green user icon), which is located at the Actions column, left of the account's name.

CTIONS	NAME \$	NPI Search	PROVIDERNUMBER <del>‡</del> Search	LICENSENUMBER &	TAXID <del>\$</del> Sear	USER NAME Search	PHONE Search	EMAIL
1 🗸	Maria del Pueblo	15796+8292	1578618290	11111	1234	Associatio	111100000000	caretare general care
- 	My Sample User					MySampleUser		@ .com
	Pasword	1295768232	BEDHETROSA			ancost.	-	
3 1	Piter Olobal Medical Trans	1343549959	1542549959			ARE	********	beine inera@inelicet.eduption.com
8 1	Plar Oobal Medical Trans	1043549929	1042548959			400		
5 <b>1</b>	HBBA SAN PABLO CADUA	1296768232	8624629054			110.000	*******	
5 <b>1</b>	Plan Clobal Medical Trans	1043543923	1042549939			1004	******	
5 <b>1</b>	EVE MINAGEMENT OF PUERTO RICO LLC	1053720218	1003720219			empr	******	Long generation on the
5 <b>1</b>	METROPOLITANO DR PEREA HOSP	182-0828-8	840677707			perce	******	
1	Accorded to Courthome					275name28		analiti geation at a bottom can

Alternately, you may enter the user's edit screen (see **4.3 Edit Account**, for details), scroll down to the Provinet User Information section and click on the "**Reset Password**" button. Then click on the "**Update**" button to apply any changes to the account.

USER NAM	E		
MySample	User		
	RE-SEND ACTIVATION	RI	
Account	t Status Information	-	U





# 11.8.6 Re-Send Account Activation

Follow the steps below to either re-send an account's activation:

1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Providers Administration**" link from the dropdown list.



- 2. Search for the desired account, as described under the **Search Account** section above.
- 3. Click on the "Edit" icon, located under the Actions column at the left side of the list.

ACTIONS	NAME \$	NPI 🔶 Search	PROVIDERNUMBER +	LICENSENUMBER ¢	TAXID <b>♦</b> Sear	USER NAME Search	PHONE +	EMAIL Search
31 /	Marts an Passa				-	-		
<u>,</u> ⊥ ✓	My Sample User					wySampleUser		@ .com
Edit 1								
<b>6</b> 1								
6 <b>1</b>								
61								
61								
g 1								
C 1								
61								



4. Scroll down to the Provinet User Information section and click on the "**Reset Password**" button. Then click on the "**Update**" button to apply any changes to the account.

USER NAME MySampleUser						
RE-SEND ACTIVATION RESET PASWORD						
Account Status Information						
I PENDING □ ACTIVE						
What was your dream job as a child?						
temporary answer						





Subscribed by MCS Life Insurance Company.