

Welcome to the Patient Advocates Online Services User Guide. This document is provided to assist you in using the website sponsored by Patient Advocates, LLC. The website is available 24 hours a day, 7 days a week.

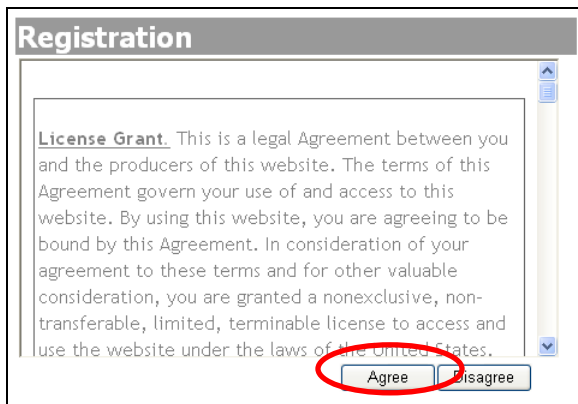
## Online Access

### Sign-Up

To create a user account, click on the Provider "Sign-up" link as seen below.



You must accept the license agreement to continue the sign-up process.



After you have accepted the license agreement, you will need to enter your registration information. Required information is marked with a \*.

Step 1 of 5  
User Registration

### Personal Information

Please fill in your personal information.

\*First Name:

\*Last Name:

\*Email Address:

\*Email Confirm:

Step 2 of 5  
User Registration

### Provider Address Information

Please fill in the address of your facility or practice

\*Address1:

Address2:

Address3:

\*City:

\*State:

\*Zip:

\*Country:

Step 3 of 5  
User Registration

### Provider Information

Please fill in information about your facility or practice

\*TaxID:

TaxID:

TaxID:

TaxID:

TaxID:

TaxID:

TaxID:

\*Contact Name:

\*Contact Phone:

\*Practice Name:

Primary Specialty:

Step 4 of 5  
User Registration

### Account Information

Please choose your account information. This is the information you will need to login to the system and will be used in case of a forgotten password.

\*User Name:  Must be 3 to 30 characters consisting of letters(a-z), numbers (0-9), an underscore (\_), a dot (.), or a dash (-).

\*Password:  Your password must be at least eight (8) characters long (alpha-numeric characters only) and contain no spaces.

\*Confirm Password:  Your password must be at least eight (8) characters long (alpha-numeric characters only) and contain no spaces.

\*Hint Question:  In the event you forget your password you will be prompted with this question to allow your password to be viewed.

\*Hint Answer:  In the event you forget your password this will be the answer to the question above.

Contact Phone must be entered as: (###) ###-####.

A hint question and answer are used if you forget your username or password.

Step 5 of 5  
User Registration

### Registration Complete

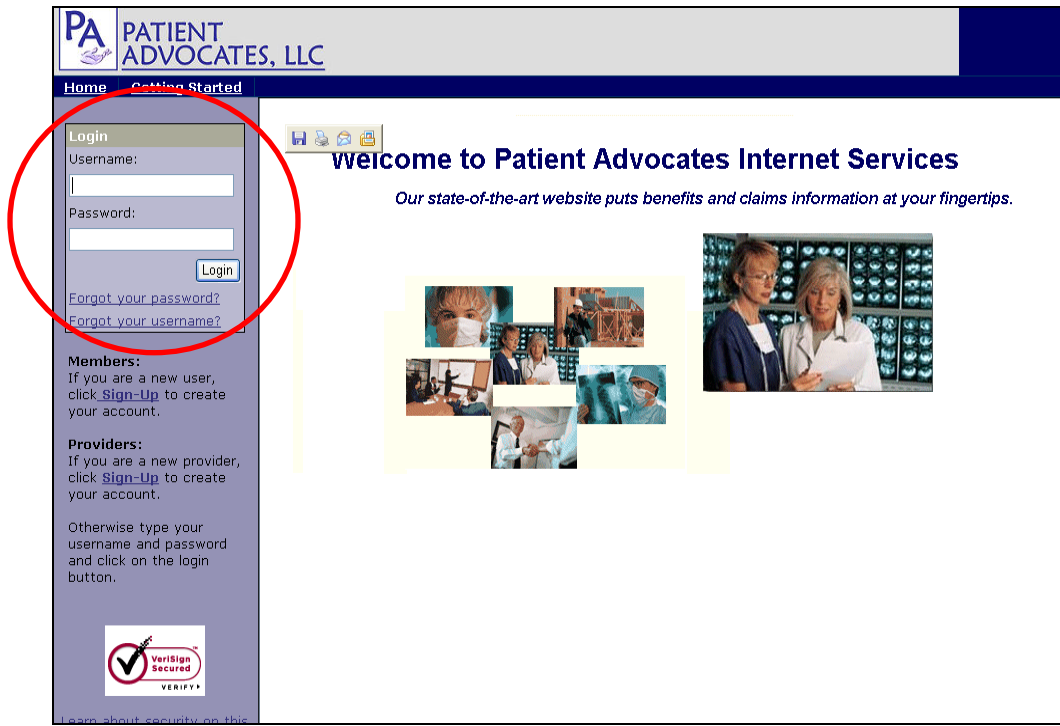
You have successfully completed the registration process. Click "Finish" to log in to the system.

Username: sampleprovider

You will receive a confirmation screen once you have successfully created an account. Click Finish to start viewing your information.

## Login

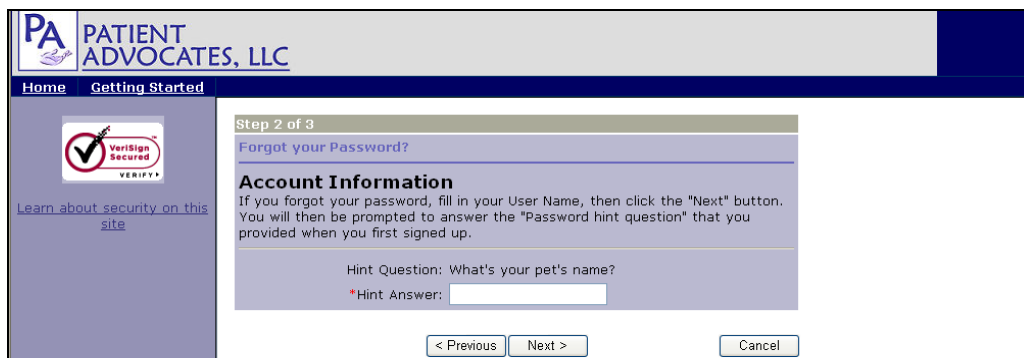
To login, enter the username and password you created during the sign-up process and click on the "Login" button.



The screenshot shows the Patient Advocates, LLC website. The top navigation bar includes "Home" and "Getting Started". The main content area features a "Welcome to Patient Advocates Internet Services" message with a sub-headline: "Our state-of-the-art website puts benefits and claims information at your fingertips." Below this is a collage of images showing medical professionals. On the left side, there is a "Login" section with a red circle around it. This section contains a "Username:" field, a "Password:" field, and a "Login" button. Below the fields are links for "Forgot your password?" and "Forgot your username?". Further down, there are sections for "Members" and "Providers" with instructions on how to create an account. At the bottom left, there is a "VeriSign Secured" logo and a link to "Learn about security on this site".

## Forgot Username or Password

If you forget your username or password, click on the appropriate link and follow the instructions. Your "hint" question and answer will be used for security, and your username or password will be emailed to the account specified upon sign-up.



The screenshot shows the "Forgot your Password?" page, which is "Step 2 of 3". The page title is "Forgot your Password?". Below the title is the "Account Information" section, which states: "If you forgot your password, fill in your User Name, then click the 'Next' button. You will then be prompted to answer the 'Password hint question' that you provided when you first signed up." The form includes a "Hint Question: What's your pet's name?" and a "\*Hint Answer:" field. At the bottom, there are three buttons: "< Previous", "Next >", and "Cancel". On the left side, there is a "VeriSign Secured" logo and a link to "Learn about security on this site".

# eServices Information

Now that you have successfully signed up and logged in, you will be able to view eligibility and claims information online. The links available at the top and left sections of the page provide the navigation needed to perform eligibility and claim searches and much more.

## Welcome Screen

Once you are logged in, the home page will appear. Your last login and email address are noted on the home page. If your email address has changed, click on the "Update E-mail" link to go to the Personal Profile page. Another item on the home page is a "News" section where important announcements are posted.

The following quick links are available at the top of the page as you navigate throughout the website:

- Home – Returns you to the home page.
- Request Tracking – Allows you to view the history of questions and requests submitted online to Patient Advocates.
- Personal Profile – Provides access to modify your online account information. You may change your email address, hint question and answer, and your password.
- Logoff - Ends your online session and returns you to the login screen.

**PA PATIENT ADVOCATES, LLC**

[Home](#) [Request Tracking](#) [Personal Profile](#) [Logoff](#)

Click folders w...

**My Menu**

**Patient Advocates, LLC**

- Contact Patient Advocates
- Contact Us

**Provider Services**

- Provider Inquiries
- Claims and EOPs/EOBs
- Eligibility and Benefits
- System Comments

**Website Resource Center**

- Reference Guide
- Sign-up Instructions
- News and Announcements
- Frequently Asked Questions
- Links to Health Plans

System Ideas/Problems

Welcome Test Provider

Welcome to Patient Advocates Internet Services

Our state-of-the-art website puts benefits and claims information at your fingertips.

Last logged in: 9/28/2006

Current E-mail address: test@test.com

- Update E-Mail
- Need an E-Mail Address? Hotmail Yahoo
- E-Mail Policy

**News**

**News and Announcements**

- Welcome to our Provider Services Portal!
- Deductible and Accumulator Information
- Member ID vs. SSN
- Single Point of Access to Many Payers

## My Menu

Upon establishing an account on the system, providers are subscribed to programs where online inquires to access patient information can be made.



**Provider Resources** program provides contact information for Patient Advocates, and Online Requests which may be submitted directly through the site.

**Provider Inquiries** program allows providers to access detailed patient information such as claims, EOPs/EOBs, eligibility and benefit booklets using a DDE compliant lookup tool. The inquiry screens require certain criteria be specified in order to achieve results.

- When available, the system not only returns the data requested by the search, but also gives the provider a link for accessing an actual image of the original EOP (Explanation of Payment) document.
- This site allows providers to access an online version of the patient's plan documents. This is useful for checking coverages and answering questions.
- When available, providers can link directly to the website for the patient's PPO network. This can be a time saver in getting questions answered.

**Website Resource Center** is available to providers needing assistance, additional information or links to other sites.

- The Reference Guide is currently being updated, but will be available soon.
- FAQs (Frequently asked questions) provide answers to commonly asked website questions from providers.
- News and announcements are posted periodically to keep users informed of system enhancements.
- Website Assistance provides a reference guide explaining system features.
- Links to Other Health Plans provides quick access to other health plan websites throughout the nation.

**System Services** program allows for notification of scheduled system maintenance

## Claims and EOBs/EOPs

To search claims on the system, click "Claims and EOBs/EOPs".

### Claim Inquiry

---

Providers have three search options:

- **Claim Number:** Enter the claim number(s). System accepts up to 10 claims per search, 1 per line.
- **Dates of Service:** Indicate the beginning and ending dates of service.
- **Patient Name:** Enter the Member ID and the Date of Birth.

Claim Number Search:	
<b>Insurance Company/Benefits Administrator:</b>	Patient Advocates, LLC
<b>Claim Number(s):</b>	Enter up to 10 Claim Numbers (one per line)
<input type="text"/>	
<input type="button" value="Search"/>	

Date Range search:	
<b>Insurance Company/Benefits Administrator:</b>	Patient Advocates, LLC
<b>Member ID:</b>	<input type="text"/>
<b>Date of Service:</b>	--- -- ---- - --- -- ----
<input type="button" value="Search"/>	

Patient search:	
<b>Insurance Company/Benefits Administrator:</b>	Patient Advocates, LLC
<b>Member ID:</b>	<input type="text"/>
<b>Date of Birth:</b>	--- -- ----
<input type="button" value="Search"/>	

Results will display claims that match the criteria specified AND the provider Tax Identification Number on the claim.

## Eligibility and Benefits

To search eligibility records on the system, click "Eligibility and Benefits".

### Eligibility Inquiry

---

Providers have two search options:

- **Member ID Search:** Enter the Member ID or Social Security Number(s). The system accepts up to ten Member IDs per search (one per line).
- **Patient Name Search:** Enter the First Name, Last Name, and DOB to search eligibility records on the system. If other information is known, you may also enter it at this time.

**Member ID Search:**

**Insurance Company/Benefits Administrator:**  
Patient Advocates, LLC

**Member ID(s):**  Enter up to 10 Member IDs (one per line)

**Name Search:**

**Insurance Company/Benefits Administrator:**  
Patient Advocates, LLC

**SSN:**

**Group:**

**First Name:**

**Last Name:**

**Date of Birth:**

The eligibility record containing coverage information is presented.

## Contact Us

If you have any questions and need to contact Patient Advocates, the Patient Advocates contact information can be found by clicking on the "Contact Us" link. You may submit a request or question online by clicking on the "Contact Us Securely Online" link.

<a href="#">Address, Phone Numbers and Email Information</a>
<b>Mailing Address</b> Patient Advocates P.O. Box 1959 Gray, ME 04039
<b>Phone Numbers</b> Toll-Free: 800-290-8559
<b>Email Addresses</b> <b>Customer Service</b> customers@patientadvocatesllc.com
<a href="#">Contact Us Securely Online</a>

If you have questions about the website itself, you may contact Customer Service at 800-290-8559 or customerservice@patientadvocatesllc.com.