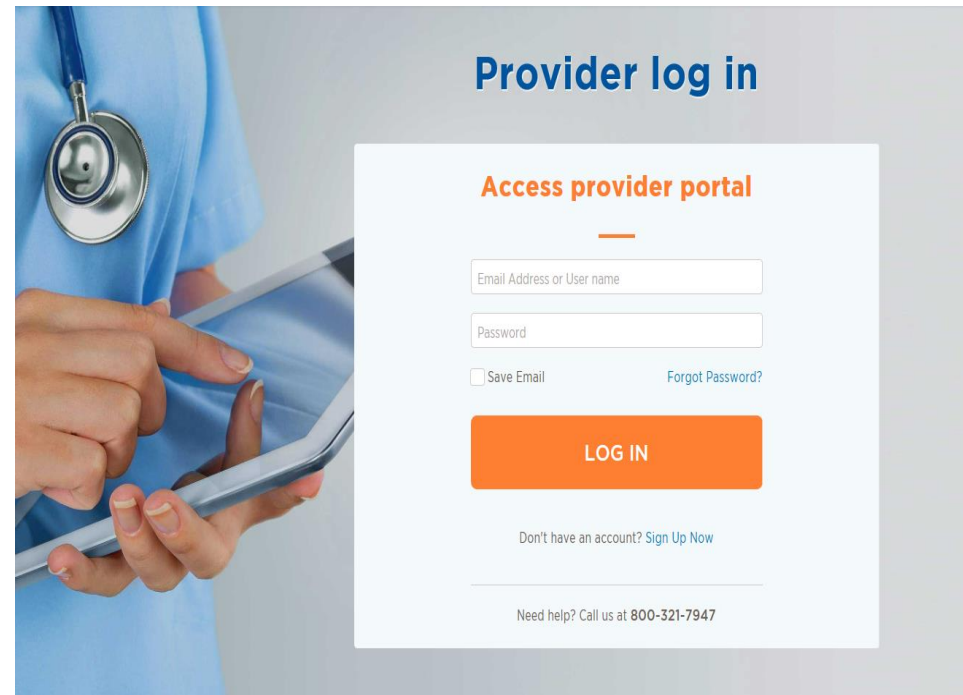# SWHP Provider Portal

Online Tool to Check Member Eligibility/Benefits, Claim Status, and So Much More!

Log in or Register

- If you are currently registered to use the portal, enter your Email Address and Password.

- If you are not registered, click on **Sign Up Now**.

Provider Sign Up

- Fill in all fields and click on **next**. *Note that all fields are required*.

- If the Tax ID and/or NPI entered match what SWHP has you setup with, your registration will be automatically approved and you will have immediate access to the portal.

- If the Tax ID and/or NPI entered does not match what SWHP has you setup with, then your account will not be automatically approved and you will need to call the number listed at the bottom of the screen for assistance

Provider Registration

NPI Number:	NPI Number
Tax Id:	Tax Id
First Name:	First Name
Last Name:	Last Name

Next

Go back to provider login

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Forgot Password or Account Locked

What should I do if I forgot my password?

- To reset your password, click on **Forgot Password**.

- Enter your email address that you used to register for the portal, then click **Reset**.

- A new password will be sent to the email address we have on file for you. (*If you do not see an email from us, be sure to check your spam folder*.)

What should I do if I am locked out of my account?

- If you have been locked out, it is usually because you had too many unsuccessful login attempts. To unlock your account, please contact the SWHP Provider Relations Department via:

    – Phone: 800-321-7947, ext. 203064 or 254-298-3064 and select option 7.

    Include your name, Tax ID, NPI, username/email address, and phone number in your email

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Forgot Password or Account Locked

Accessing SWHP Provider Portal

- Go to: https://portal.swhp.org/ProviderPortal/#/main/home

- Below is a screen shot of many of the tools available within the portal to assist you with your administrative processes.

Powerful Online Tools

Tools and Features

SWHP Portal allows you to:

- Verify Eligibility and Benefits
- Check Claim Status
- Look Up Reimbursement Rates by Code
- Look Up Codes to Determine Prior Authorization Requirements
- View Explanation of Claim Denial Codes
- Register as a Group Provider
- Add Additional Providers to an Existing Registration (using individual NPI's)
- Submit Prior Authorization Request Forms
- Submit Case Management Referral Forms
- Submit Electronic Redetermination Request for claims

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Member Eligibility/Benefits

- Select **Eligibility and Benefits** on the dashboard and the *Members Search Criteria* page will display.

- Enter at least 2 fields in the search criteria.

- Click **Search** to display the results

Check Claim Status

- Select **Search Claims** listed under **Home** on the dashboard and the *Claim Search Criteria* page will display.

- Enter the required information in the search criteria.

- Click **Search** to display the results

Check Claim Status

- After you obtain your claim search results, you can click on the 12-digit alphanumeric number listed under the **Claim No.** column to see *Claim Detail Information*.

MEMBER

JANE DOE

SWHP Member No.	0123456789
Patient Control No.	9876543A21098
Dates of Service	01-JAN-99 — 01-JAN-99

PROVIDER

JOHN DOE

Group	OB/GYN ASSOC.
NPI	1234567890
Address	123 SCOTT LN.
	Town, TX 12345.

STATUS

Denied

SERVICE DETAILS

REQUEST REDETERMINATION

Date of Service	Procedure Code	Procedure	Status	EX Code	Total Billed	Plan Paid	Patient Responsibility
04/08/2019	59400	OB CARE ANTEPARTUM VAG DLVR \& POSTPARTUM	Denied ⓘ	BU ⓘ	$6,502.35	$0.00	$0.00

EX CODE BU : DENIED DUE TO REBUNDLING

Code edit denial for reimbursement was bundled into other procedures.

RESOLUTION : Refer to CMS Guidelines for separate reimbursement.

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Claim Denial Codes

- The *EX Code List* is a catalog of all claim denial codes and their definitions.

- Select **EX Code List** under **Home** on the dashboard and the *EX Code List* page will display

Clear Claims Connection

- Allows you to access the appropriate coding and supporting edit clarifications for services before claims are submitted.

- Determine the appropriate code or code combination representing the service for accurate billing purposes.

- Access the edit clarifications on a denied claim for billed services after an Explanation of Payment (EOP) has been received from the payer organization

Submitting a Claim Redetermination

Definition

- The review of a previously adjudicated / processed claim at the request of a provider to assess if the original determination/decision was correct or should be reversed based on additional information not previously available during the original determination. More information available on the SWHP website at: http://swhp.org/en-us/prov/claims/resources/appeals

Process

- Allows you the option to submit the *Claim Redetermination Request Forms* electronically through the provider portal.
- Providers or inquiring parties will have only one (1) opportunity to submit a redetermination request on a claim. Multiple requests submitted on a single claim will not be processed and will be returned as "previously reviewed."
- Provider should attach any pertinent supporting documentation i.e. retro authorization, proof of timely filing, surgical notes, office visit notes, pathology reports, and/or medical records.
- Requests for Redeterminations must be submitted within 90 days from the original determination date. (120 days for Medicare Advantage Claims; 1 year for out-of-state providers).

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Submitting a Claim Redetermination

Viewing a Redetermination

- You can now view the claims redetermination from the provider portal. Simply search for the claim in question. In the claims screen, locate the Redetermination Details. Click the hyperlink under Supporting Documents to locate the redetermination resolution letter.

Fee Look Up

- The *Fee Look Up* tool makes it very easy to get reimbursement estimates for procedure codes.

- The *Fee Look Up* tool is updated on a quarterly basis.

- Select **Fee Look Up** listed under **Home** on the dashboard and the *Fee Look Up Criteria* page will display.

- To use the tool, follow these easy steps:
  - -Select the appropriate **Region** from the drop-down.
  - -Select the appropriate **Medicare Locality** from the drop-down.
  - -Enter a **Procedure Code** in the designated field.
  - -*If applicable*, select the appropriate **Modifier(s)** from the drop-downs. – Click **Look Up** to display results.

Fee Look Up

- Additional Tips:
  - You can look up 7 procedure codes at a time using the button located next to the **Procedure Code** field.
  - A link to the *Instructions* on how to use the tool are located to the right above the *Fee Look Up Criteria* box.

Pre-Auth Code Look Up

- Medical services, procedures, supplies, and drugs that require prior authorization must be medically necessary and meet SWHP coverage criteria.

- A prior authorization is needed if you plan to refer a member outside of the SWHP network.

- You can view the SWHP Prior Authorization Lists online at:
  - Medical: http://swhp.org/en-us/prov/auth-referral/medical
  - Medications: http://swhp.org/en-us/prov/auth-referral/medications

- If you have questions regarding prior authorization requests, please call our Health Services Division at 888-316-7947 or 254-298-3088.

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Pre-Auth Code Look Up

- To help you determine the codes that require a prior authorization, you can use the **Pre-Auth Code Look Up** tool in the provider portal.

- Select **Pre-Auth Code Look Up** listed under **Home** on the dashboard and the *Pre-Authorization Code Look Up* page will display.

- To use the tool, follow these easy steps:
  - Enter a valid **Procedure (CPT) Code** in the designated field.
  - Click **Look Up** to display the results.

Case Management Referral Form

- If a member needs medical case management, behavioral case management, or a transplant, you can complete the *Case Management Referral Form* in the provider portal.

- Select **HSD Referral Form** listed under **Home** on the dashboard to access the *Case Management Referral Form.*

Prior Authorization Request Form

- *Prior Authorization Request Form* can be submitted electronically.

- Select **PA Online Form** listed under **Home** on the dashboard.

- After reading the instructions, scroll down and acknowledge that you have read, and the form will be displayed.

- Once the form is completed, it can be submitted electronically.

Contact Information & Resources

- **SWHP Provider Relations Department:**
  - **Phone:** 800-321-7947, ext. 203064 or 254-298-3064

- **SWHP Website:** http://swhp.org/en-us/
  - **Provider Specific Information:** http://swhp.org/en-us/prov

- **SWHP Provider Portal:** https://portal.swhp.org/ProviderPortal/#/login

- **SWHP Find a Provider Search:** https://portal.swhp.org/#/search

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