# QPA V2 WEB PORTAL

Provider Instruction Manual

7824 Eastern Avenue, N.W., Suite 100 Washington, D.C. 20012 Office 202-722-2744 Fax 202-291-5703

# QPA V2 WEB PORTAL

Quality Plan Administrators, Inc. (QPA) is always trying to find new and innovative ways to improve provider access to patient enrollment and historical data. With that in mind, we are proud to announce the QPA V2 Web Portal! The V2 Web Portal gives providers better access to QPA's network and great customer service support. Thru the Web Portal, providers have access to eligibility, member history within the provider's office, claim status, and the ability to view and download EOBs. Due to HIPAA violations providers may only view claim history for their own office. The information on the Web Portal is real time patient health benefit information from QPA's software system.

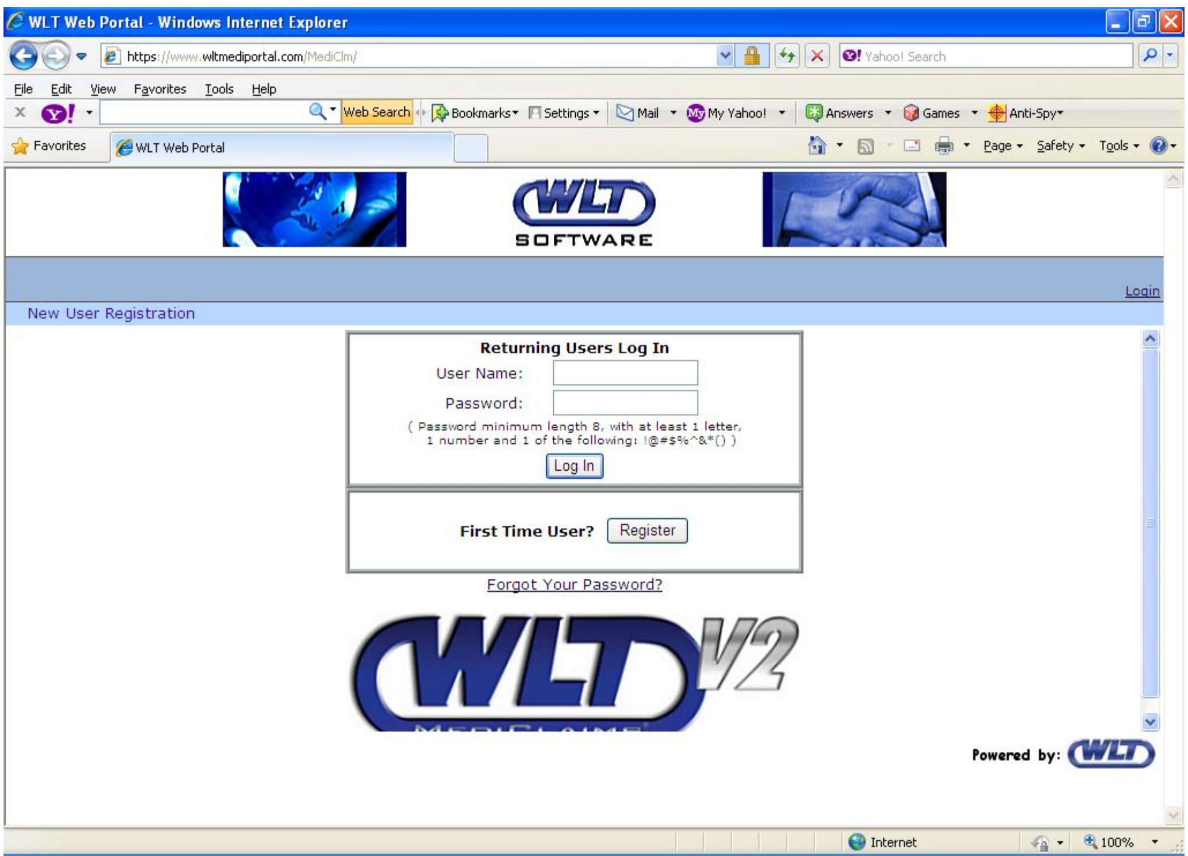
Employees and dependents also have access to the V2 Web Portal and can view eligibility, claim status, and EOBs. Thru the Web Portal employees, dependents, and providers have the ability to email QPA representatives. Claims and supplemental documents can be attached. Direct questions can be asked regarding claims through messaging as well.

All information or requests transmitted through the Web Portal is secure and can only be viewed by the provider/employee and QPA staff. To take advantage of all these great features, the QPA V2 Web Portal has to offer, a provider must be credentialed by QPA. It only takes a few minutes to register on the provided website. Once registration is complete the request to register will be sent to a QPA representative. The representative will verify your information and upon approval you will receive an approval email. Registration instructions are attached. If you need help registering or have questions about the Web Portal please contact our office at 202-722-2744. As always Quality Plan Administrators strives to enable providers with efficient and easy access to patient information and your feedback is always appreciated.

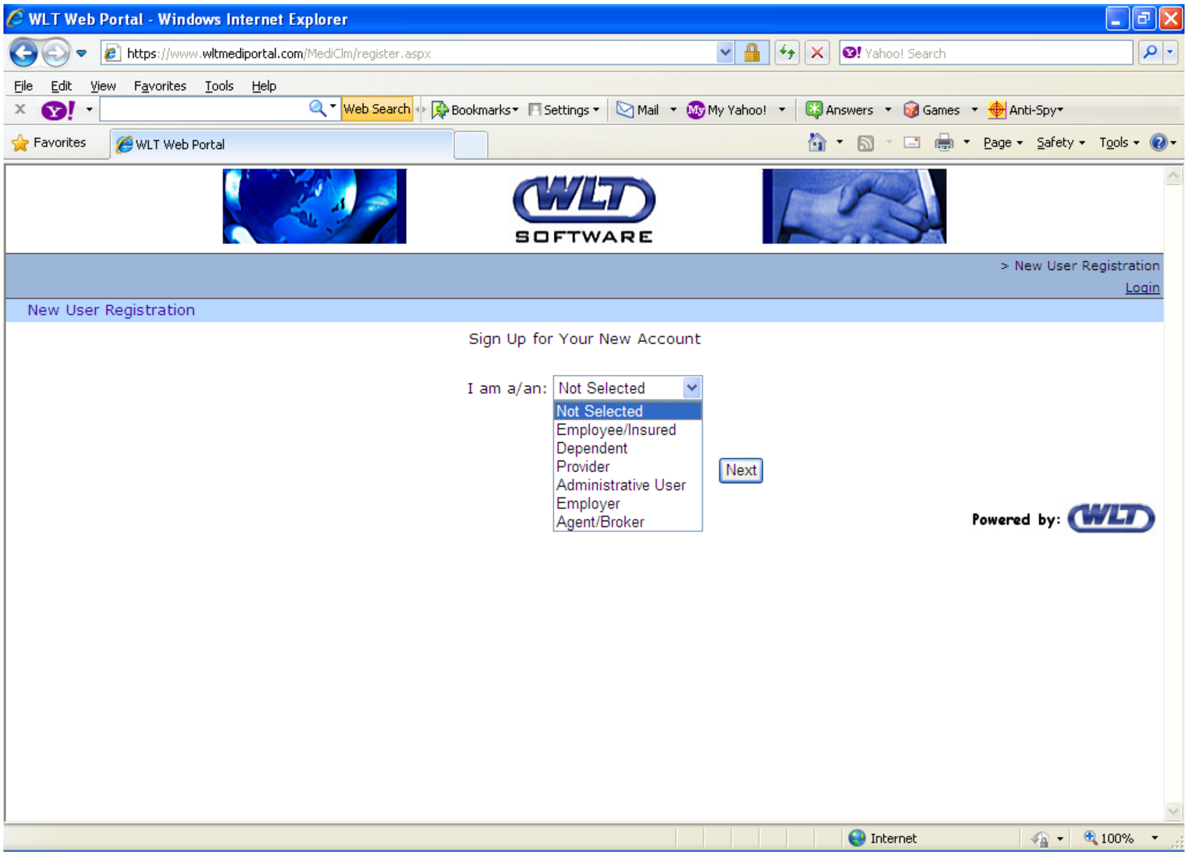
# <u>Employee QPA V2 Web Portal Manual</u>

1. To access the QPA V2 Web Portal you must have Internet access. Log onto the internet and enter the following web address: https://www.wltmediportal.com/MediClm/

2. The following *Log In* screen will appear. Click on New User Registration or Register next to the First Time User?(Remember you must be a credentialed provider with Quality Plan Administrators to have access to the QPA V2 Web Portal)



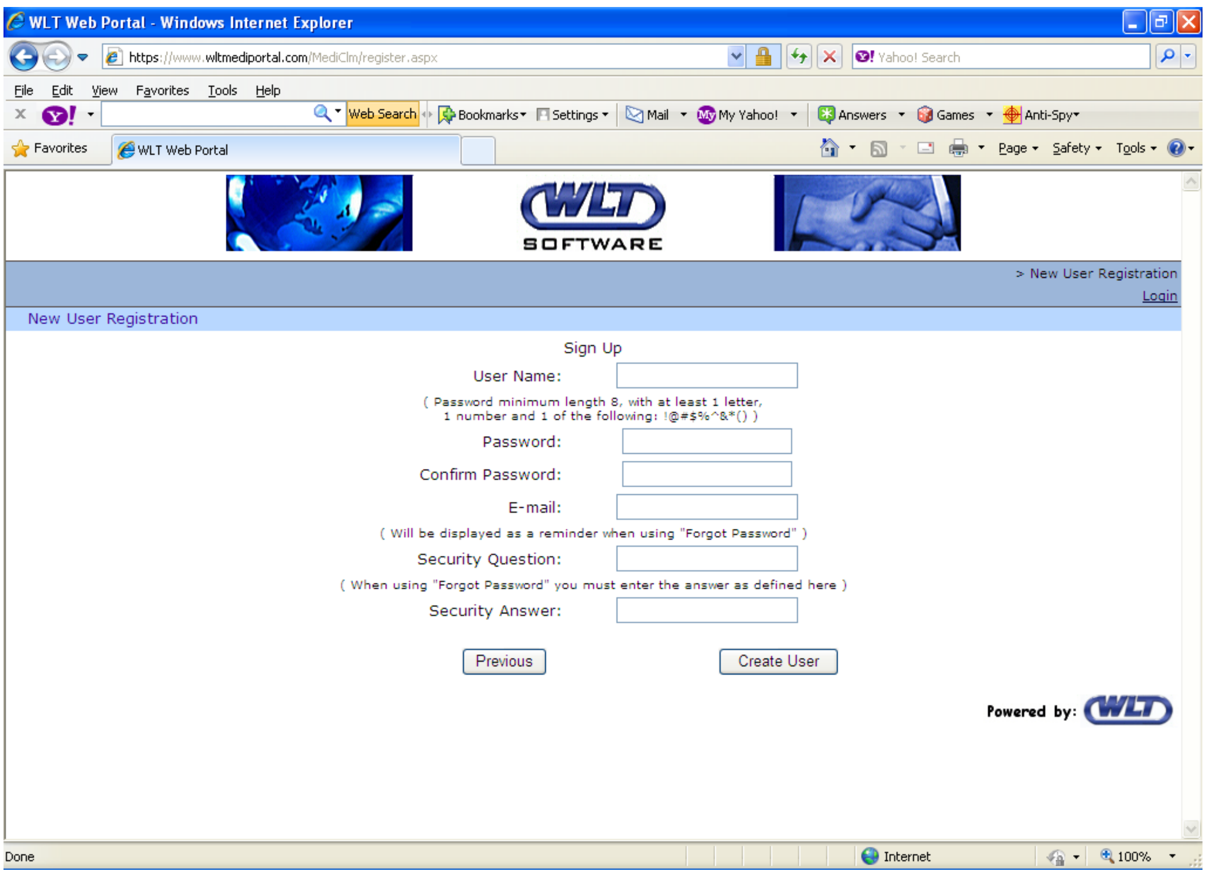
3. Under the *Sign Up for Your New Account* screen,click on the down arrow next to I am a/an: and choose Provider.




Click on the Statement of Understanding link. This goes over the rights and obligations of the users on this Web Portal. To accept or decline the Statement of Understanding click I Accept or I Decline. If you accept you can then click Next and continue. If you decline you will not be allowed access to the Web Portal. The Need Help? link has instructions on how to register if you need further assistance.

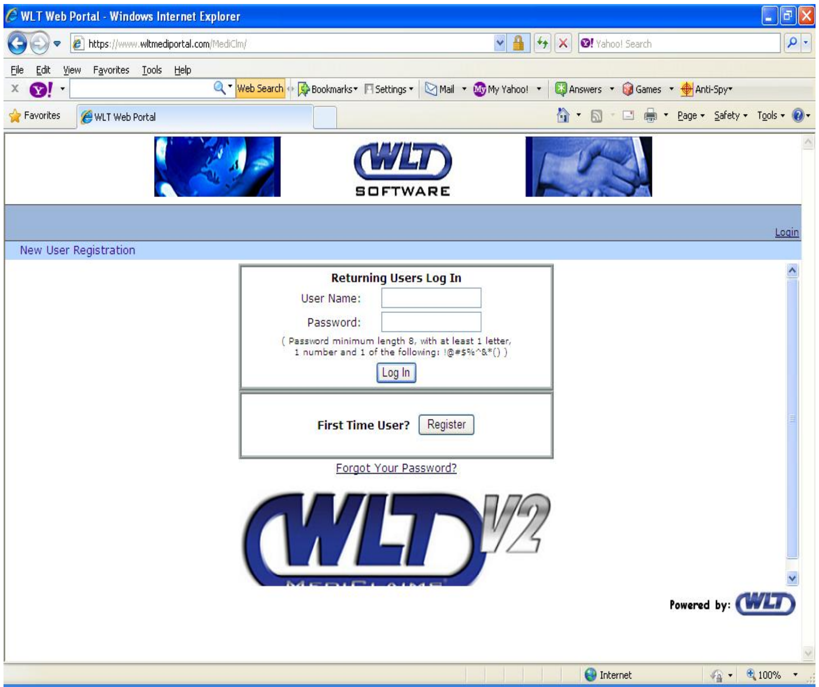
4. The *Personal Information* screen will be displayed. Please fill out the following information: First Name, Last Name, Practice/Provider Name, TIN (Tax Identification Number), NPI number, and Phone number. Once this is completed click on Next. For NPI number type in all 0s. More than one person can register under the same Practice/Provider Name.

5. The *Sign Up* screen will be displayed.
    - Enter a User Name that you will use to login to the Web Portal.
    - Enter a Password that is at minimum 8 and maximum 16, with at least one letter, one number, and one of the following symbols: ! @ # $ % ^ & * ( )
    - Enter your Password
    - Enter your E-mail address; provide a Security Question, and Security Answer. The Security Question is used in case you forget your password. Check the box next to Receive Processed Claim Notification if you want to receive notification that a claim has been processed. If you do not wish to receive notification do not check off this box. Once information is completed click on Create User.




6. A *Complete* screen will be displayed. It will let you know that your account has been successfully created. Click on Continue.

7. The *Returning Users Log In* screen will be displayed. Enter your User Name and Password. Click Login.




8. You are now on your *Home* screen. After your initial login you must request access to the payer.
   - Click on the Payer Access tab.
   - Next to Request Access To: Quality Plan Administrators, Inc. should be in the drop down box. If it is not click on the down arrow and choose this selection.
   - Check the box for Receive Processed Claim Notification if you choose to receive notification of processed claims. Uncheck this box if you choose to not receive notification.
   - Click on Submit Request. This request will be sent to a QPA representative and once your information is verified an approval notice will be sent to your e-mail. On the bottom of the screen you will see the status of your request and it will display Pending.

9. Under your login name you will see the following tabs: Provider Main, View/Create Messages, and My Account.

   - Under Provider Main tab you will see the Home screen, which welcomes you to the Web Portal.
   - Under View/Create Messages there are three tabs:

- Received Messages- Here you can view any messages received from a Quality Plan Administrator's representative. On the right, Message Type provides the option to sort messages in categories. The first category is All; all your received messages will be listed. The second category is Message and all messages received will be listed. The third category is Action and all the action based received messages will be listed. View provides the option to select which messages you want to see displayed based on receipt date: Last 30 Days, Last 90 Days, Last 6 Months, Current Year, Previous Year, or All. The next button is Refresh List, which refreshes the page to view if any new messages have been received.

- Compose New Message. Here you can click on To: and a list of the representatives at QPA will be shown. Click on the box next to the person you want to email and then click on Insert Checked Contacts. Then you can enter the Subject, Attachments (if you want to submit a claim, complaint letter, or any important documents), and write your message. Click on Send and a QPA representative will receive your message.

- Sent Messages tab will show all the messages that you have sent to a QPA representative. Once again you can click on the down arrow to the right to decide how you'd like to view the messages and the Refresh List button.

10. My Account tab allows you to change your account settings. Here you can check off the boxes that need to be changed for the following: Your Email and Change Security Question/Answer. Then you should click on Save Settings. The Change Password button allows you to change your password. You would need to enter your Current Password, New Password, and Confirm New Password. Once this is complete click on the Change Password button. You will see the confirmation of your password change. Click on Continue.

11. Under the tabs Provider Main, View/Create Messages, and My Account there are five tabs.
    - Home screen lets you know you are on-line.

    - Info shows your personal information such as: User Name, Practice Name, Phone, Tax ID, and NPI #.

    - Select Patient allows you to look up a patient's information.
        - Choose a Payer: click the drop down to Quality Plan Administrators, Inc.

- Patient is: click the drop down button to either The Insured or Insured's Dependent.
- I want to look up patient by: click the drop down button to social security number. Social security numbers are used to search DC Government employees in our system.
- Card Holder's SSN: enter the patient's social security number.
- Date of Birth: enter the patient's date of birth.
- Click on Select. Once this information confirms a member in our system the following four tabs will appear: Patient Info, Claims, Eligibility, and Deductibles/Coinsurance.
    - Patient Information shows the Patients Name, Address, Home Phone, Cell Phone, Work Phone, E-mail, Gender, DOB, Member ID, and Employment Information.
    - Claims show claims history within your office. Due to HIPAA violations providers can only view history within their own office. If claims are listed you may click on them and view an EOB (explanation of benefits).
        - On the right you will see Acct Type: gives the option to view All or HRA claims. HRA claims do not apply to DC Government employees for this vision plan.
        - Under Claim Type you should click the drop down to Vision.
        - View provides the option to review claims based on received date.
        - The Refresh List button lets you refresh the page.
        - If there is claim history you can click on Select and it will show the claim information, such as: provider information, services received, and benefits paid. You can print this Explanation of Benefits by clicking on Print. If you have a question you can click on I have a question. An email page will be displayed. You can send your question regarding the claim to a QPA representative.
    - Eligibility shows the patient's eligibility coverage. Although eligibility is listed on this screen, always make sure to call to QPA for an authorization number to verify history from another office.
    - Deductibles/Coinsurance- Under QPA a deductible and coinsurance is not applied. Under Annual & Lifetime Limits you can view the vision benefits that have been paid for this patient for the current year or previous year.

- Payer Access is used in the initial registration. This is where a provider requests access to QPA's network. At the bottom of this screen a provider can view the status request to our network. If you have access to our network it should show TPA Name- Quality Plan Administrators, Inc., Request Status-Approved, Status Date, and By User- the user that approved you.

- Upload Claims: Next to Choose a Payer: click the drop down button to Quality Plan Administrators, Inc. Next to Claim File to Upload: enter the file name or the Browse button to view which file to attach. Click on Send to submit claim(s).

12. Once you are done looking at all the features the Web Portal has to offer you may click on Logout on the right hand corner of the screen.

*If you forget your password go on to the website and click on the Forgot Your Password? link. Enter your User Name and click Submit. Your password will be sent to the email provided in the initial registration.

For Assistance on the QPA V2 Web Portal please contact:

Phone: 202-722-2744 Ext. 27

Email: mgmt@qpatpa.com