

## Accessing NaphCare Provider Portal

1. From your web browser, type the following web address:

<https://providerportal.naphcare.com>

*Please note: Provider Portal works best in Microsoft Edge. Other web browsers are not supported by NaphCare.*

2. Enter your username and password provided by NaphCare. Usernames are to be kept confidential and cannot be shared with other staff. The number of users is not limited.
3. If you need access, go to <https://providerportal.naphcare.com> and click the request access as shown below. This will direct you to an electronic form to complete so access can be given.

To access the Provider Portal, you will need to complete the [Provider Portal Access Form](#) . Email the completed form to [provider.portal@naphcare.com](mailto:provider.portal@naphcare.com) or fax to 205.545.9470.

4. For questions dealing directly with access, username and/or password problems please contact us via email [provider.portal@naphcare.com](mailto:provider.portal@naphcare.com)

**The Provider Portal allows providers to research claims status and print EOPs. You can also dispute a claim payment or denial. The Request Access tab allows a user to request NPI's that need to be added to the current profile and also gives the ability to request a new user be added to the system. The Forms tab will include miscellaneous NaphCare forms you may find helpful.**

# Claims Inquiry

Portal users will have access to claims status for the Vendor NPI and/or Provider NPI numbers authorized on the Provider Portal Access Form. Users can search claim status using any combination of the following criteria:

- Provider NPI
- Vendor NPI
- Member Name
- Member #
- Member DOB
- Date Range

Claims											
Claim #	Site	Provider	Inmate	Inmate #	DOB	Patient #	Begin Service	End Service	Billed	Claim Status	
20230104000177							1/3/2023	1/3/2023	\$306.00	Pending Check/ACH Insurance	
20230207000545							12/22/2022	1/5/2023	\$370,412.90	Claims Received/Processing	
20230217000500							12/22/2022	1/5/2023	\$370,412.90	Denied	<a href="#">Dispute Claim</a>
20230301000143							1/5/2023	1/5/2023	\$285.00	Pending Denial	
20230111000152							1/5/2023	1/5/2023	\$285.00	Paid	<a href="#">Dispute Claim</a>

Available Claims Statuses:

Status	Description
<b>Pending Check/ACH Insurance</b>	Claim has processed and is pending a check or ACH payment. Payments are issued according to your contracted payment schedule.
<b>Claims Received/Processing</b>	Claim has been received and in process. Continue to watch for updates.
<b>Denied</b>	Claim has processed to deny. EOPs are available on the NaphCare Provider Portal.
<b>Pending Denial</b>	Claim has processed to deny and is pending an Explanation of Payment (EOP).
<b>Paid</b>	Claim has processed to pay and a check or ACH payment has been issued. EOPs are available on the NaphCare Provider Portal.

Clicking the claim number will show additional claim information. If the claim is still in process, a message will display stating “No payment details available” and the total claim billed amount.



Once you have completed reviewing the expanded version of the claim, click the close button as shown below to close the details list. To un-expand the claim click the close button.



Click the Export button as seen below to download the selection. You can then open in Excel for further review and sorting. The export feature will only export claim level information seen on the screen. The detailed information displayed by clicking on the blue claim number is not exported.



If the claim has been denied, there is a link on the right of the screen to dispute claim from there. From this location the dispute will auto-populate several fields.



If you have a claims issue that requires additional information that is not provided on the portal, please contact the provider relations department at (800) 416-0288 or provider.relations@naphcare.com. We ask that you provide the following information when emailing or leaving a voicemail:

- Claim Number
- Inmate Number
- Date of Birth
- Dates of Service
- Tax ID

# EOP

The screenshot shows the 'Filter EOP' section of the NaphCare Provider Portal. The header includes 'NaphCare Provider Portal' and navigation links for 'Claims Inquiry', 'EOP', 'Dispute Claim', and 'My Access'. On the right, there are links for 'User Manual' and 'Direct Deposit Form'. The filter interface includes a 'Search Type' dropdown menu with options for 'Paper Checks', 'Paper Checks', 'ACH Payments', and 'Check No. From'. There are also input fields for 'Provider' (with a 'Select providers' prompt), 'Check Date Range' (with 'mm/dd/yyyy' format guides), and 'Check No. To' (with 'Check No. From' and 'Check No. To' labels). A 'Search' button is located at the bottom center of the filter area.

The EOP view allows the user to print Provider Remittance Advice details also known as an Explanation of Payment. The EOP view allows the user to filter by:

- Provider NPI
- Check Number - single (use same number in both fields) or a range
- Check date range – from and to
- Date of service (from and to).

# Dispute Claim



Users may fill out the Dispute Claim form here however, the preferred method is to dispute from the Claims Inquiry view where the claim information will be pre populated. Once the user saves the form, the issue will be routed to our Claims Department for review.

The screenshot shows the 'New Dispute' form in the NaphCare Provider Portal. The form is titled 'New Dispute' and has a breadcrumb trail: 'Dashboard > Disputes > New Dispute'. The form is divided into several sections: 1. 'Dispute Information' (a header box). 2. 'Provider Information' (with a note: 'Disputing a claim from the Claims Inquiry screen will auto-populate several of these fields. \* - Required Field') containing fields for Name\*, Tax ID #\*, Address, City, State, and Zip. 3. 'Patient Information' containing fields for Name\*, Account Number, and Date of Birth\*. 4. 'Claim Information' containing radio buttons for 'Single' (selected) and 'Multiple', a 'Claim Number or ICN' field, a 'Date of Service\*' range selector, and 'Amount Billed\*' and 'Amount Paid' fields. 5. 'Dispute' section containing a 'Dispute Description\*' text area, an 'Expected Outcome\*' text area, and a 'What type of dispute is this?' section with radio buttons for 'Claim', 'Disputing Request For Reimbursement Of Overpayment', 'Seeking Resolution Of A Billing Determination', 'Contract Dispute', and 'Other'. 6. 'Contact information' section with fields for Name\*, Title, Phone\*, Fax\*, and Email. 7. 'Attachment' section with a 'Choose File' button and the text 'No file chosen'. At the bottom, there is a blue banner with the text: 'Heads up! Please remember that disputes entered here will not be updated or statuses. You will need to contact us directly to check on the status of your dispute'. Below the banner are 'Submit' and 'Cancel' buttons.

Once a dispute is submitted you will receive an email with the dispute details and appeal number. Please save that email for future reference. Once appeals are received there is a turnaround time of 90 days for independent review.

## My Access

A list of NPI's and Providers you have access to will be listed here.

**NaphCare** Provider Portal   Claims Inquiry   EDP   Dispute Claim   **My Access**   User Manual   Direct Deposit Form

**What is this?** This screen shows you which NPIs you have access to view claims and payment information. Billing NPI level access allows users to view all claims submitted with the Billing NPI(s) listed. Rendering NPI level access limits the user to only claims billed with the Rendering NPI(s) listed.

NPI	Name
Billing NPI:	

**Need more?** To add or remove NPI access, submit a request [here](#).

If the provider already has privileges to view the provider portal and you need to add additional NPI's or a new user needs to be added that was not previously included, you make the request here (on form shown below) which generates an email to the administrator that will take the proper steps to add this information.

**Need more? To add or remove NPI access, submit a request here.**