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:

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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:

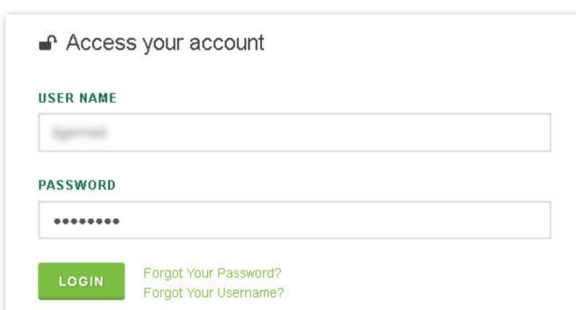
- User Login
- Account Registration
- Password Reset
- Username Recovery

2.1. User Login

Follow the steps below to log into MCS Provinet:

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

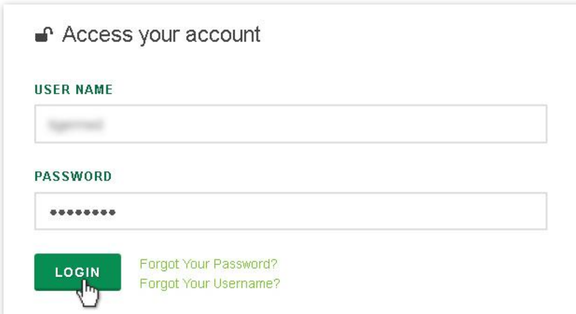
3. Enter your user information, including your **Username** and **Password**, in the corresponding fields.



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.



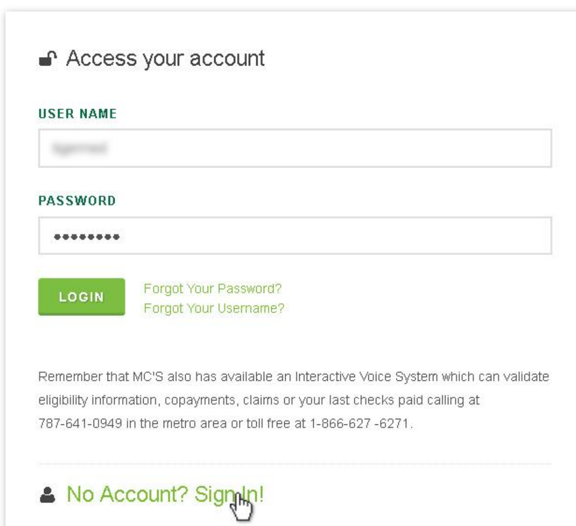
2.2. Account Registration

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.

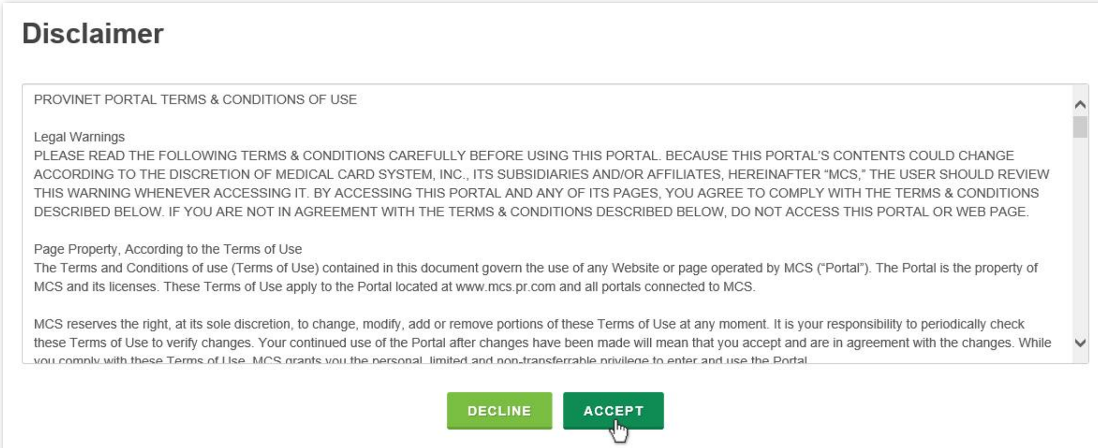
Follow the steps below to register a new account in MCS Provinet:

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

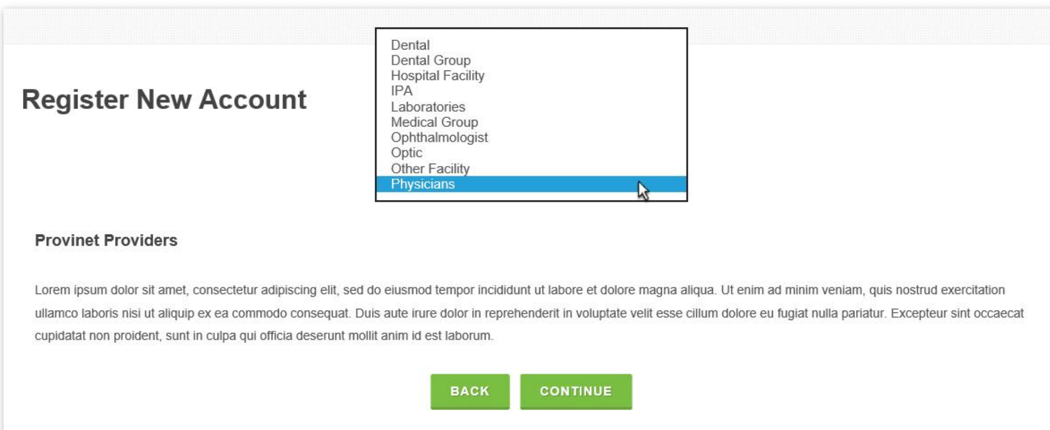
3. Click on the **No Account? Sign In!** link at the end of the Access your account section.

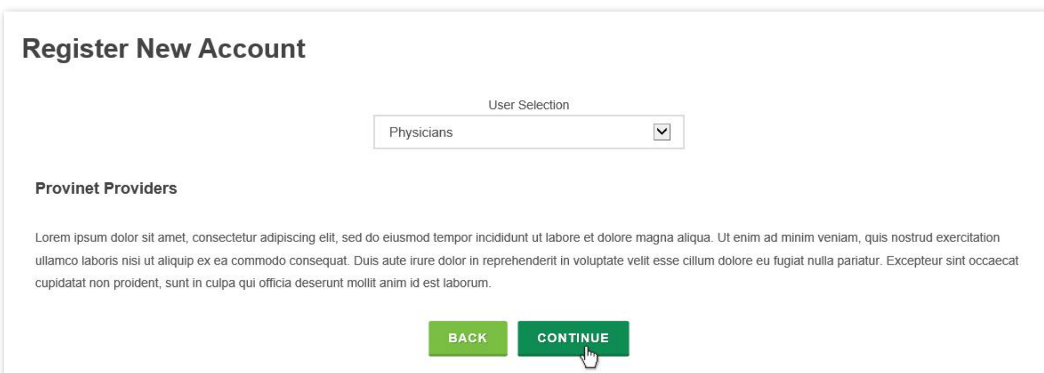


4. If you agree, click the **Accept** button at the Disclaimer page to continue. Alternately, you may click "Decline" instead. You will not be able to register an account unless you click "Accept".

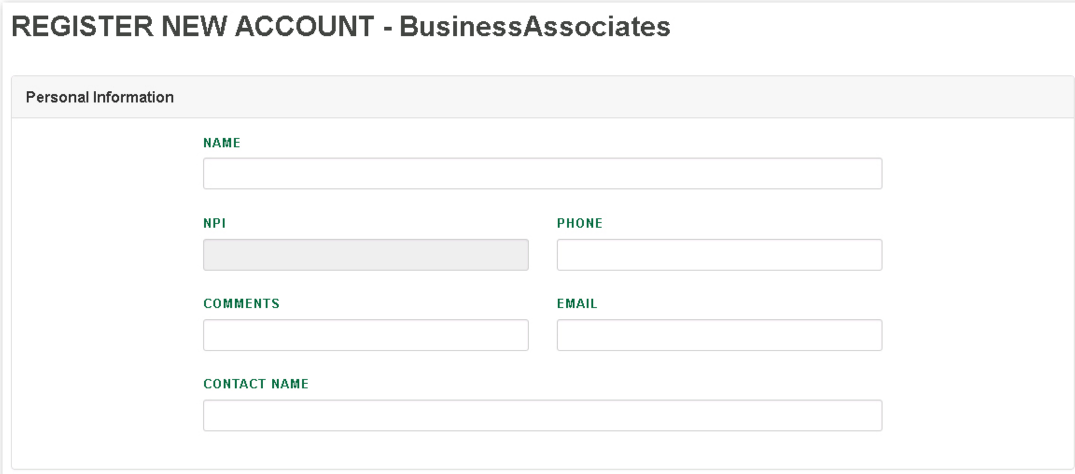


5. Select the type of account you want to create from the dropdown list, and then click on **Continue**.

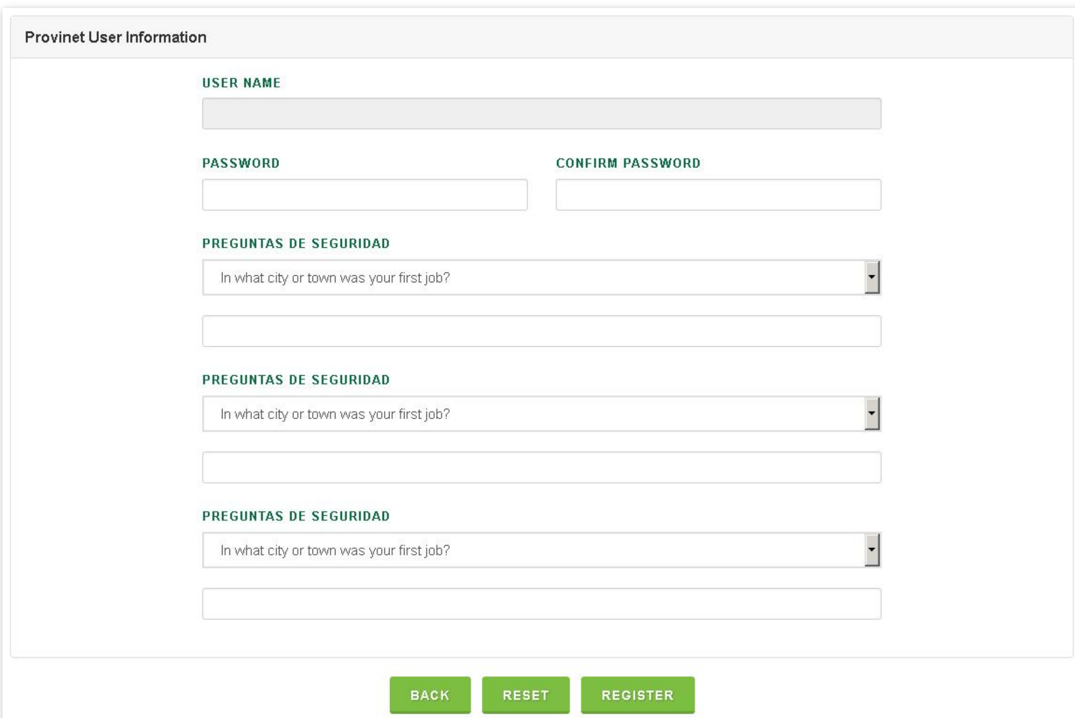




6. Fill out your "Personal Information". The information requested may vary depending on the account type selected.



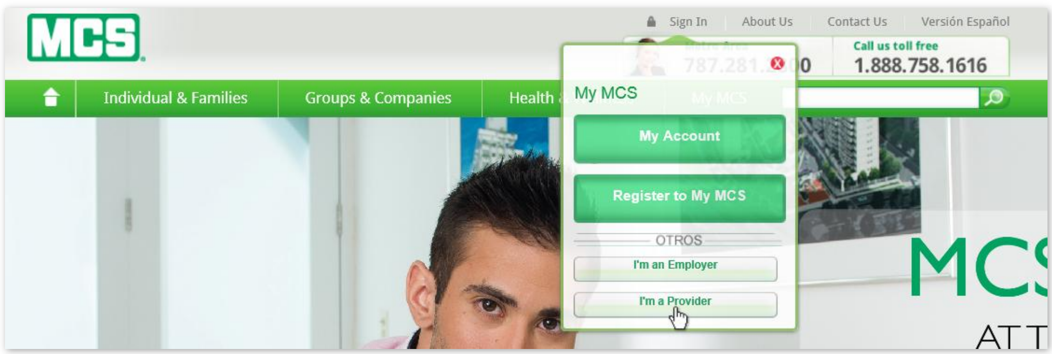
7. Fill out your Provinet User Information; then click **Register** to finalize the registration process. Alternately, you may click "Back" to return to the previous step, or "Reset" to clear out all the information entered and start over again.



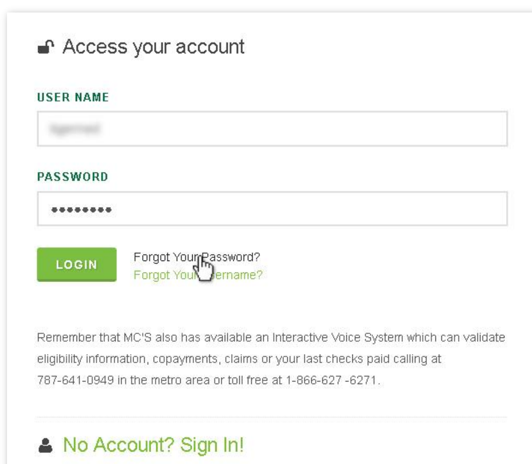
2.3. Password Reset

Follow the steps below to reset your password:

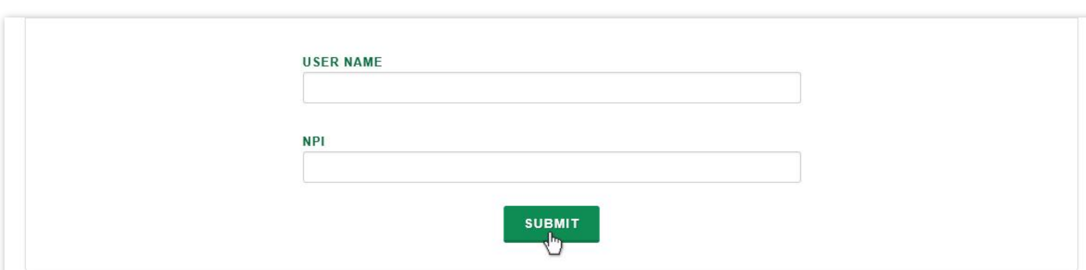
1. Visit the MCS page at: https://www.mcs.com.pr
2. Click "**Sign In**" from the link at the top of the page, then select "**I am a Provider**"



3. Click the **Forgot Your Password?** link.



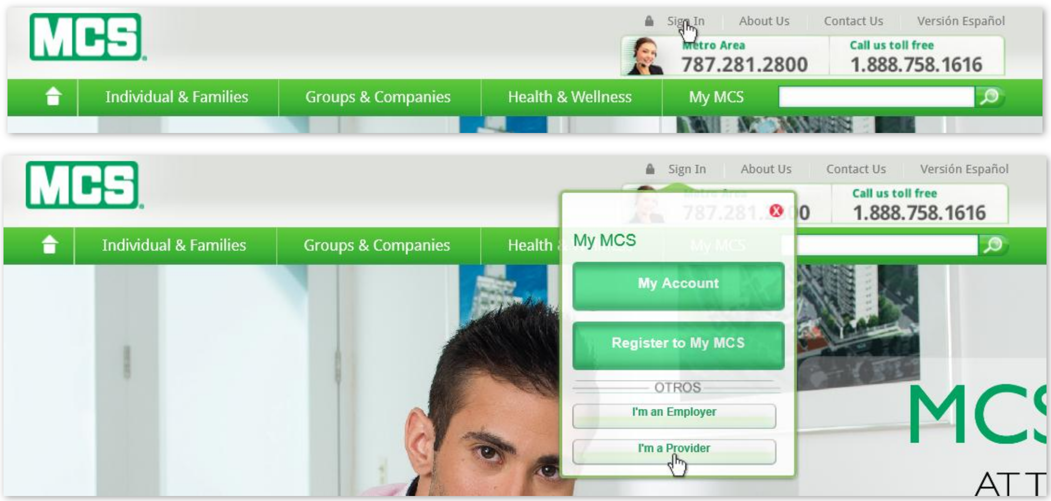
4. Enter your **User Name** and **NPI**, and then click **Submit**.



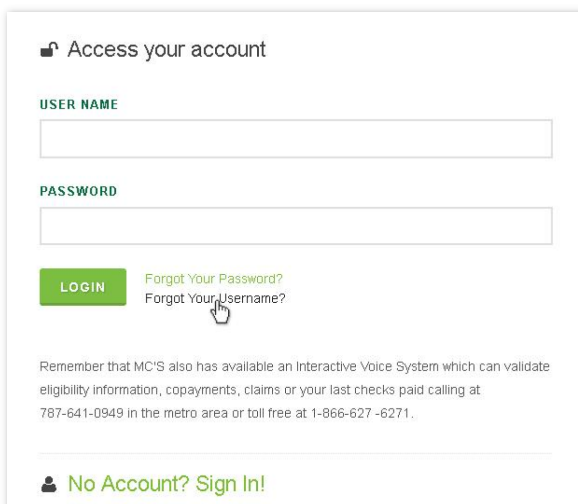
2.4. Username Recovery

Follow the steps below to recover your Username:

1. Visit the MCS page at: https://www.mcs.com.pr
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.



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

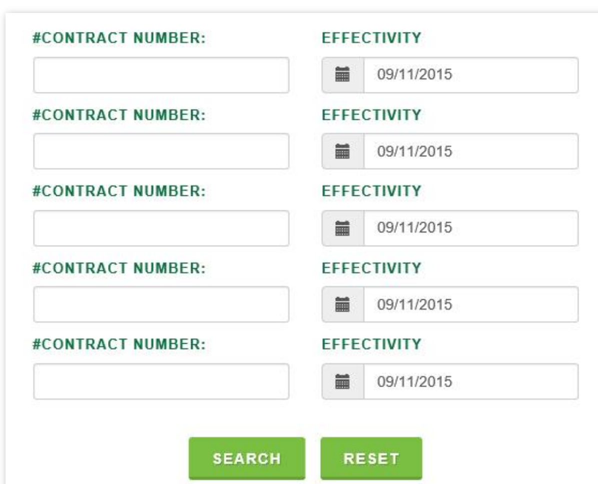
Action	Description
View Eligibility List	Generates a list of eligibility records based on specified parameters.
Sort List	Sorts an Eligibility List by selected column.
Search Records	Search for records matching some specific criteria within list.
Manage Pagination	Set the number of records per page displayed 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

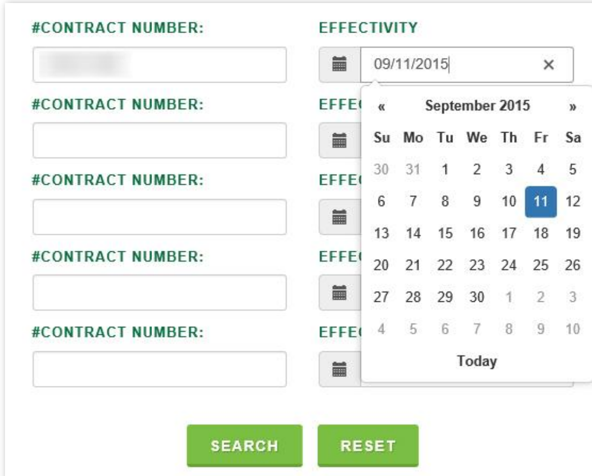
Follow the steps below to check eligibility:

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

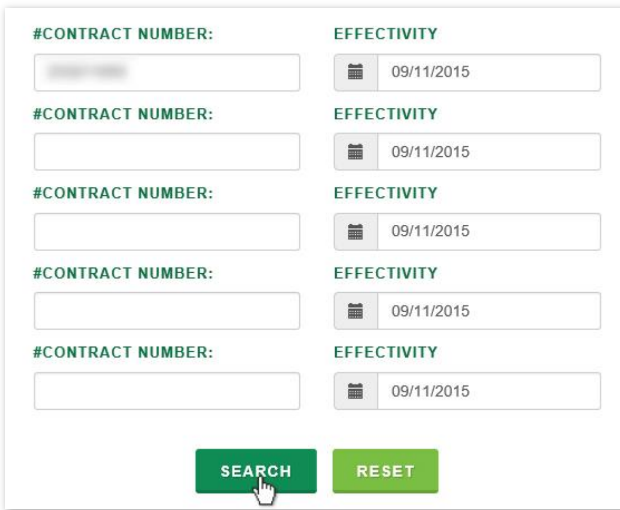
2. Enter the **Contract Number** of the member you are searching for in the field provided. This is a required field. You may search for up to five different contract numbers as part of a single search.



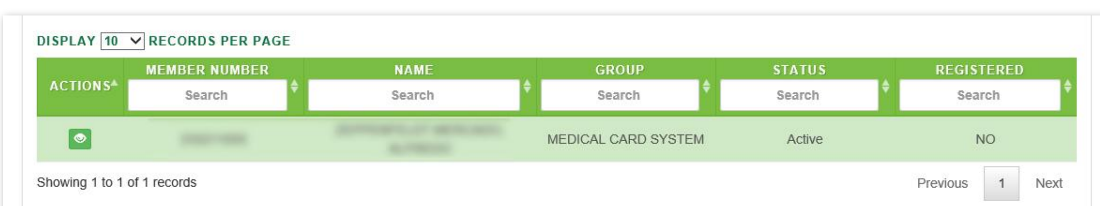
3. Enter the contract's **Effectivity** date in the corresponding input field. You will be provided with a calendar tool to select the desired date, but will also be able to type in the date if preferred.



4. 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**, **Manage Pagination**, **View Details**, and **View, Upload Images & Print Details**. These functions are detailed in the subsequent sub-sections in this manual.

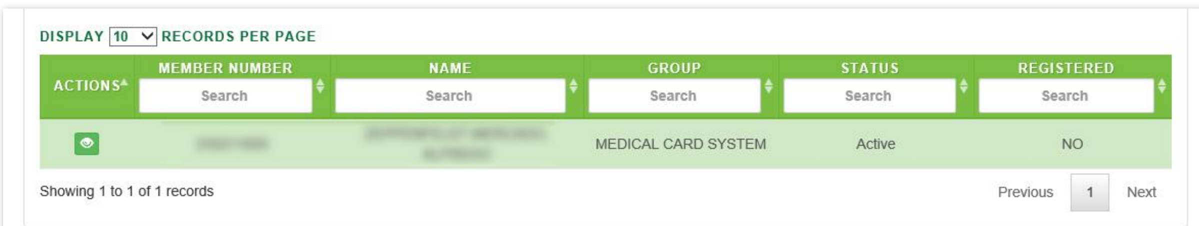


3.1.1 Sort Eligibility List

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

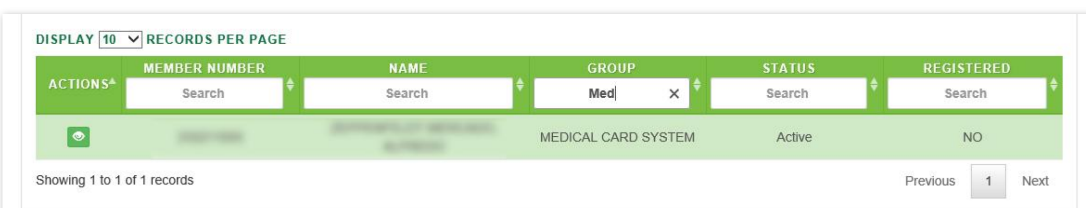


3.1.2 Search Record

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.

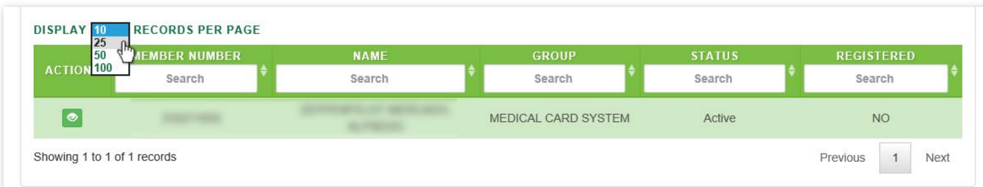


3.1.3 Manage Pagination

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**.

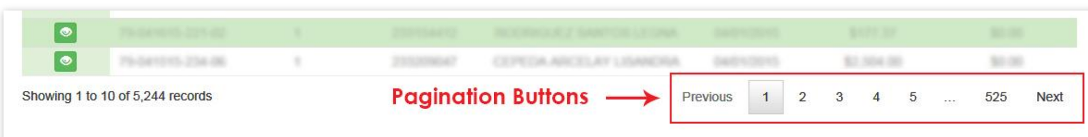
3.1.3.1 Records Per Page

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.



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.



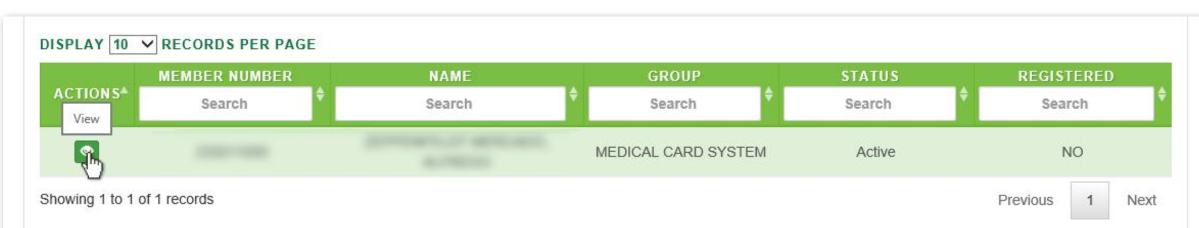
3.1.4 View Eligibility Details

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

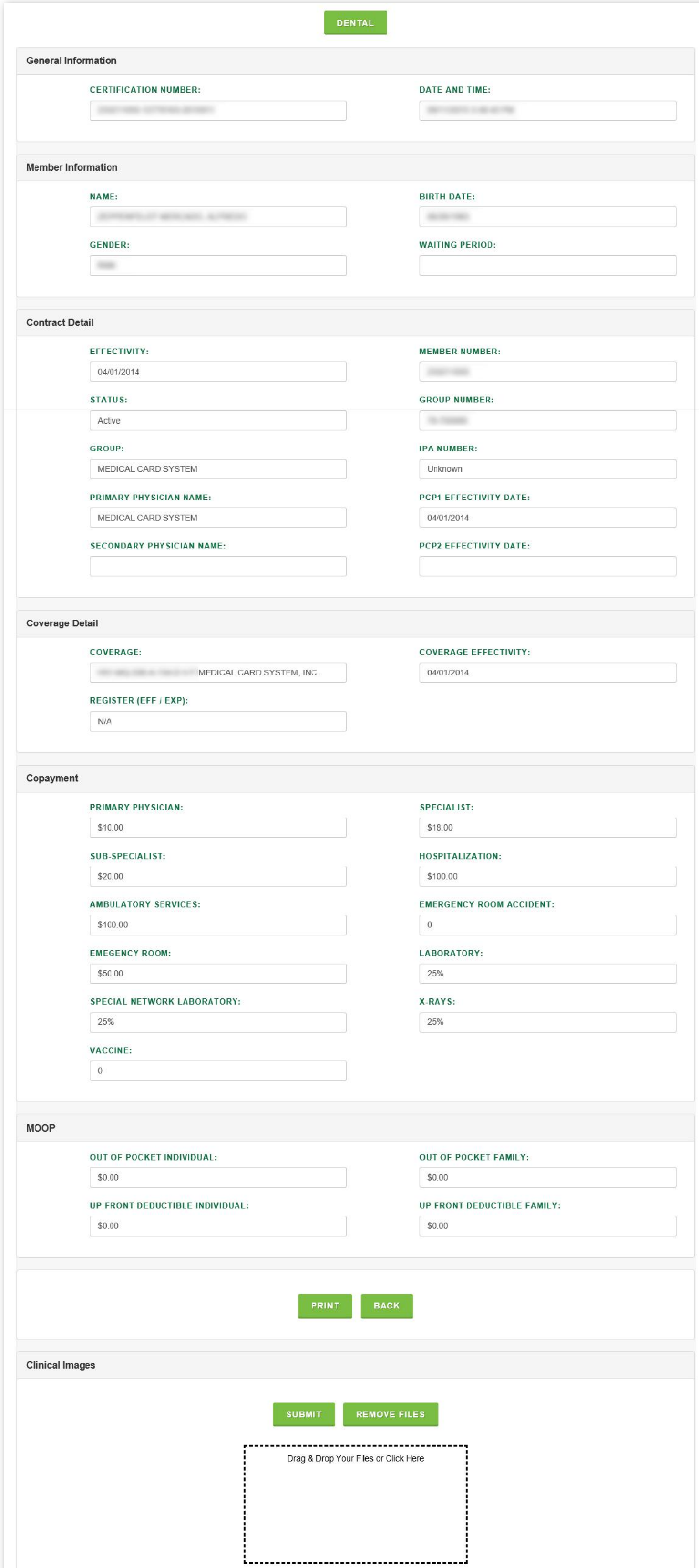
1. Generate an Eligibility List by following the steps detailed under View Eligibility List (see the ***View Eligibility List*** sub-section, above).

2. Locate the record you want to view. Use the steps detailed under **Search Record** (see above) if necessary to locate the desired record.

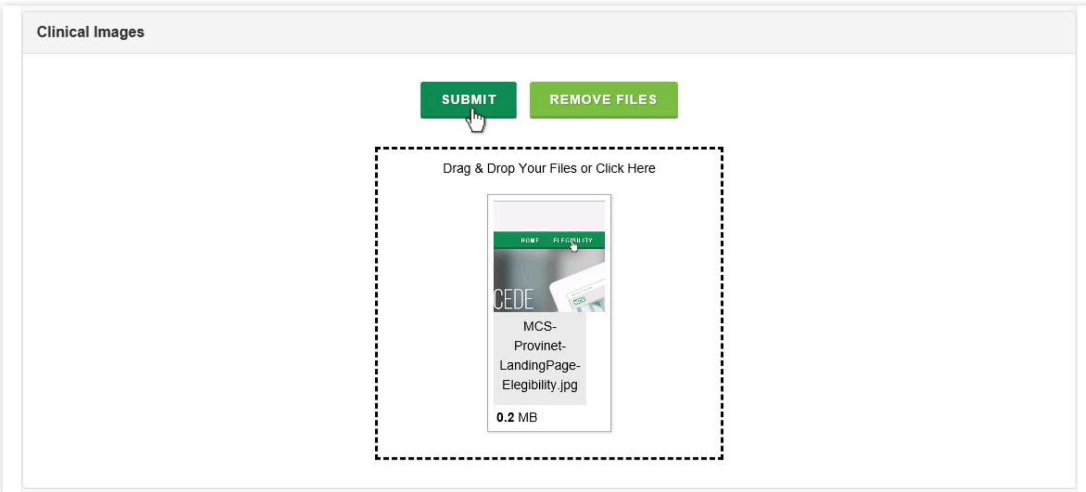
3. Click on the **View** Icon (eye shaped green icon) next to the desired record, located at the Actions column on the Eligibility List. This action will take you to the record's page (view sample of the next page).



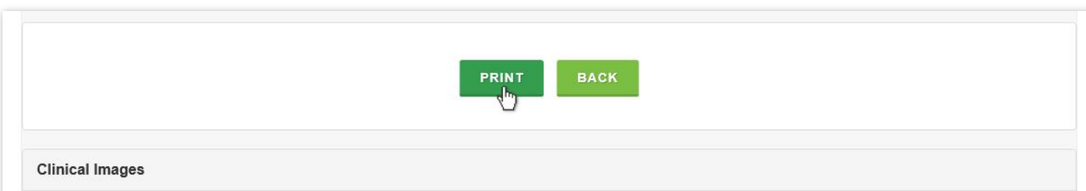
Eligibility Details Sample



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.



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.



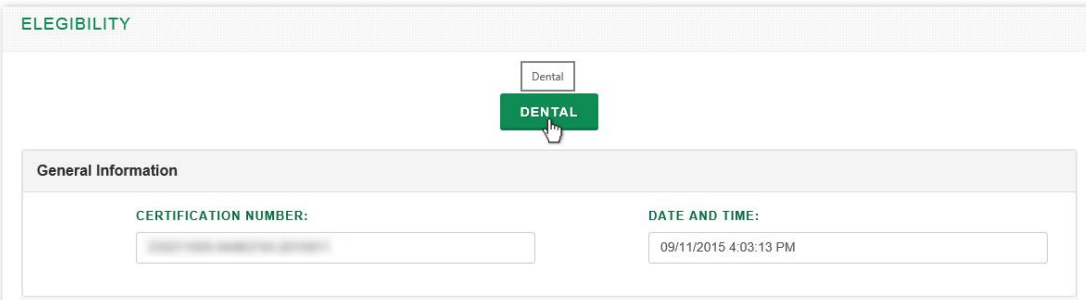
3.1.5 Validate Eligibility

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

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

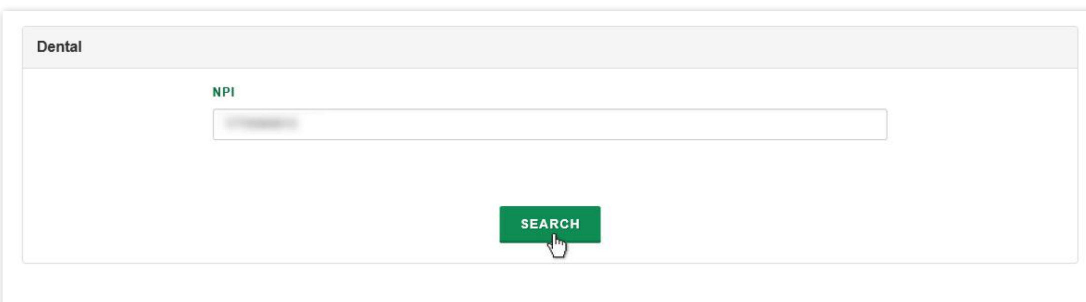
1. Visit an Eligibility record's details page by following the steps described in **View Eligibility Details**, above.

2. Click on the "Dental" button, located at the top of the details page.

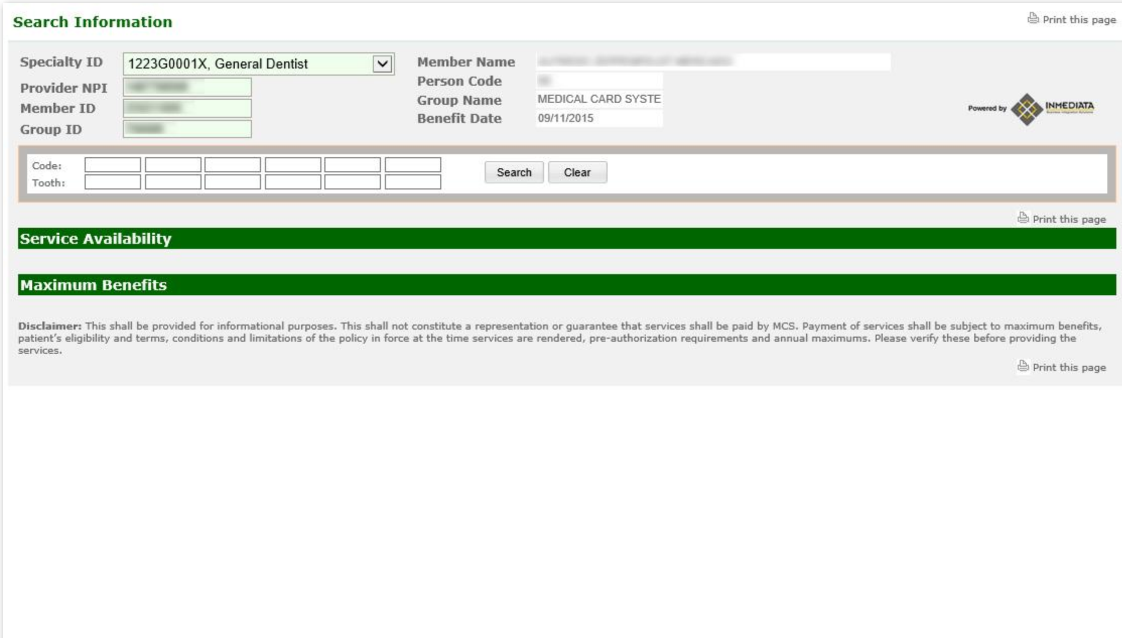


Note
Note that the selected member must belong to the same IPA assigned to provider in order to perform this action.

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



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


Search Information
Print this page
Specialty ID
1223G0001X, General Dentist
Provider NPI
Member ID
Group ID
Member Name
Person Code
Group Name
MEDICAL CARD SYSTE
Benefit Date
09/11/2015
Powered by
INMEDIATA
Code:
Tooth:
Search
Clear
Print this page
Service Availability
Maximum Benefits
Disclaimer: This shall be provided for informational purposes. This shall not constitute a representation or guarantee that services shall be paid by MCS. Payment of services shall be subject to maximum benefits, patient's eligibility and terms, conditions and limitations of the policy in force at the time services are rendered, pre-authorization requirements and annual maximums. Please verify these before providing the services.
Print this page

3.1.6 Create Referral

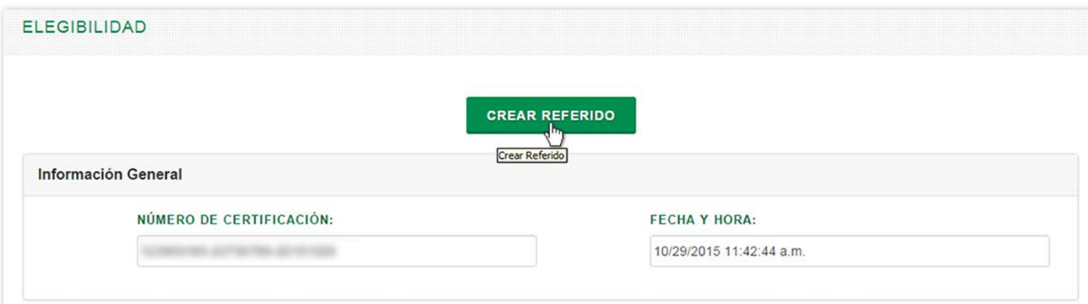
Physician Providers accounts may create referrals from the Eligibility Details screen. Follow the steps below to create a referral:

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.

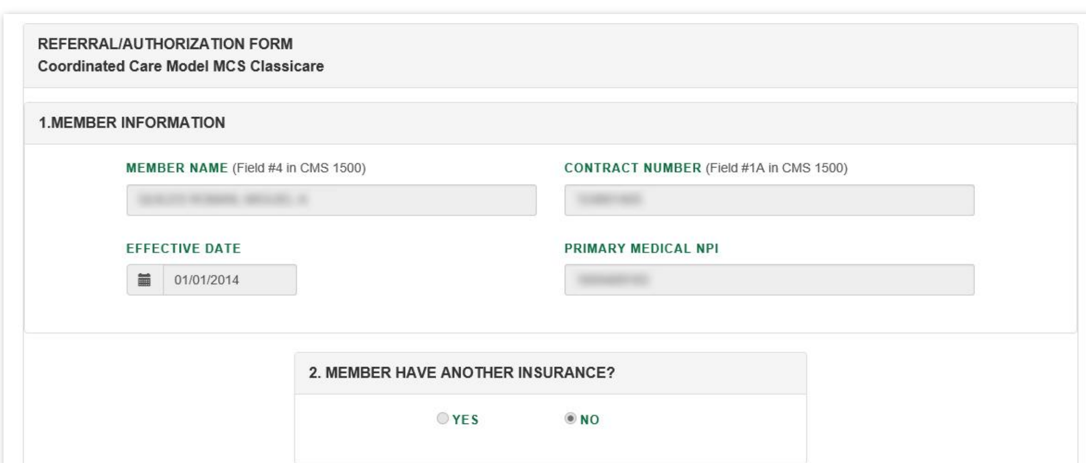
2. Click on the "Create Referral" button, located at the top of the details page. This action will take



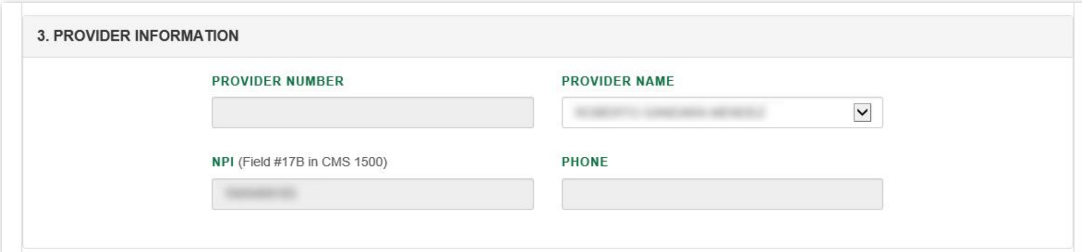
Note

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

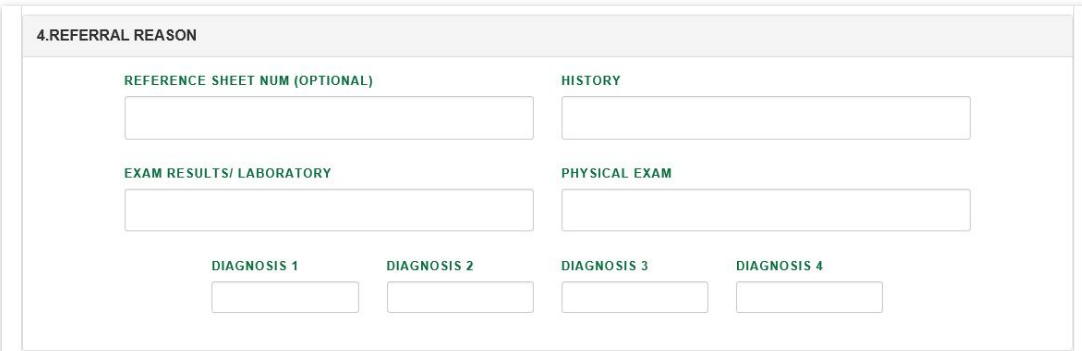
3. In the Member Information portion of the Referral/Authorization Form, fill in the **Member Name**, **Contract Number**, **Effective Date** and **Primary Medical NPI**. Then select **Yes** or **No** from the "Member Have Another Insurance?" section.



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.



5. 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.

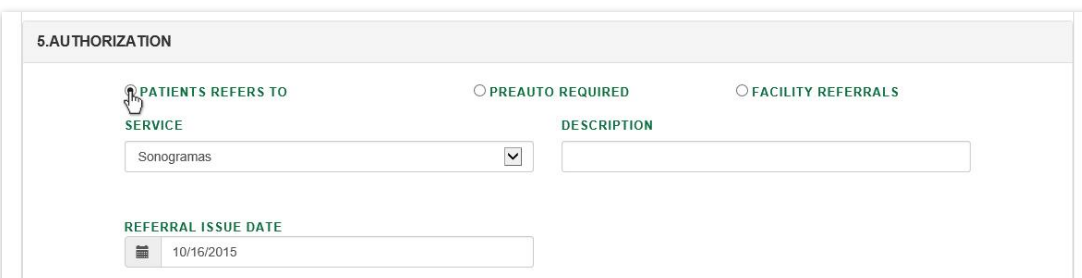


6. Select one of the following options from tabs at the top of the Authorization portion of the Referral/Authorization Form: **Patients Refers to**, **Preauto Required** or **Facility Referrals**.

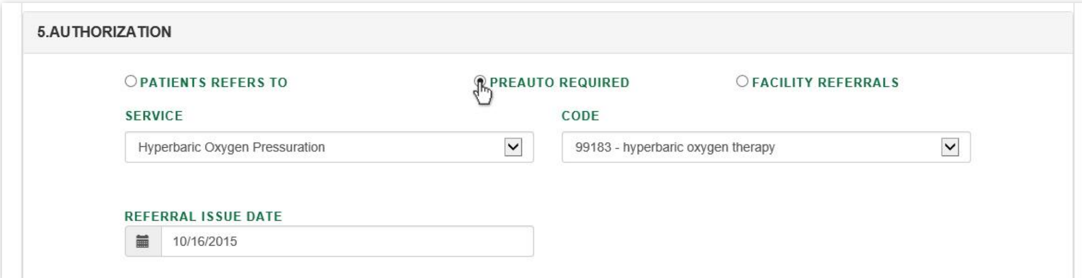
Note

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

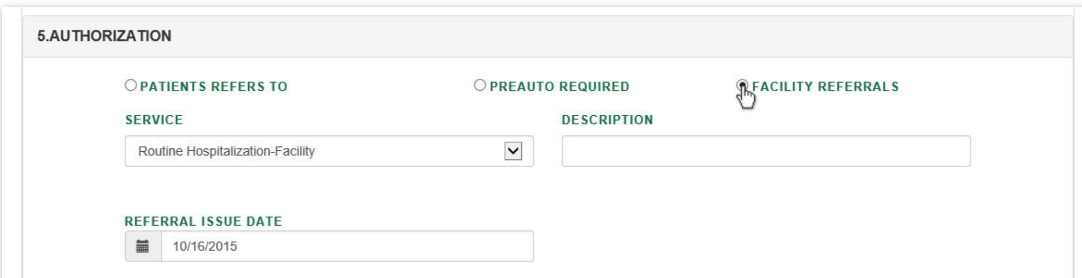
a. ***Patients Refers to***: Select the type of **Service** from the dropdown list, then add a **Description**, and a **Referral Issue Date**.



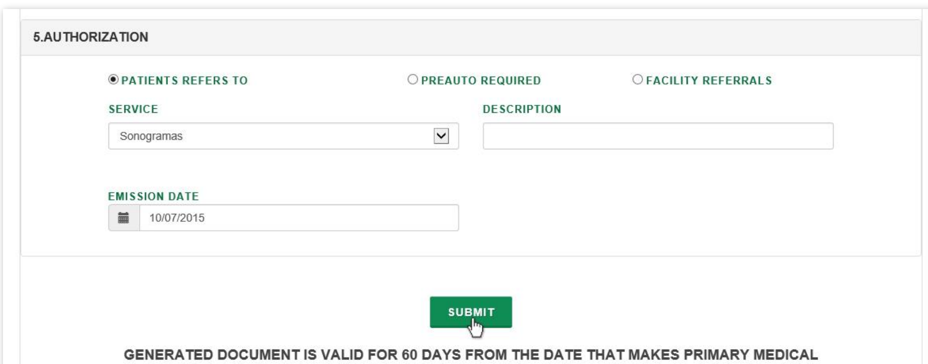
b. ***Preauto Required***: Select the type of **Service** and **Code** from the corresponding dropdown lists, then add a **Referral Issue Date**.



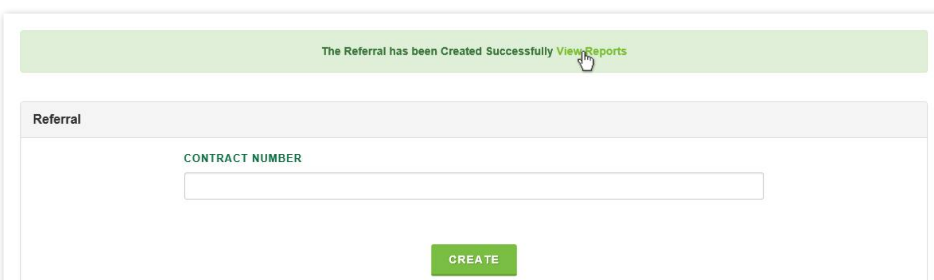
c. ***Facility Referrals***: Select the type of **Service** from the dropdown list, then add a **Description**, and a **Referral Issue Date**.

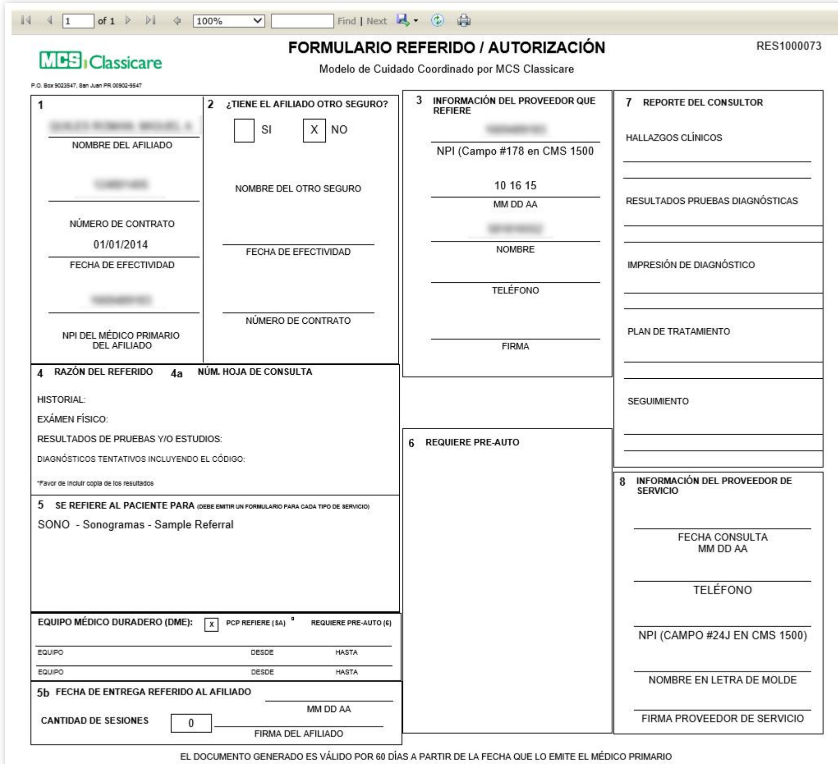


7. Click on the Submit button once the desired tab is selected and the required information has been filled, as described during Step 6, above.



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.

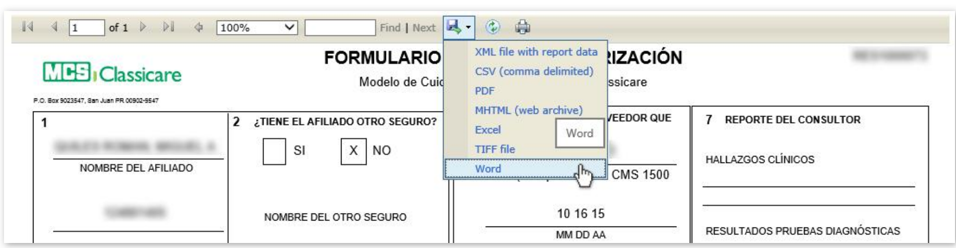




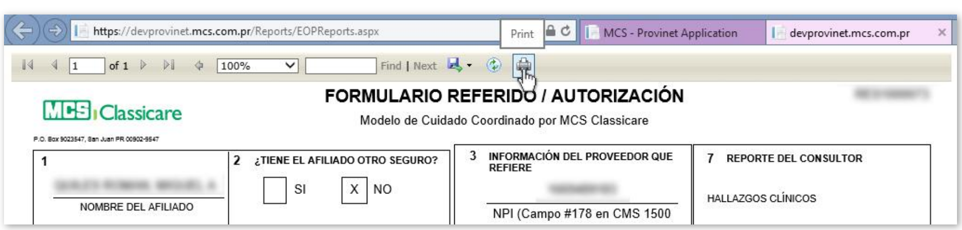
Note

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.



2. **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.



4. Referrals

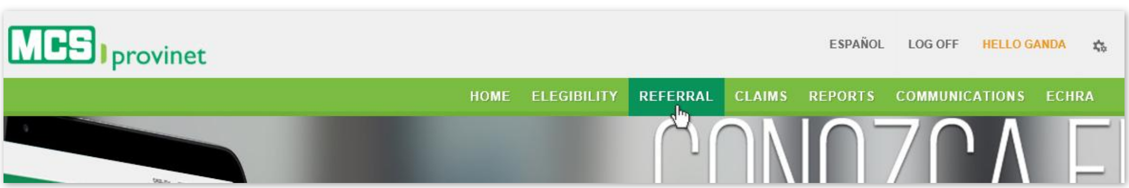
This option allows you to make referrals for policyholders of MCS Classicare Medicare Platino. When looking for patient eligibility you will automatically get the required information for the referral. Note: In order to create a Referral the IPA of the Primary Physicians (PCP) must be equal to the IPA 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.

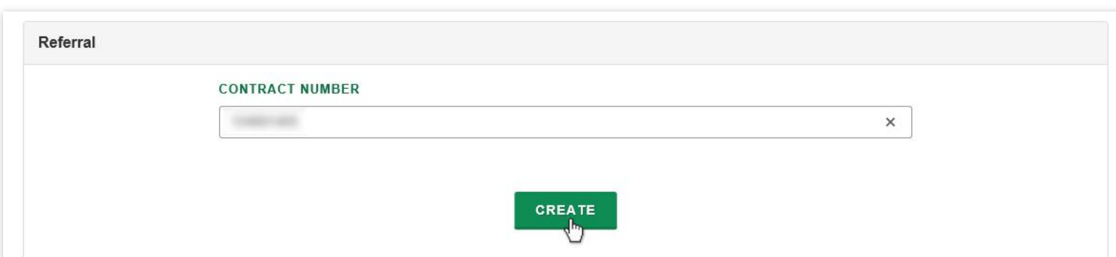
4.1. Create Referral

Follow the steps below to create a new referral:

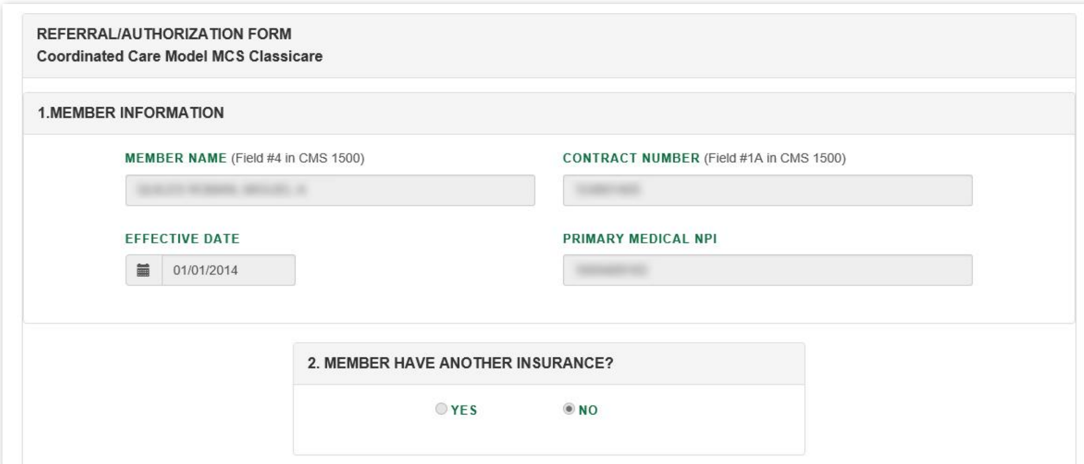
3. Select **Referral** from the main menu.



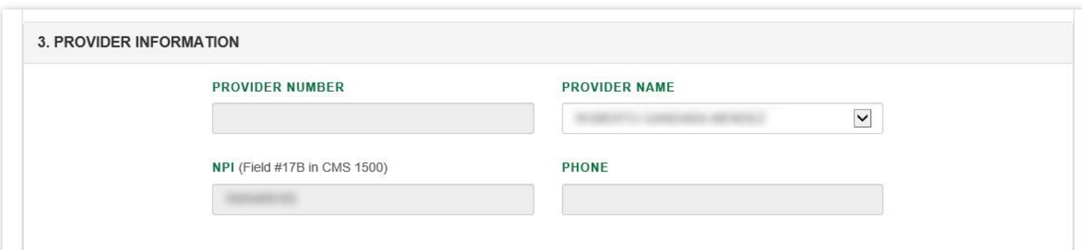
4. Enter the contract number in the space provided and click on the "**Create**" button.



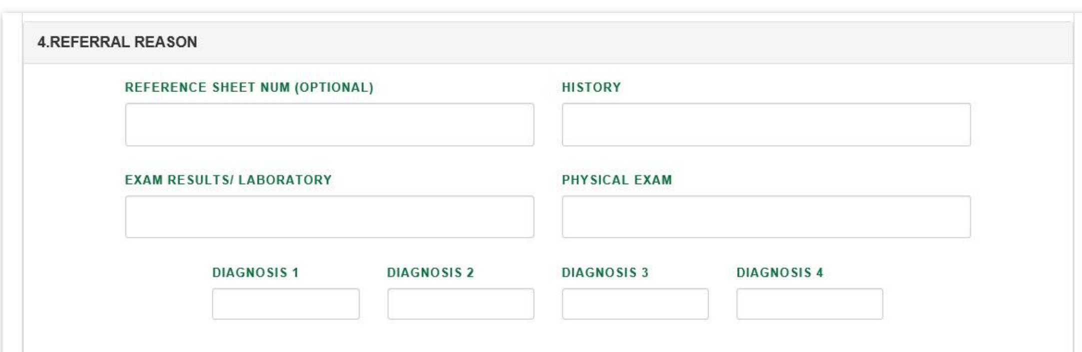
5. In the Member Information portion of the Referral/Authorization Form, fill in the **Member Name**, **Contract Number**, **Effective Date** and **Primary Medical NPI**. Then select **Yes** or **No** from the "Member Have Another Insurance?" section.



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.



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.

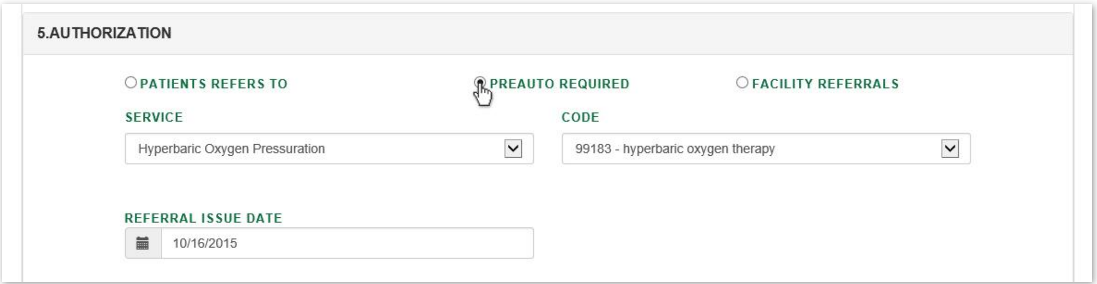


8. Select one of the following options from tabs at the top of the Authorization portion of the Referral/Authorization Form: **Patients Refers to**, **Preauto Required** or **Facility Referrals**.

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

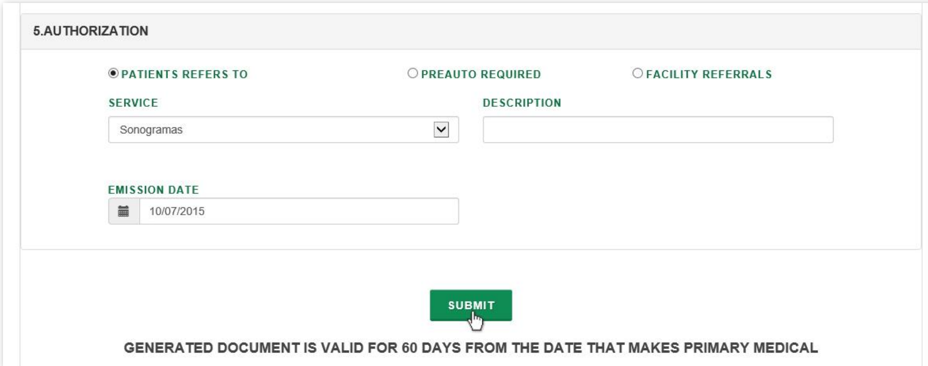
a. ***Patients Refers to***: Select the type of **Service** from the dropdown list, then add a **Description**, and a **Referral Issue Date**.

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

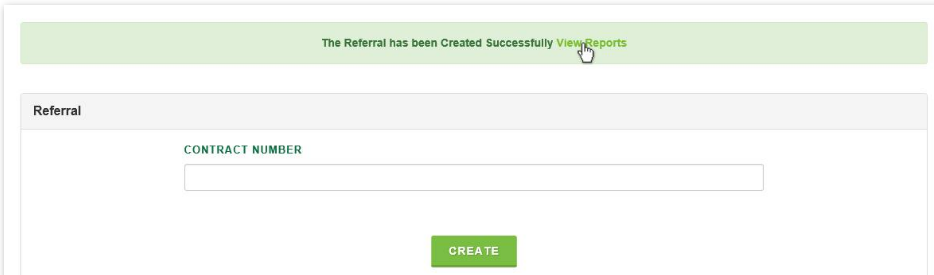


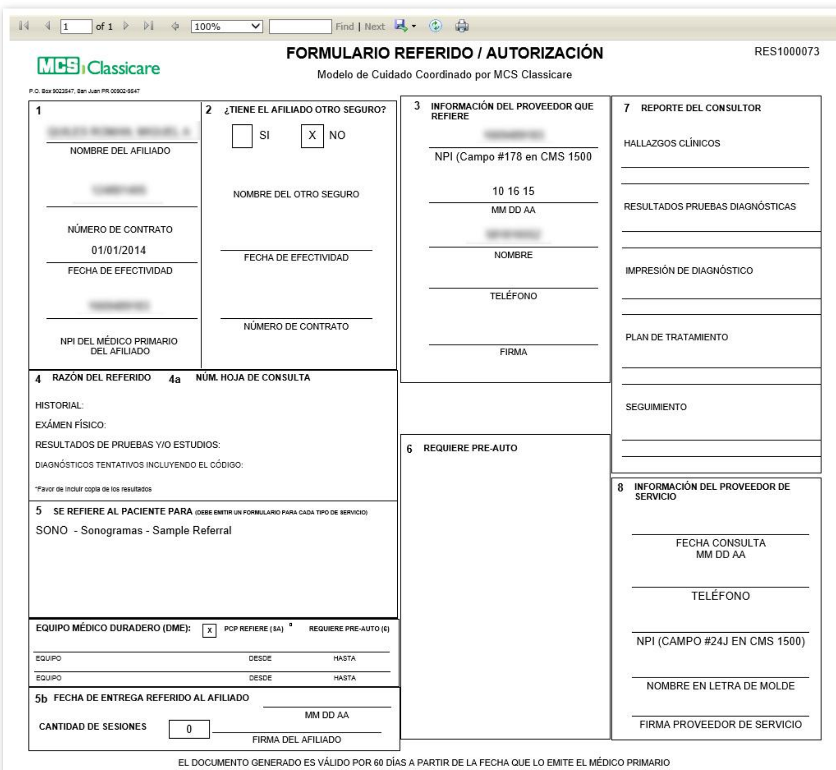
c. ***Facility Referrals***: Select the type of **Service** from the dropdown list, then add a **Description**, and a **Referral Issue Date**.

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.



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.





MCS Classicare

FORMULARIO REFERIDO / AUTORIZACIÓN

Modelo de Cuidado Coordinado por MCS Classicare

RES1000073

1 — NOMBRE DEL AFILIADO; NÚMERO DE CONTRATO; 01/01/2014 FECHA DE EFECTIVIDAD; NPI DEL MÉDICO PRIMARIO DEL AFILIADO

2 — ¿TIENE EL AFILIADO OTRO SEGURO? SI / X NO; NOMBRE DEL OTRO SEGURO; FECHA DE EFECTIVIDAD; NÚMERO DE CONTRATO

3 — INFORMACIÓN DEL PROVEEDOR QUE REFIERE; NPI (Campo #178 en CMS 1500); 10 16 15 MM DD AA; NOMBRE; TELÉFONO; FIRMA

7 — REPORTE DEL CONSULTOR; HALLAZGOS CLÍNICOS; RESULTADOS PRUEBAS DIAGNÓSTICAS; IMPRESIÓN DE DIAGNÓSTICO; PLAN DE TRATAMIENTO; SEGUIMIENTO

4 — RAZÓN DEL REFERIDO; 4a NÚM. HOJA DE CONSULTA; HISTORIAL:; EXÁMEN FÍSICO:; RESULTADOS DE PRUEBAS Y/O ESTUDIOS:; DIAGNÓSTICOS TENTATIVOS INCLUYENDO EL CÓDIGO:; *Favor de incluir copia de los resultados

5 — SE REFIERE AL PACIENTE PARA (DEBE EMITIR UN FORMULARIO PARA CADA TIPO DE SERVICIO); SONO - Sonogramas - Sample Referral

6 — REQUIERE PRE-AUTO

8 — INFORMACIÓN DEL PROVEEDOR DE SERVICIO; FECHA CONSULTA MM DD AA; TELÉFONO; NPI (CAMPO #24J EN CMS 1500); NOMBRE EN LETRA DE MOLDE; FIRMA PROVEEDOR DE SERVICIO

EQUIPO MÉDICO DURADERO (DME): X PCP REFIERE (5A) REQUIERE PRE-AUTO (6); EQUIPO DESDE HASTA; EQUIPO DESDE HASTA

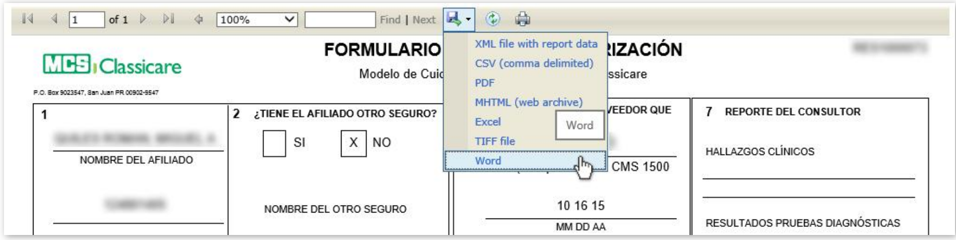
5b — FECHA DE ENTREGA REFERIDO AL AFILIADO; MM DD AA; CANTIDAD DE SESIONES 0; FIRMA DEL AFILIADO

EL DOCUMENTO GENERADO ES VÁLIDO POR 60 DÍAS A PARTIR DE LA FECHA QUE LO EMITE EL MÉDICO PRIMARIO

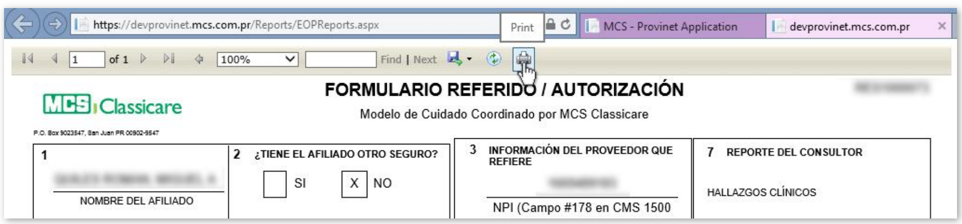
Note

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.



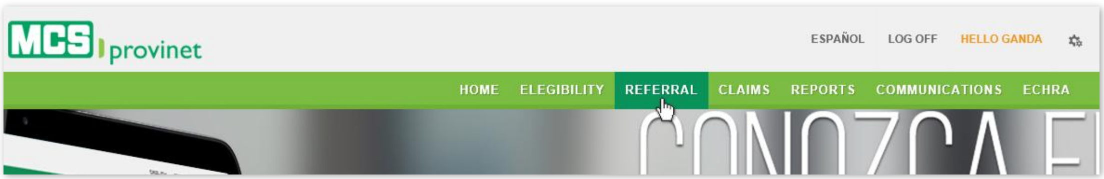
12. **Optional—Export Record**: If you want to export a digital copy of the record, click on the "Save" icon, located on the bar at the top of the Referral/Authorization Form, then select the desired format from the dropdown list. There are seven (7) digital formats available: XML, CSV, PDF, MHTML, Excel,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



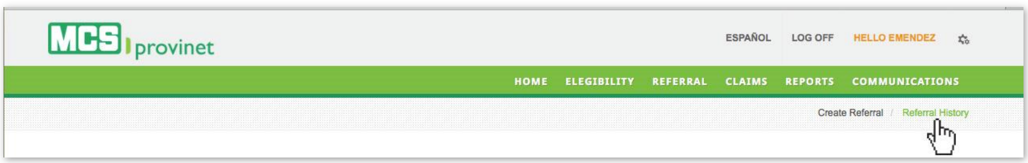
4.2. View Referral History

Follow the steps below to view your referral history:

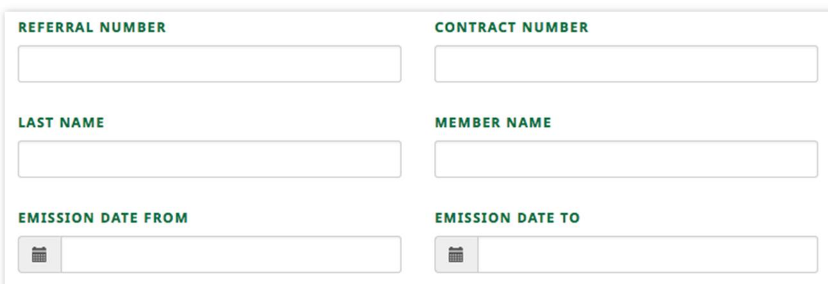
1. Select **Referral** from the main menu.



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



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.



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.

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

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.

4.5. Manage Pagination

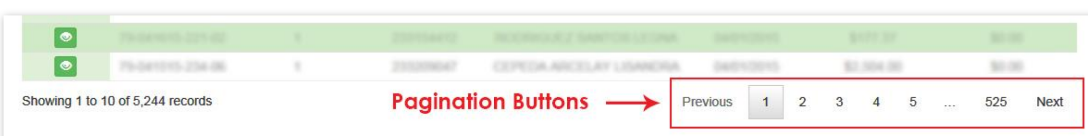
In order to manage a Referral List's pagination, you must first generate a referral list by following the steps detailed under **View Referral History**, above. User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

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.

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.



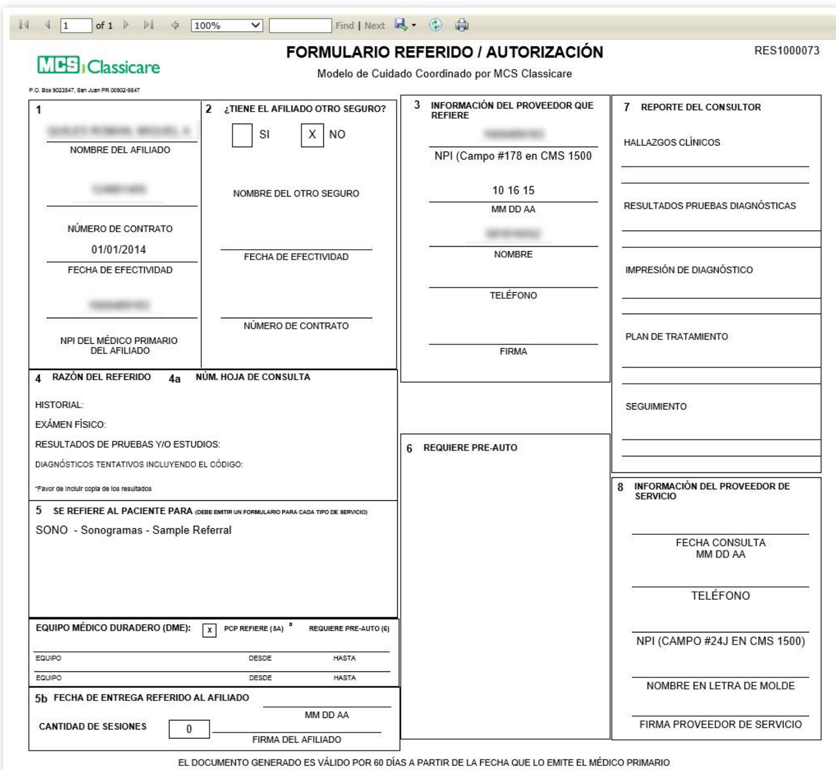
4.6. View Referral Details

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

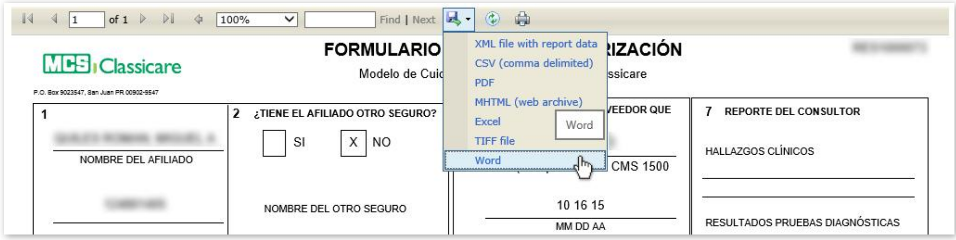
1. Generate a Referral List by following the steps detailed under **View Referral History**, above.

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.

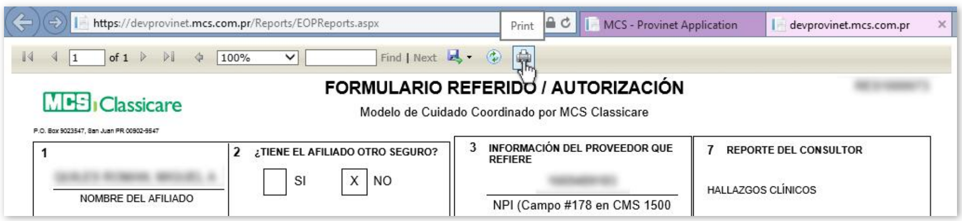
3. Click on the "**View**" Icon (printer shaped green icon) next to the desired record, located at the Actions column on the Referral List. This action will take you to the Referral/ Authorization Form.



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.



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.



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.

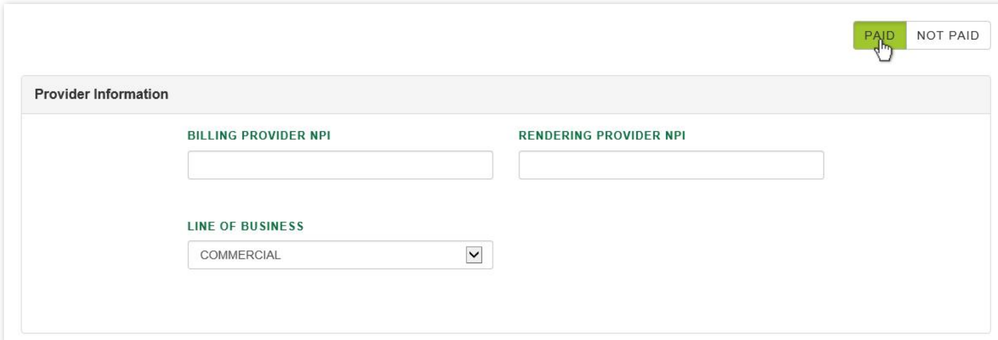
Action	Description
View Claims List	Generates a list of claims based on specified parameters.
Sort Claim List	Sorts a generated Claims List by selected column.
Search Records	Search for records matching some specific criteria within a generated Claims List.
Manage Pagination	Set the number of records 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:

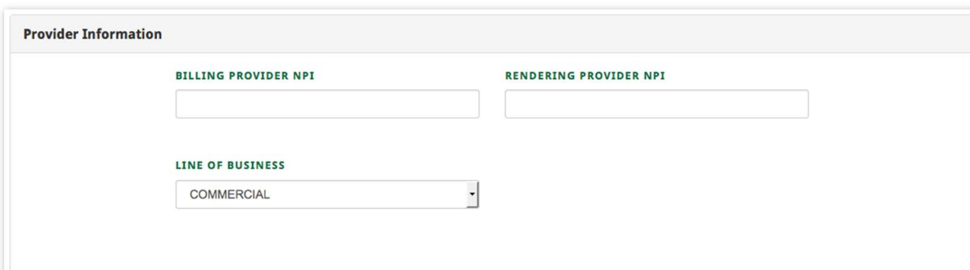
1. Select **View Claims** from the Claims dropdown list, located on the main menu.

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.



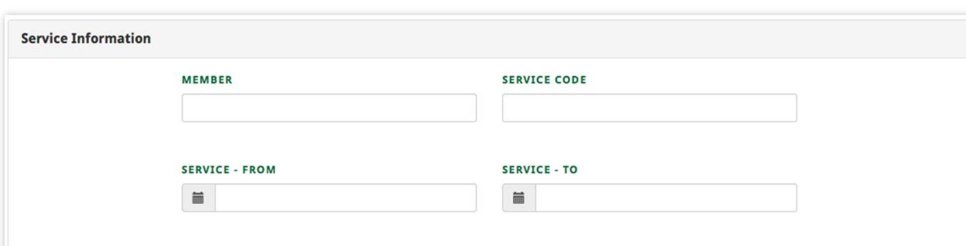
Tab	Description	Special Parameters
Paid	The claim has been processed, and either paid or rejected.	May include **Payment Information** in search.
In Process	The claim has not been processed yet.	May include **Received Information** in search.

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.

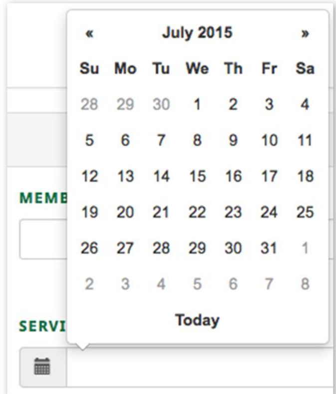


Note
These fields may vary depending on the user's role.

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.



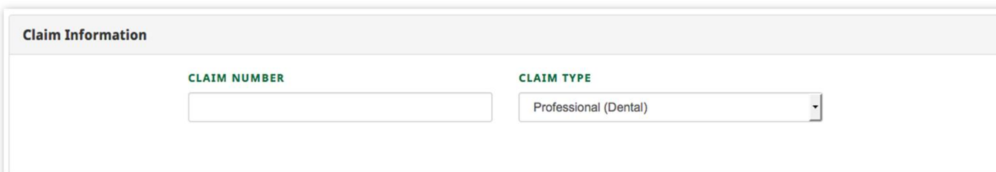
5. In the Service Information section (shown above), select the range of dates for your search using the **Service – Form** and **Service – To** input fields. You will be provided with a calendar tool to select the desired date, but will also be able to type in the date if preferred.



Note

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

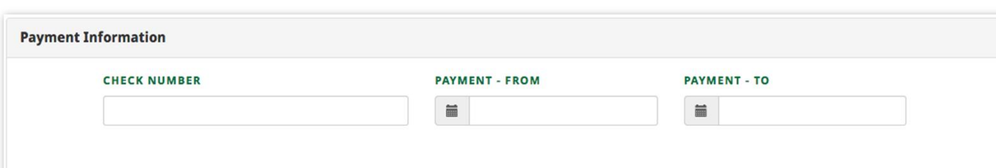
6. In the Claims Information section, enter the **Claim Number** in the appropriate input field (Optional); then select the **Claim Type** from the dropdown list (Required).



Note

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

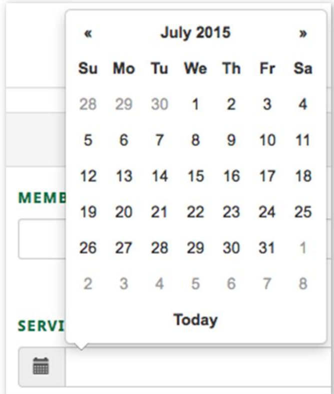
7. In the Payment Information section, enter the **Check Number** you want to search. This is an optional field.



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.



Note

1. You may search for a range of dates up to one (1) year apart from each other, maximum.
2. 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 sub-sections in this manual.

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).

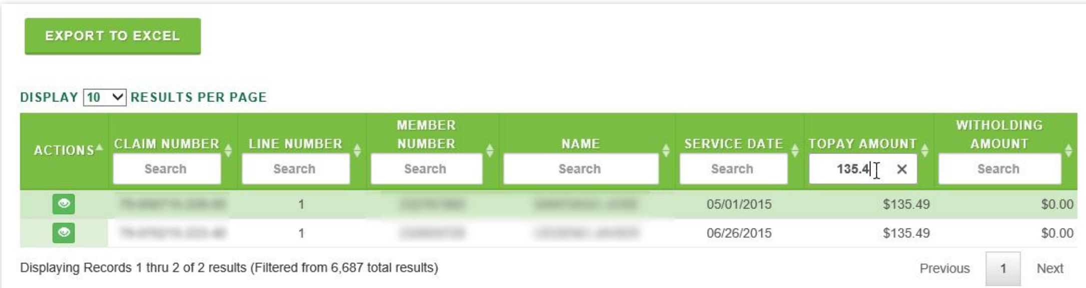
2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
    a. Claim number
    b. Line Number
    c. Member number
    d. Name
    e. Service date
    f. To pay amount
    g. Withholding Amount

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.



5.4. Manage Pagination

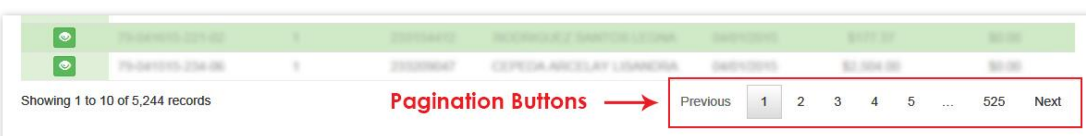
In order to manage a Claim List's pagination, you must first generate a Claims List by following the steps detailed under View Claims List (see the ***View Claim List*** sub-section, above). User have two options available to manage a claim list's pagination: **Records Per Page** and **Page Navigation**.

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.

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.



5.5. View Claim Details

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

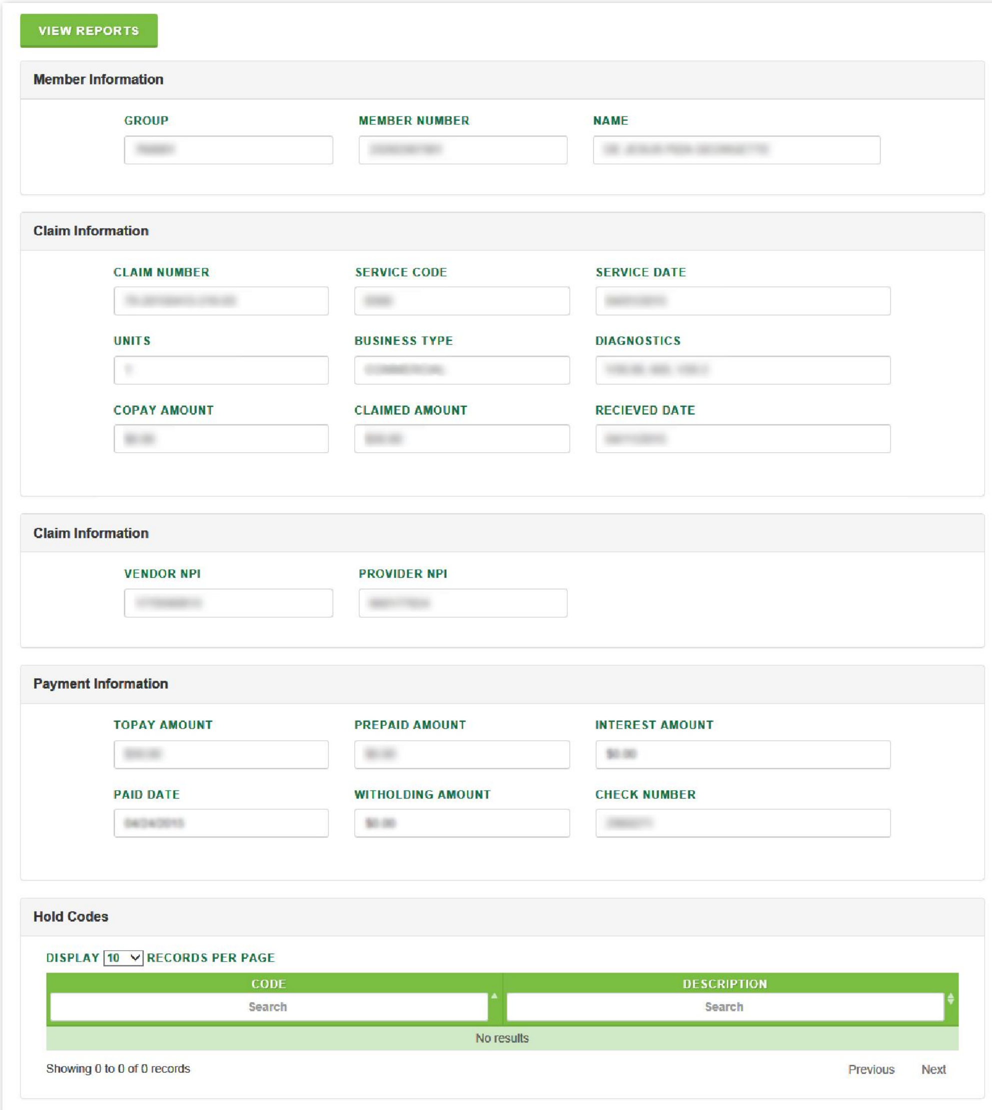
1. Generate a Claims List by following the steps detailed under View Claims List (see the ***View Claim List*** sub-section, above).

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.

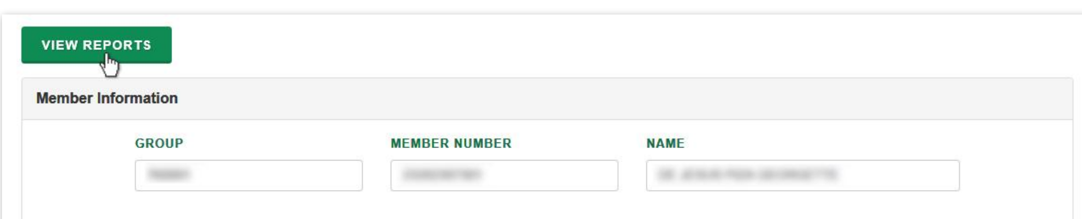
3. Click on the **View** Icon (eye shaped green icon) next to the desired record, located at the Actions column on the Claims List. This action will take you to the record's page (view sample of the next page).

(Continued on Next Page)

Sample Claim Record



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.

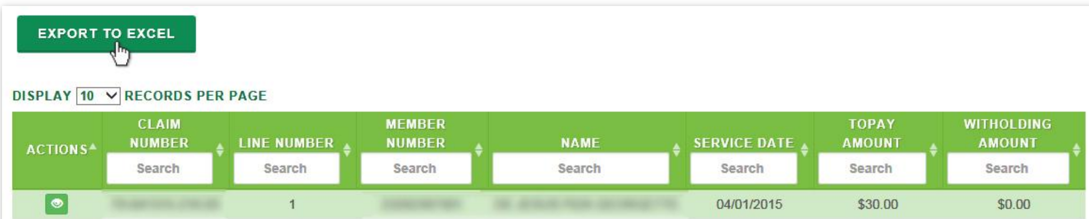


5.6. Export to Excel

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.



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.

Note

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

6. Payments (EOP)

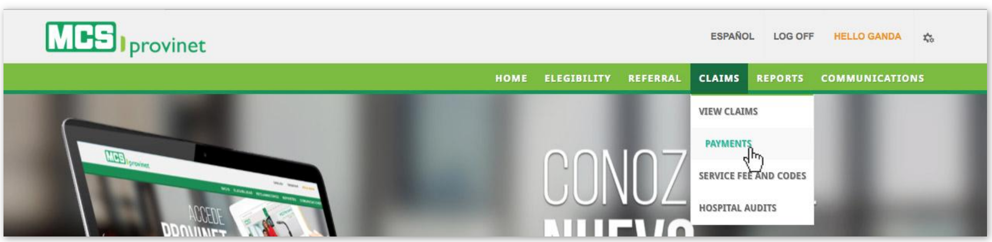
The Payments module allows users to search through their payments history and access the explication of payments. Users are able to perform the following actions through this module: **Search Payments**, **Sort Payment List**, **Search Records**, **Manage Pagination**, **View Payment Details** and **Print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

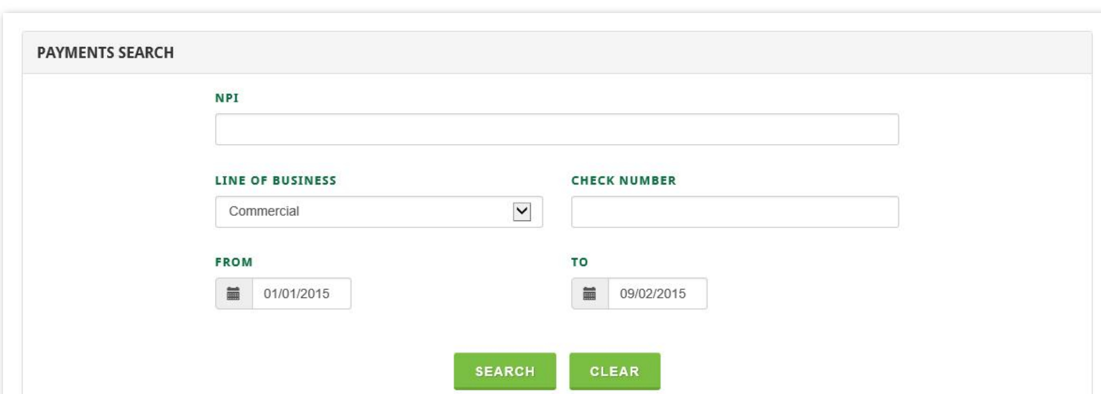
6.1. View Payment List

Follow the steps below to generate a list of payments:

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



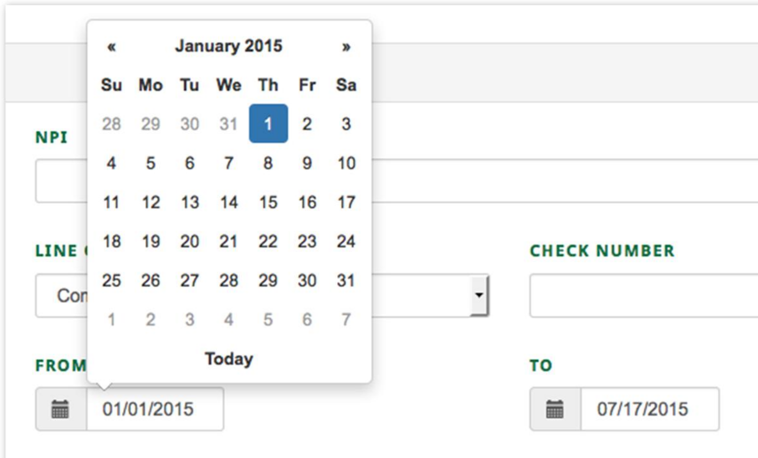
2. In the Payments Search section, insert the **NPI** number, **Check Number** and select the **Line of Business** from the dropdown list. The NPI input field will only appear and is required for MCS employees. Check Number is an optional field.



Note

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

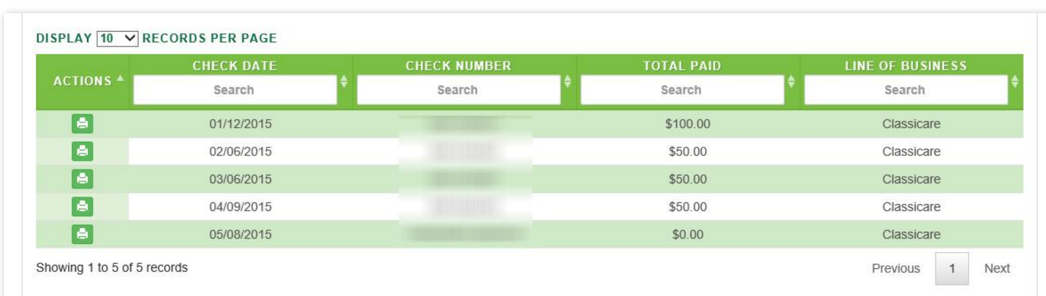
3. Select the range of dates for your search using the **Form** and **To** input fields. You will be provided with a calendar tool to select the desired date, but will also be able to type in the date if preferred.



Note

These are optional fields.

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.

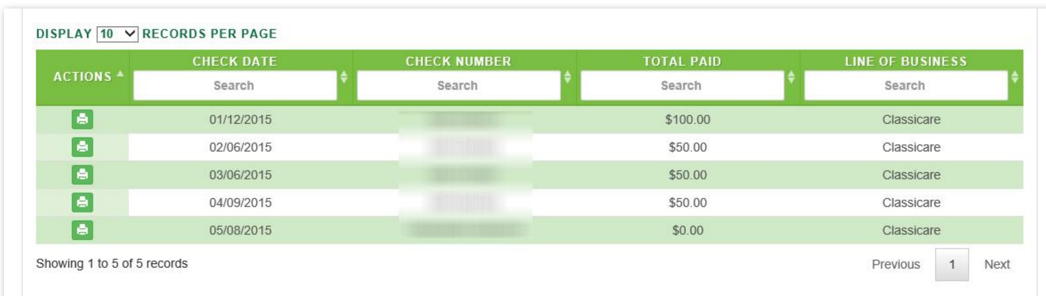


6.2. Sort Payment List

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

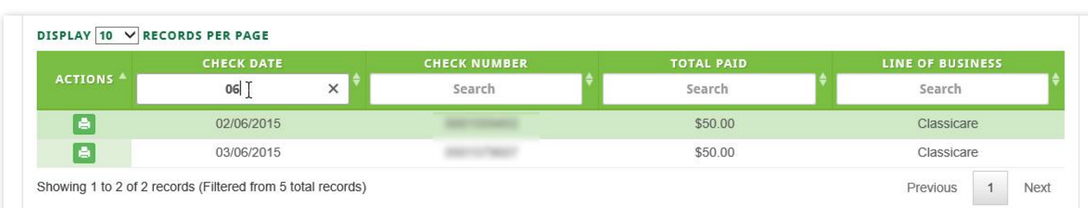


6.3. Search Record

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

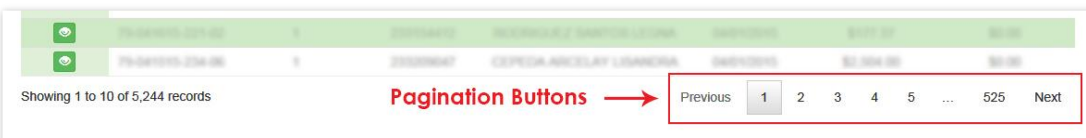
In order to manage a Payment List's pagination, you must first generate a Payment List by following the steps detailed under View Payment List (see the ***View Payment List*** sub-section, above). User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

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.



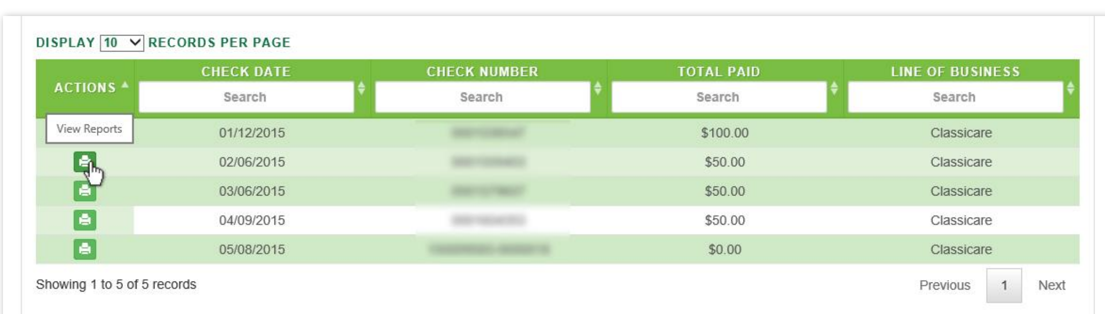
6.5. View/Print Payment Details

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

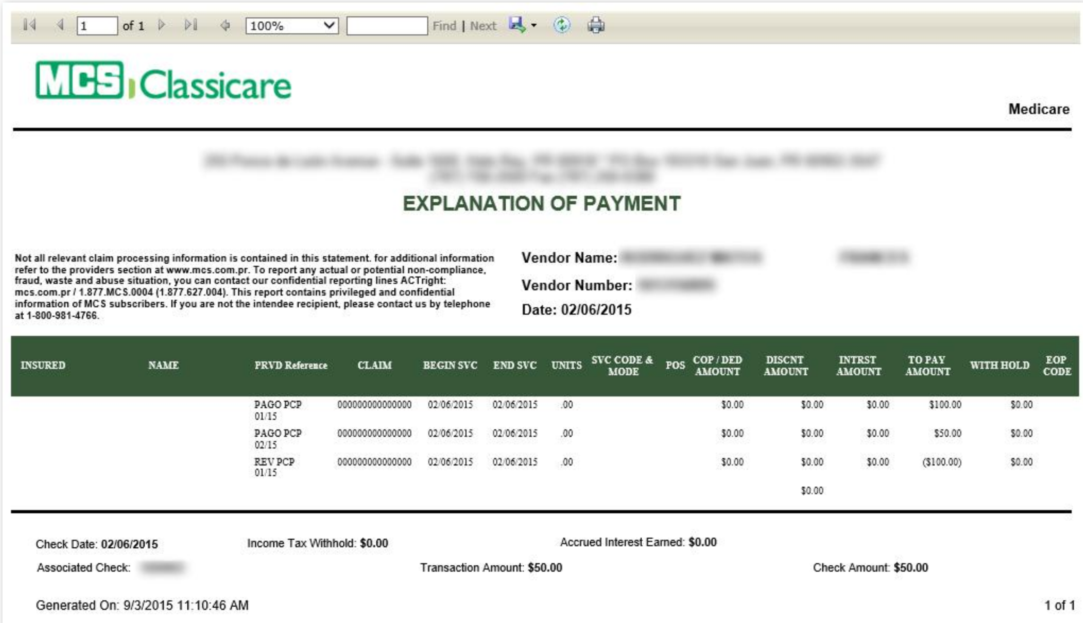
1. Generate a Payment List by following the steps detailed under Payment List (see the ***View Payment List*** sub-section, above).

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).



Sample Payment Details Record



1 of 1 Find | Next 100%

Medicare

EXPLANATION OF PAYMENT

Not all relevant claim processing information is contained in this statement. for additional information refer to the providers section at www.mcs.com.pr. To report any actual or potential non-compliance, fraud, waste and abuse situation, you can contact our confidential reporting lines ACTright: mcs.com.pr / 1.877.MCS.0004 (1.877.627.004). This report contains privileged and confidential information of MCS subscribers. If you are not the intendee recipient, please contact us by telephone at 1-800-981-4766.

Vendor Name:

Vendor Number:

Date: 02/06/2015

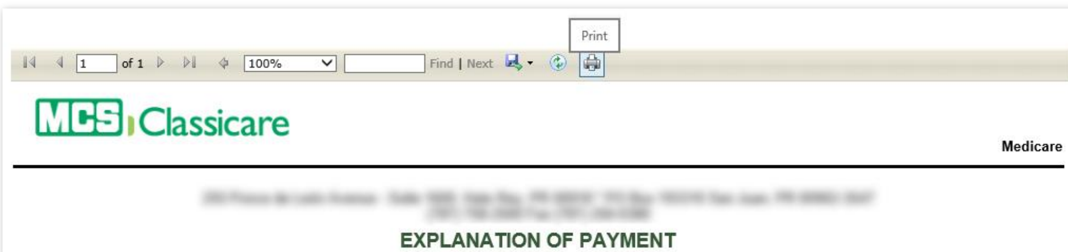
INSURED	NAME	PRVD Reference	CLAIM	BEGIN SVC	END SVC	UNITS	SVC CODE & MODE	POS	COP / DED AMOUNT	DISCNT AMOUNT	INTRST AMOUNT	TO PAY AMOUNT	WITH HOLD	EOP CODE
		PAGO PCP 01/15	000000000000000	02/06/2015	02/06/2015	.00			$0.00	$0.00	$0.00	$100.00	$0.00	
		PAGO PCP 02/15	000000000000000	02/06/2015	02/06/2015	.00			$0.00	$0.00	$0.00	$50.00	$0.00	
		REV PCP 01/15	000000000000000	02/06/2015	02/06/2015	.00			$0.00	$0.00	$0.00	($100.00)	$0.00	
										$0.00				

Check Date: **02/06/2015** Income Tax Withhold: **$0.00** Accrued Interest Earned: **$0.00**

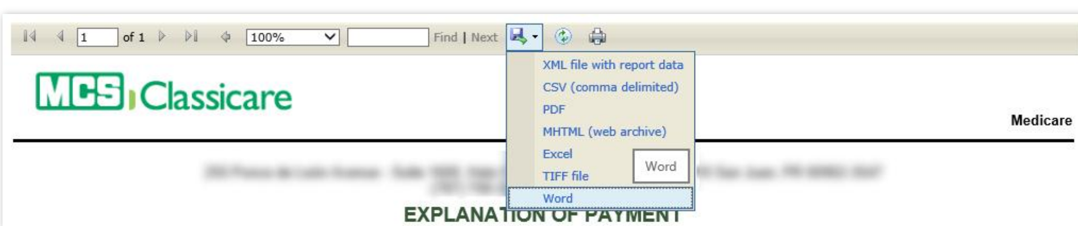
Associated Check: Transaction Amount: **$50.00** Check Amount: **$50.00**

Generated On: 9/3/2015 11:10:46 AM 1 of 1

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.



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**.



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.

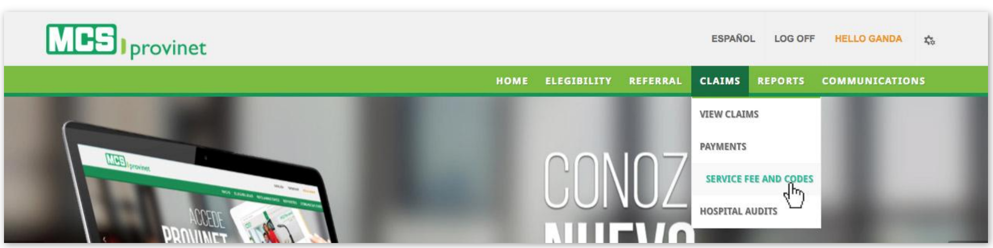
Users are able to perform the following actions through this module: **Search Payments**, **Sort Payment List**, **Search Records**, **Manage Pagination**, **View Payment Details** and **Print Payment Details**.

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.

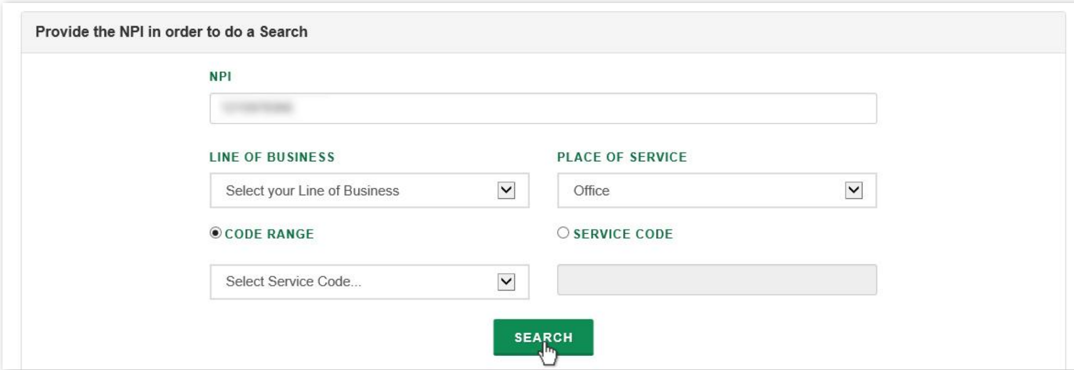


2. Enter the **NPI Number**. This is a required field for MCS employees, and must be entered in order to enable the subsequent dropdown lists and input field.

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

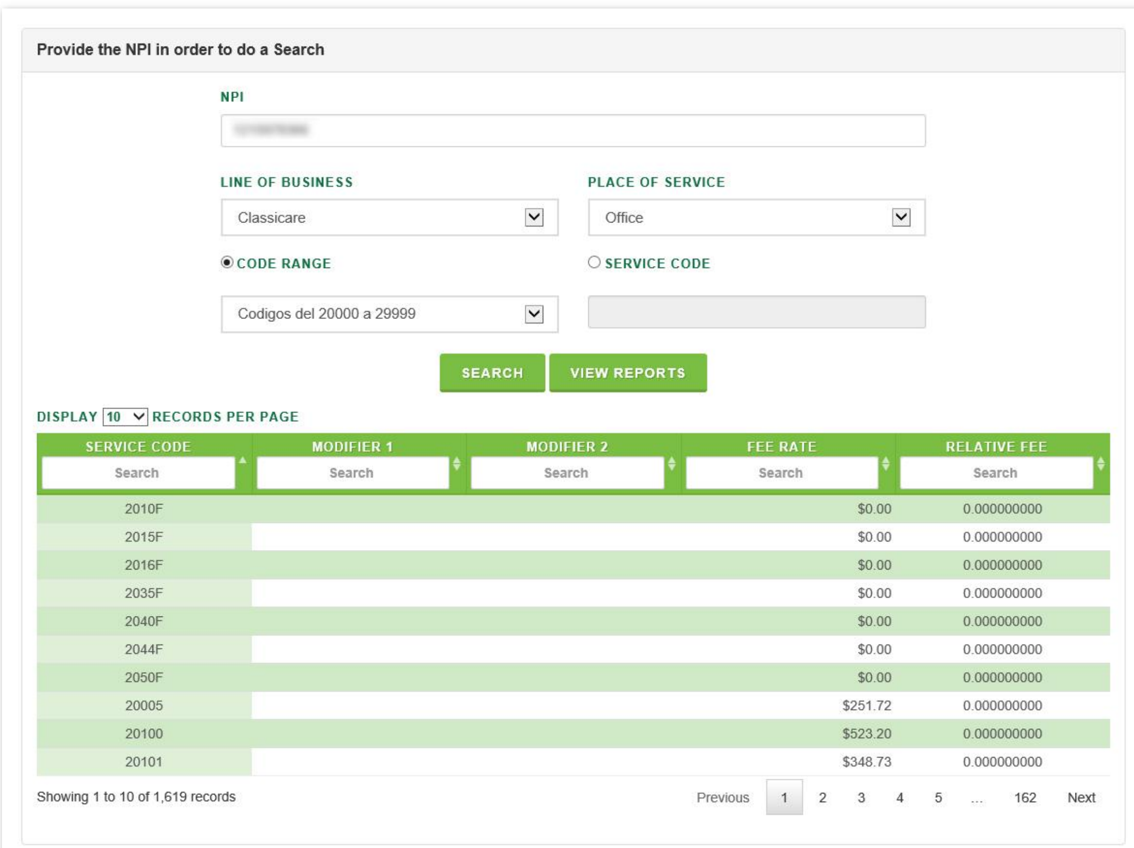
the selected range of service fee codes or the specified code, as well as activate the "View Reports" button.



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.

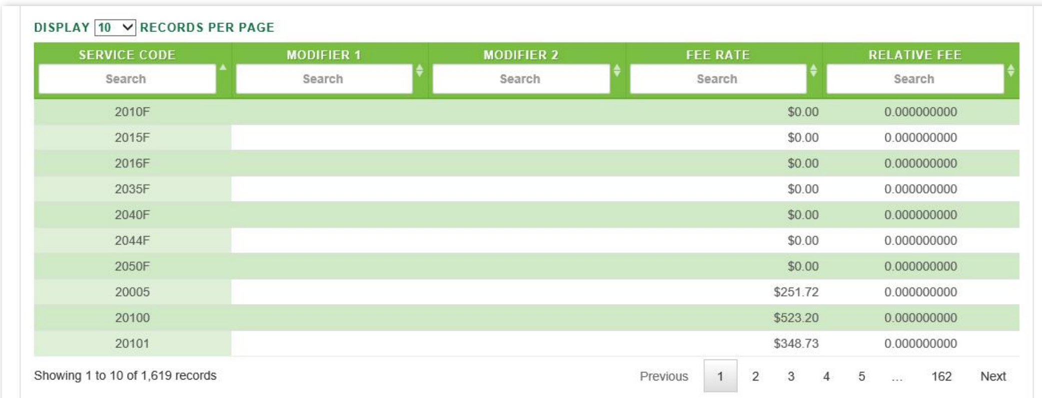


7.2. Sort Service Fee & Codes List

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



DISPLAY 10 RECORDS PER PAGE

SERVICE CODE	MODIFIER 1	MODIFIER 2	FEE RATE	RELATIVE FEE
Search	Search	Search	Search	Search
2010F			$0.00	0.000000000
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

Showing 1 to 10 of 1,619 records Previous 1 2 3 4 5 ... 162 Next

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.

DISPLAY 10 RECORDS PER PAGE

SERVICE CODE	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	0.000000000
20102			$382.92	0.000000000
20103			$462.61	0.000000000
22010			$780.06	0.000000000

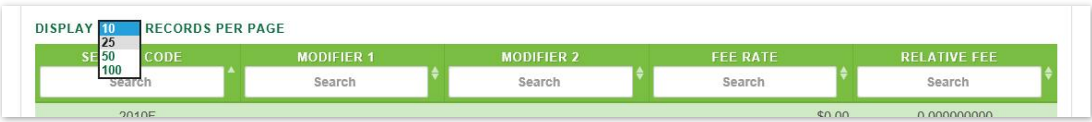
Showing 1 to 6 of 6 records (Filtered from 1,619 total records) Previous 1 Next

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**.

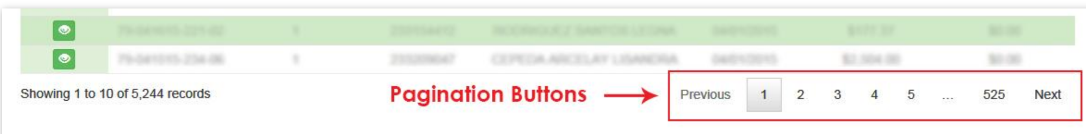
7.4.1 Records Per Page

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.

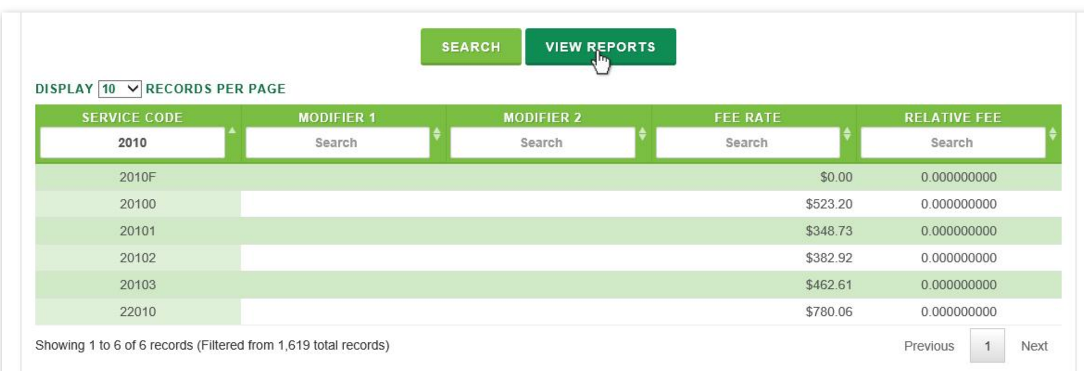


7.5. View, Print or Export Details

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).

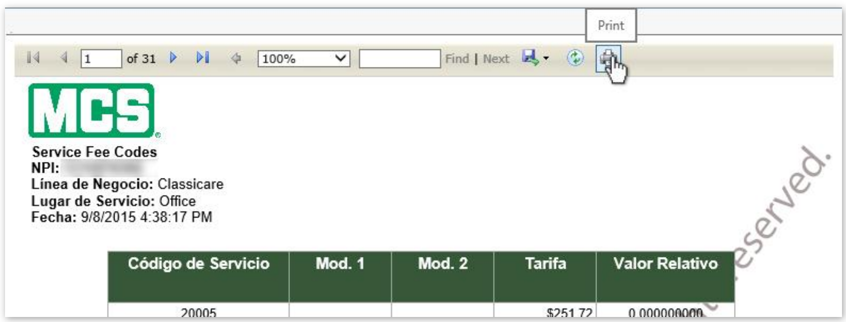


Note

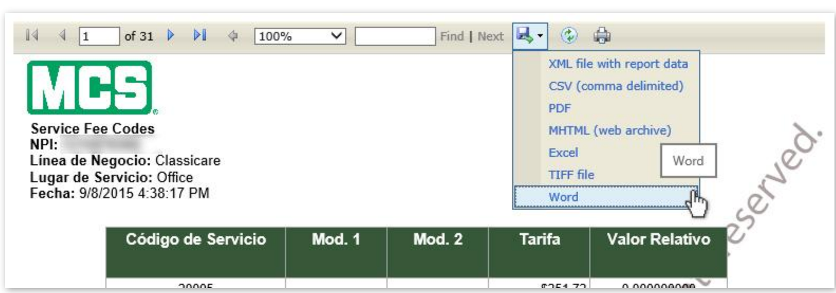
The View Reports button will only appear after you've generated list using the steps detailed under the **View Service Fee & Codes List** section, above.

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.



4. **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**.

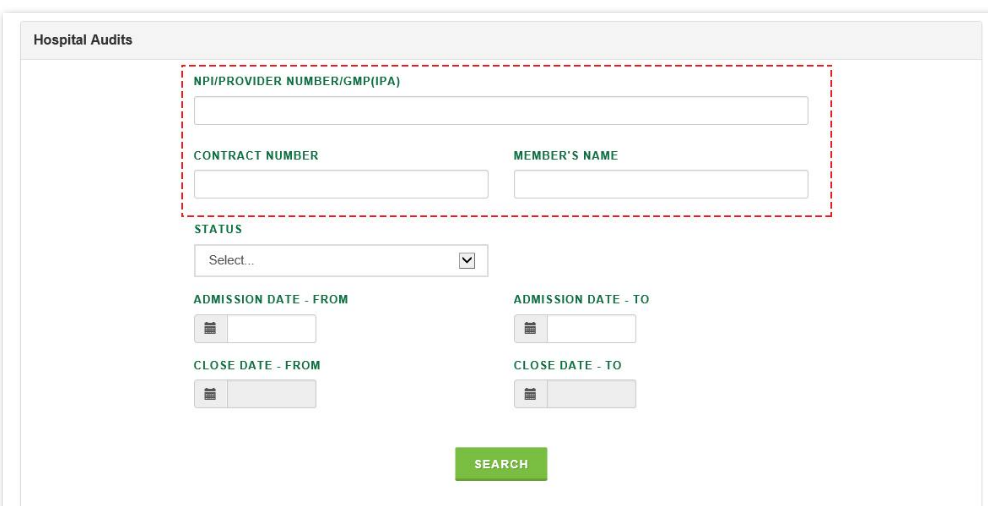
Action	Description
View Hospital Audits List	Generates a list of Hospital Audits based on specified parameters.
Sort List	Sorts a Hospital Audits List by selected column.
Search Records	Search for records matching some specific criteria within a Hospital Audits List.
Manage Pagination	Set the number 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.

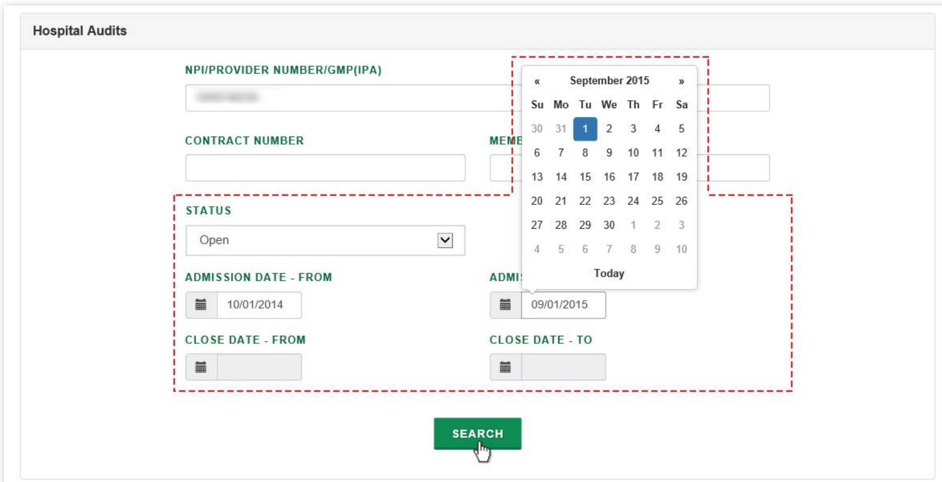
2. Enter the **NPI**, **Provider Number** or **GMP** (IPA), as well as the **Contract Number** and **Member's Name** being search. Contract Number and Member's Name are optional. NPI/Provider Number/GMP (IPA) applies only for MCS Employees and is a required field.



Note

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

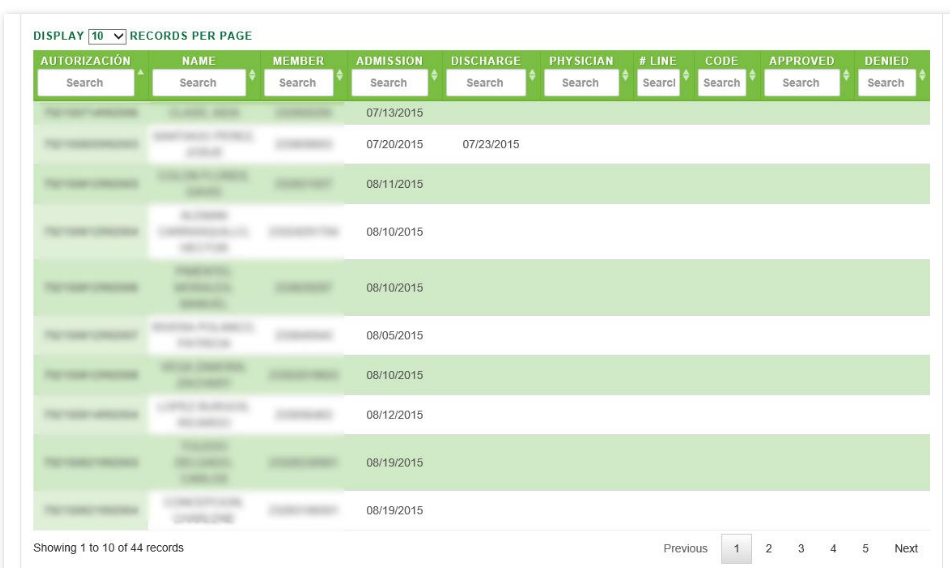
3. Select the status of the Hospital Audit that you're searching for from the dropdown list: **Open** or **Closed**. Then elect the range of dates for your search using the "Form" and "To" input fields, either from **Admission Date** (if Open status was selected) or **Close Date** (for Close status). 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.



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**

4. 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.

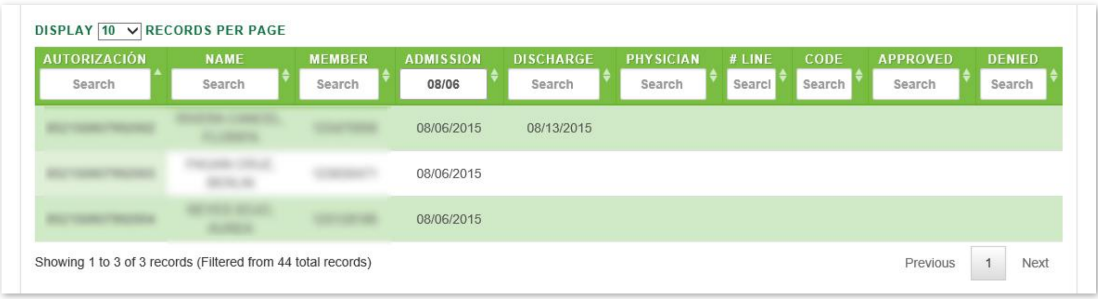


8.2. Search Record

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.

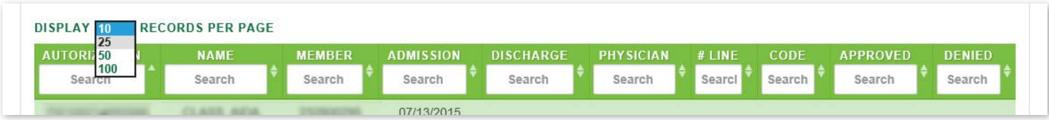


8.3. Manage Pagination

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**.

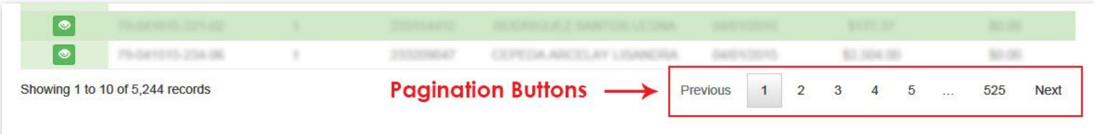
8.3.1 Records Per Page

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.



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.



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 sub-sections below:

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

9.1. Reports

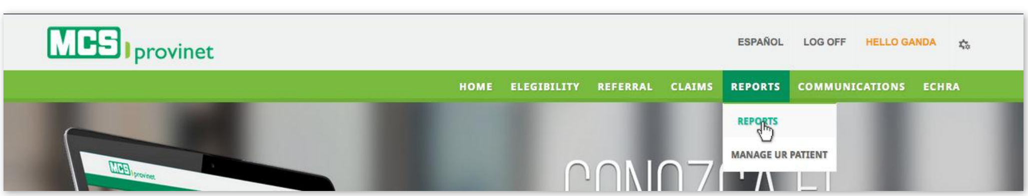
The Reports module allows users to search for or manage report documents. Users are able to perform the following actions through this module:

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.

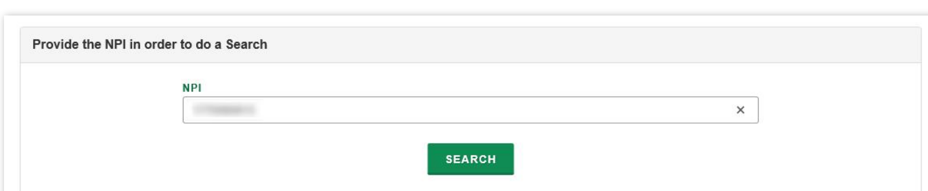
9.1.1 View Report List

Follow the steps below to generate a list of reports:

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

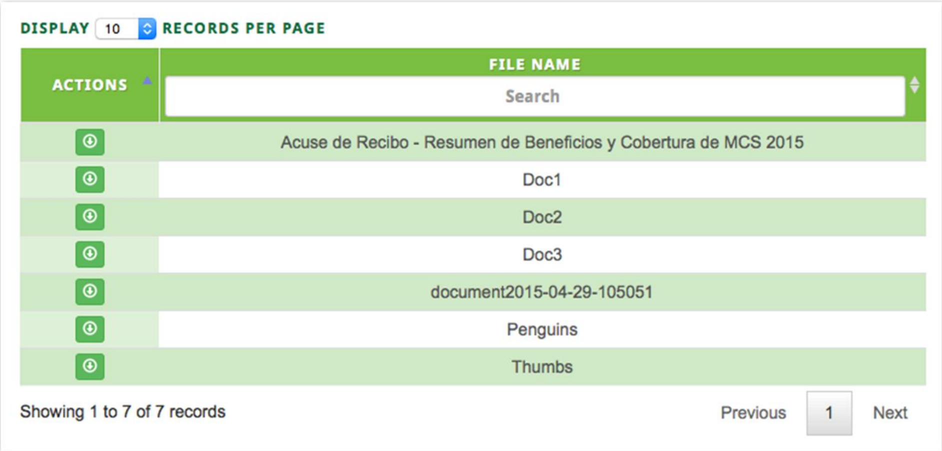


2. MCS Employees Only: Enter the provider's **NIP** number in the input field, then click the "**Search**" button. Providers do not need to perform this action.



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.

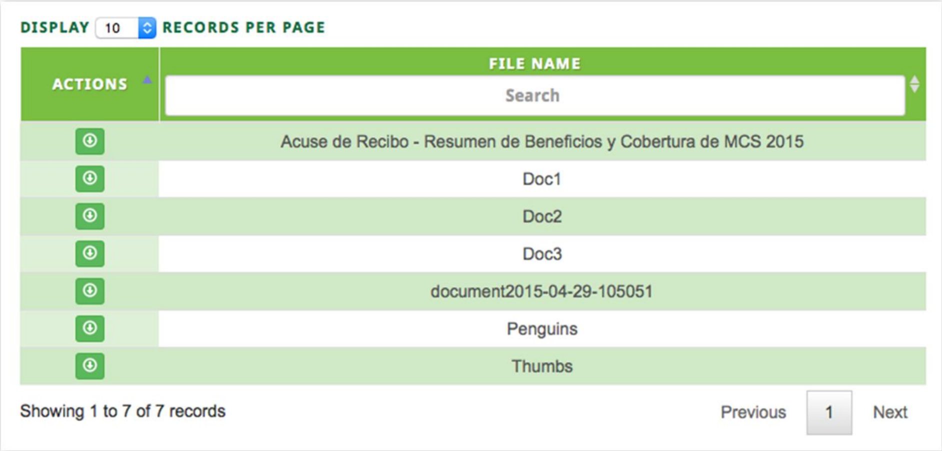
This action will generate a list like the one displayed below. This list allows users to perform various functions, including: **Sort List**, **Search Records**, **Manage Pagination**, and **Download Document**. These functions are detailed in the subsequent sub-sections in this manual.



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

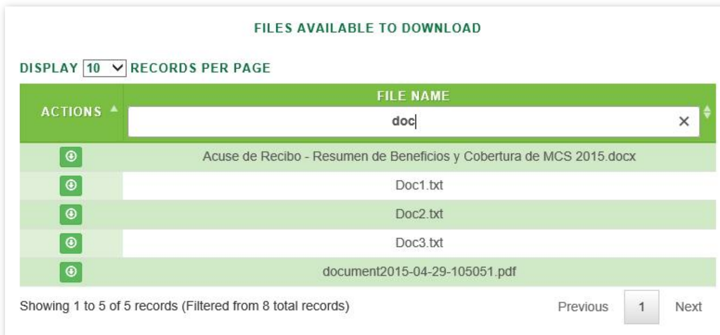


9.1.3 Search Record

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.

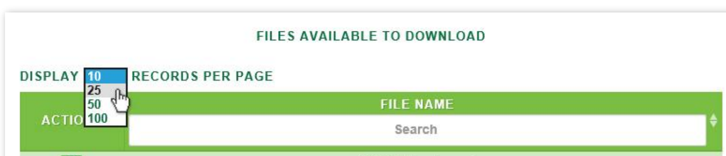


9.1.4 Manage Pagination

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**.

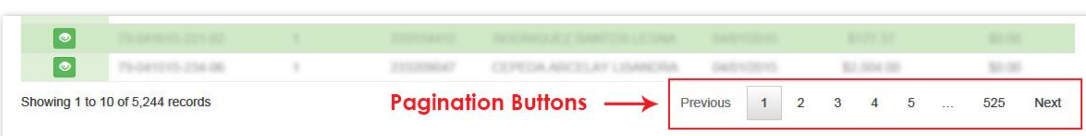
9.1.4.1 Records Per Page

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.



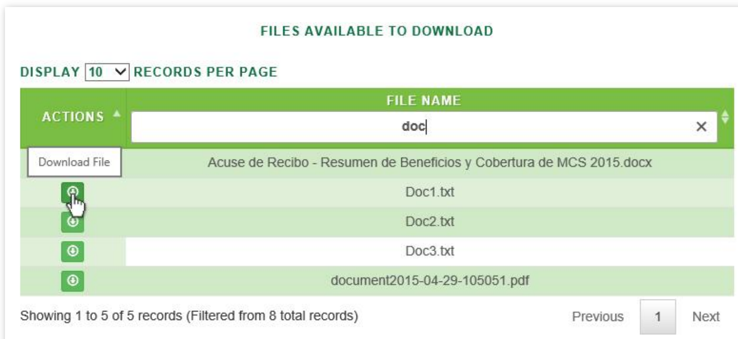
9.1.5 Download Report

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.



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.

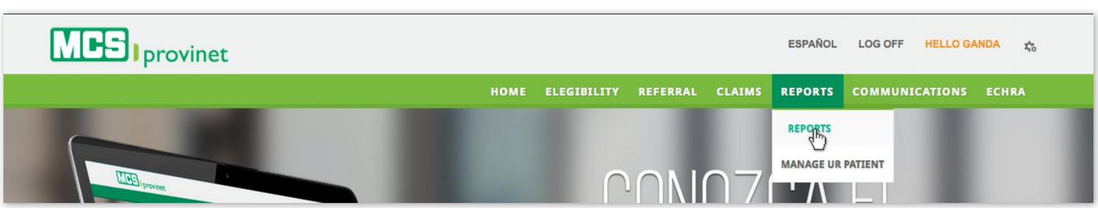
Users are able to perform the following actions through this module:

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.

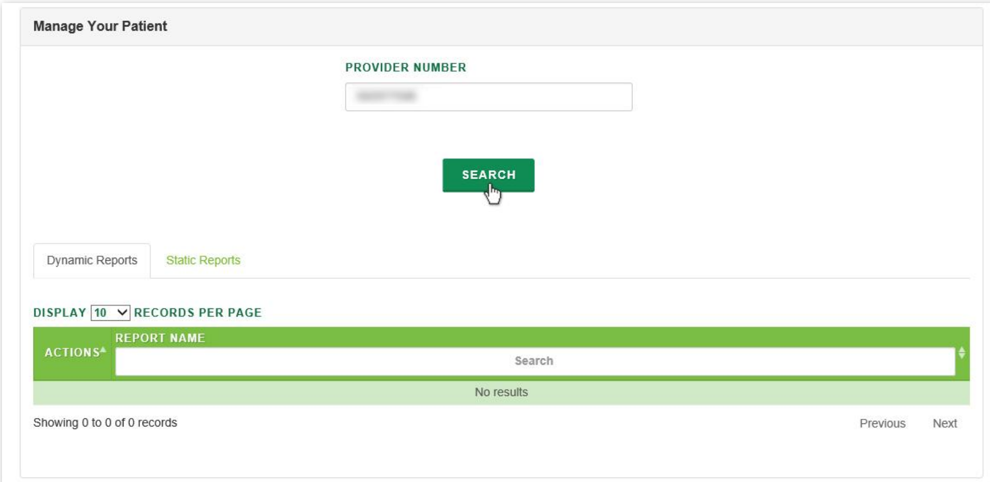
9.2.1 View Report List

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.



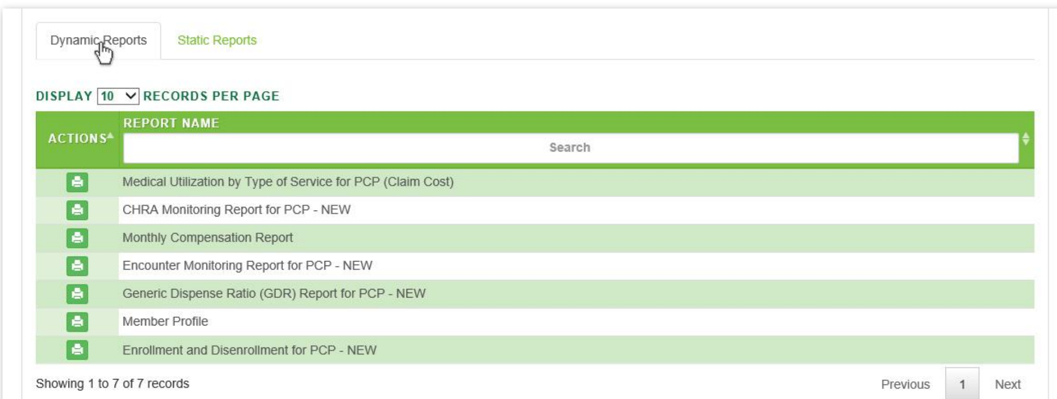
Note

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.

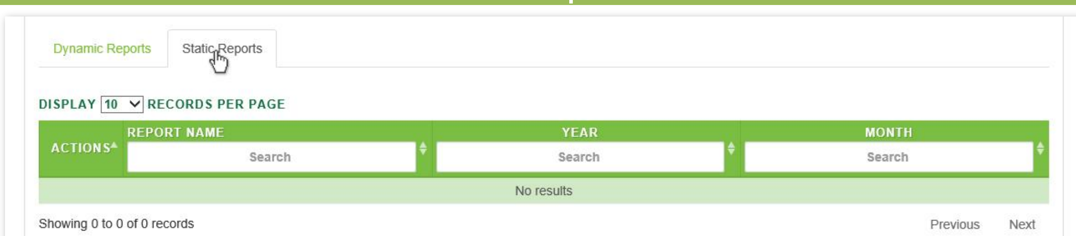
3. Click on the tabs located at the top of the report list to select the type of report you would like to view. You have two options: **Dynamic Reports** (default) or **Static Reports**.

   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



Static Reports



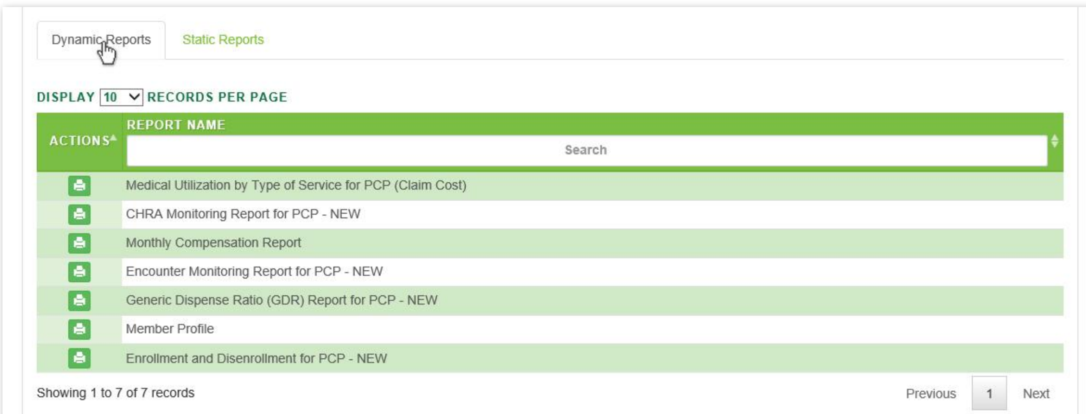
9.2.2 Sort List

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

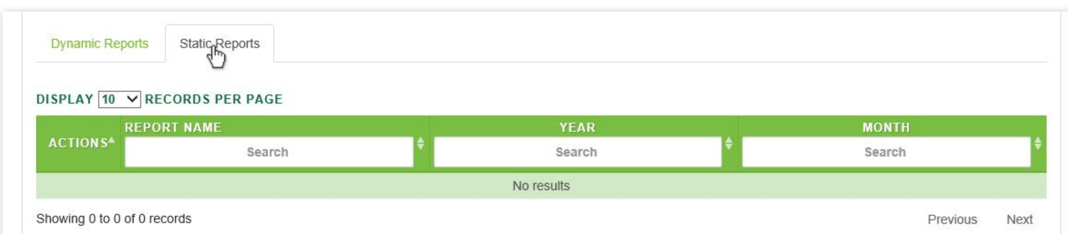
1. Generate a Report List by following the steps detailed under **View Report List**, above.

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



Static Reports



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.

9.2.4 Manage Pagination

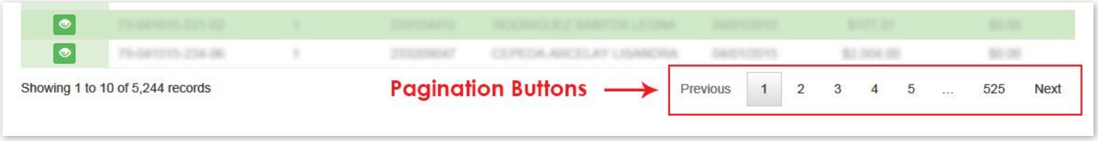
In order to manage a Report List's pagination, you must first generate a Dynamic or Static Report List by following the steps detailed under **View Report List**, above. User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

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.



9.2.5 View Report Details

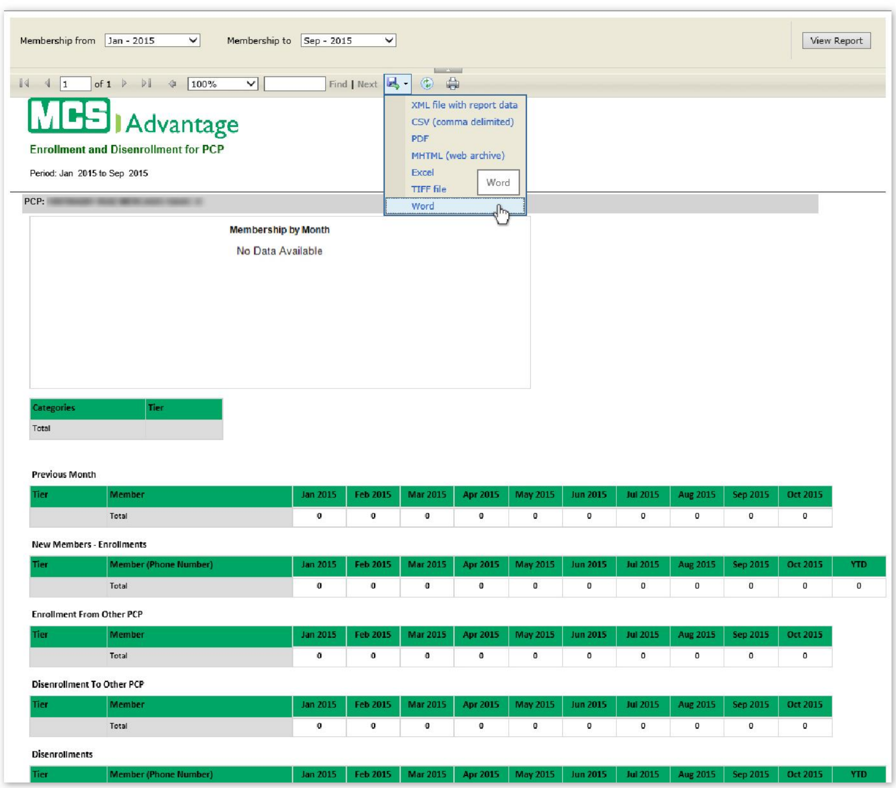
Follow the steps below to view a report's details:

1. Generate a Report List by following the steps detailed under **View Report List**, above.

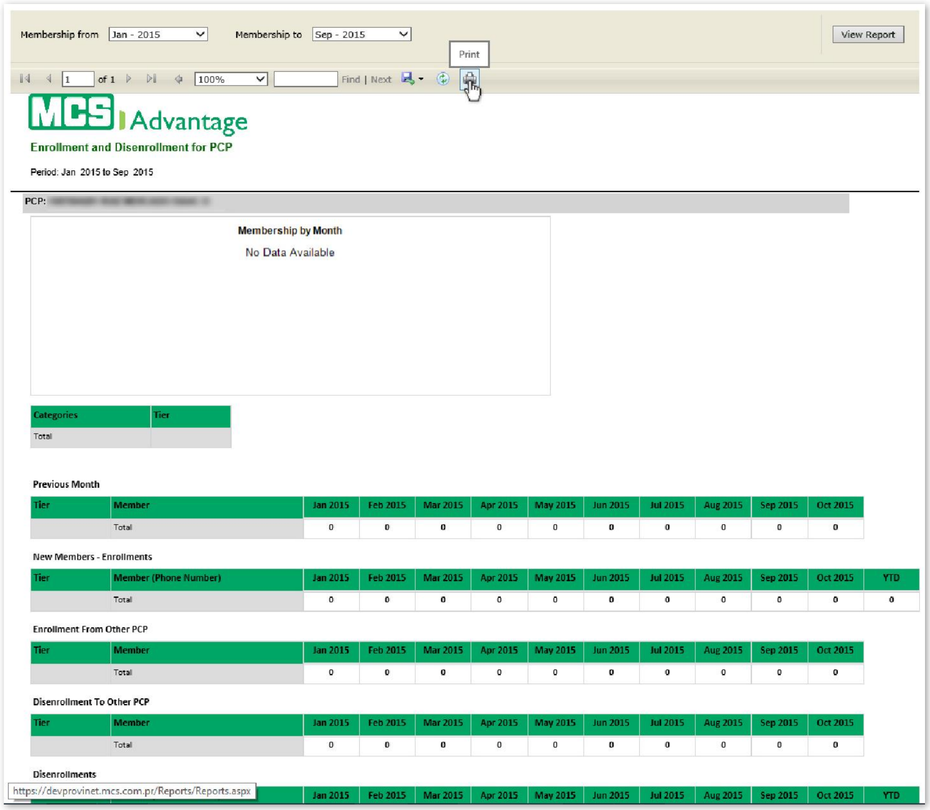
2. Look for the desired report using the methods details under the **Sort List**, **Search Records** and **Manage Pagination** sections, above.

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**.



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.



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

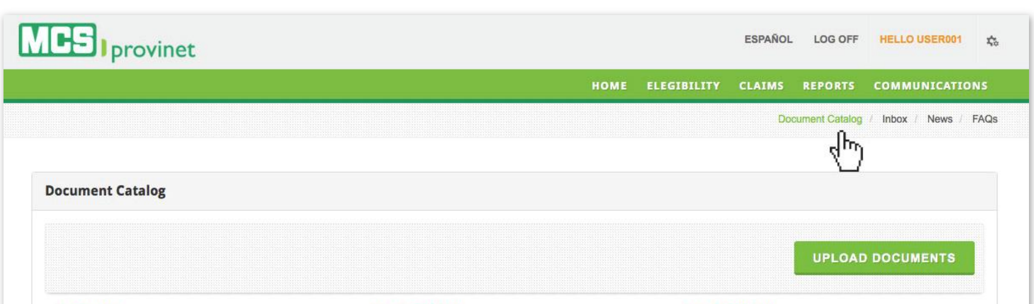
The Document Catalog allows users to search for or upload documents to the document repository. Users are able to perform the following actions through this module:

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

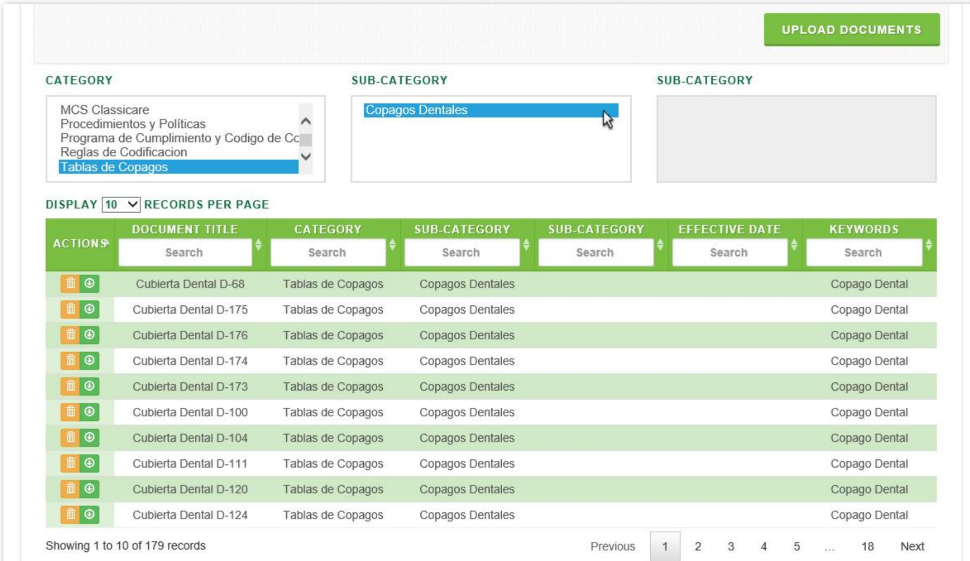
Follow the steps below to generate a list of documents based on specified parameters:

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



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.



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.

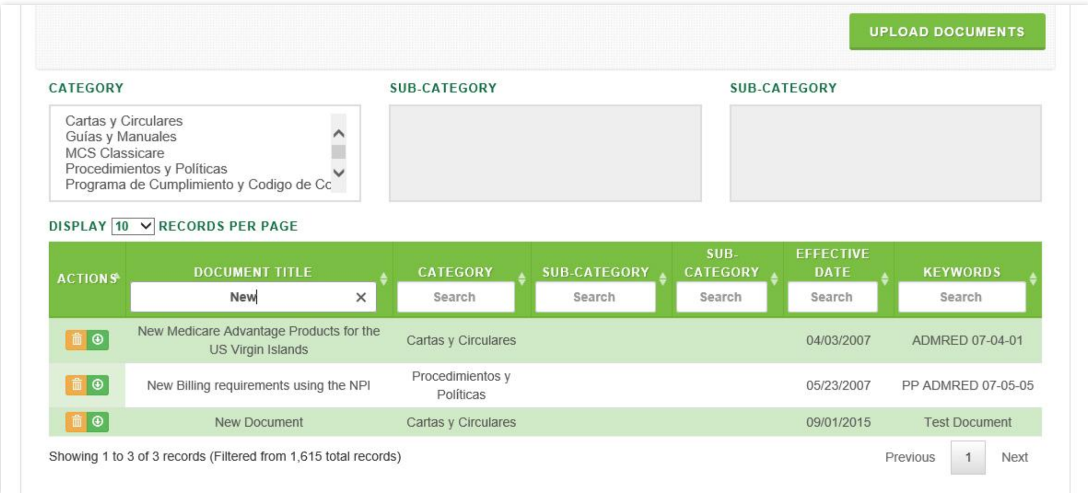
2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
    a. Actions
    b. Document Title
    c. Category
    d. Sub-Category
    e. Sub-Category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

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.

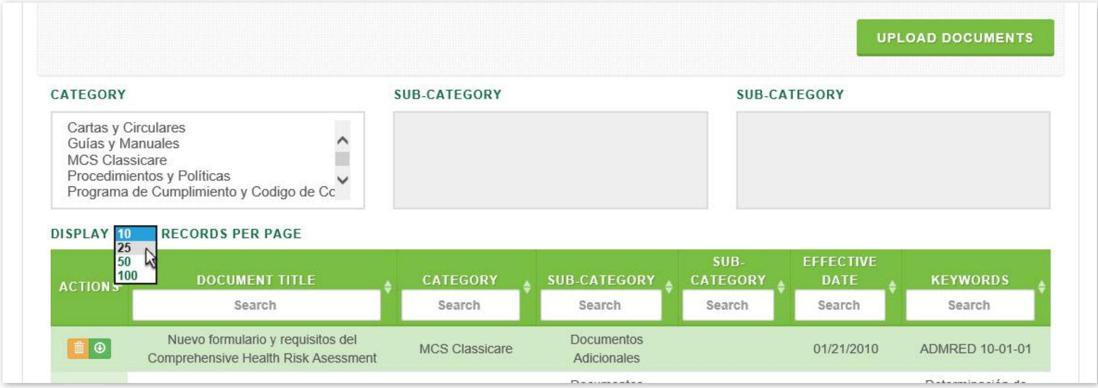


10.1.4 Manage Pagination

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**.

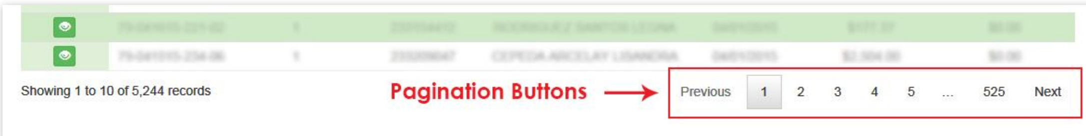
10.1.4.1 Records Per Page

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.



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.

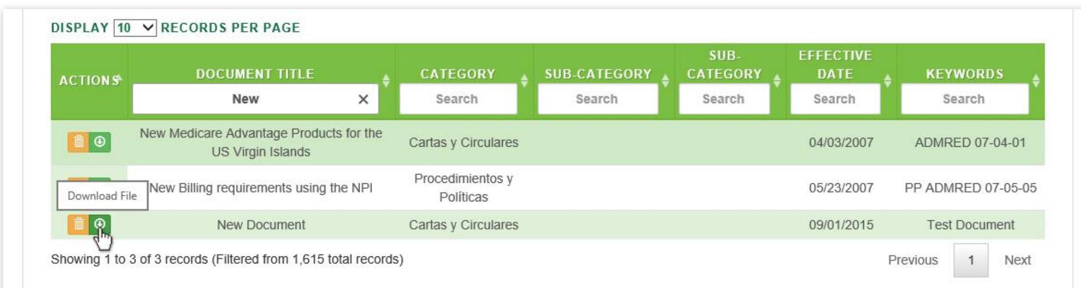


10.1.5 Download Document

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.

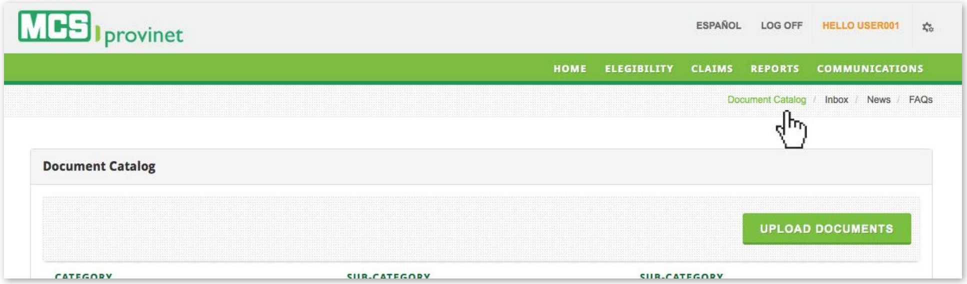
10.1.6 Upload Document

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

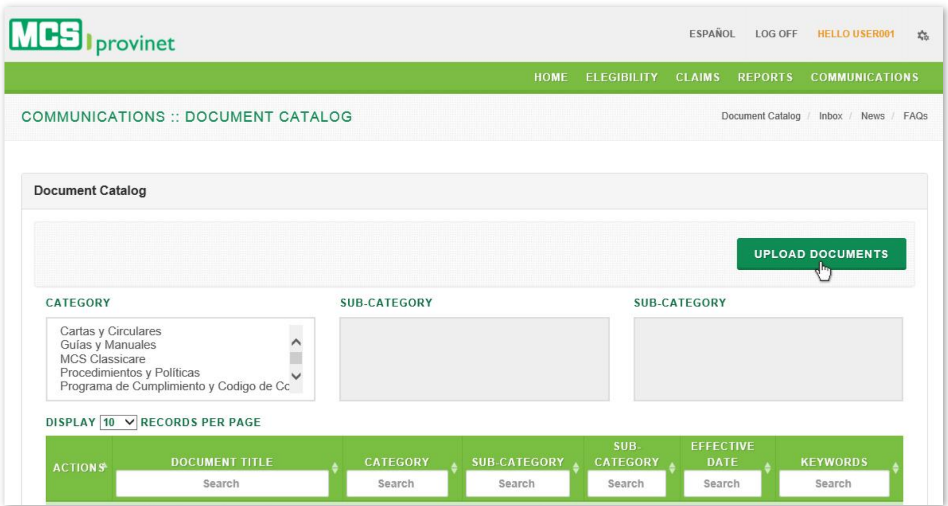
Note

Only MCS Provider Administrators may perform this action.

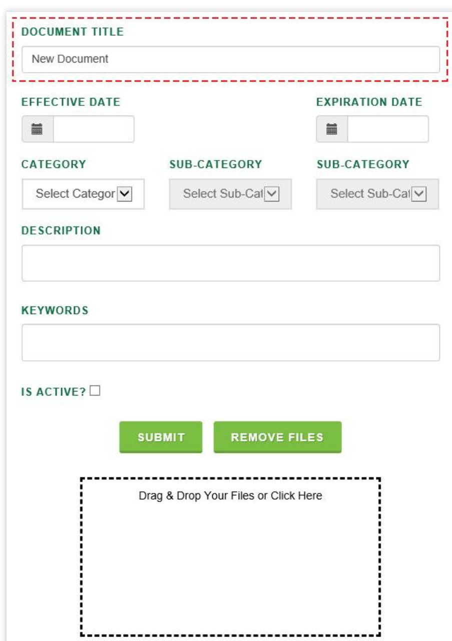
1. Select "**Communications**" from the main menu. Then click on the "**Document Catalog**" link if necessary.



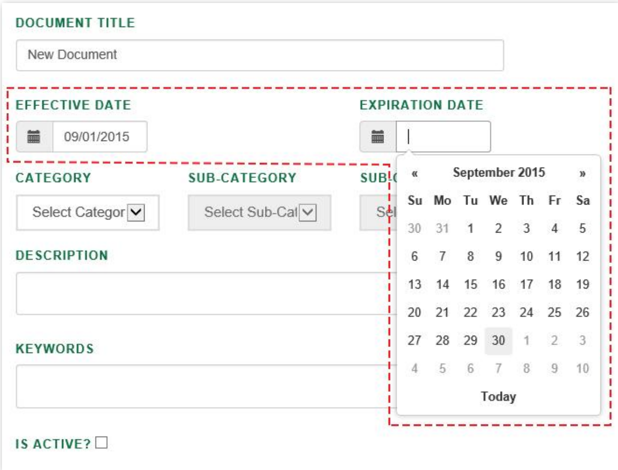
2. Click on the "**Upload Document**" button, located at the upper right section of the Document Catalog screen.



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

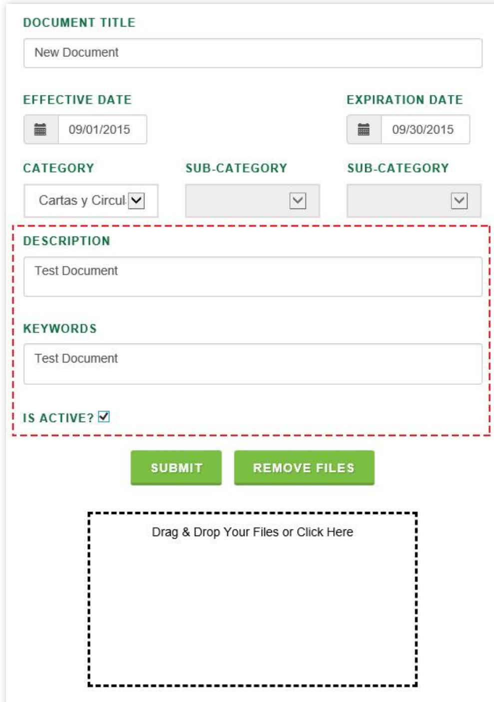


4. Enter an **Effective Date** and **Expiration Date** for the document. The effective date will determine the date that the document will become available in the Document Catalog, while the Expiration Date will determine when the document will become unavailable.

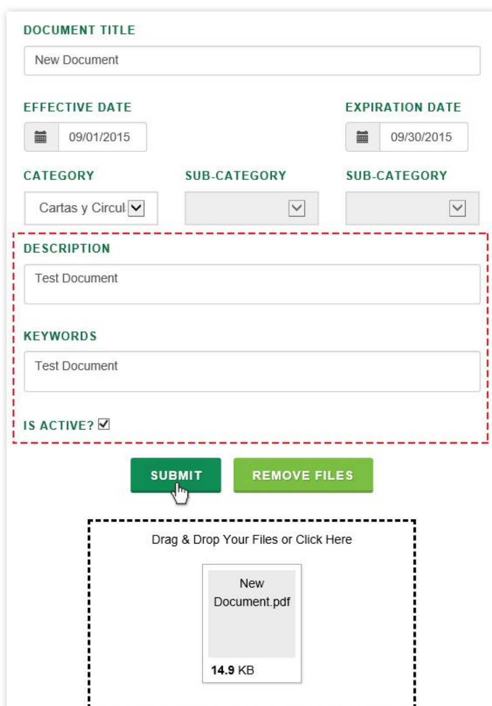


5. Select a **Category** for the document to be displayed on from the dropdown list, as well as a Sub-Category, if applicable.

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



7. 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.



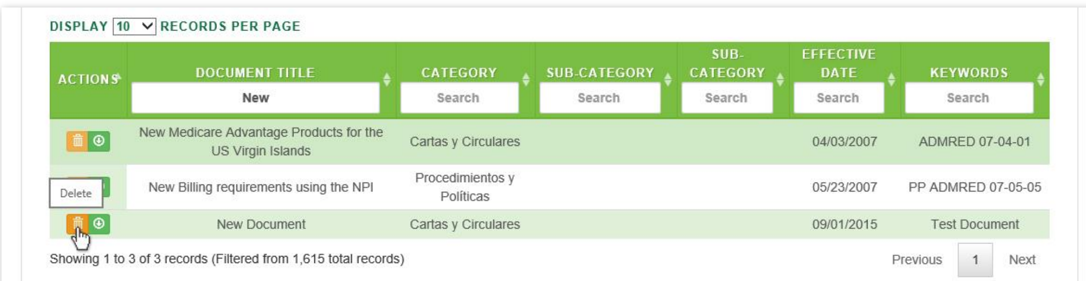
10.1.7 Delete Document

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

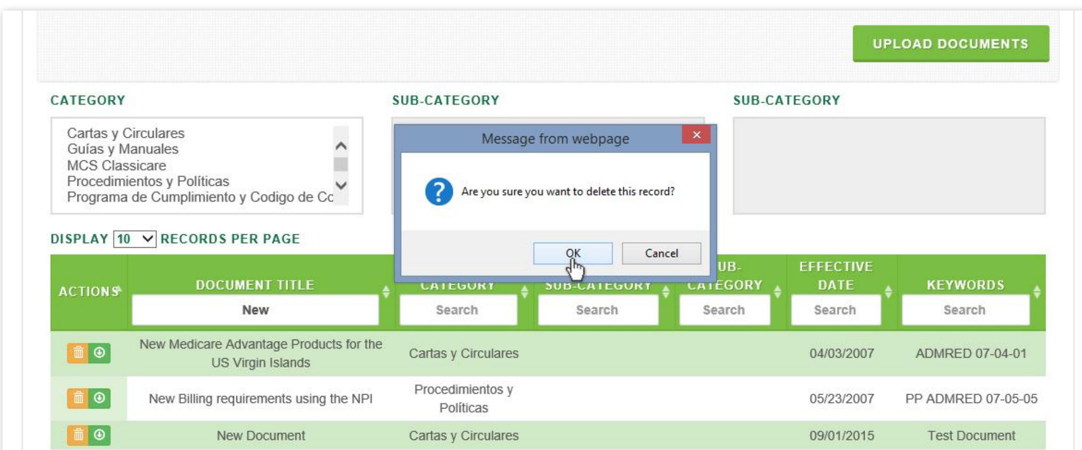
Note
Only MCS Provider Administrators may perform this action.

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.



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.



10.2. Inbox

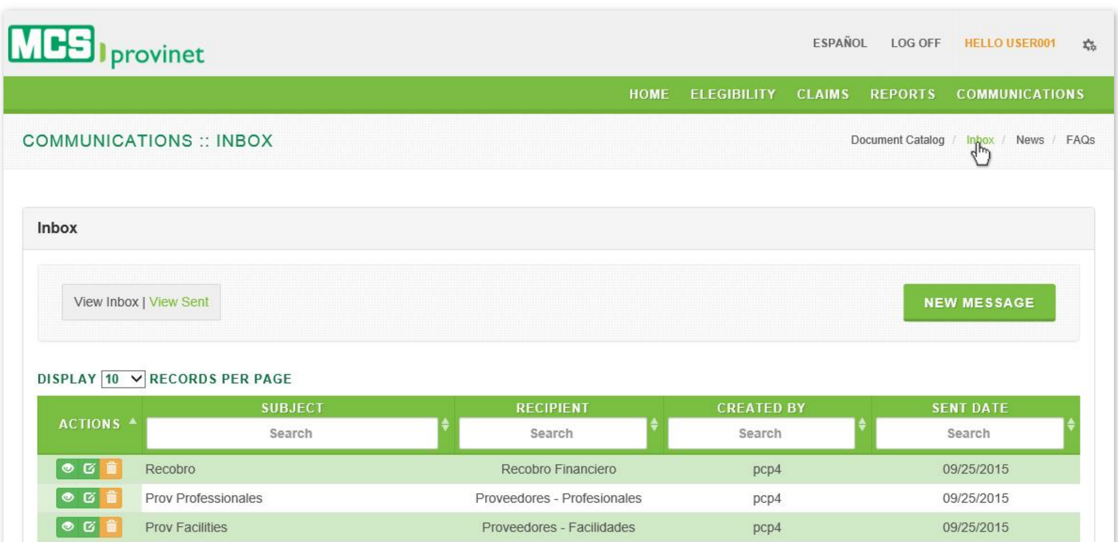
The Inbox allows users to manage received messages and create new messages. Users will be able to perform the following actions:

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

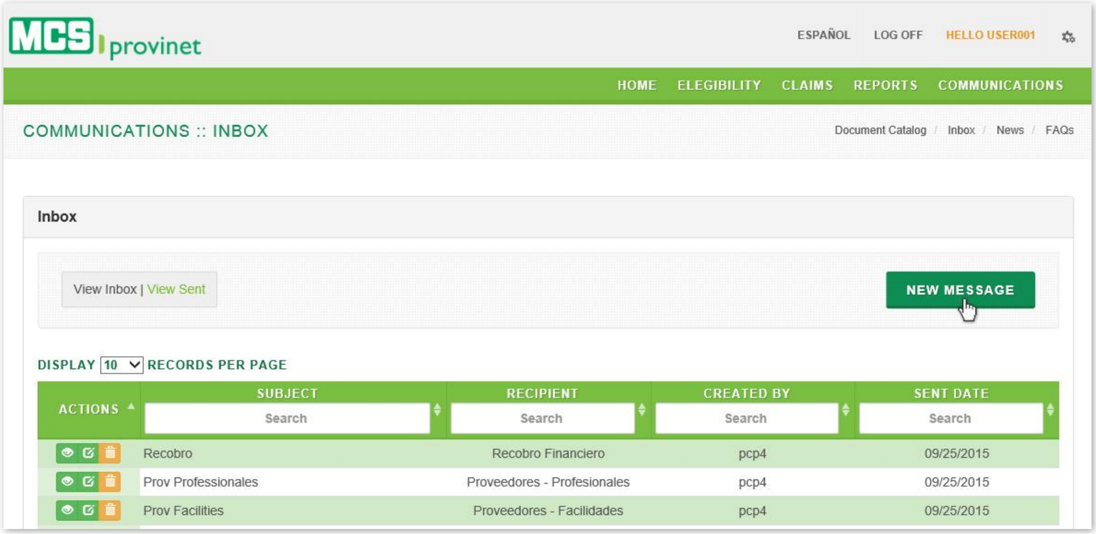
10.2.1 Create New Message

Follow the steps below to create a New Message:

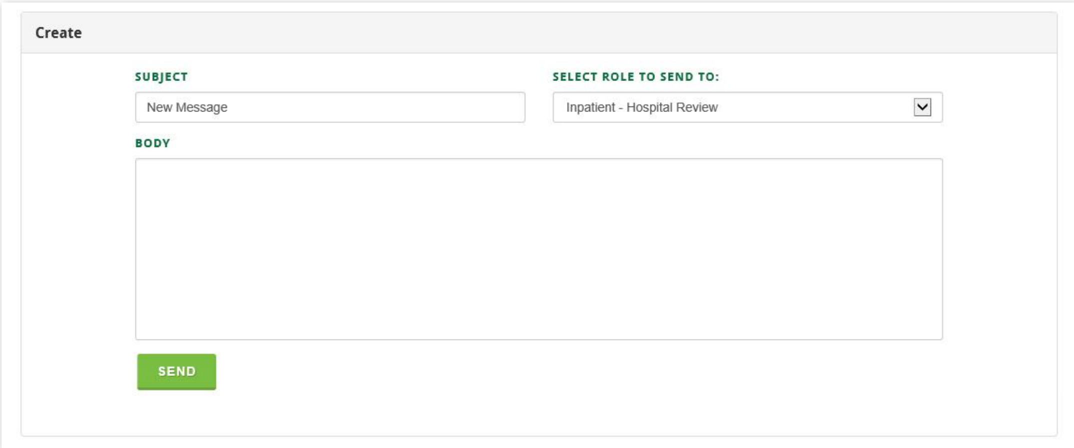
1. Select "**Communications**" from the main menu. Then click on the "**Inbox**" link if necessary.



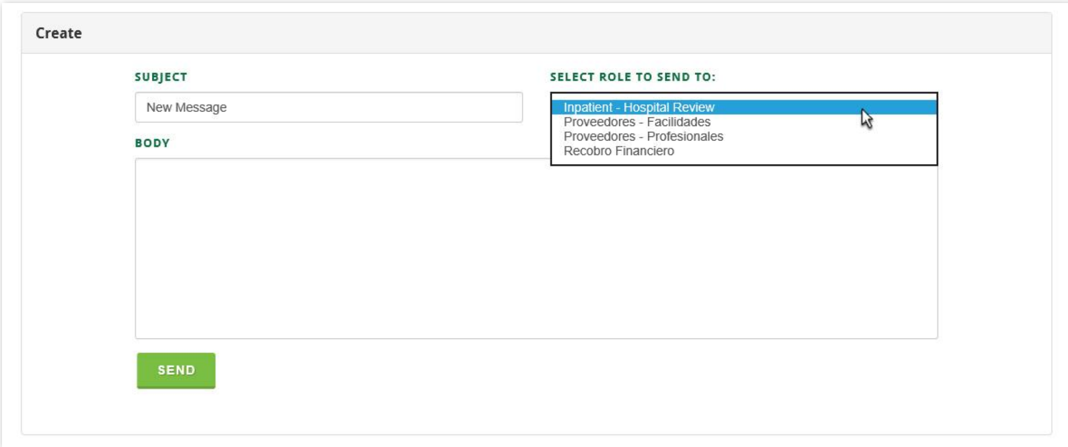
2. Click on the "**New Message**" button. This action will take you to the Create message page (next).



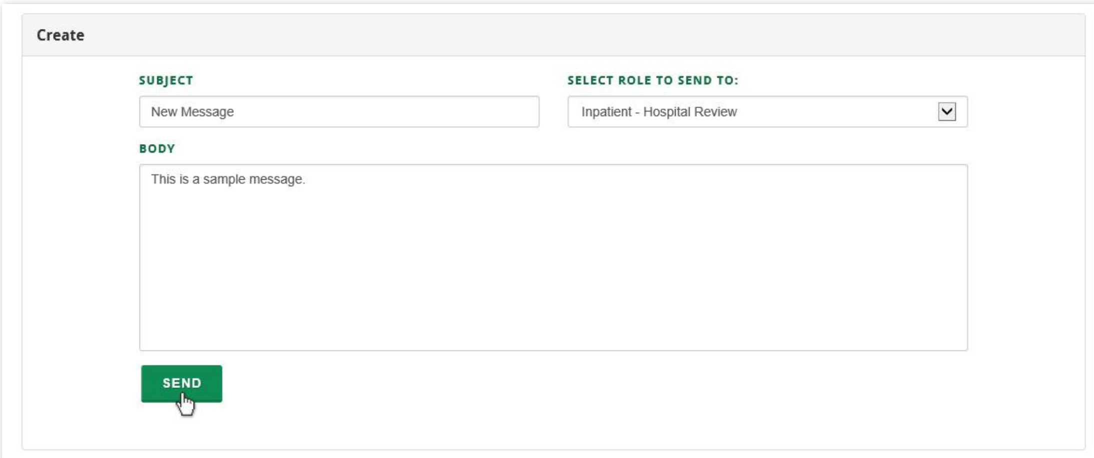
3. Write a "**Subject**" for your New Message



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



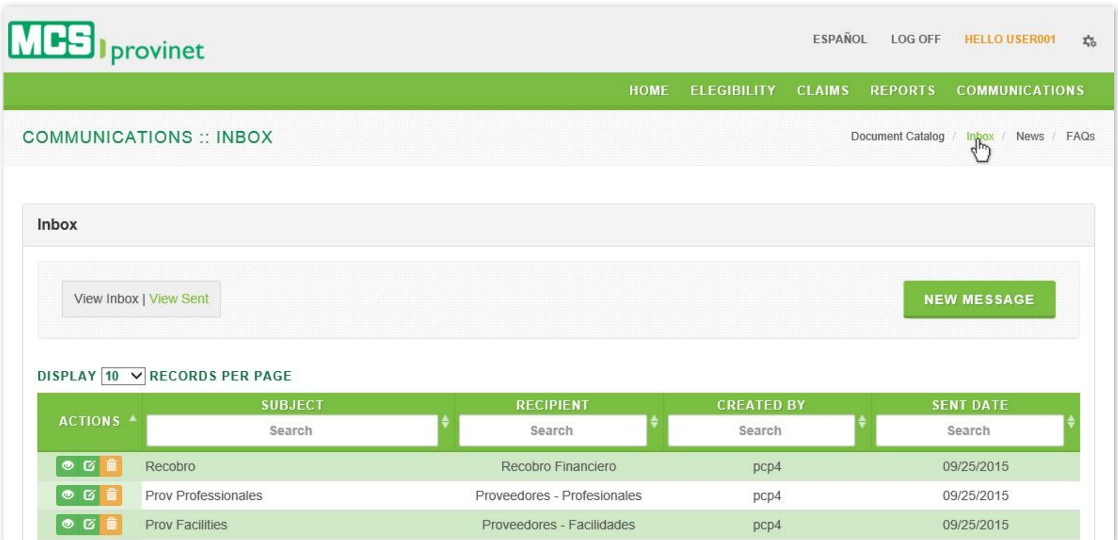
5. Write the body of your message in the "**Body**" section of the Create screen. Then click on the "**Send**" button to send your message to all users matching the role selected during Step 4, above.



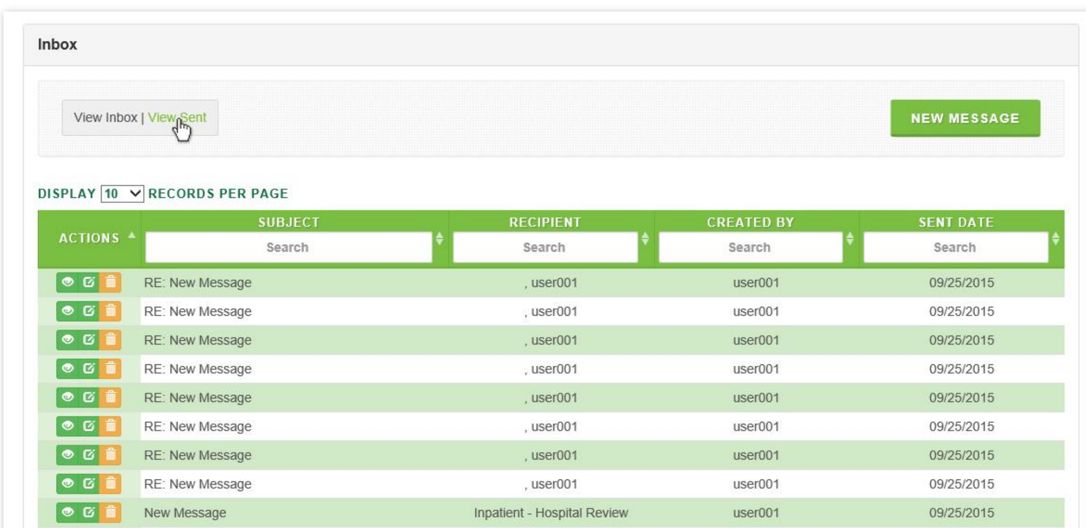
10.2.2 View Inbox/Sent

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

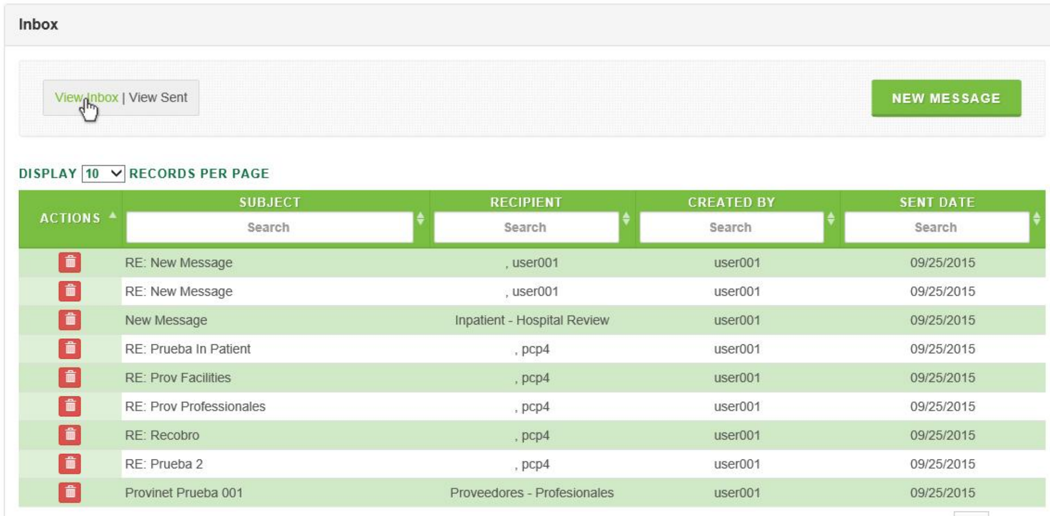
1. Select "**Communications**" from the main menu. Then click on the "**Inbox**" link if necessary. This action will take you to the **View Inbox** screen, which will display a list of all received messages.



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.



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



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

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.

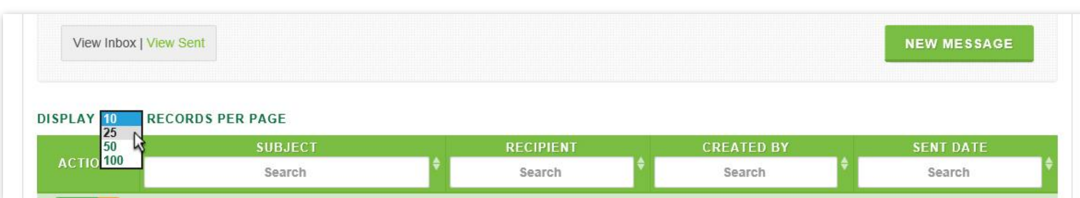
2. Click inside the "**Search**" input box in the column corresponding to your desired search criteria and start typing the desired value (such as a Subject or Sent Date, as appropriate). The list will update as you type to include items that include text or numbers matching the search criteria.

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**.

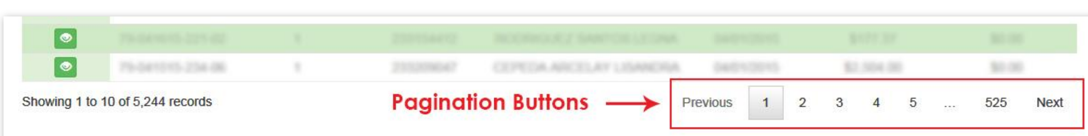
10.2.5.1 Records Per Page

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.



10.2.5.2 Page Navigation

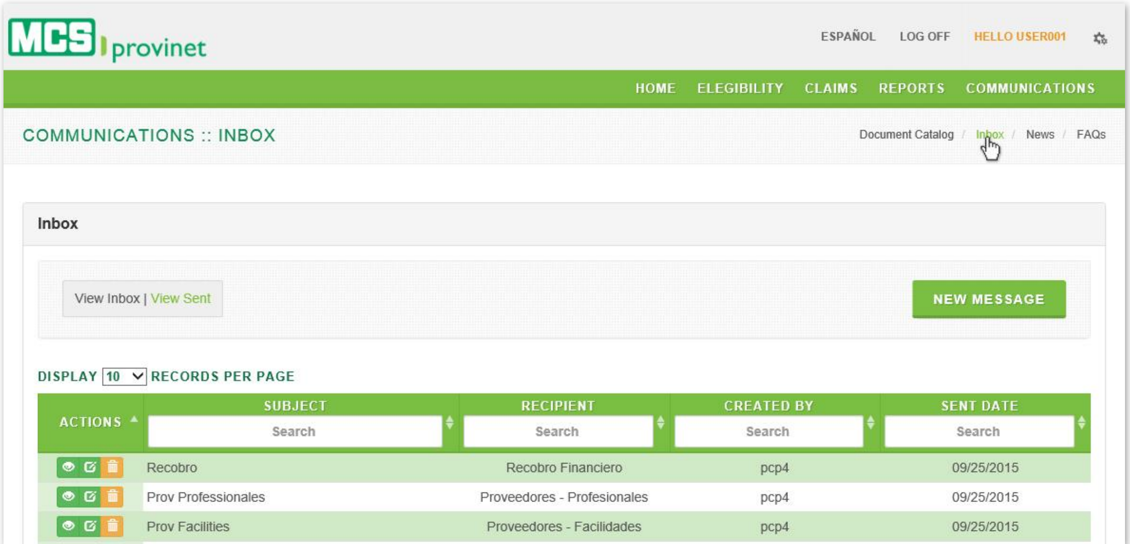
You may navigate a list displaying multiple pages by clicking on the pagination buttons located at the end of the list. Pagination buttons will include a **Previous** and **Next** button, as well as **Numbered** buttons that will take users to the specified page.



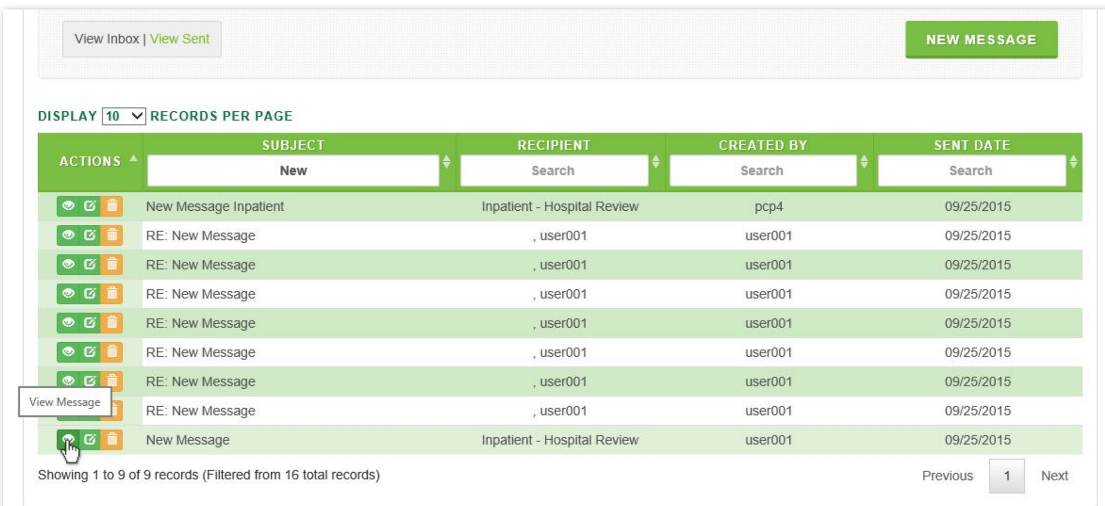
10.2.6 View Message

Follow the steps below to View a message:

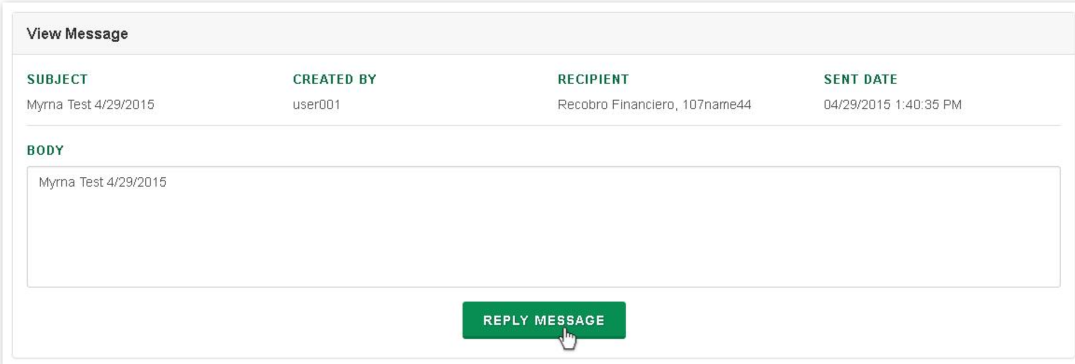
1. Select “**Communications**” from the main menu. Then click on the “**Inbox**” link if necessary.



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.



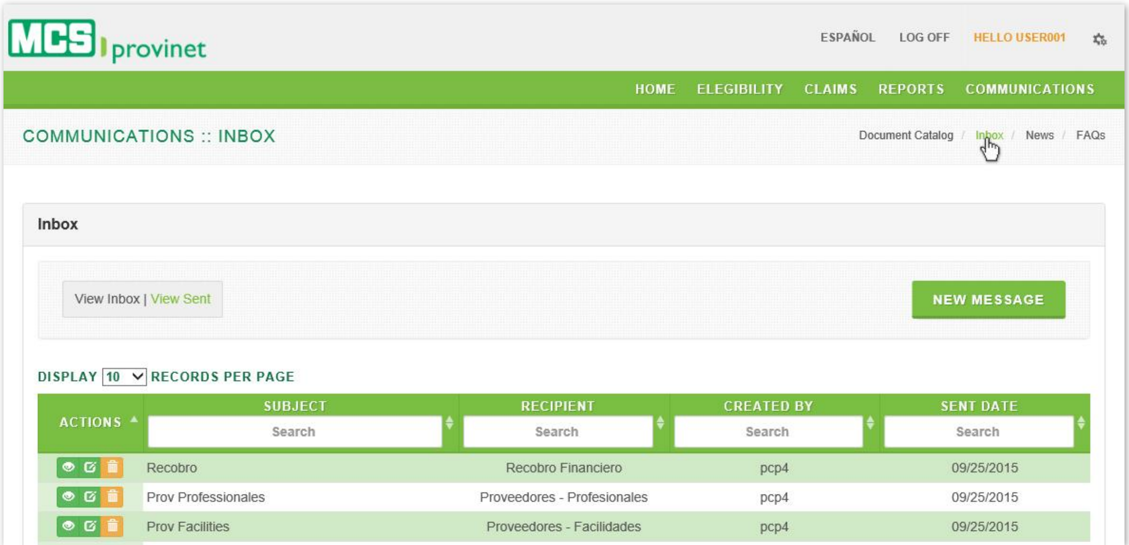
3. (Optional) If you want to reply to the viewed message, click on the “**Reply Message**” button located at the bottom of the View Message screen. See ***3.1.3 Reply to Message***, below, for details on how to reply to a message.


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

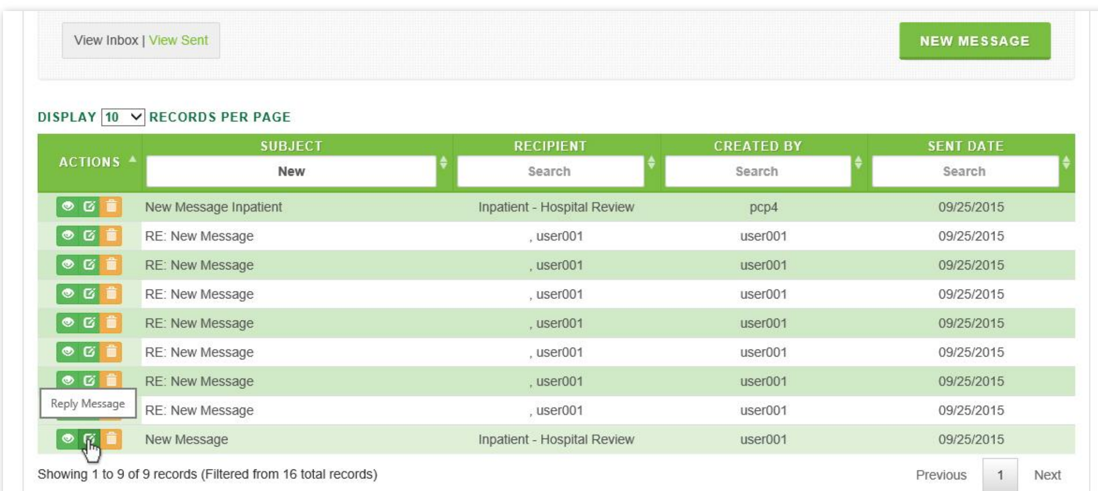
Follow the steps below to reply to a message:

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

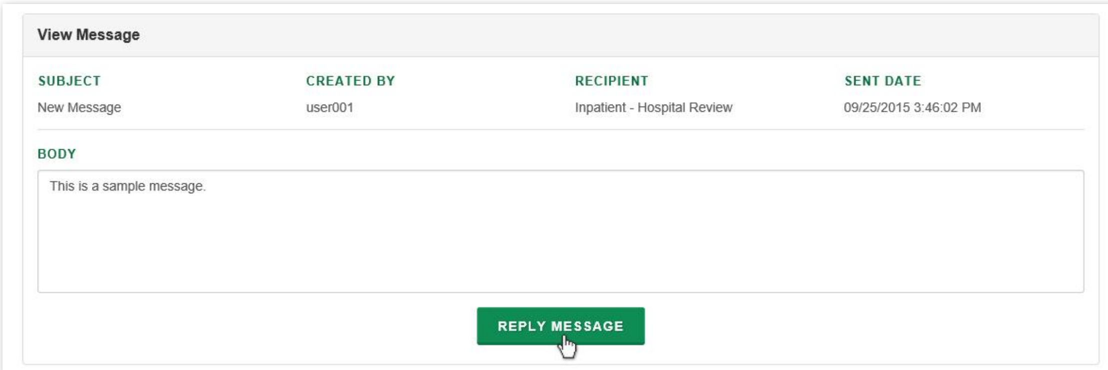


2. Locate the message you want to reply to. Use the steps detailed under **Sort List**, **Search Record** and **Manage Pagination** (see above) if necessary to locate the desired record.

3. 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.



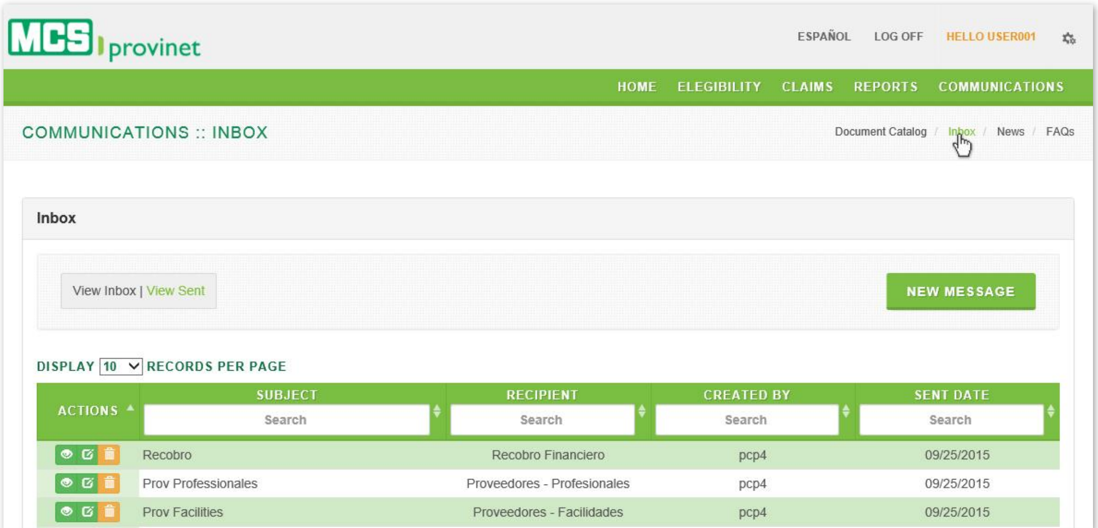
4. Write your reply at the **Body** section of the Reply Message screen, and then click "**Send**" to send the reply to the recipient. The recipient's address will be listed at the Group to Email section.



10.2.8 Delete Received Message

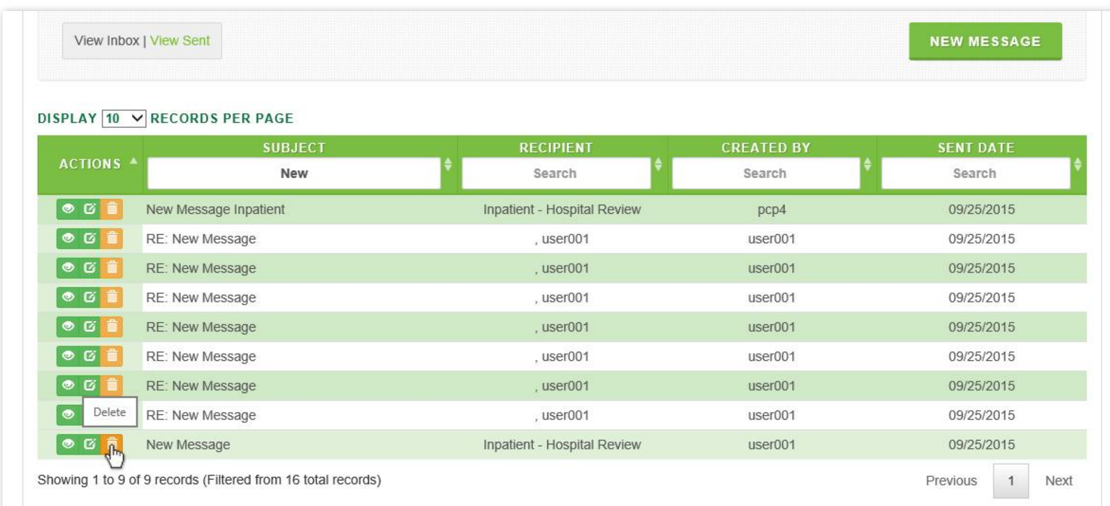
Follow the steps below to delete a received message:

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

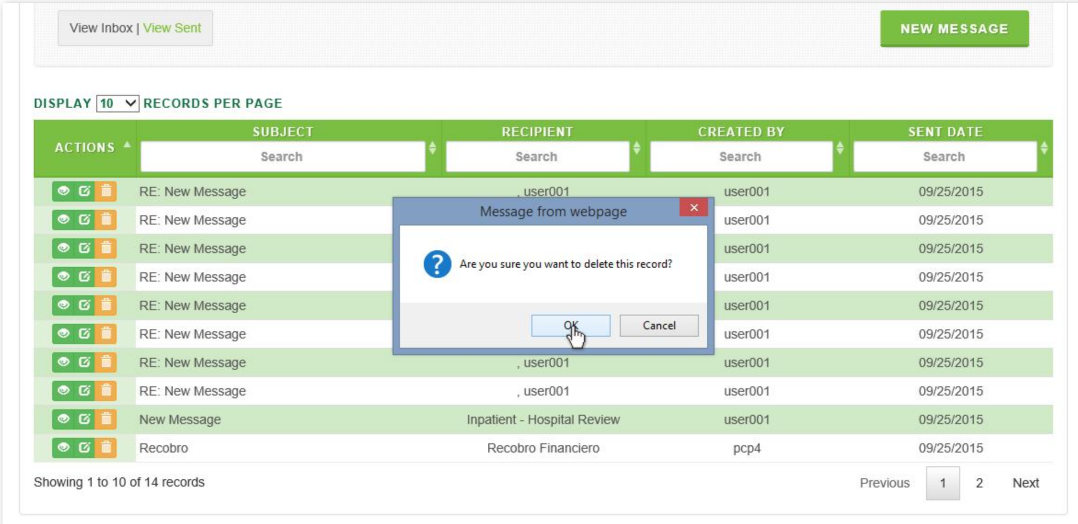


2. Look for the desired message using the methods details under the **View Inbox/Sent**, **Sort List**, **Search Records** and **Manage Pagination** sections, above.

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.



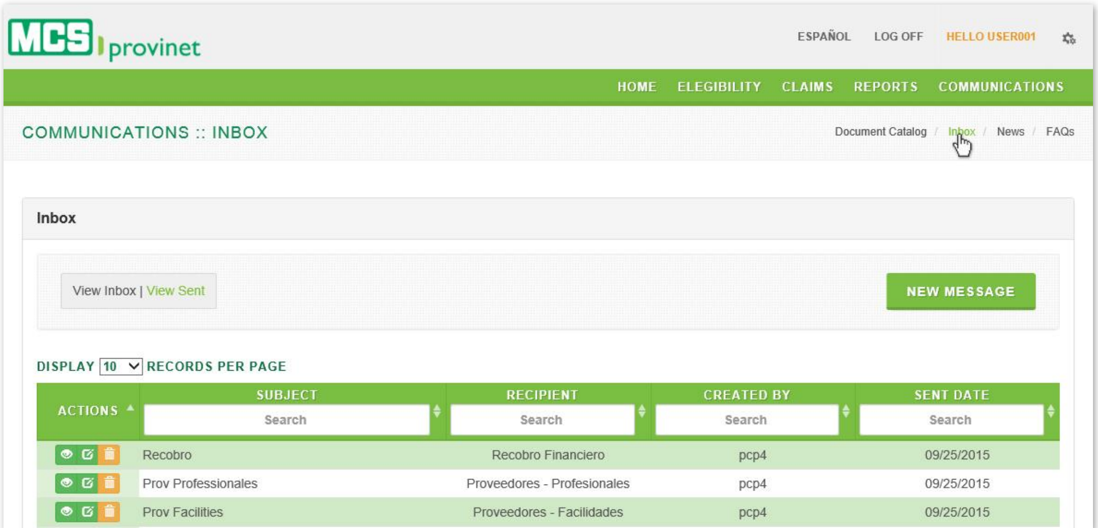
4. You will be prompted to confirm that you will to delete the selected message. Click "**Ok**" to confirm the action and delete the message, or "**Cancel**" to revoke the action and keep the message.


View Inbox | View Sent
NEW MESSAGE
DISPLAY 10 RECORDS PER PAGE
ACTIONS
SUBJECT
RECIPIENT
CREATED BY
SENT DATE
Search
RE: New Message
, user001
user001
09/25/2015
Message from webpage
Are you sure you want to delete this record?
OK
Cancel
New Message
Inpatient - Hospital Review
Recobro
Recobro Financiero
pcp4
Showing 1 to 10 of 14 records
Previous
1
2
Next

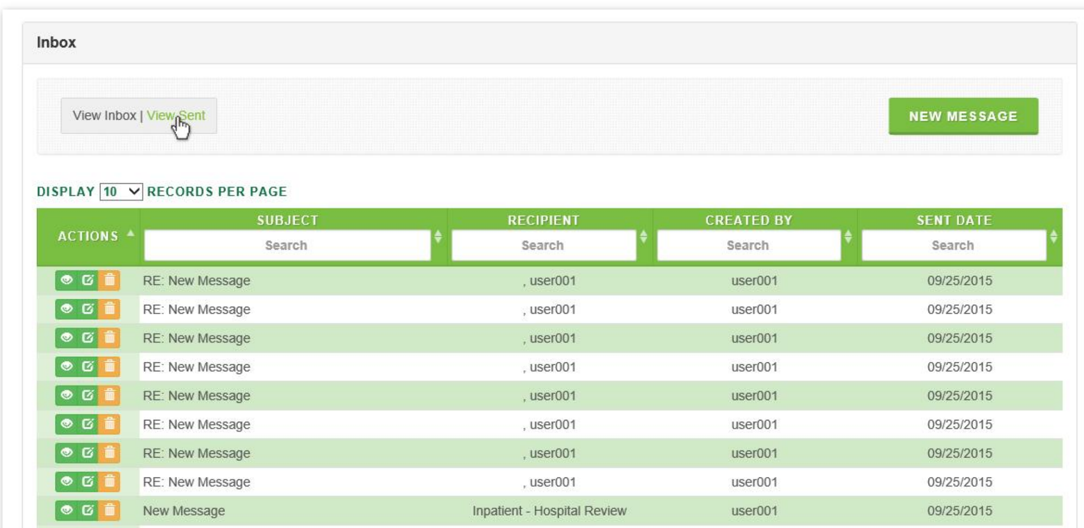
10.2.9 Delete Sent Message

Follow the steps below to delete a sent message:

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

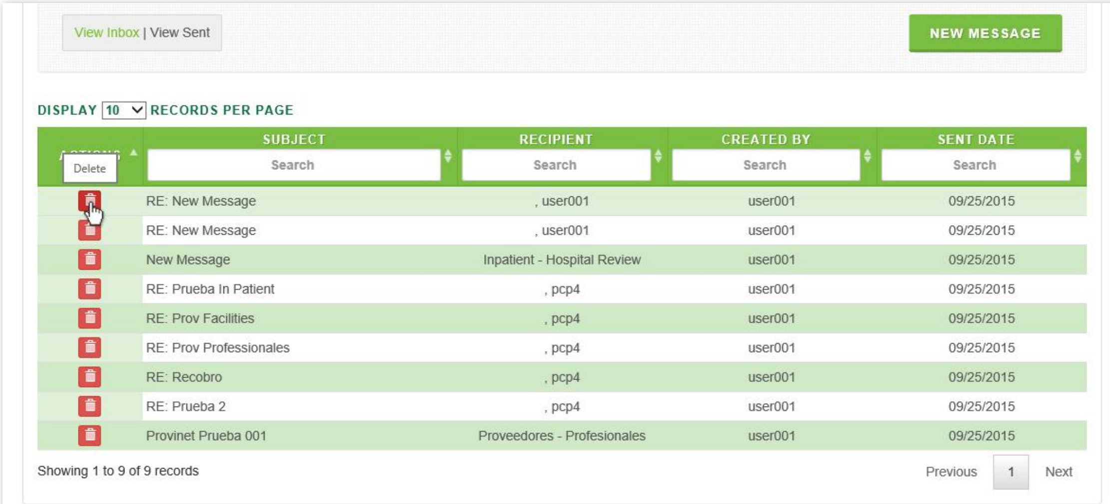


2. From the View Inbox screen, click on the "**View Sent**" link to visit the **View Sent** screen.

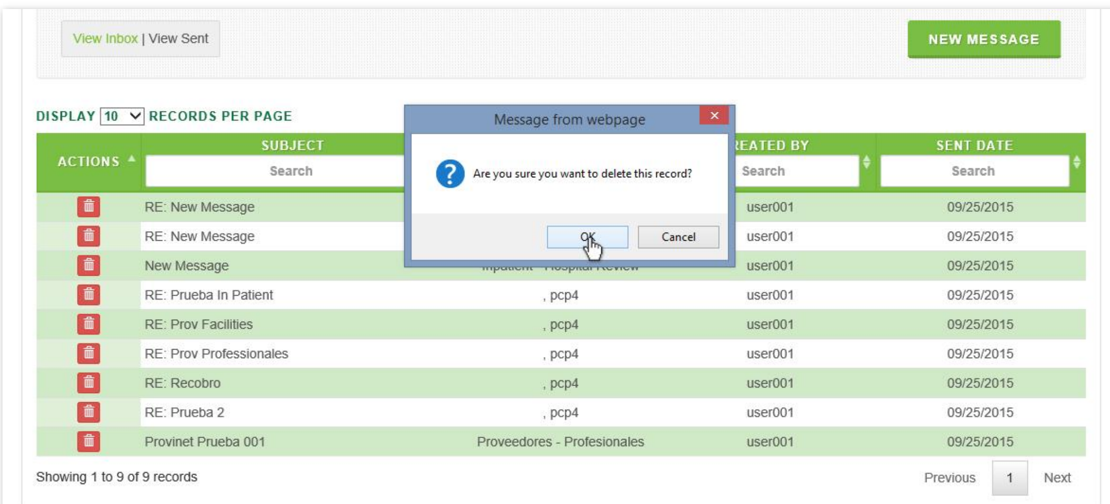


3. Look for the desired message using the methods details under the **View Inbox/Sent**, **Sort List**, **Search Records** and **Manage Pagination** sections, above.

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.



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.



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 the list
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.

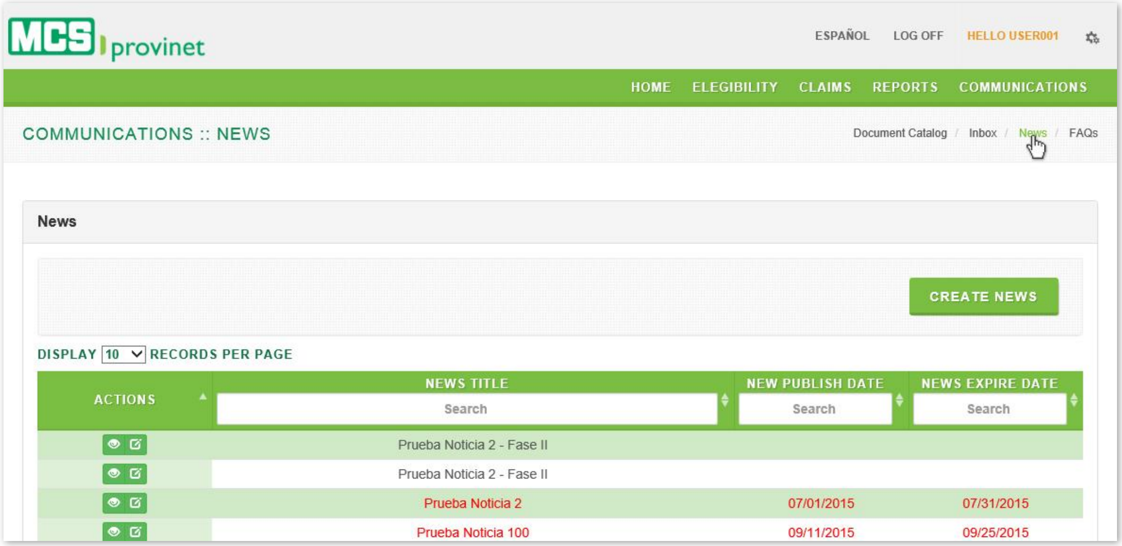
2. Click on the "**View**" icon (yellow icon with an eye image) next to the news item you want to view, located under the Actions column of the message list. This action will take you to the News Details screen.

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.

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.

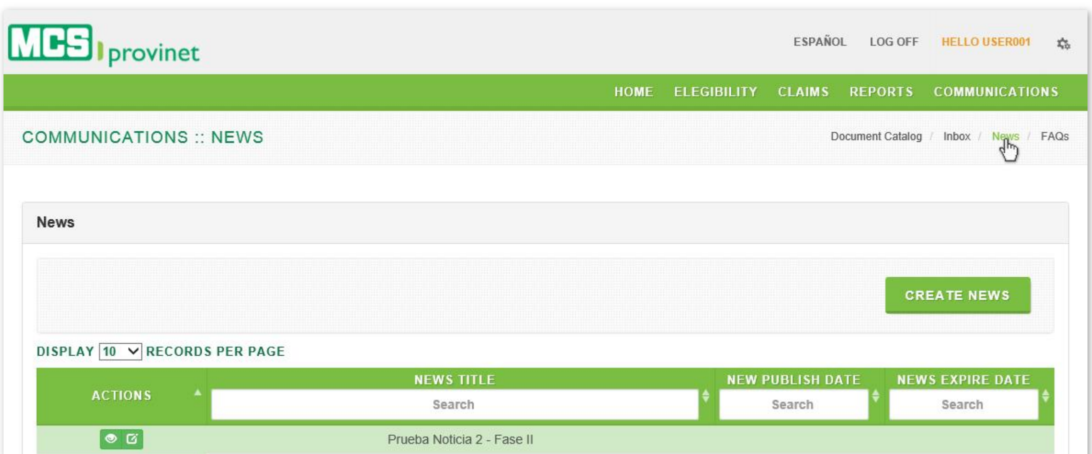


2. Click on the column Heading of the desired item, or on the up/down arrows located by its side. This will sort the list alphabetically (on either ascending or descending order) based on the selected Heading item:
   a. Actions
   b. News Title
   c. New Publish Date
   d. News Expire Date

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.



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.

10.3.4 Manage Pagination

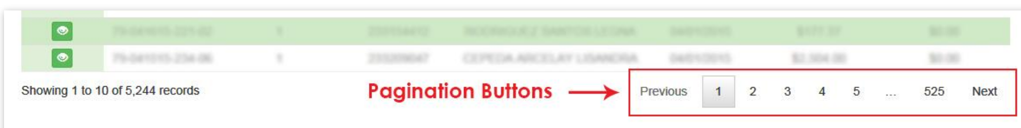
In order to manage a New List's pagination, you must first generate a News List by following the steps detailed under **View News List**, above. User have two options available to manage a list's pagination: **Records Per Page** and **Page Navigation**.

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.

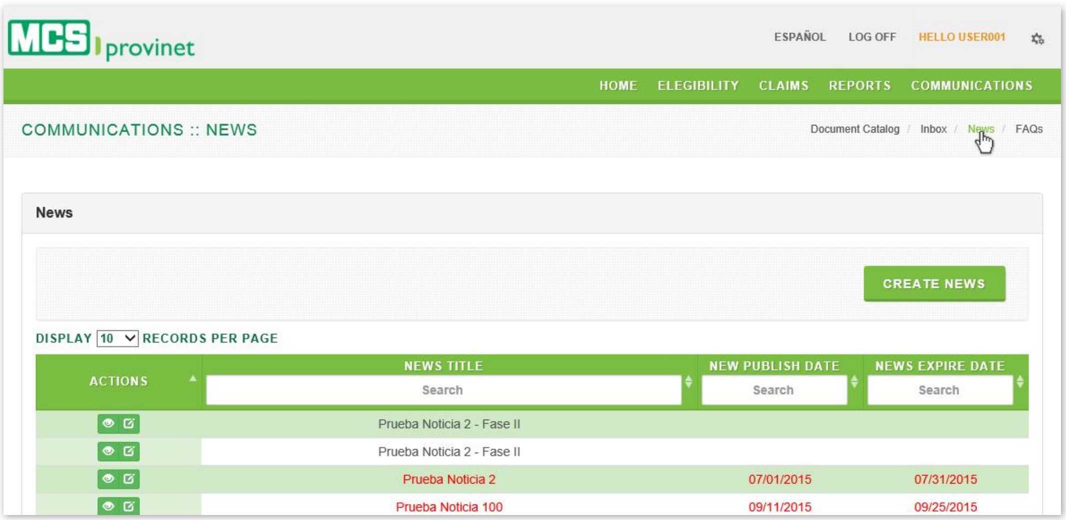


10.3.5 Create news

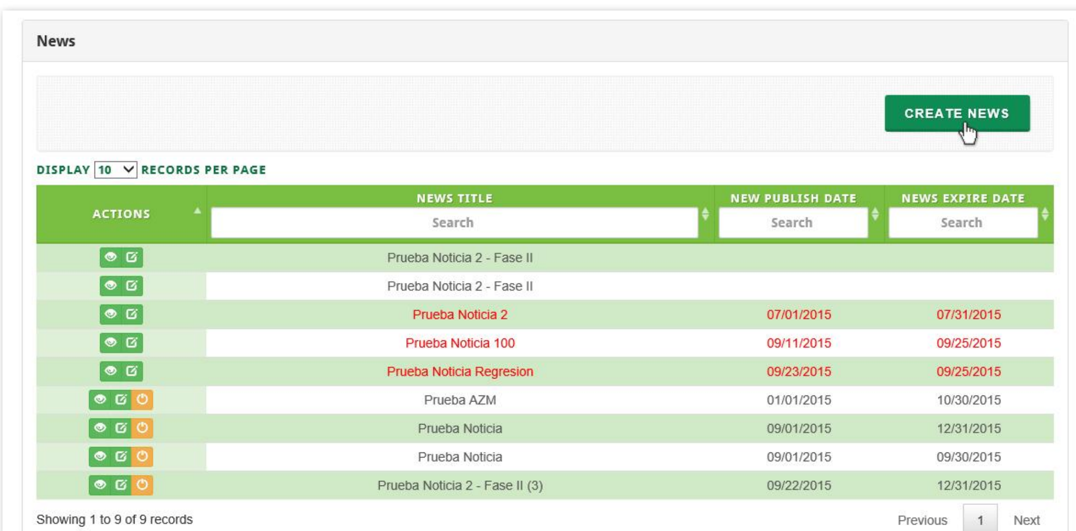
MCS Provider Administrators have the ability to create news items. Follow the steps below to create a new news item in MCS Provinet:

Note
Only MCS Provider Administrators may perform this action.

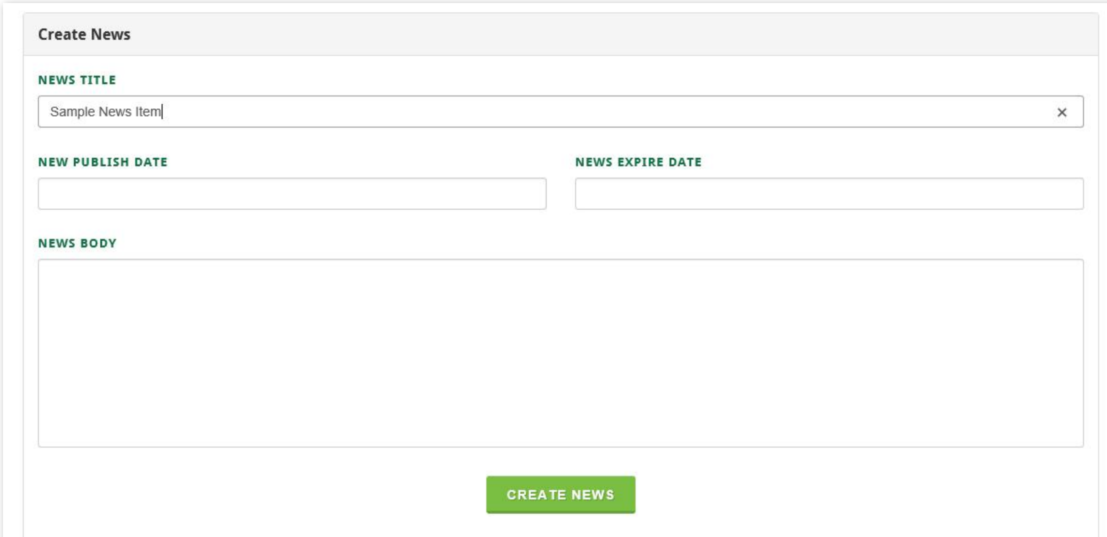
1. Select "**Communications**" from the main menu. Then click on the "**News**" link.



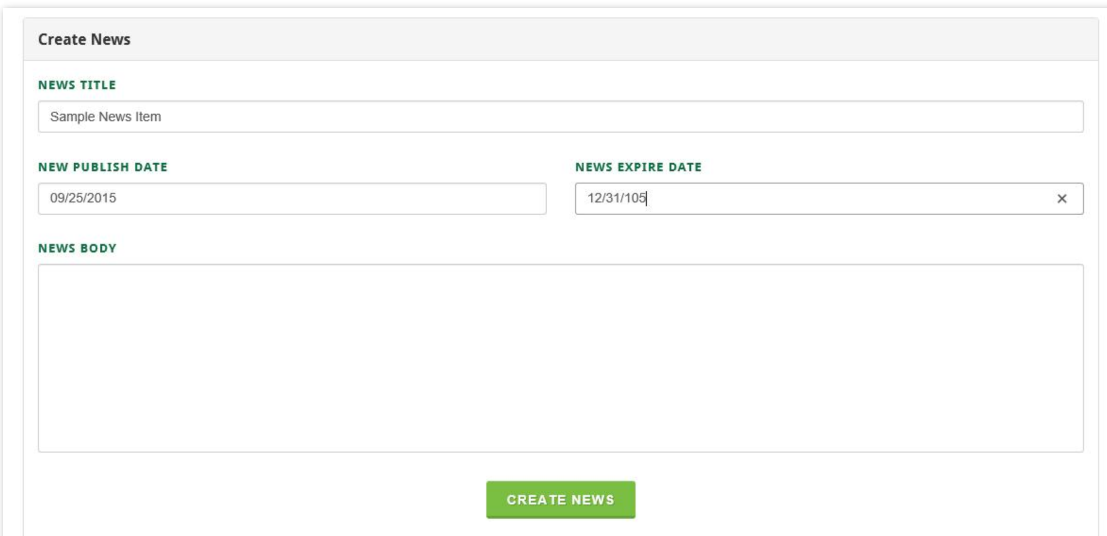
2. Click on the "**Create News**" button located at the upper portion of the News screen.



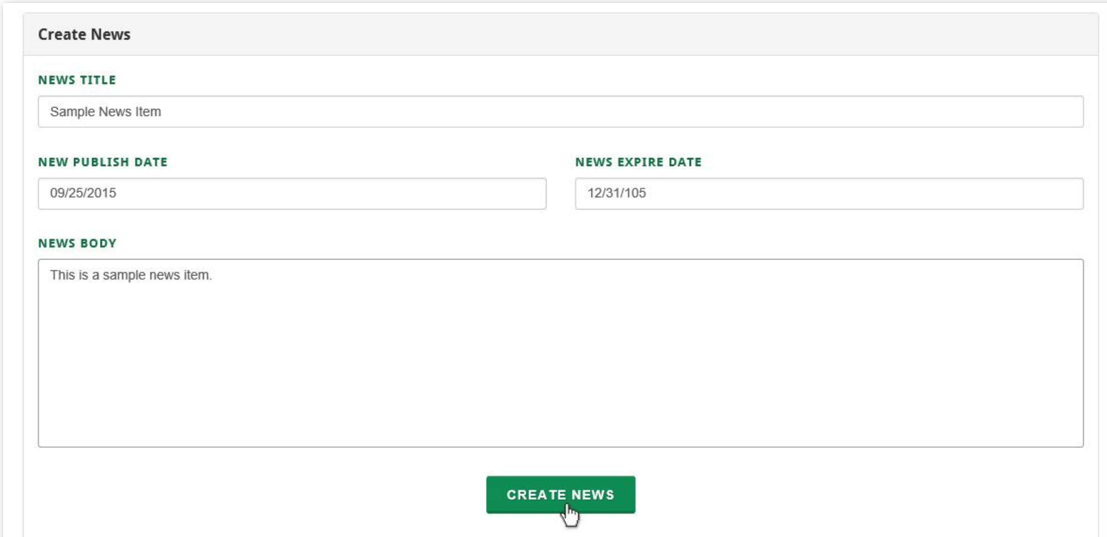
3. Write a title for your new news item in the **New Title** input field.



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.



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.



10.3.6 Edit News

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

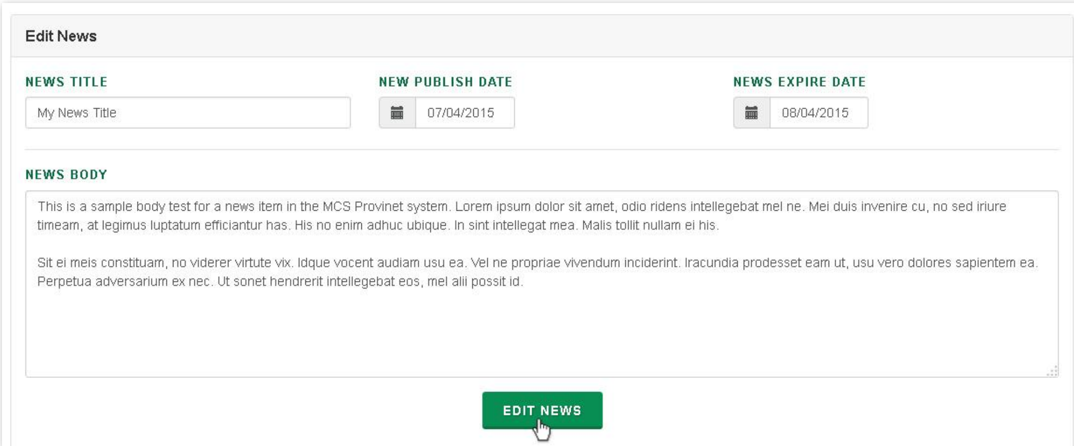
Note

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.

2. 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).

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



10.3.7 Deactivate News

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

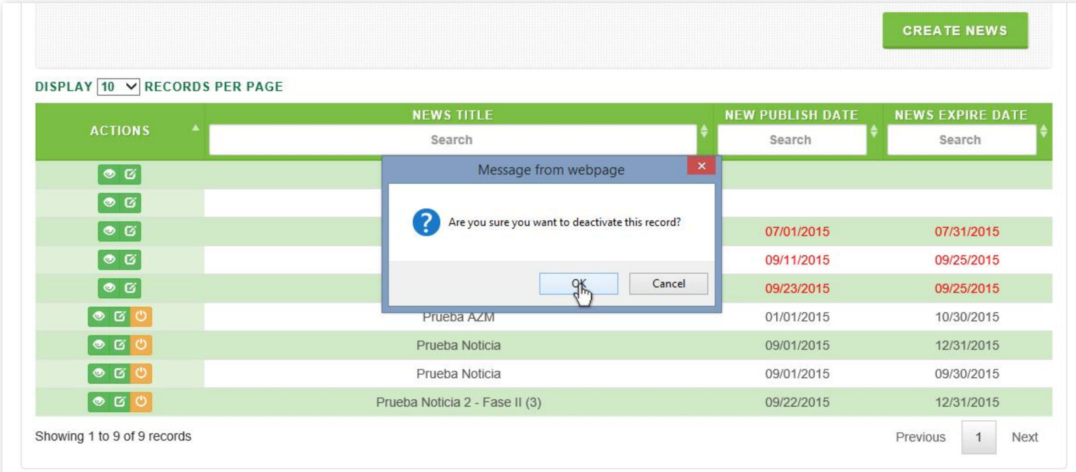
Note

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.

3. 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.


CREATE NEWS
DISPLAY 10 RECORDS PER PAGE
ACTIONS
NEWS TITLE
NEW PUBLISH DATE
NEWS EXPIRE DATE
Search
Message from webpage
Are you sure you want to deactivate this record?
OK
Cancel
07/01/2015
07/31/2015
09/11/2015
09/25/2015
09/23/2015
09/25/2015
Prueba AZM
01/01/2015
10/30/2015
Prueba Noticia
09/01/2015
12/31/2015
Prueba Noticia
09/01/2015
09/30/2015
Prueba Noticia 2 - Fase II (3)
09/22/2015
12/31/2015
Showing 1 to 9 of 9 records
Previous
1
Next

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:

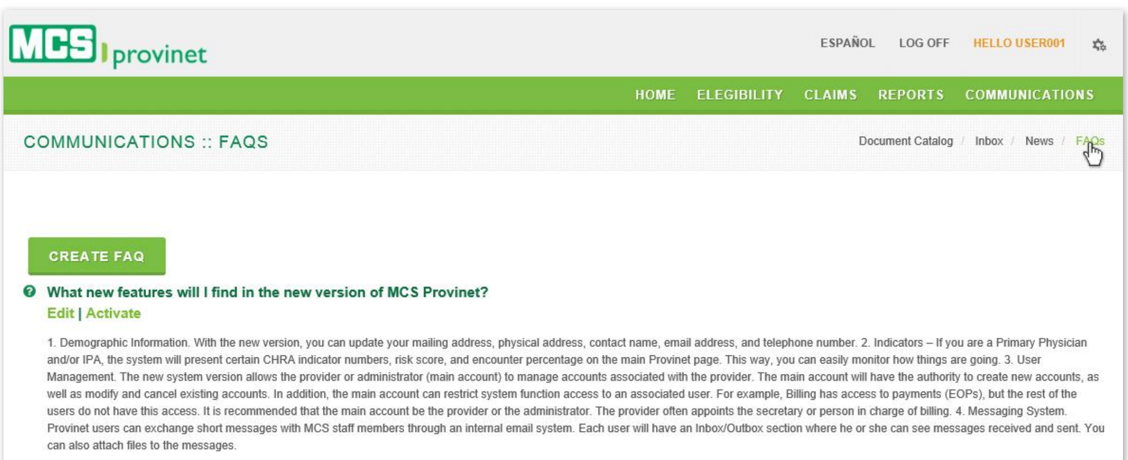
Action	Description
Create FAQ	Create a new Frequently Asked Question.
Edit FAQ	Edit an existing Frequently Asked Question.
Deactivate FAQ	Deactivate an active Frequently Asked Question.
Activate FAQ	Active an inactive Frequently Asked Question.

10.4.1 Create FAQ

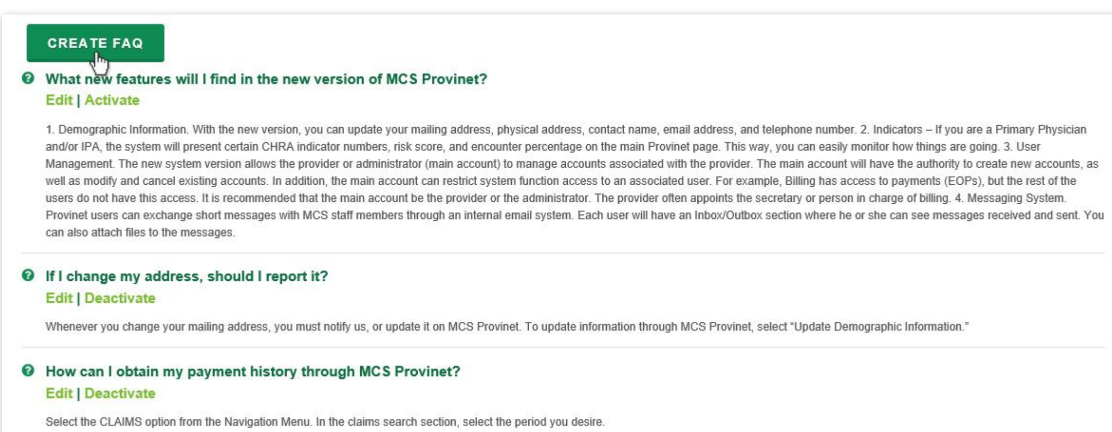
MCS Provider Administrators have the ability to create FAQs. Follow the steps below to create a new FAQ:

Note
Only MCS Provider Administrators may perform this action.

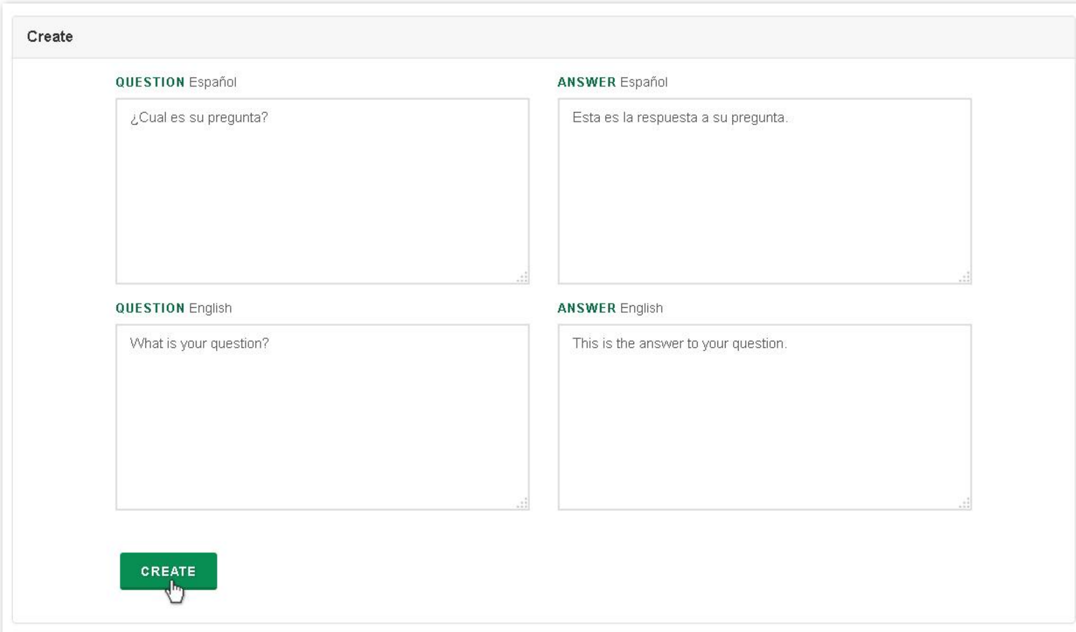
1. Select "**Communications**" from the main menu. Then click on the "**FAQ**" link.



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.

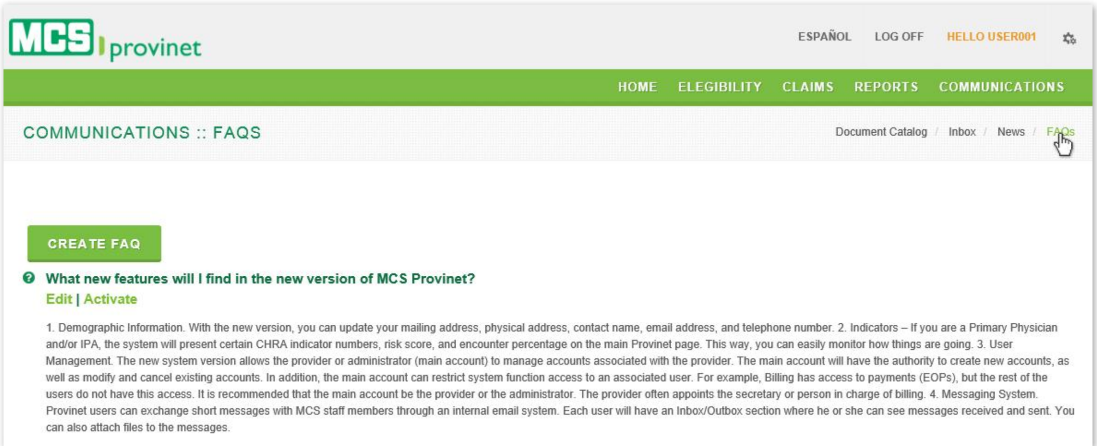


10.4.2 Edit FAQ

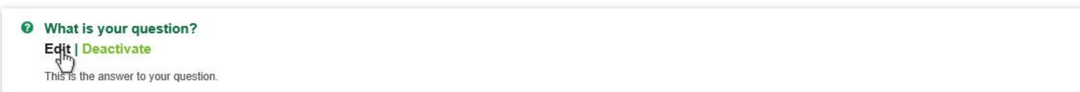
MCS Provider Administrators have the ability to edit FAQs. Follow the steps below to edit a FAQ:

Note
Only MCS Provider Administrators may perform this action.

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



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



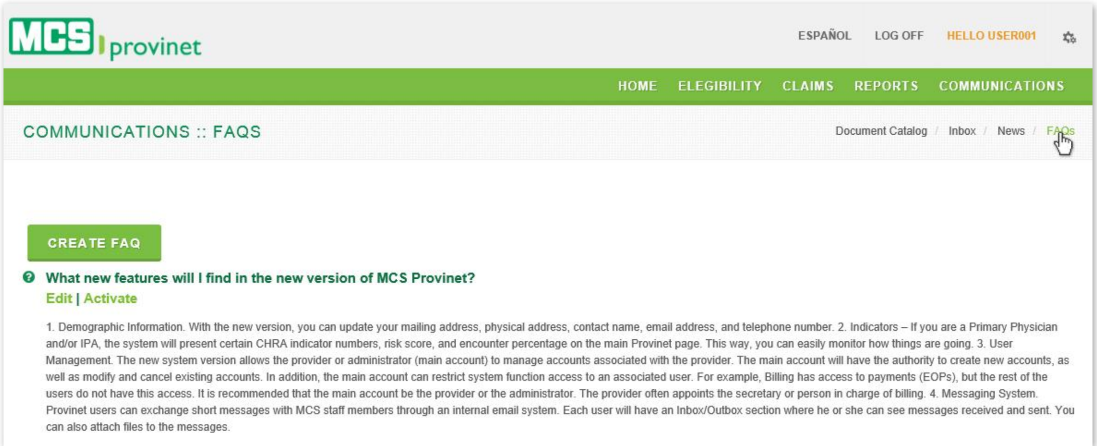
3. Make the desired changes, and the click on the "**Save**" button to execute those changes and update the FAQ.

10.4.3 Deactivate FAQ

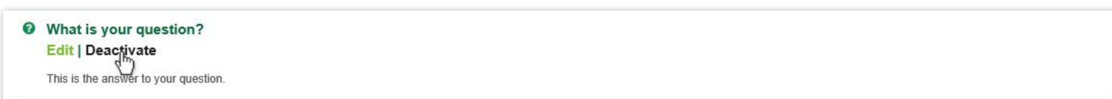
MCS Provider Administrators have the ability to deactivate FAQs. Follow the steps below to deactivate an active FAQ:

Note
Only MCS Provider Administrators may perform this action.

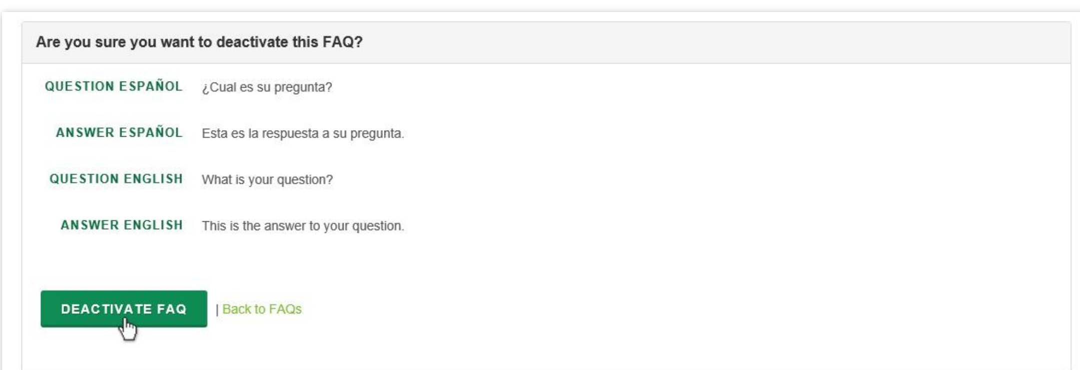
1. Select "**Communications**" from the main menu. Then click on the "**FAQ**" link.



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



3. 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.

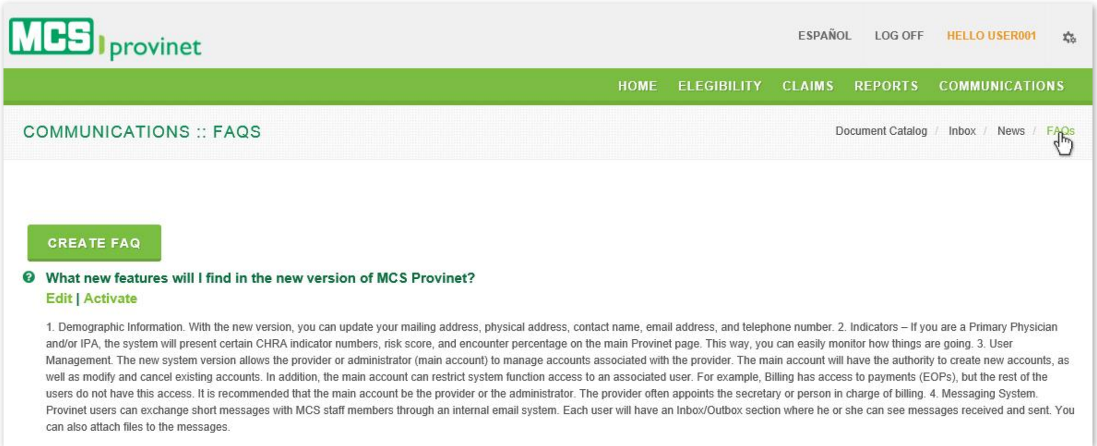


10.4.4 Activate FAQ

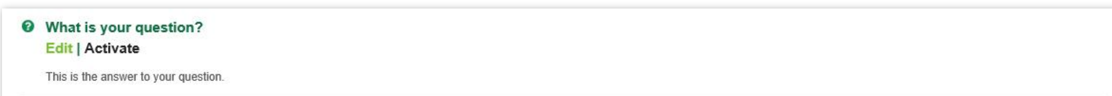
MCS Provider Administrators have the ability to activate deactivated FAQs. Follow the steps below to activate a deactivated FAQ:

Note
Only MCS Provider Administrators may perform this action.

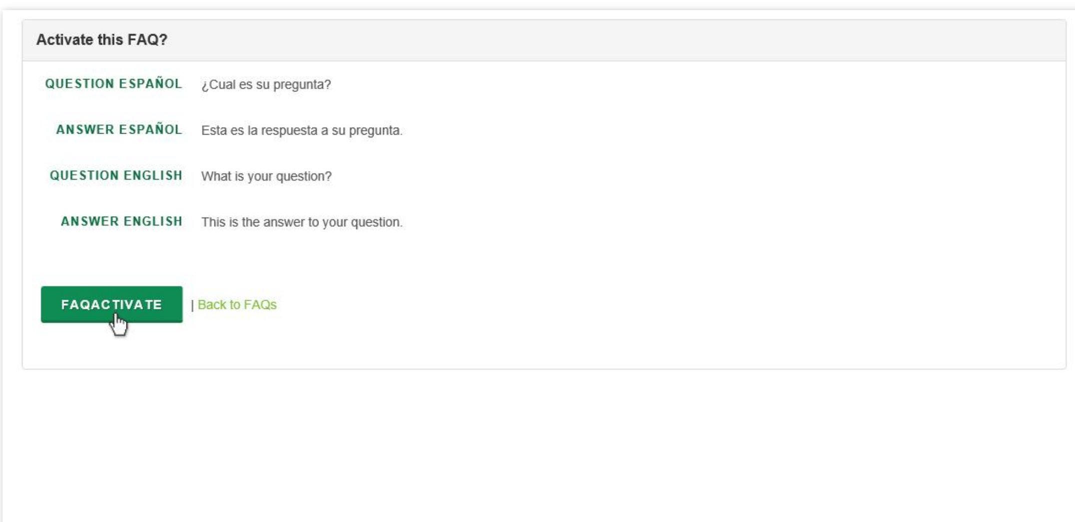
1. Select "**Communications**" from the main menu. Then click on the "**FAQ**" link.



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.

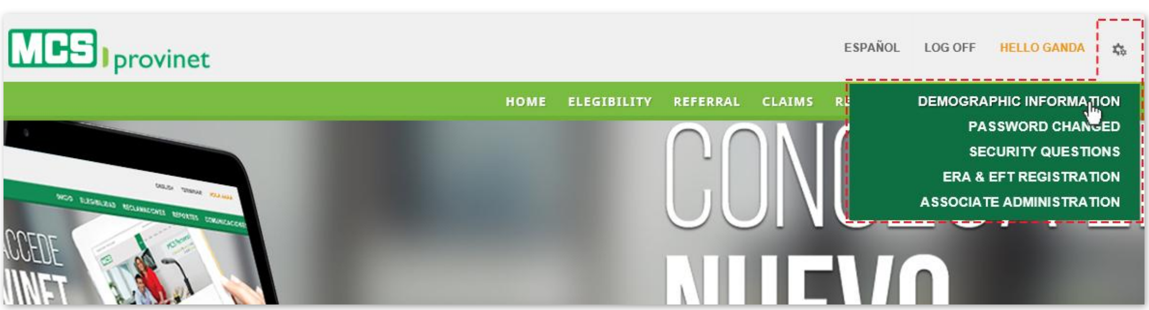
Settings include following components, detailed in their own sub-sections below:

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

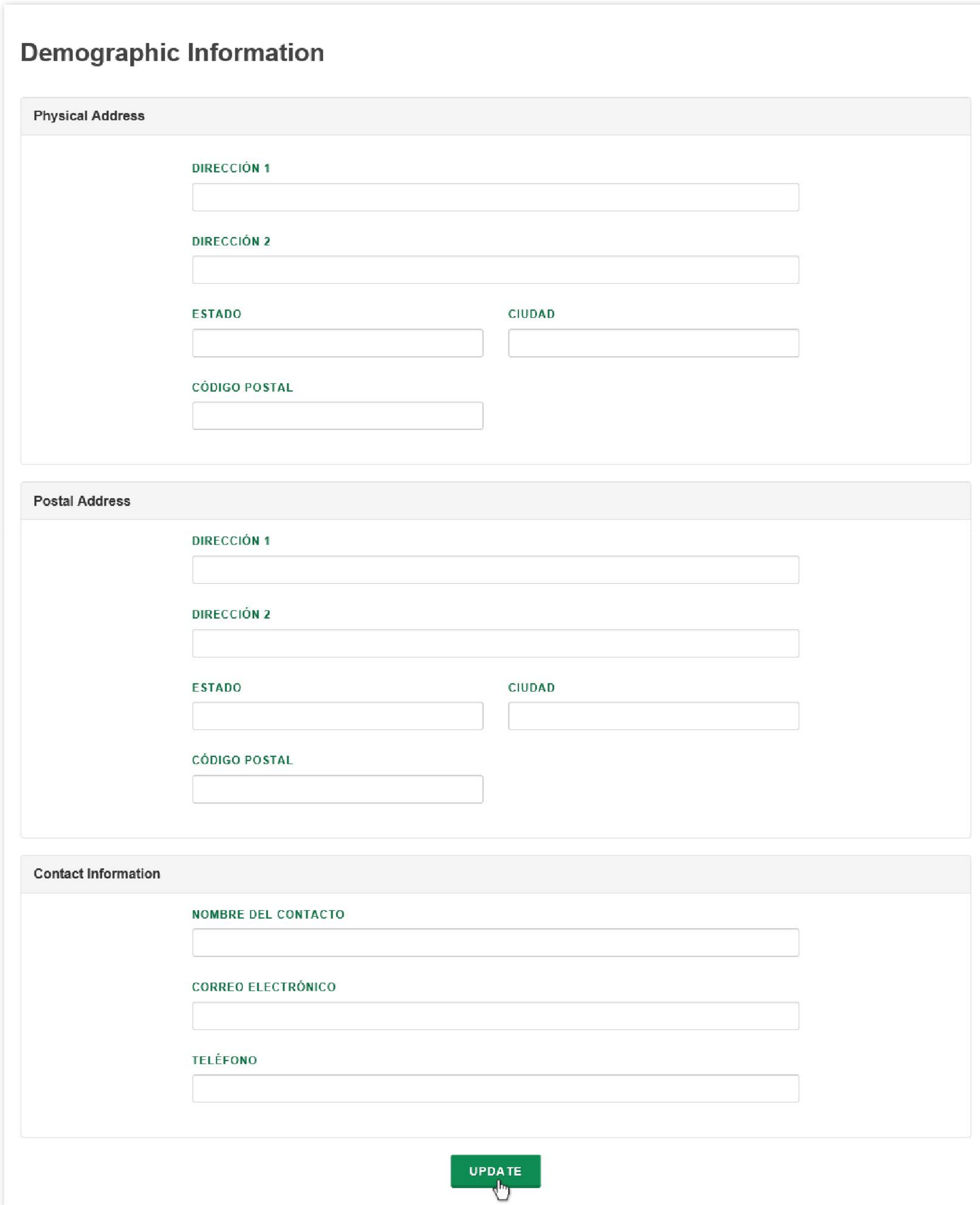
11.1. Demographic Information

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.



2. 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**.

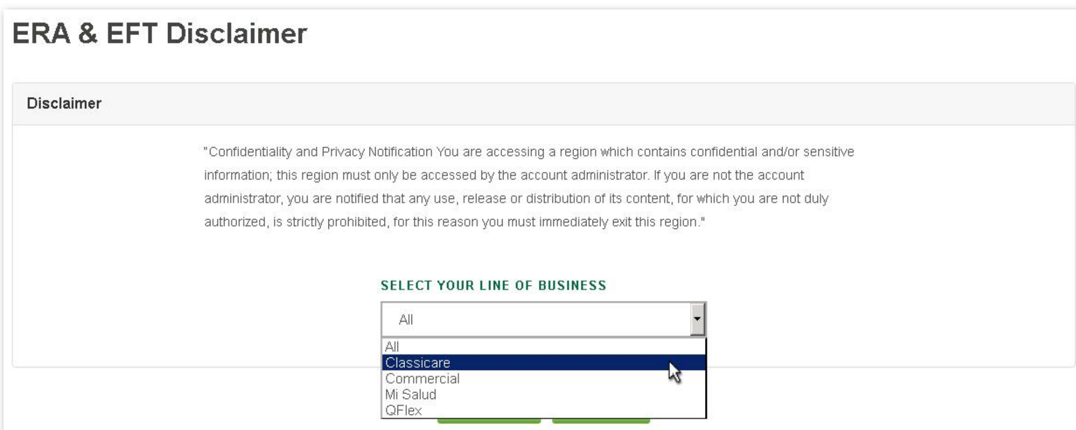

Demographic Information
Physical Address
DIRECCIÓN 1
DIRECCIÓN 2
ESTADO
CIUDAD
CÓDIGO POSTAL
Postal Address
DIRECCIÓN 1
DIRECCIÓN 2
ESTADO
CIUDAD
CÓDIGO POSTAL
Contact Information
NOMBRE DEL CONTACTO
CORREO ELECTRÓNICO
TELÉFONO
UPDATE

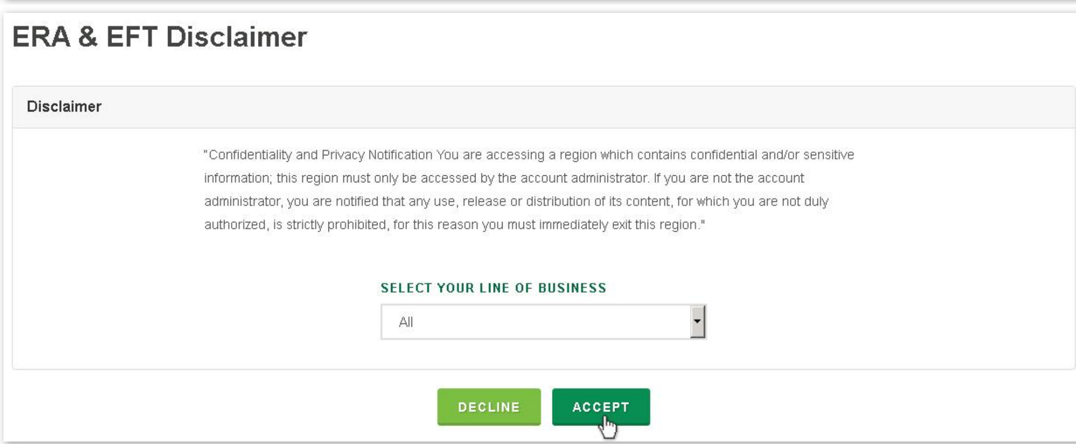
11.2. ERA & EFT Registration

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:

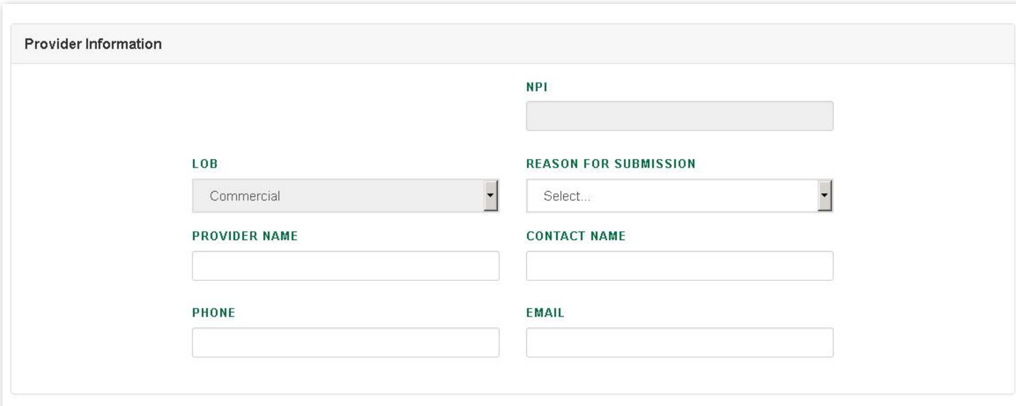
1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**ERA & EFT Registration**" link from the dropdown list.

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

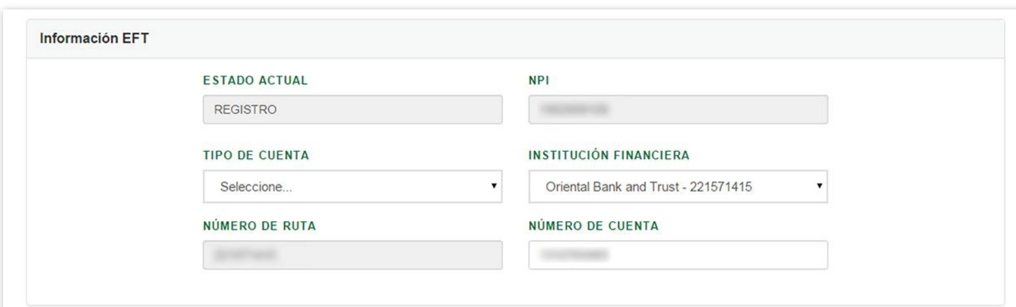




3. In the Provider Information section, enter your **NPI** number, select your **LOB** and **Reason for Submission** from the corresponding dropdown lists, then enter your **Provider Name**, **Contact Name**, **Phone** number and **Email** on the appropriate input fields.



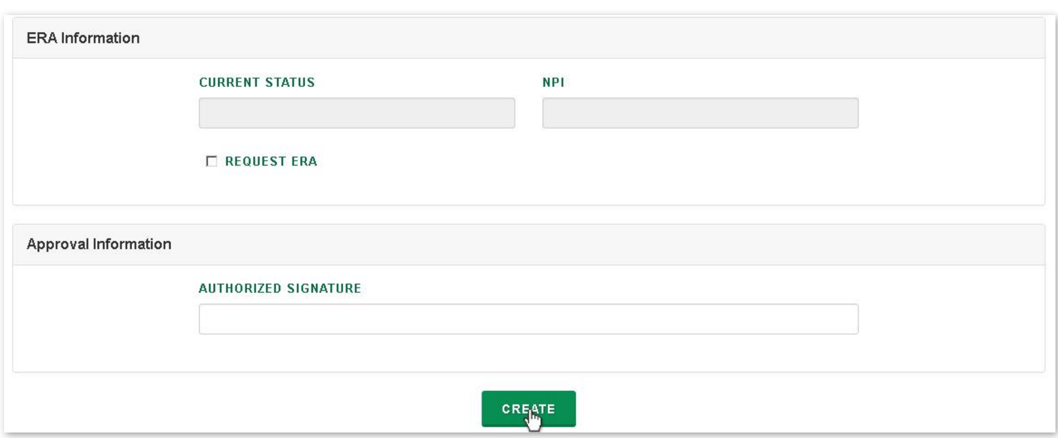
4. In the EFT Information section, enter your **Current State** and **NPI**, and select your **Type of Account** and **Financial Institution** from the corresponding dropdown lists. Then enter your bank's **Routing Number** and your **Account Number**.



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.

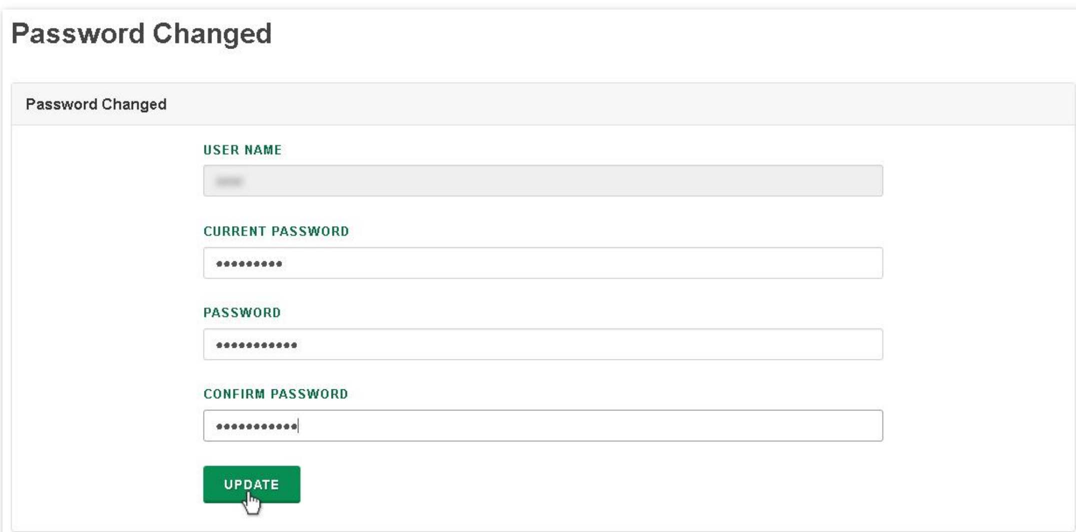


11.3. Password Change

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.

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

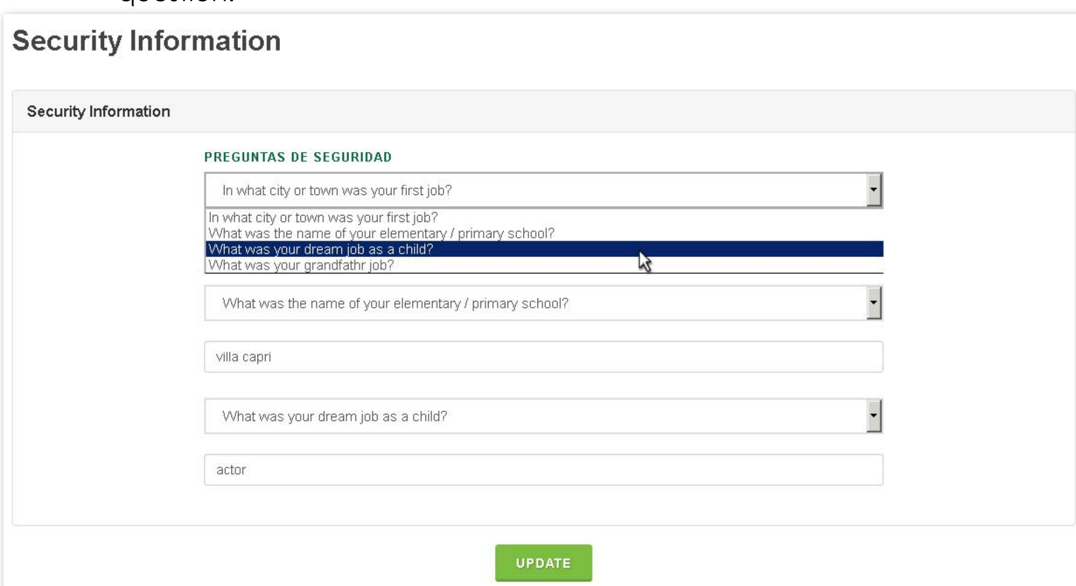


11.4. Security Questions

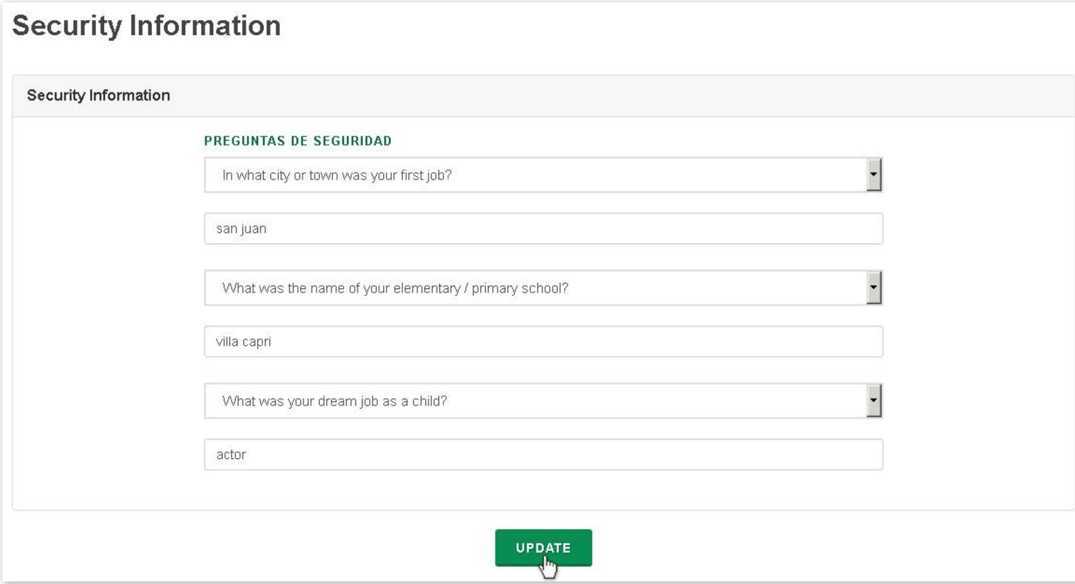
You may change your account's Security Questions as well as their Answers from the application's Settings options. Follow the steps below to change your account's security questions:

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.

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.



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


Security Information
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
UPDATE

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

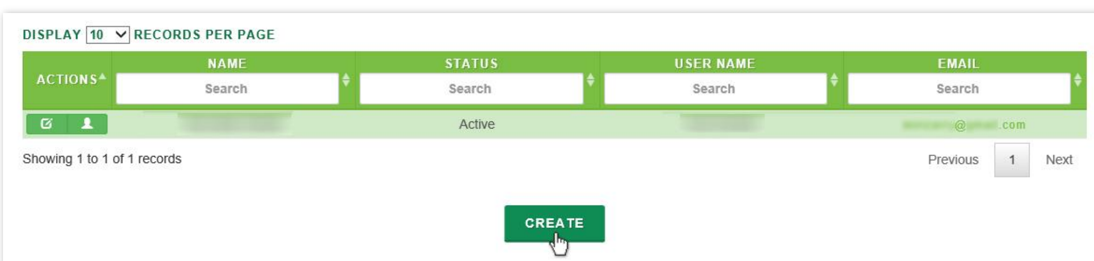
Only Primary Physicians (PCP's) may perform the actions described in this section. These actions will not be available to other user accounts.

11.5.1 Create Account

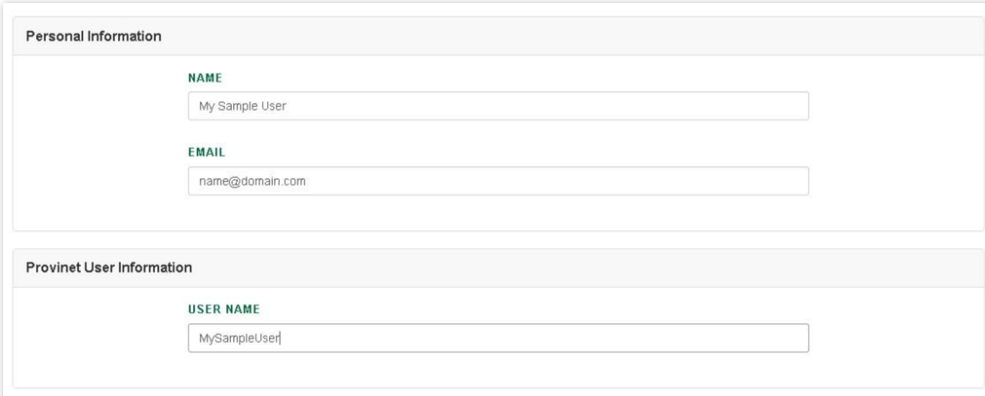
Follow the steps below to create an associate account:

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.

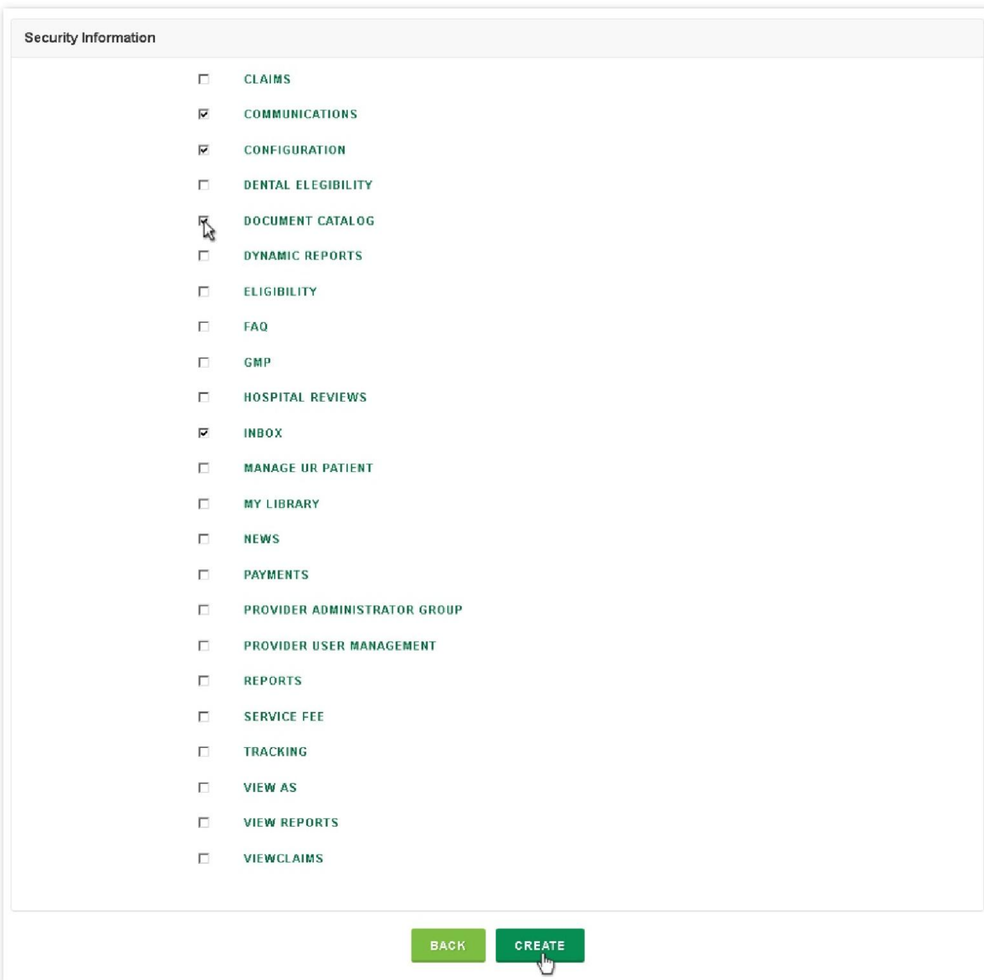
2. Click on the "**Create**" button at the bottom of the Associate Administration screen.



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.



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.



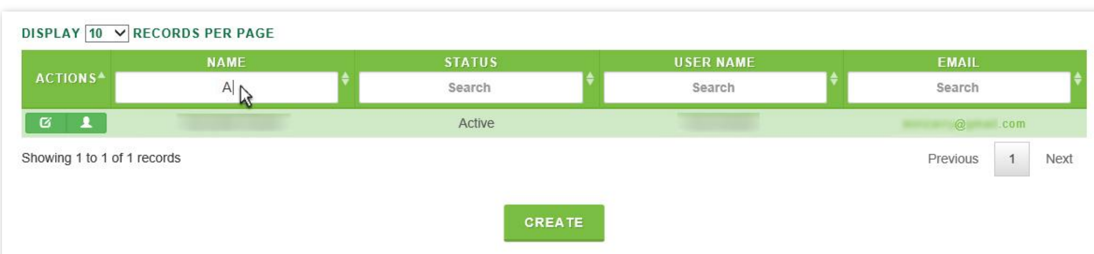
11.5.2 Search Account

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.



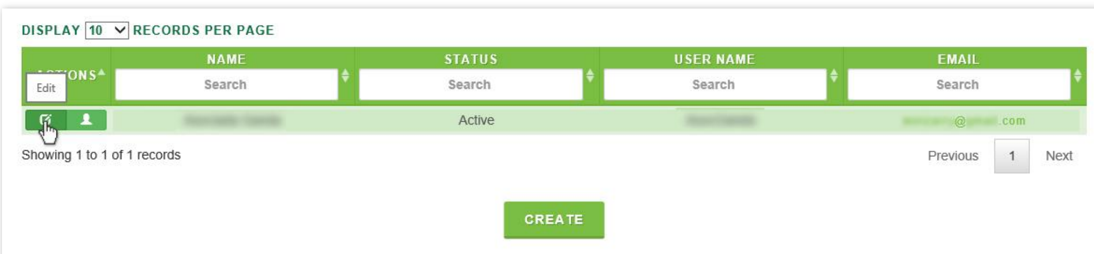
11.5.3 Edit Account

Follow the steps below to edit an account:

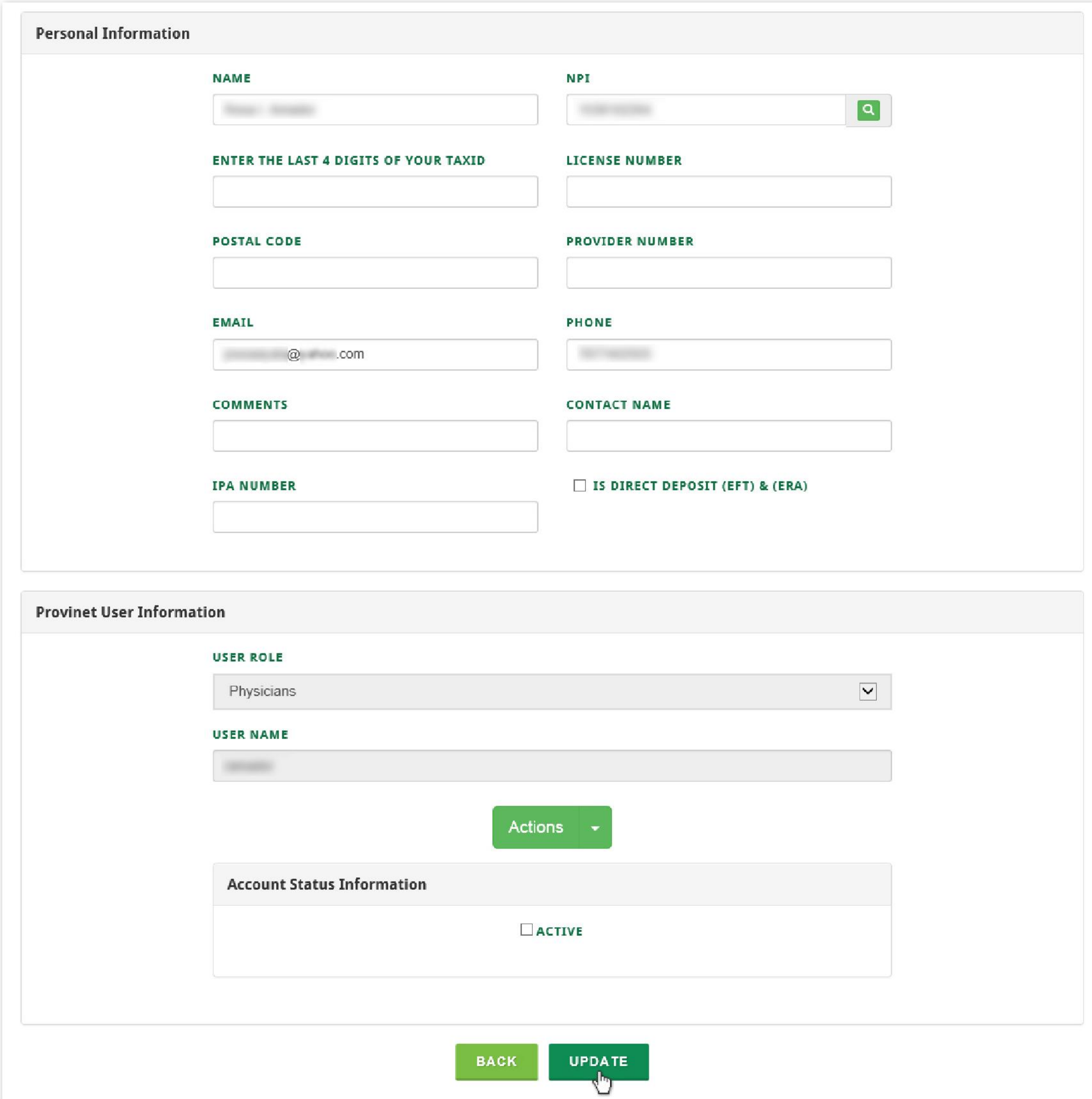
1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Associate Administration**" link from the dropdown list.

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.



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



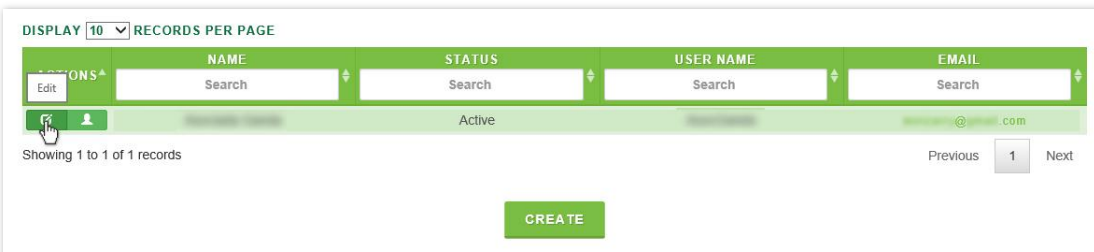
11.5.4 Activate/Deactivate Account

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

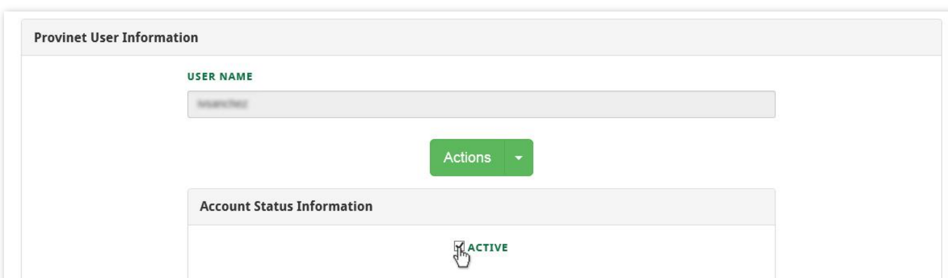
1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Associate Administration**" link from the dropdown list.

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.



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.



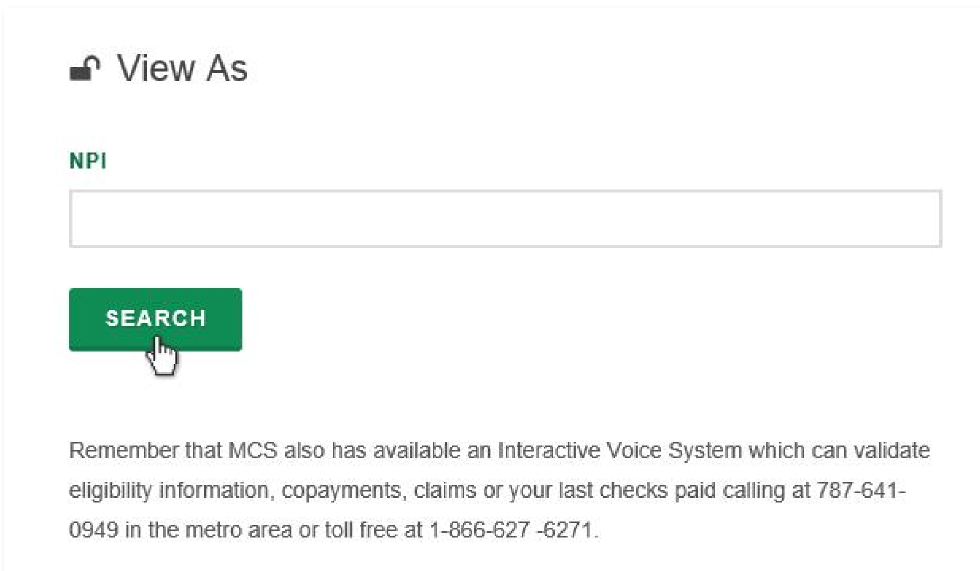
5. Scroll to the bottom of the screen and click on the "**Update**" button to apply the changes.

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.

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



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:

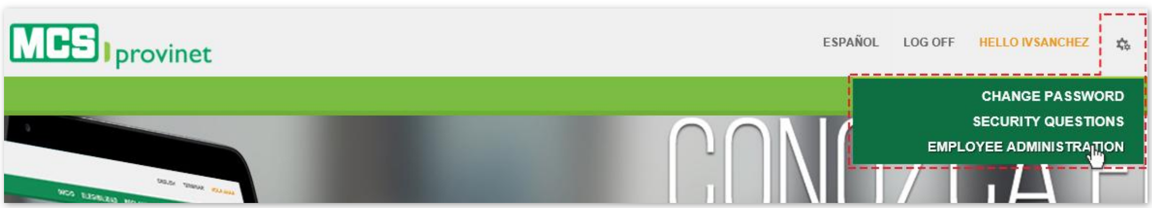
- Create Account
- Search Account
- Edit Account
- Activate/Deactivate Account

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

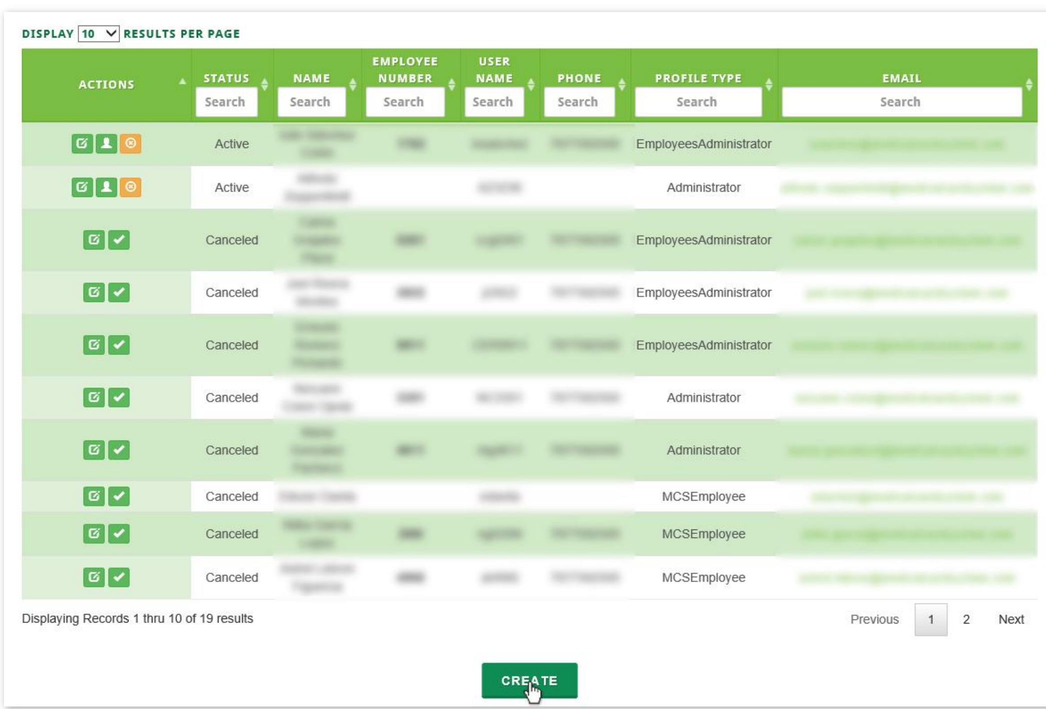
11.7.1 Create Account

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

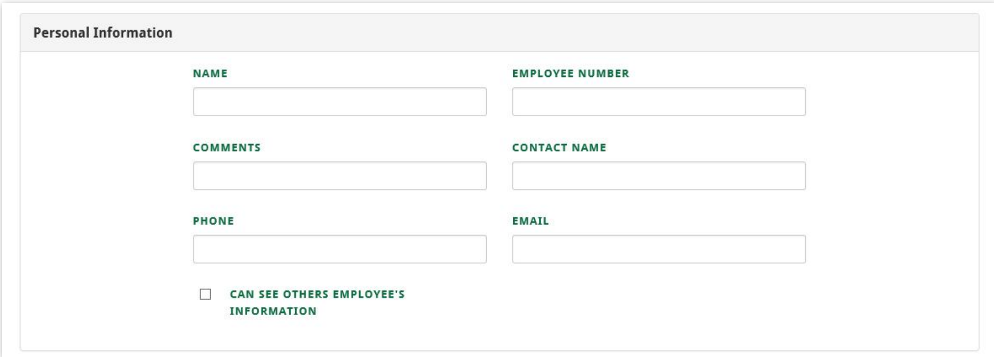
1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Employee Administration**" link from the dropdown list.



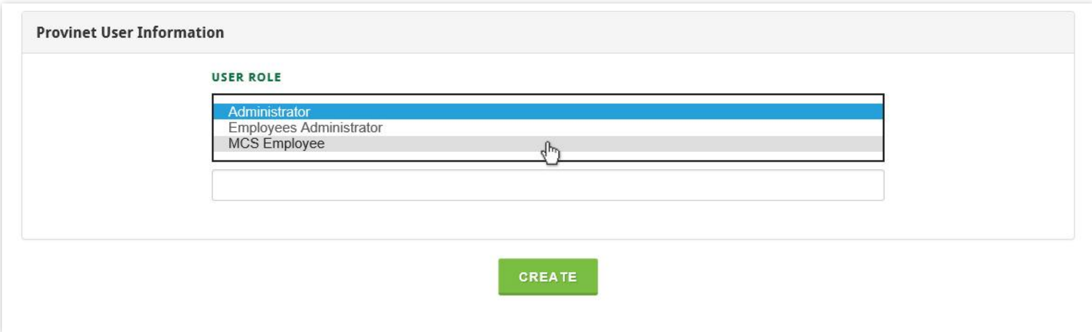
2. Click on the "**Create**" button, at the Employee Administration screen.

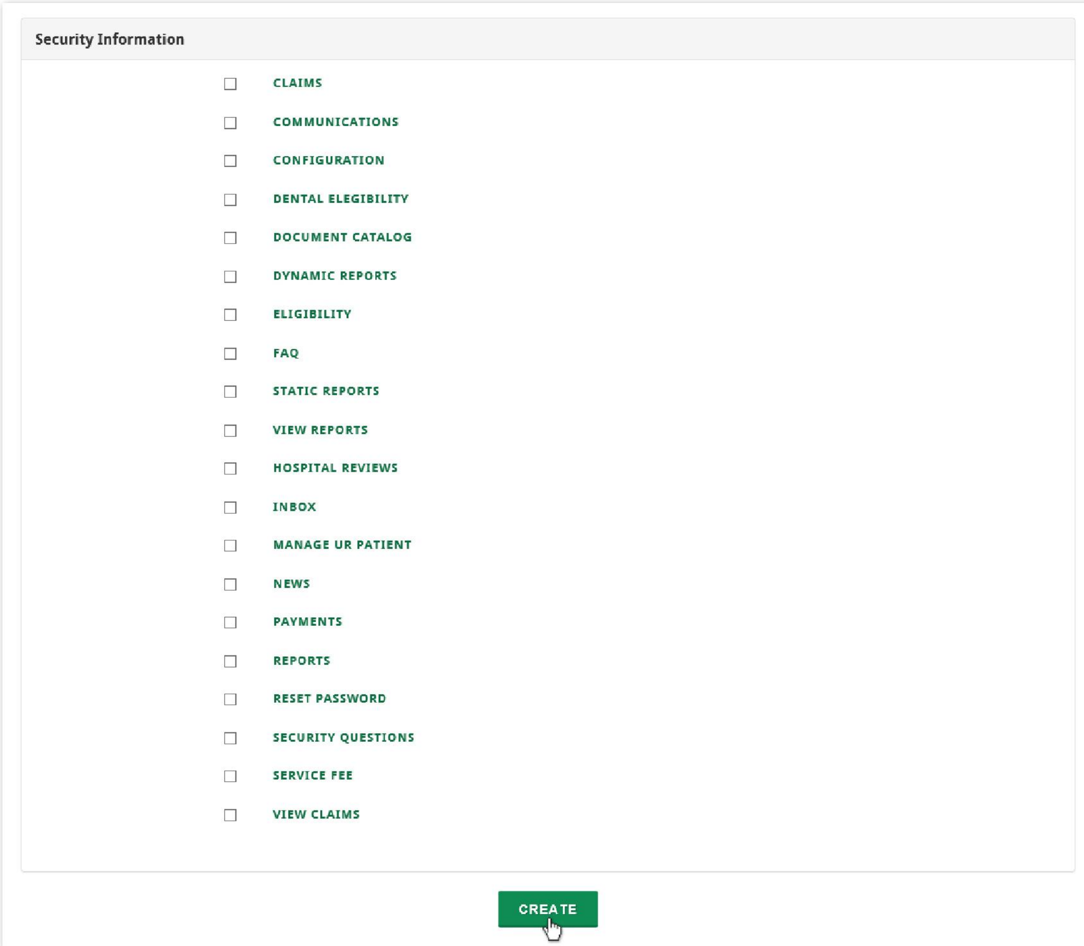


3. Write the user's full **Name**, **Employee Number**, **Phone** and **Email** in the Personal Information section of the Employee Administration screen, and add **Comments** and a **Contact Name** if applicable. Also click on the "**Can see other employee's information**" check box if the employee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



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.

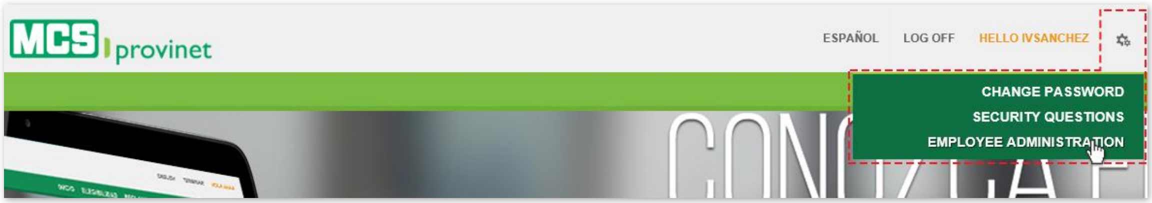



Security Information
CLAIMS
COMMUNICATIONS
CONFIGURATION
DENTAL ELEGIBILITY
DOCUMENT CATALOG
DYNAMIC REPORTS
ELIGIBILITY
FAQ
STATIC REPORTS
VIEW REPORTS
HOSPITAL REVIEWS
INBOX
MANAGE UR PATIENT
NEWS
PAYMENTS
REPORTS
RESET PASSWORD
SECURITY QUESTIONS
SERVICE FEE
VIEW CLAIMS
CREATE

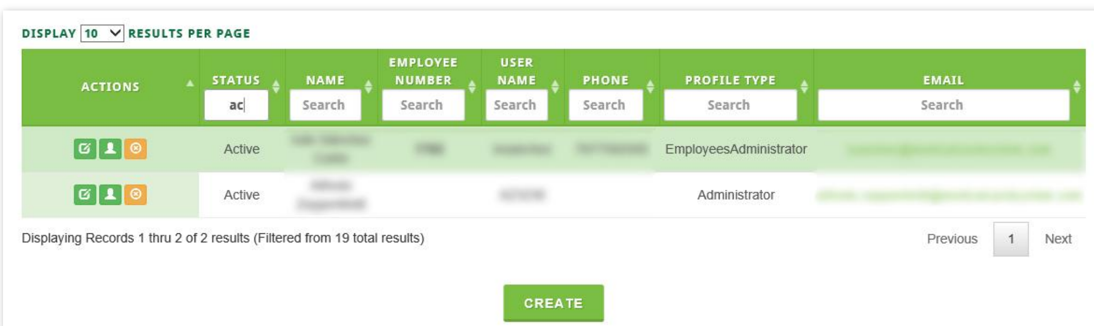
11.7.2 Search Account

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.



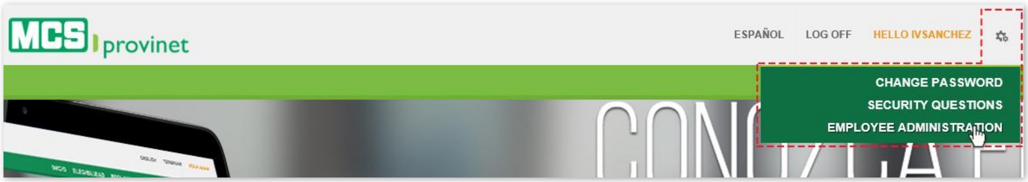
2. You have the following Search options to look for the desired account:
   a. **Sort List**: You may alphabetically sort the account list by column heading by simply clicking on the desired Heading name or using the up/down arrows located by its side.
   b. **Search Input Box**: You may search for 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.



11.7.3 Edit Account

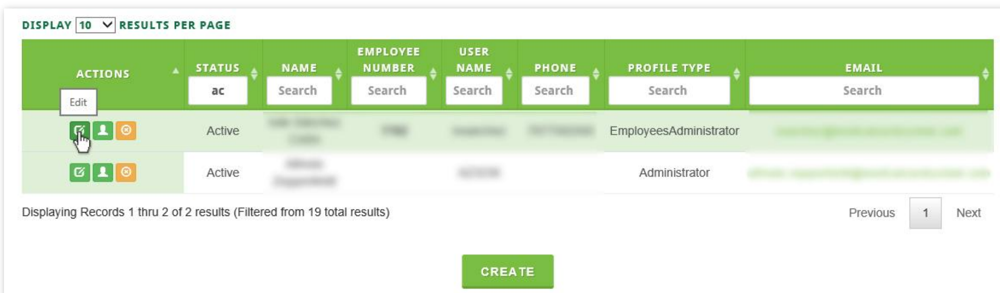
Follow the steps below to edit an employee account:

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.

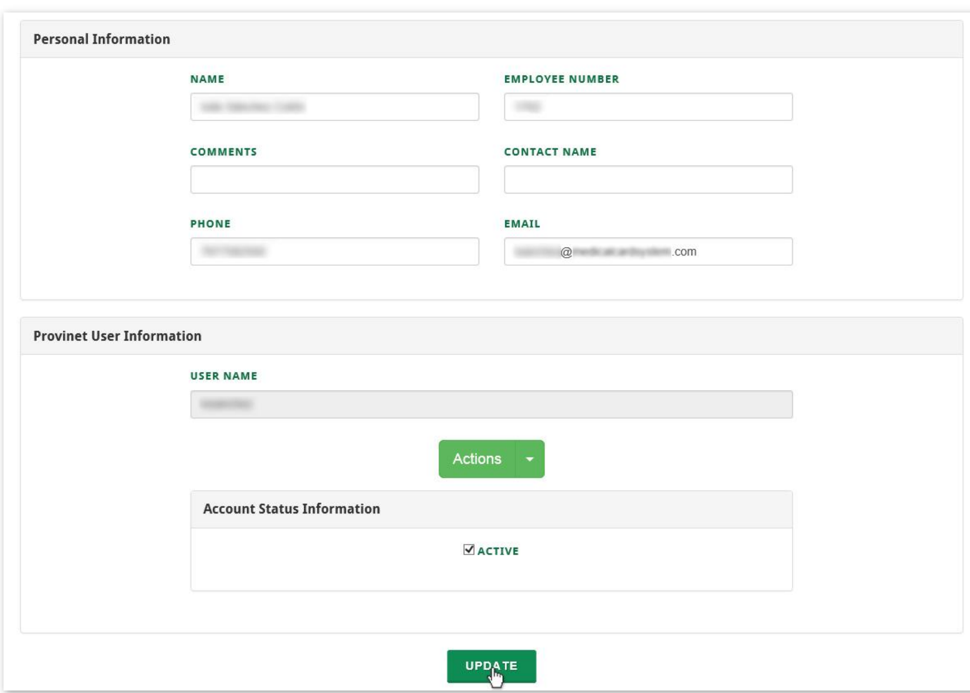


2. Search for the desired account, as described under the **Search Account** section above.

3. Click on the "**Edit**" icon, located under the Actions column at the left side of the list.



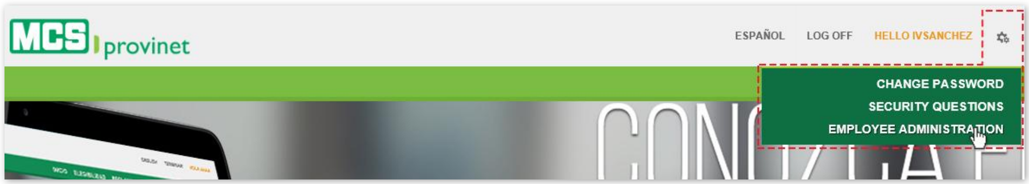
4. Make the desired changes, then scroll to the bottom of the screen and click on the "**Update**" button to apply the changes.



11.7.4 Activate/Deactivate Account

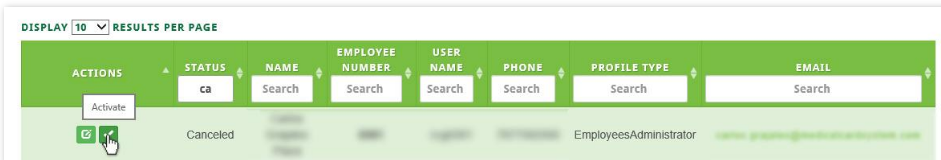
Follow the steps below to either activate or deactivate an account:

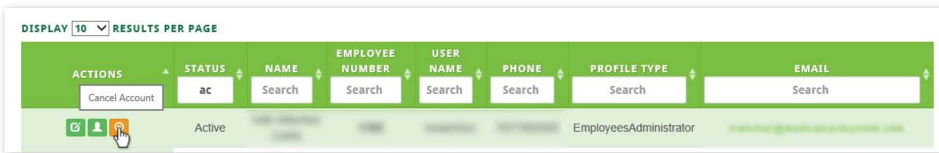
6. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Employee Administration**" link from the dropdown list.



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.

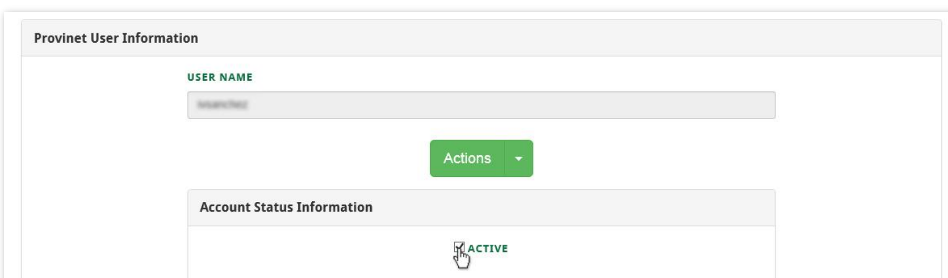




Note

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

9. 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.

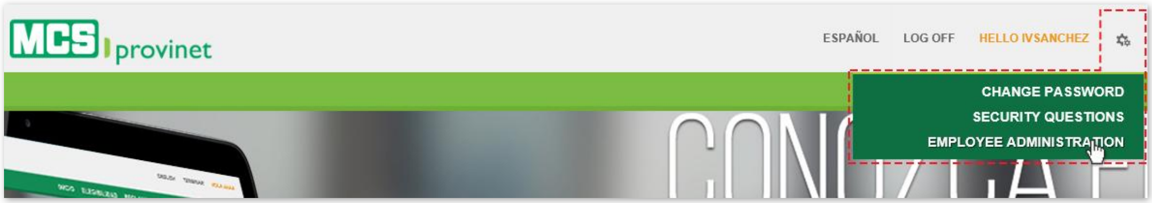


10. Scroll to the bottom of the screen and click on the "**Update**" button to apply the changes.

11.7.5 Reset Account Password

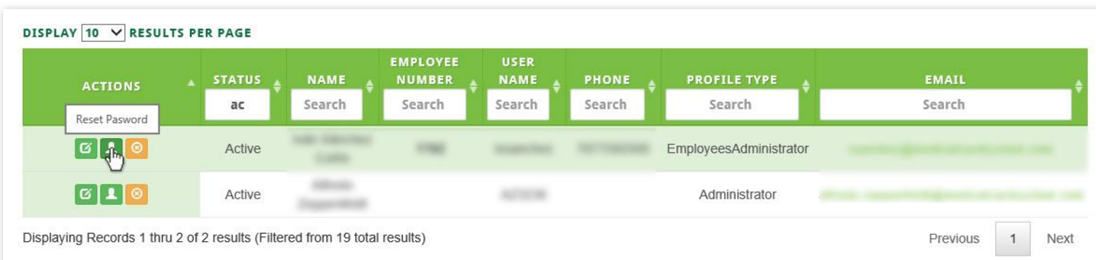
Follow the steps below to either activate or deactivate an account:

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.

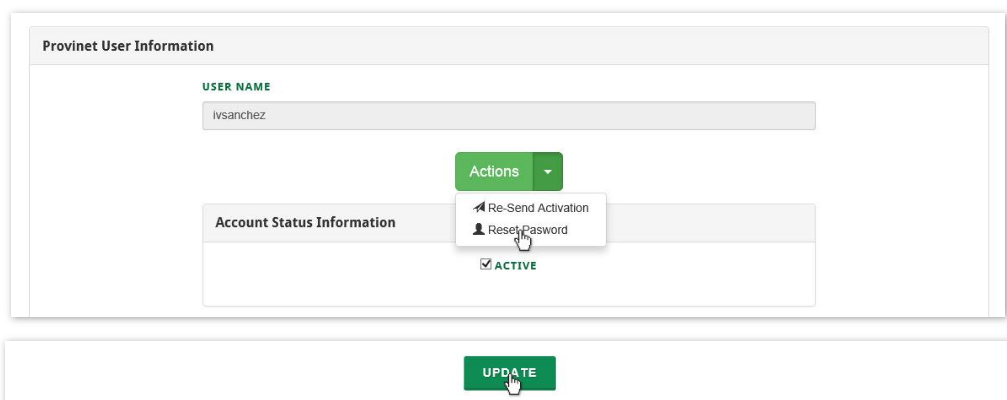


2. Search for the desired account, as described under the **Search Account** section above.

3. Click on the "**Reset Password**" icon (green user icon), which is located at the Actions column, left of the account's name.



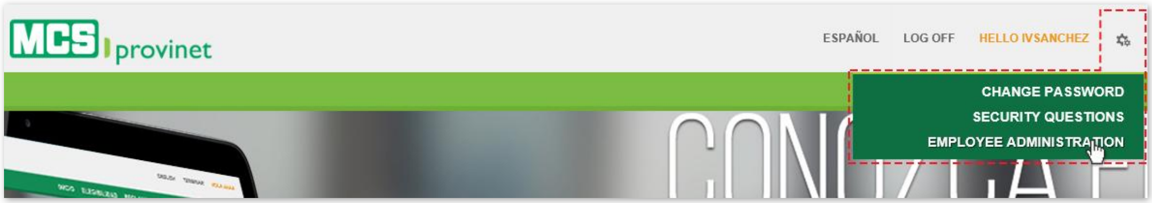
Alternately, you may enter the user's edit screen (see ***Edit Account***, above), scroll down to the Provinet User Information section and select "**Reset Password**" from the "Actions" dropdown list. Then click on the "**Update**" button to apply any changes to the account.



11.7.6 Re-Send Account Activation

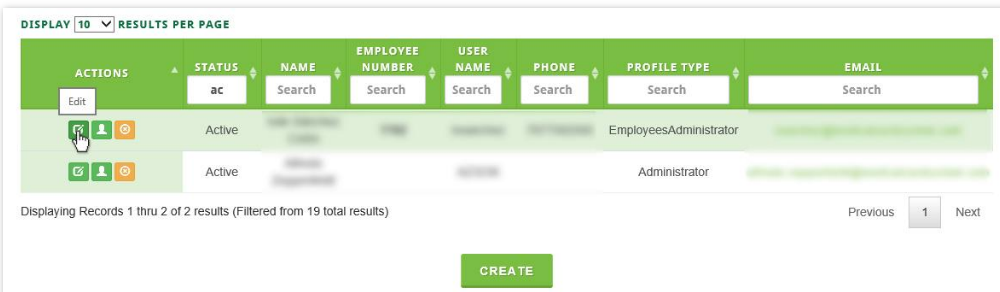
Follow the steps below to either re-send an account's activation:

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.

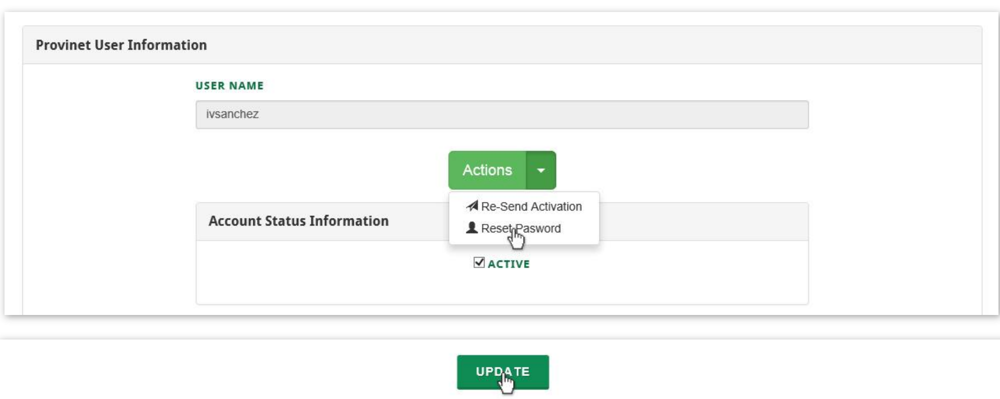


2. Search for the desired account, as described under the **Search Account** section above.

3. Click on the "**Edit**" icon, located under the Actions column at the right side of the list.



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.



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

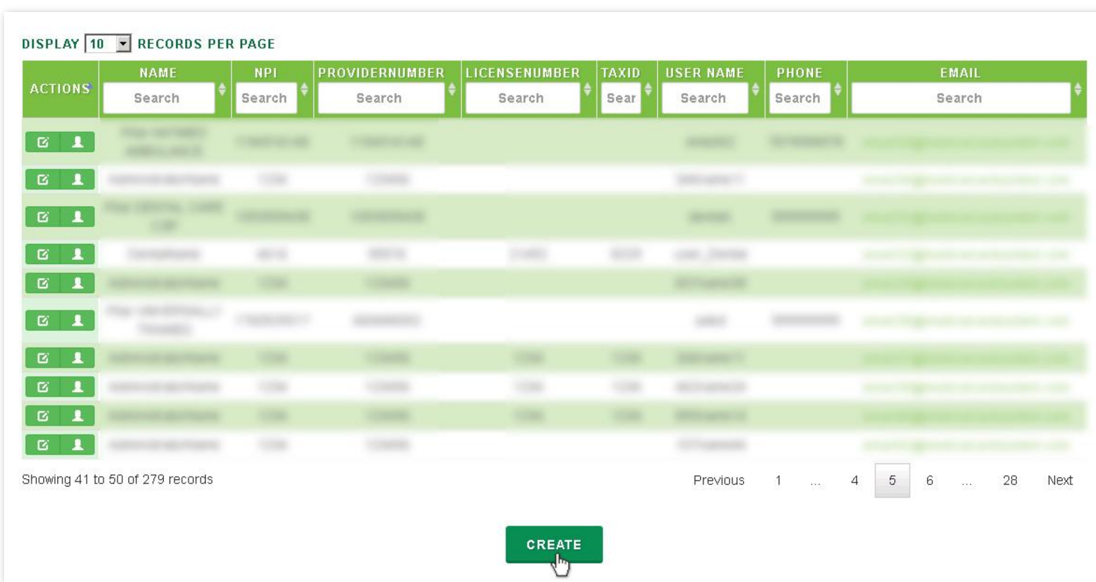
Note
Only Provider Administrators may perform the actions described in this section. These actions will not be available to other user accounts.

11.8.1 Create Account

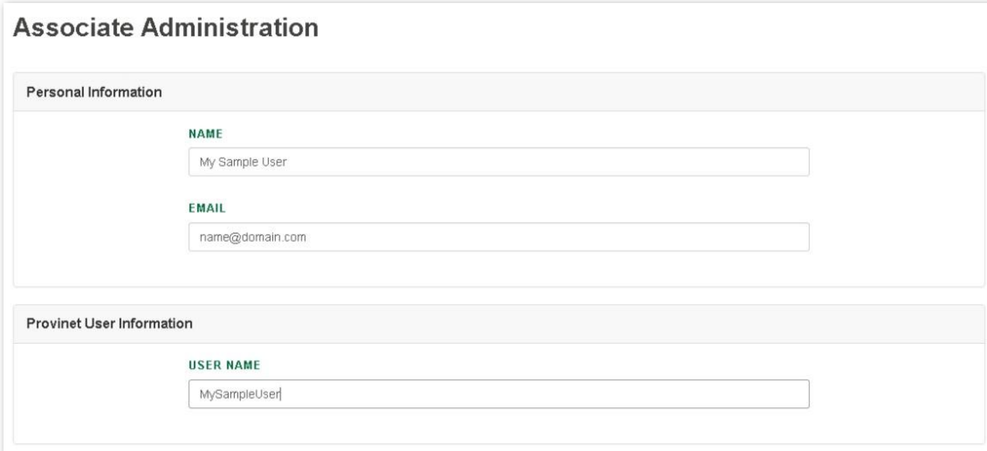
Follow the steps below to create an account through Providers Administration:

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.

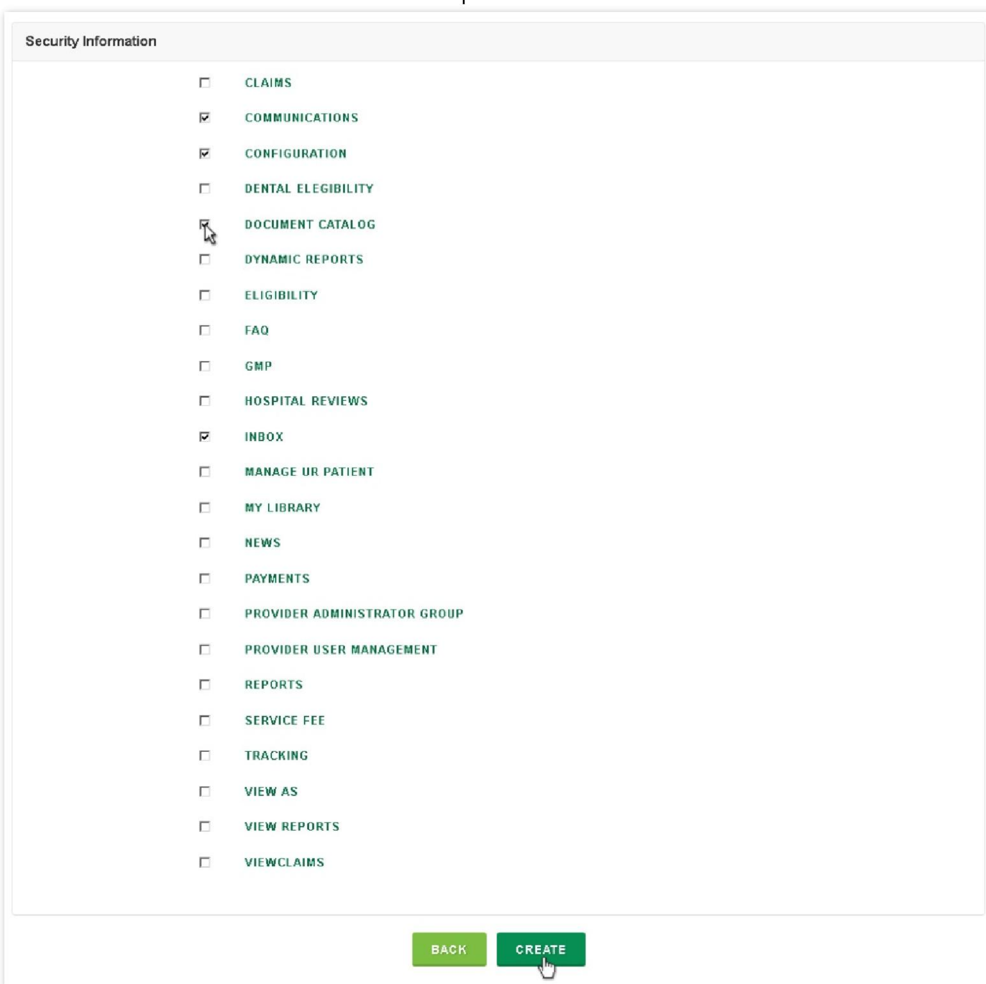
2. Click on the "**Create**" button, from the Providers Administration screen.



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.



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.



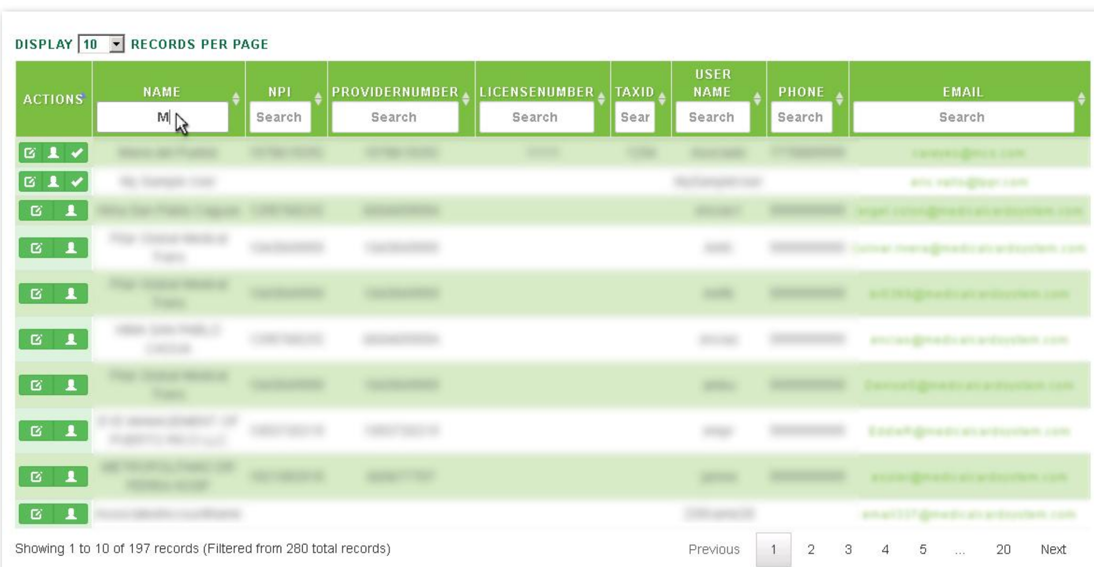
11.8.2 Search Account

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.



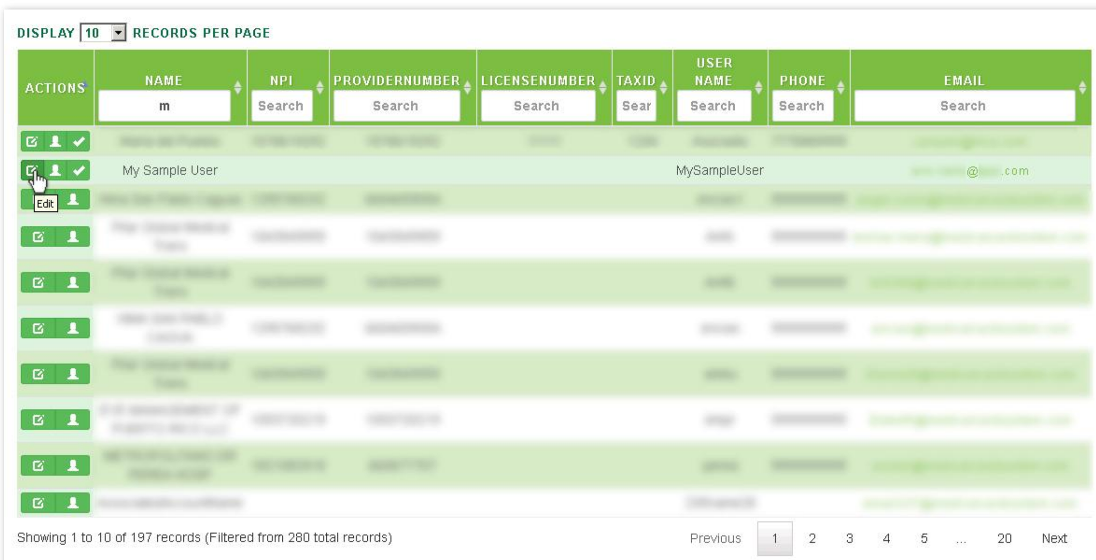
11.8.3 Edit Account

Follow the steps below to edit an account:

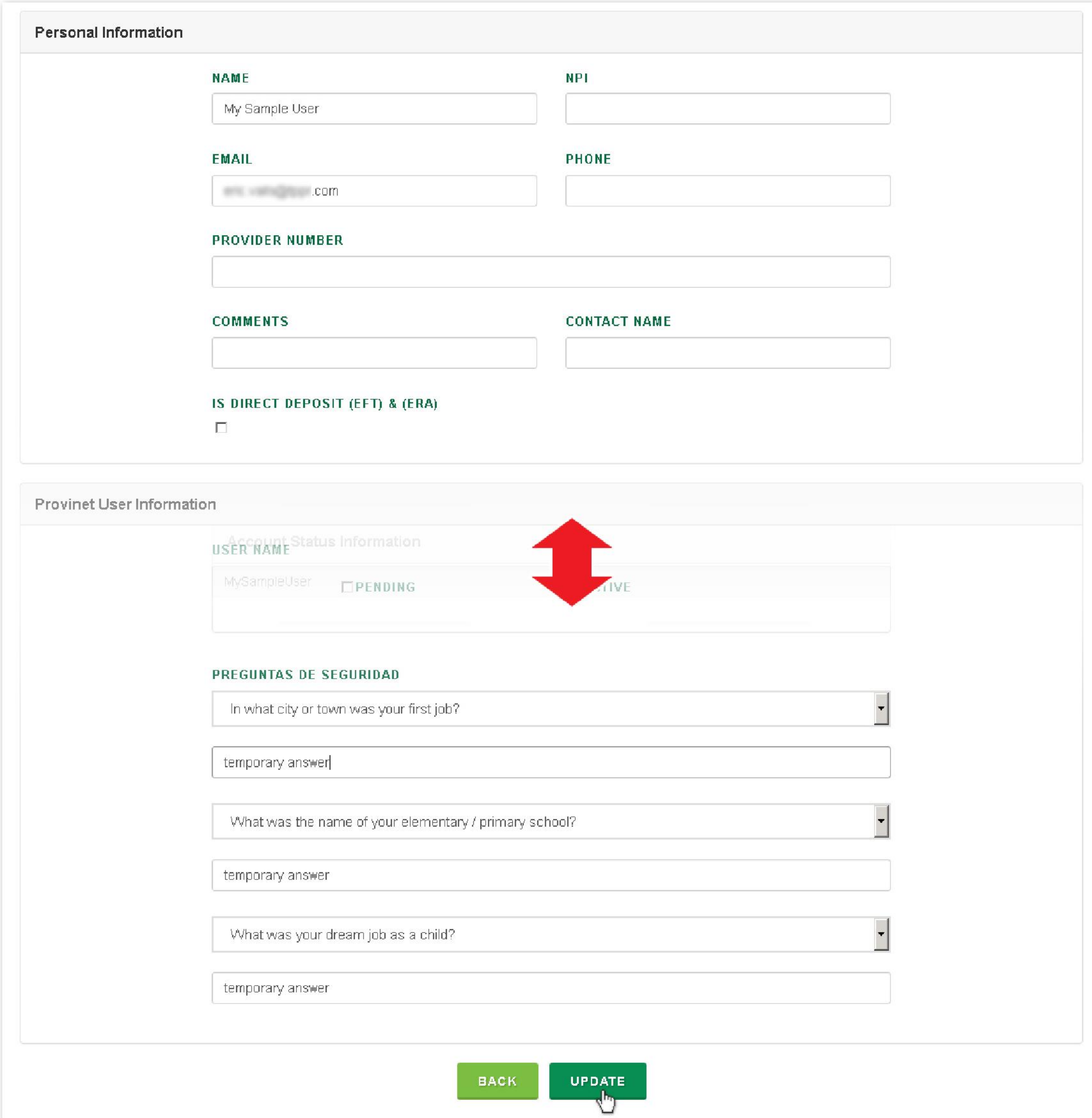
1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Providers Administration**" link from the dropdown list.

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.



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



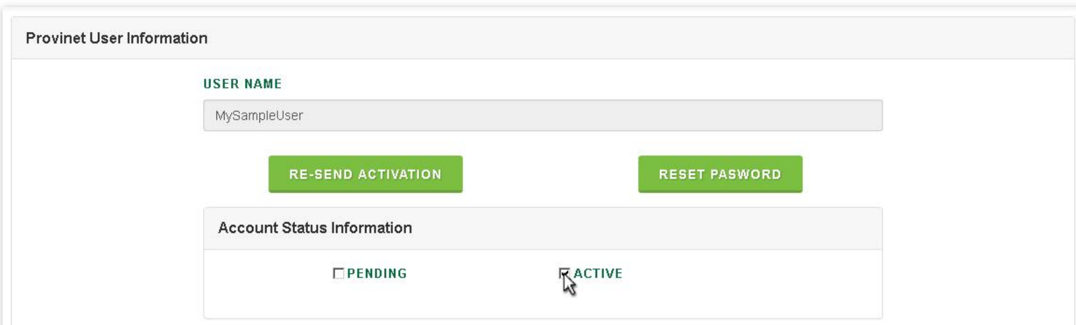
11.8.4 Activate/Deactivate Account

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.

3. 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.



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

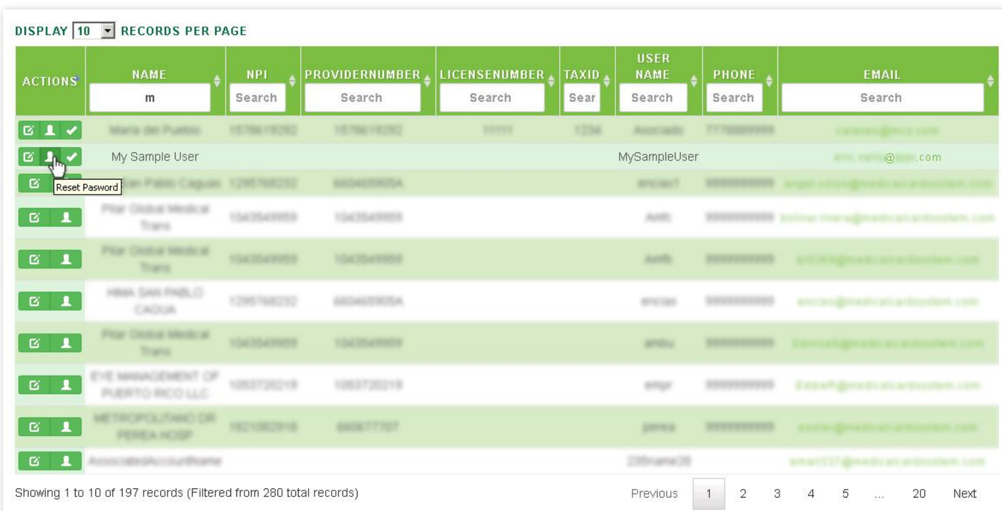
11.8.5 Reset Account Password

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

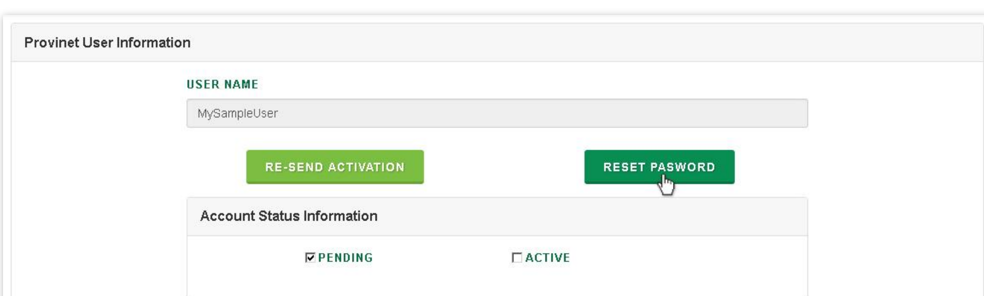
1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Providers Administration**" link from the dropdown list.

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.



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.



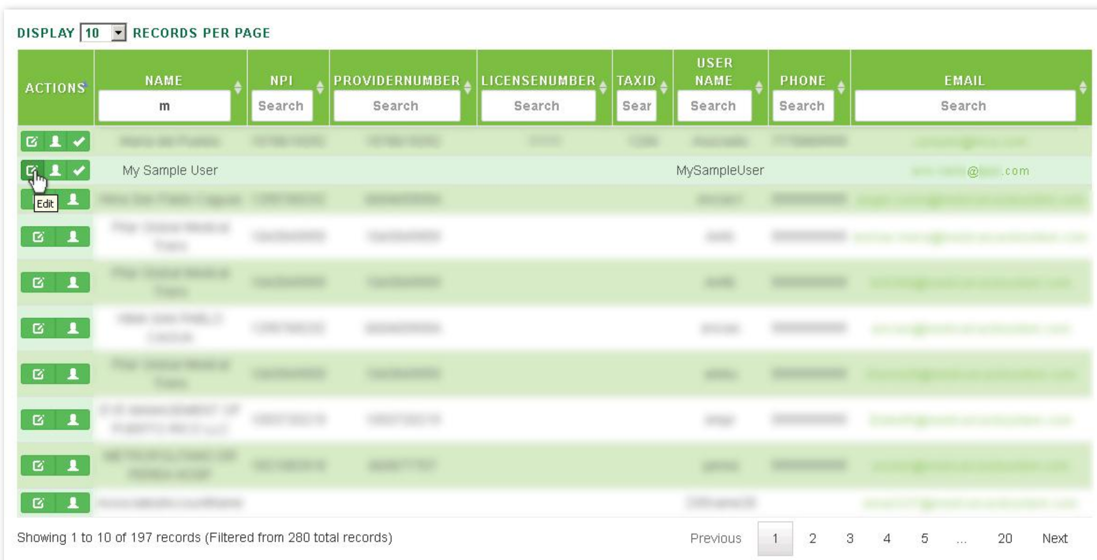
11.8.6 Re-Send Account Activation

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

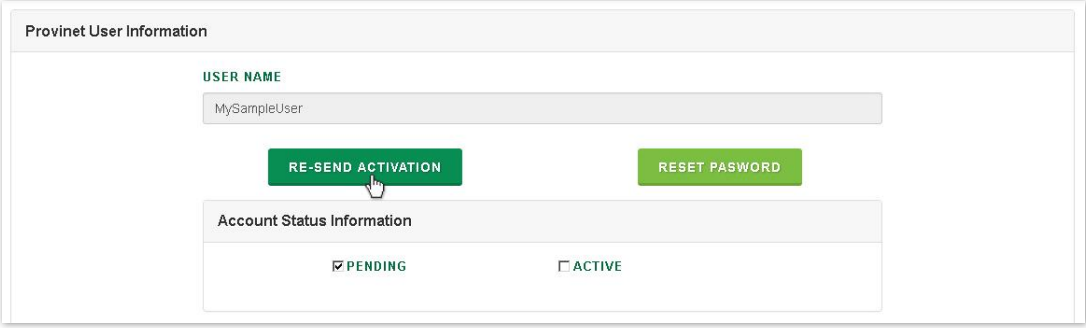
1. Place your pointer over the settings icon (gear-shaped icon at the upper right corner of the page), and then click on the "**Providers Administration**" link from the dropdown list.

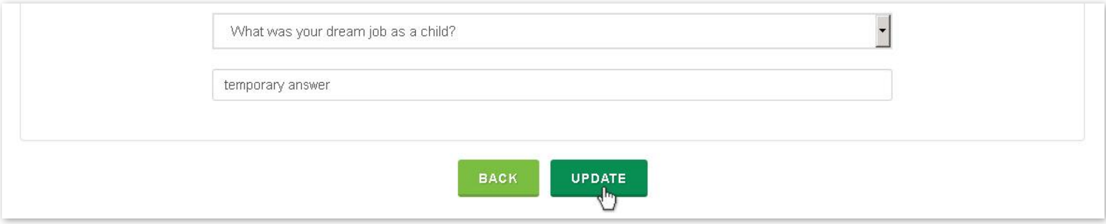
2. Search for the desired account, as described under the **Search Account** section above.

3. Click on the "**Edit**" icon, located under the Actions column at the left side of the list.



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.





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