HTA Provider Portal User Guide

Last Updated: December 2022

You can access all your provider information through the Provider Portal.
To begin, please click htaprd-provider.nirvanahealth.com to login.

Table of Contents

Health Team Advantage Provider Portal Users

Providers will receive the email below on steps regarding the Health Team Advantage provider portal log in process.

- **Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.**

From: no-reply@rxadvance.com

Subject: Health Team Advantage Provider

Portal Access

Hi <Provider Name>,

This e-mail includes important information you will need to access Health Team Advantage Provider Portal.

You will be receiving a separate email from nirvanahca.microsoft.com with an invitation link, once you accept the invitation on that email you will be able to access your provider portal.

Please use <provider email> as the sign in email once you have accepted the invitation.

If you have any concerns or problems accessing your account, please contact provider support at 1-844-806-8217.

Thank you!

Health Team Advantage Provider Portal Users

The next email will be an invite from Microsoft on behalf of Nirvana HCA. Providers will then click the '**Accept Invitation**' button.

- **Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.**

NirvanaHCA invited you to access applications within their organization

Microsoft Invitations on behalf of NirvanaHCA

To: You

Fri 11/18/2022 7:42 AM

❗ Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

Organization: NirvanaHCA
Domain: [nirvanaHCA.onmicrosoft.com]nirvanaHCA.onmicrosoft.com

If you accept this invitation, you'll be sent to   https://htaprd-provider.nirvanahealth.com

Accept invitation

Block future invitations from this organization.

This invitation email is from NirvanaHCA ([nirvanaHCA.onmicrosoft.com]nirvanaHCA.onmicrosoft.com) and may include advertising content. NirvanaHCA has not provided a link to their privacy statement for you to review. Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

Microsoft respects your privacy. To learn more, please read the Microsoft Privacy Statement.
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

▪▪ Microsoft

↩ Reply   ↪ Forward

Health Team Advantage Provider Users: Experience Options

User Experience 1

If a provider's registered email address is not a Microsoft (office365.com, outlook.com, live.com or hotmail.com) email or they don't have an Azure account associated with it, they will receive an OTP (one time password) code on their registered email which they will have to enter to access their Provider Portal Account. After the provider logs out, they will have to repeat the process with a new OTP code sent to their registered email each time.

User Experience 2

If a provider's registered email address is a Microsoft (office365.com, outlook.com, live.com or hotmail.com) email or they have an Azure account associated it with, they will have to enter the password associated with their registered account or they can choose to receive an OTP on their registered email to access the Provider Portal Account. Every time the provider wants to login, they will have to use their Microsoft or Azure email address and password, or a new OTP code will be sent to their registered email on the Provider Portal URL.

Health Team Advantage Provider Users: Experience Options

User Experience 1

If a provider's registered email address is not a Microsoft (office365.com, outlook.com, live.com or hotmail.com) email or they don't have an Azure account associated with it:

- Providers will then need to **enter the code** received with their registered email address.
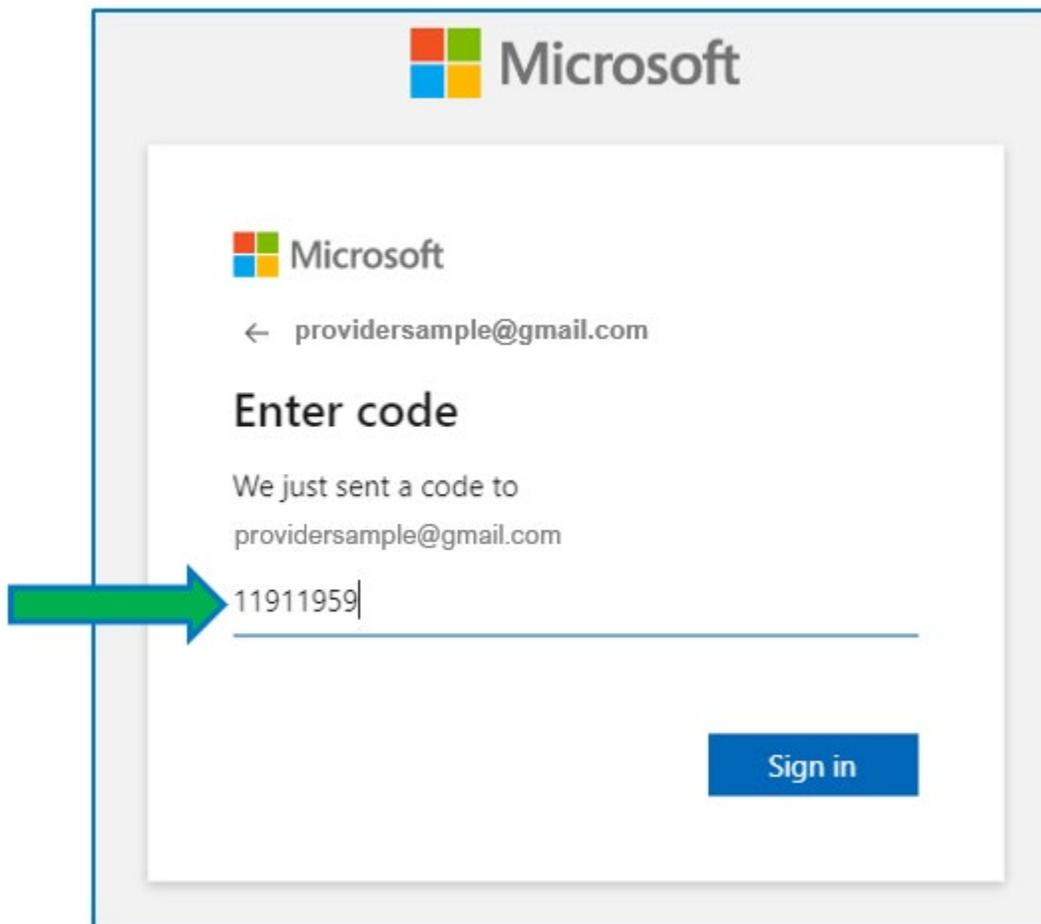
User Experience 1

- Once they enter the code, they will have to click on the **'Sign in'** button.
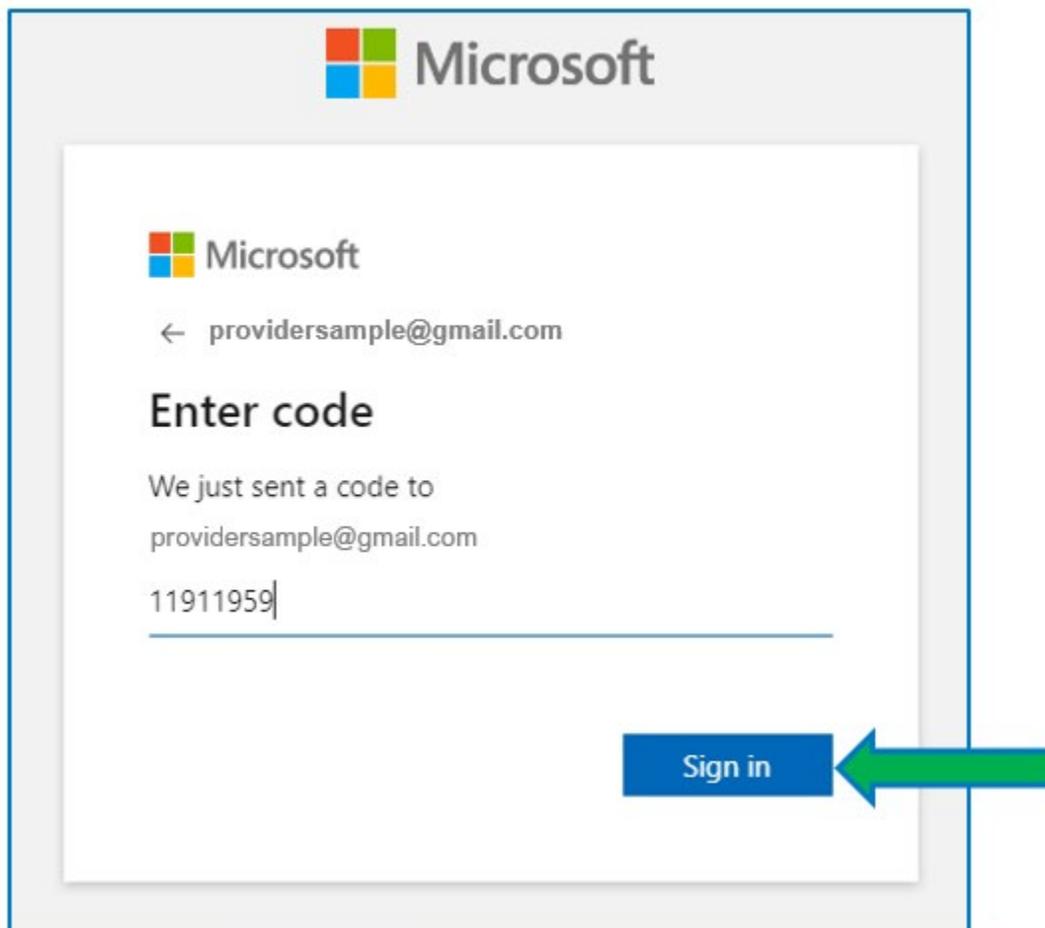
User Experience 1

- The providers will then be presented with a Permission page after clicking the 'Sign In' button where they will then have to click on the **'Accept'** button.
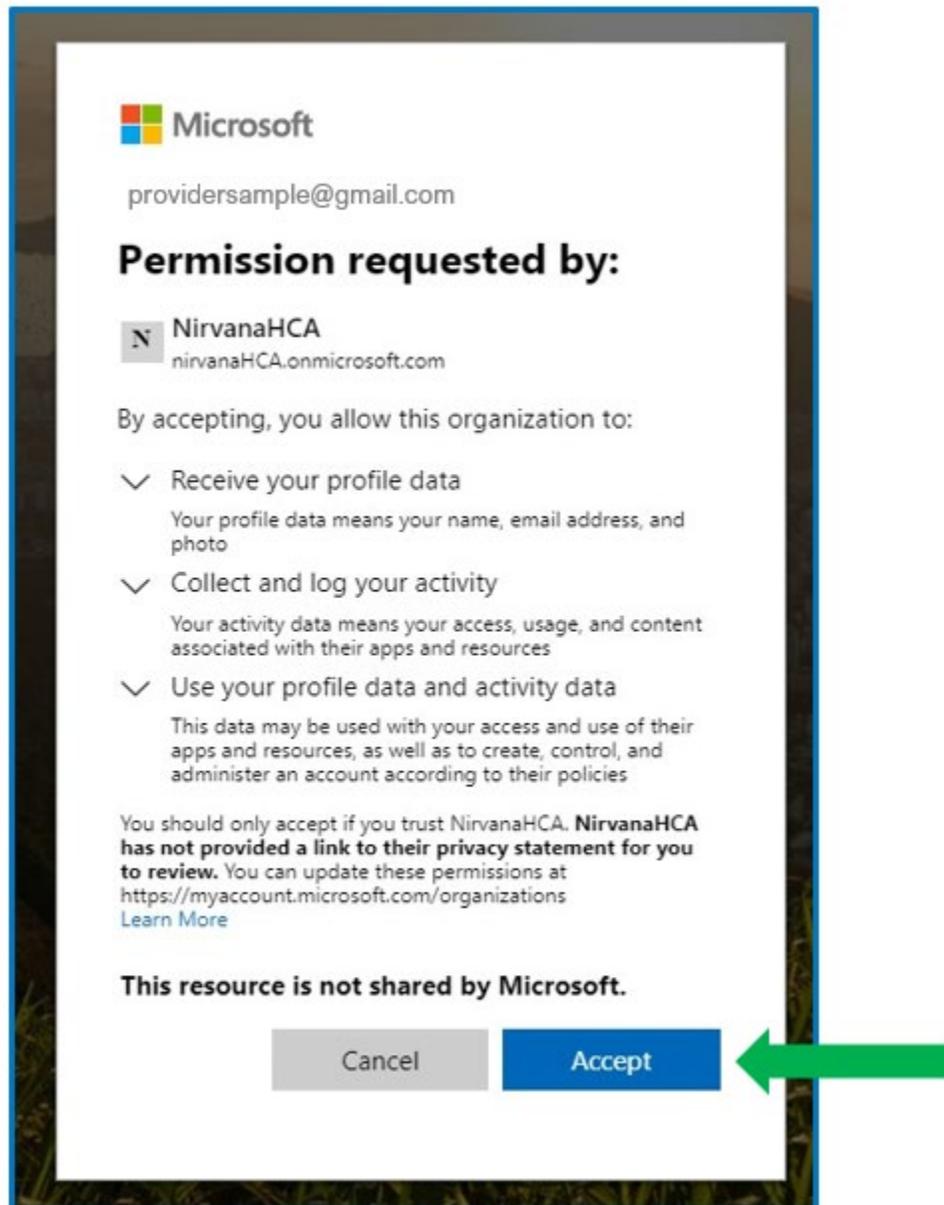
User Experience 1

Once the providers click on the Accept button, they will be logged onto the provider portal successfully and land on the home page.

- This provider will remain logged in until they **sign out** or it has been **7 days**, whichever is earliest.

User Experience 1

When providers want to log back in, they will be sent a different code to their registered email address. They will then have to **enter that code**.

User Experience 1

- Once they enter the code, they will have to click on the **'Sign in'** button.

User Experience 1

Once the providers click on the Accept button, they will be logged onto the provider portal successfully and land on the home page.

Logo	Enrollment Status SOA New Enrollment 2022 New Enrollment 2023 Plan Information Tools	English email @gmail.com

User Experience 2

If a provider's registered email address is a Microsoft (office365.com, outlook.com, live.com or hotmail.com) email or they have an Azure account associated it with it:

- The provider clicks the **'Accept Invitation'** button on the email.
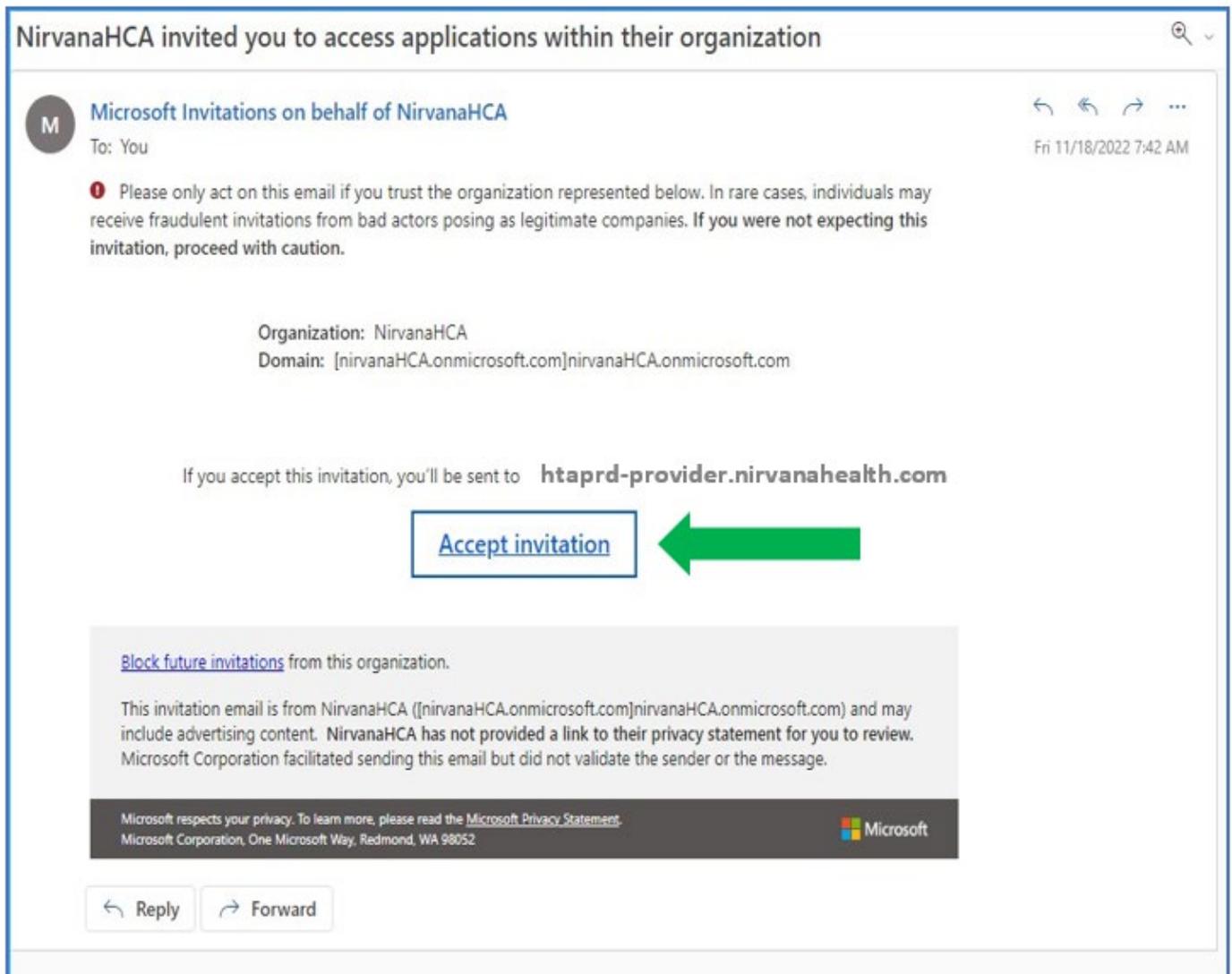
User Experience 2

Once the provider clicks the Accept Invitation button on the email, they will be directed to the following screen. From here they have two options

Use your password instead:

- If a provider wants to login through password, they will have to click on **'Use your password instead'.**
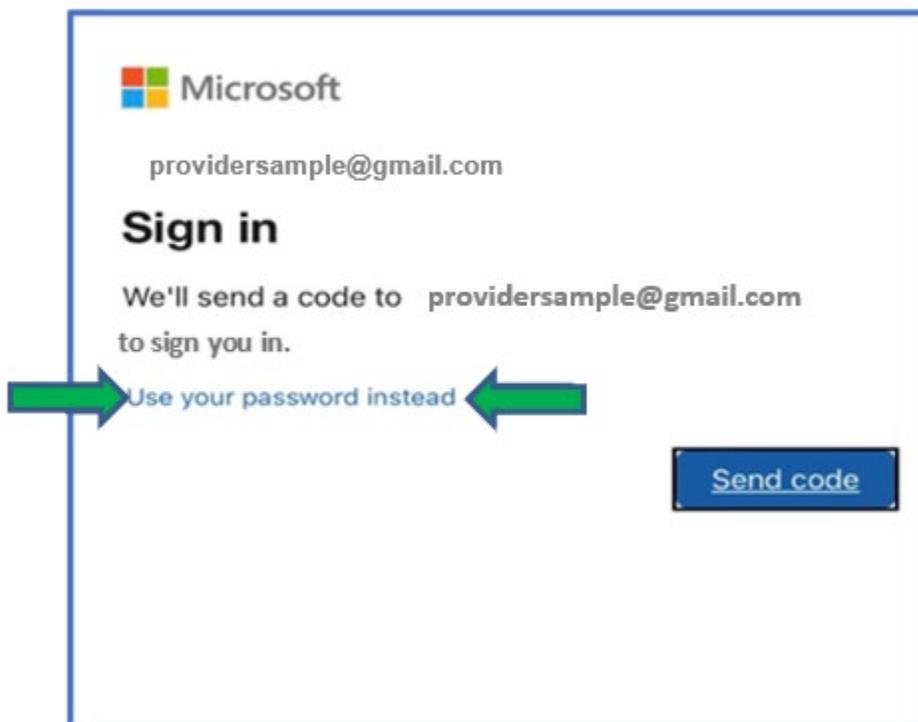
User Experience 2

- Once the provider clicks 'Use your password instead', they will be prompted to enter their **Password**.
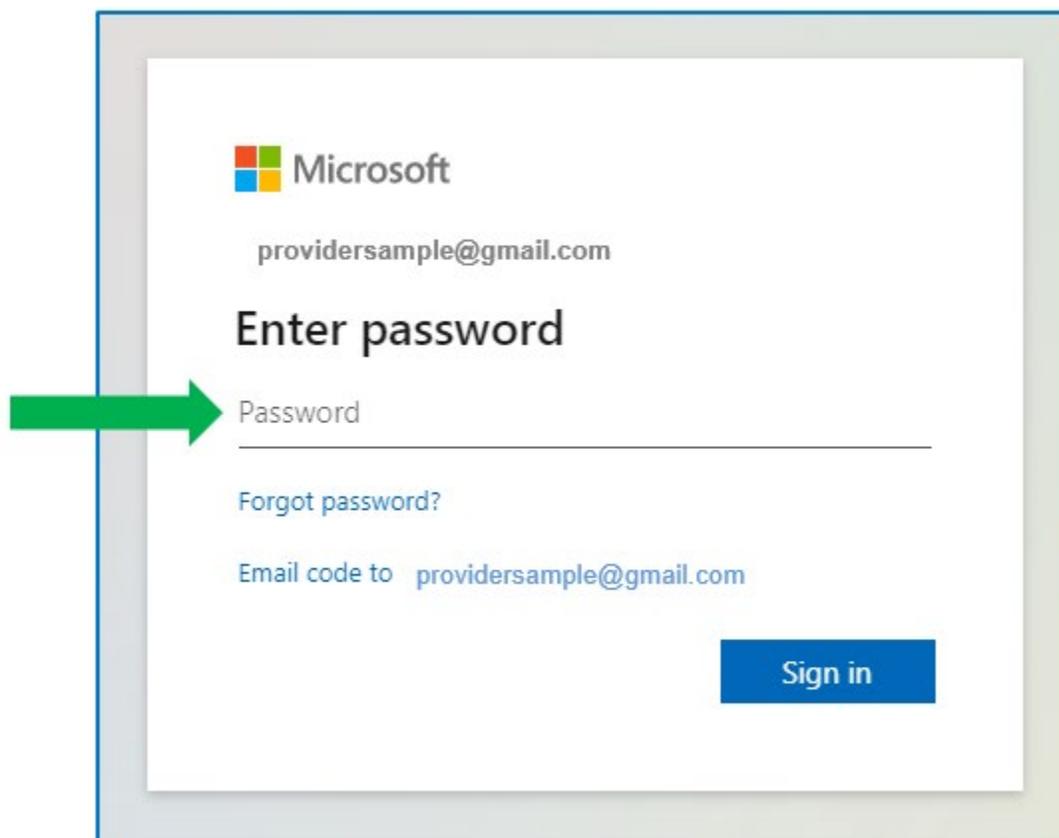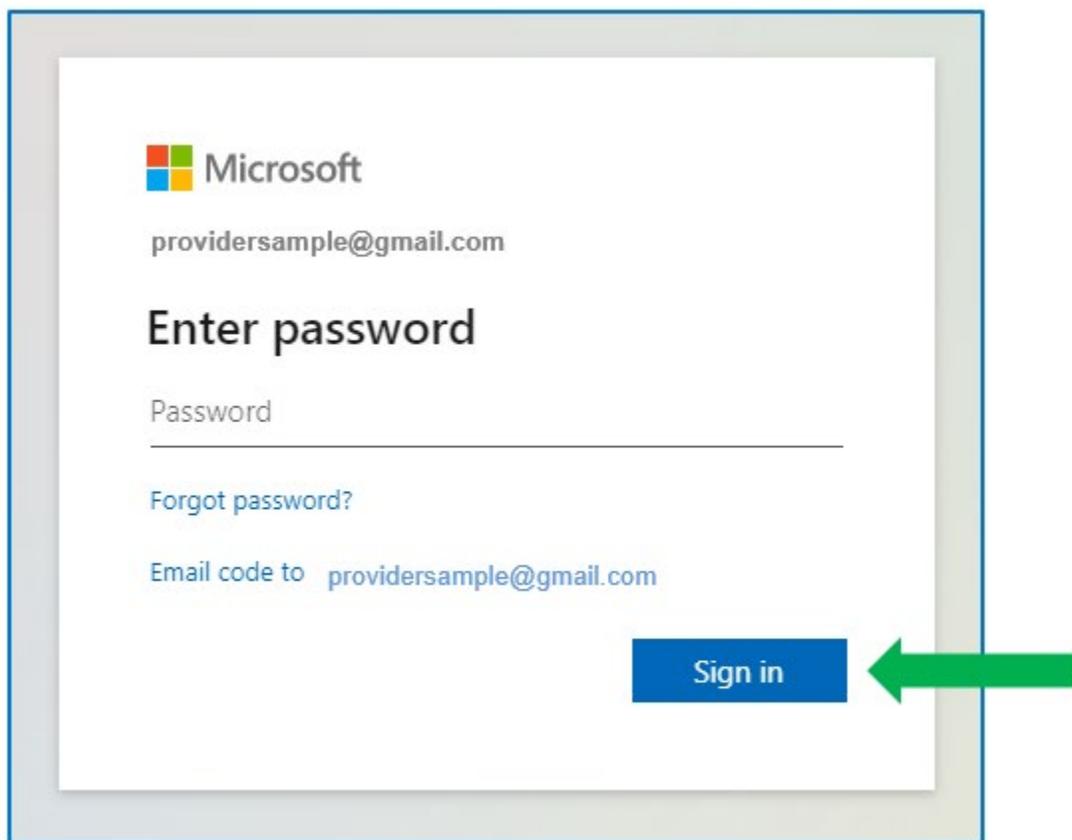
User Experience 2

- Once the provider enters the Password, they will have to click the **'Sign In'** button.

User Experience 2

- Once the provider clicks 'Sign In ', they will be directed to the permission screen where they will have to click the **'Accept'** button.
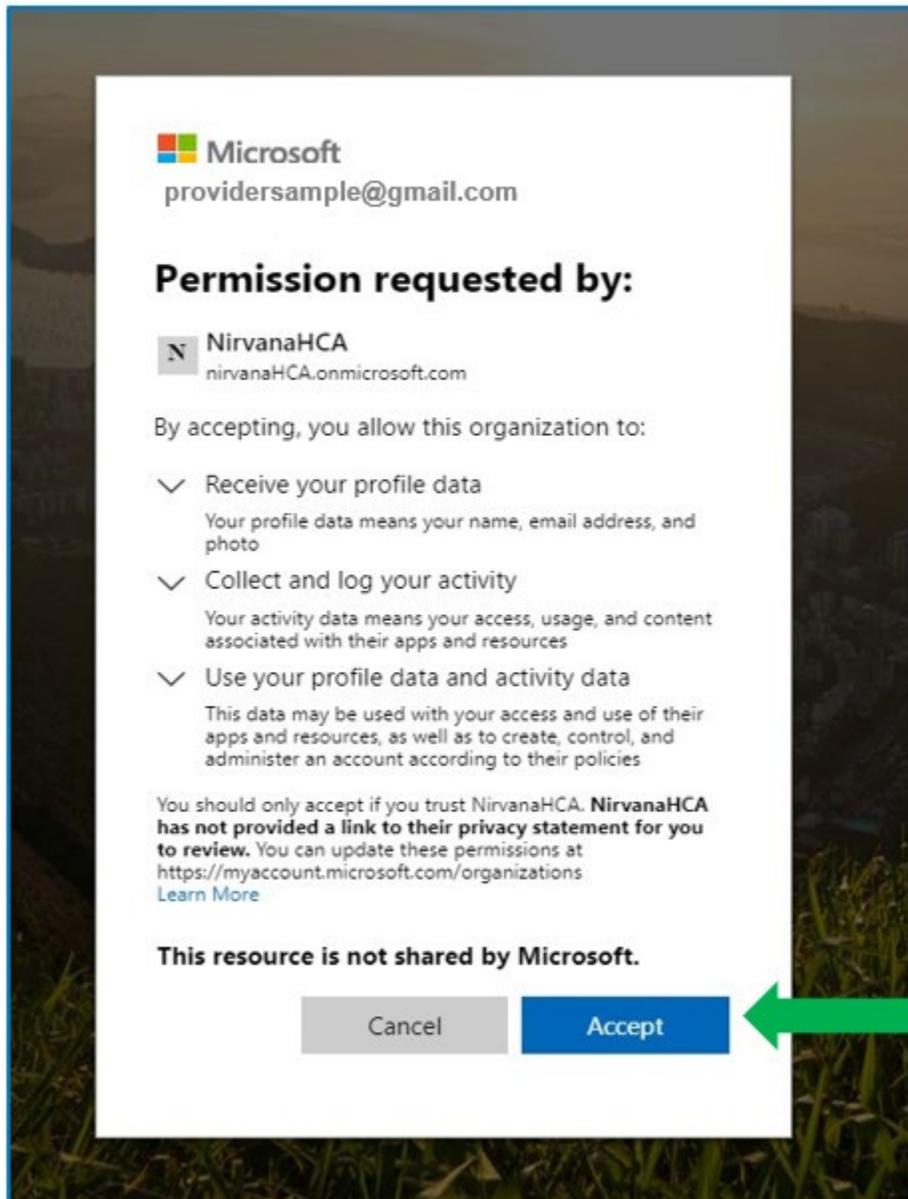
User Experience 2

Once the provider clicks the 'Accept' button and if the provider has an Azure login, they will be redirected to the provider portal home screen.

- This provider will remain logged in until they **sign out** or it has been **7 days**, whichever is earliest.
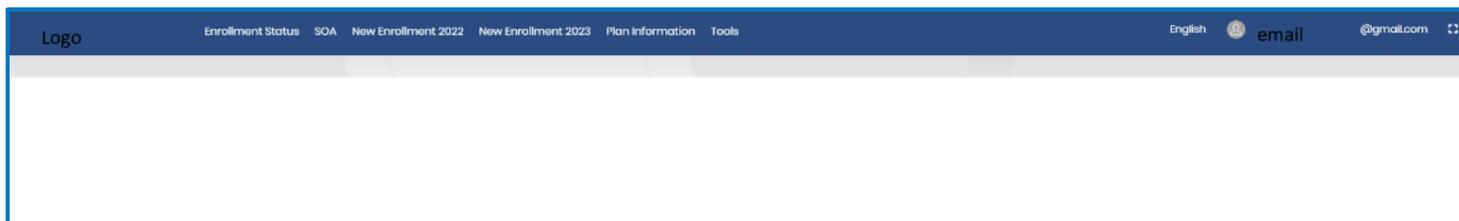
User Experience 2

When the provider wants to come back to the provider portal by using their password, they can do so by clicking on **'use password instead'**.
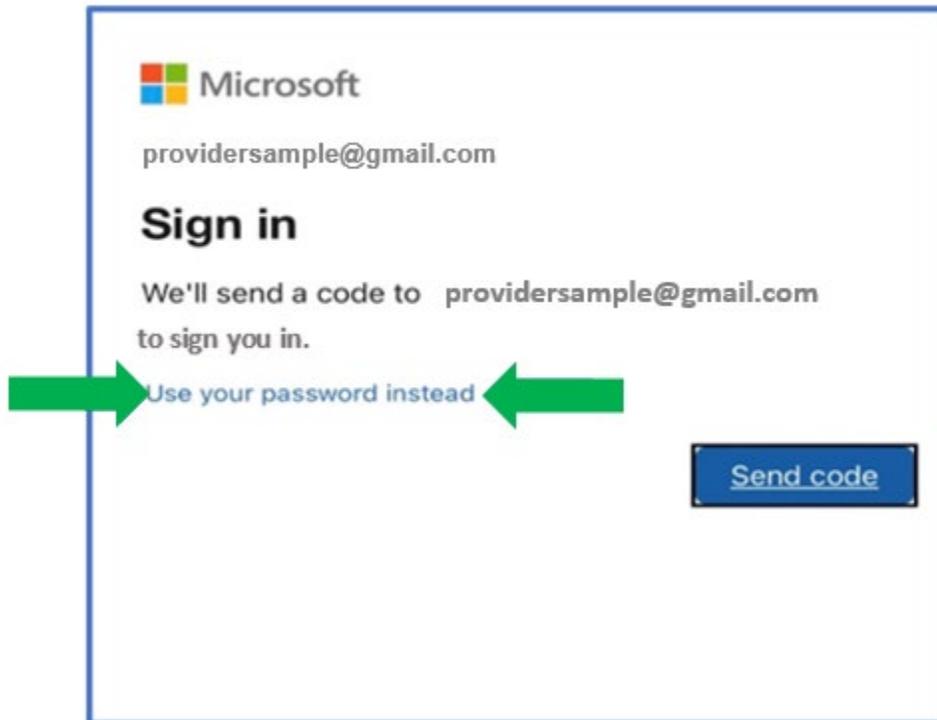
User Experience 2

- Once the provider clicks the 'Use your password instead', they will be prompted to enter their **Password.**

User Experience 2

- Once the provider enters the password, they will have to click the **'Sign In'** button.

Once the providers click on the Sign in button, they will be logged onto the provider portal successfully and land on the home page.

User Experience 2

Send a Code

- If the provider wants to login with an OTP, they will have to click **'Send Code'**.
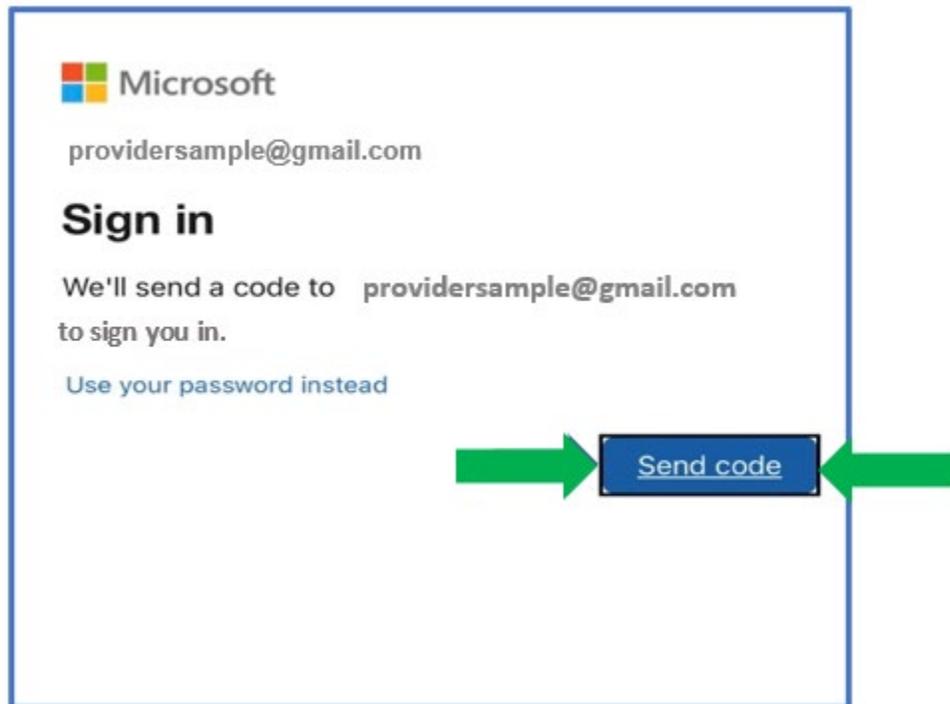
User Experience 2

- Providers will then need to **enter the code** received with their registered email address.
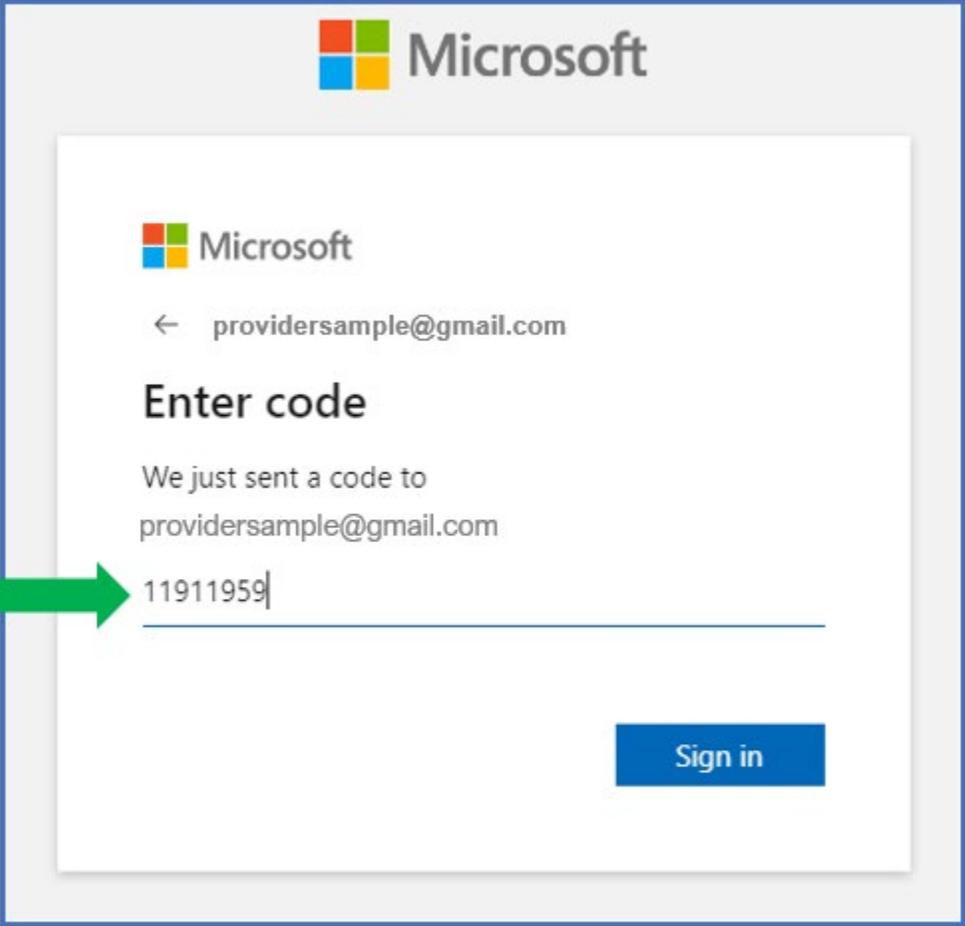
User Experience 2

- Once providers enter the code, they will have to click **'Sign in'**.
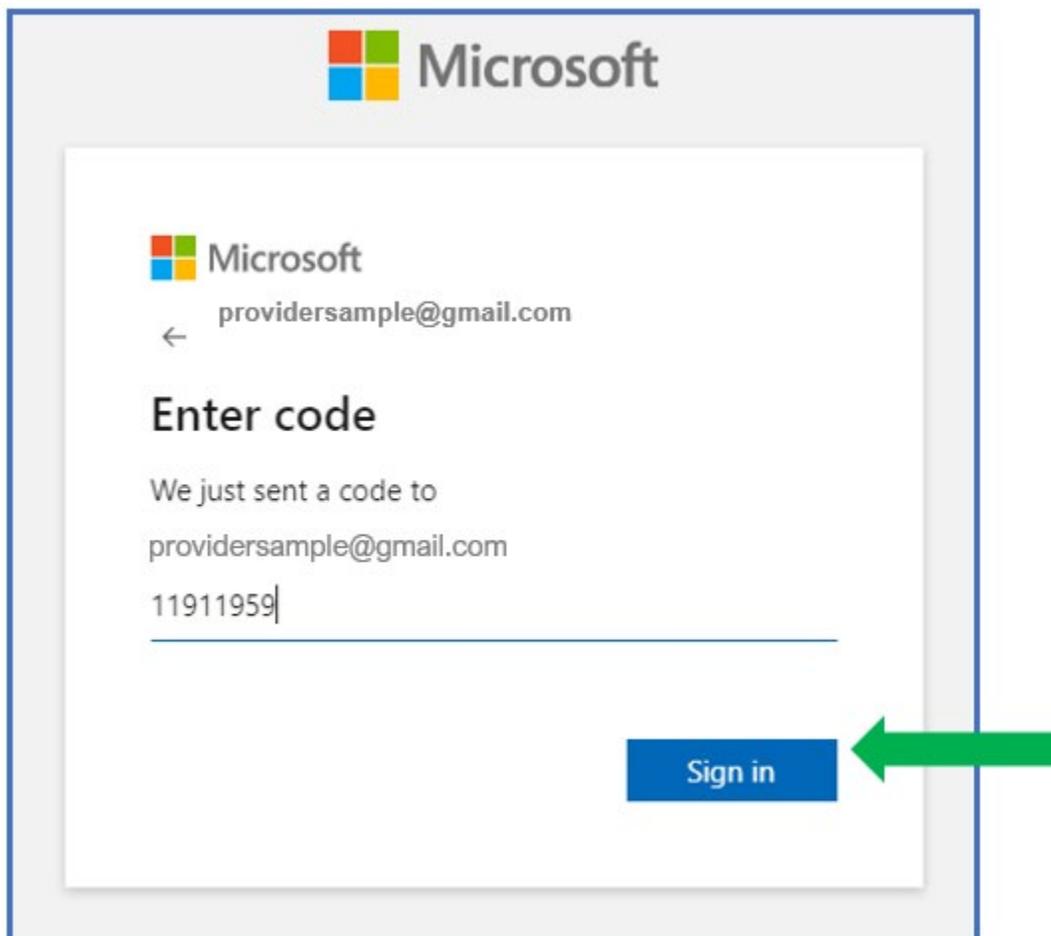
User Experience 2

- The providers will then be presented with a Permission page after clicking the 'Sign In' button where they will then have to click on the **'Accept'** button.
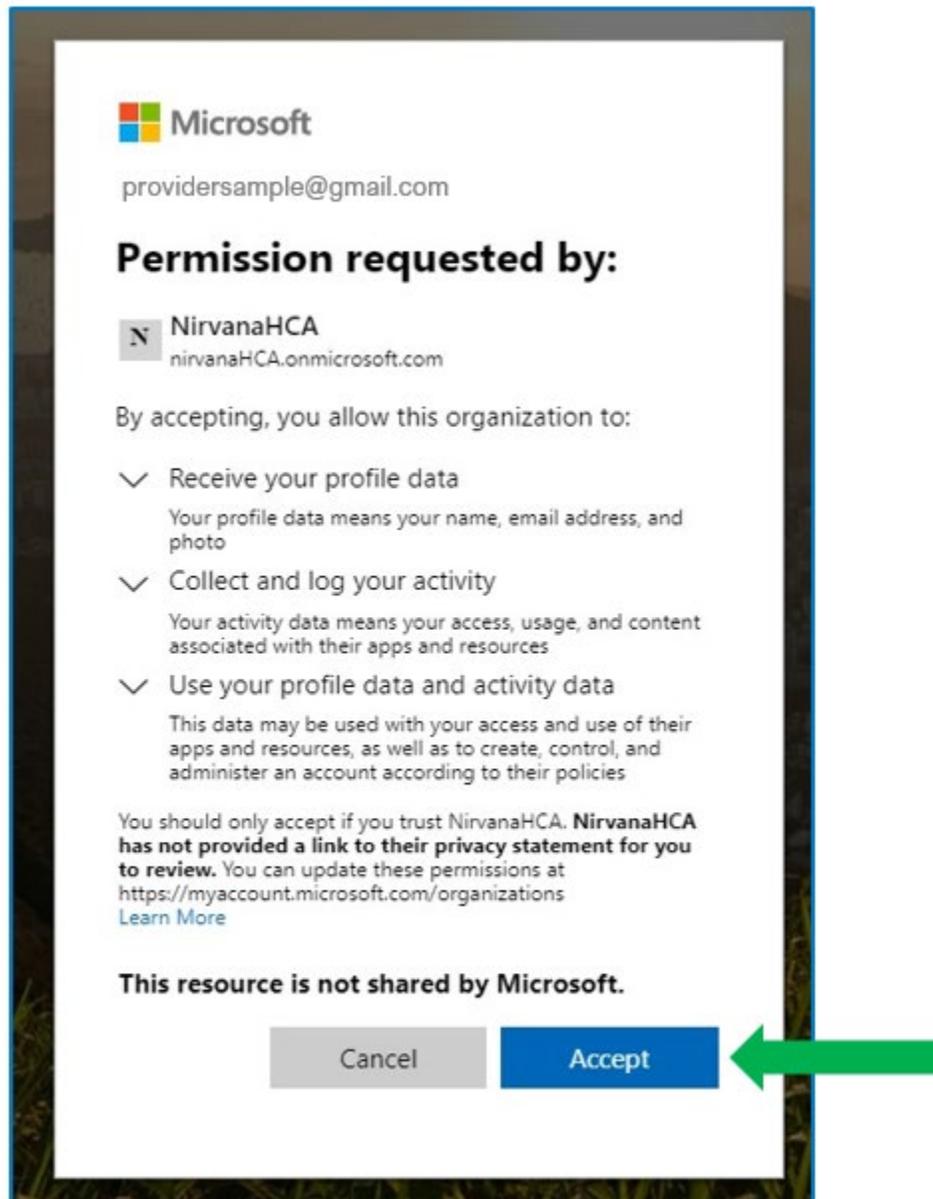
User Experience 2

Once the providers click on the Accept button, they will be logged onto the provider portal successfully and land on the home page.

- The provider will remain logged in until they **sign out** or it has been **7 days**, whichever is the earliest.
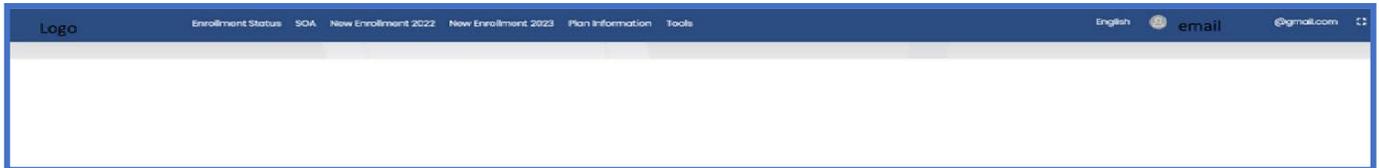
User Experience 2

When providers want to **log back in** using an OTP, they will have to click **'Send Code'**.
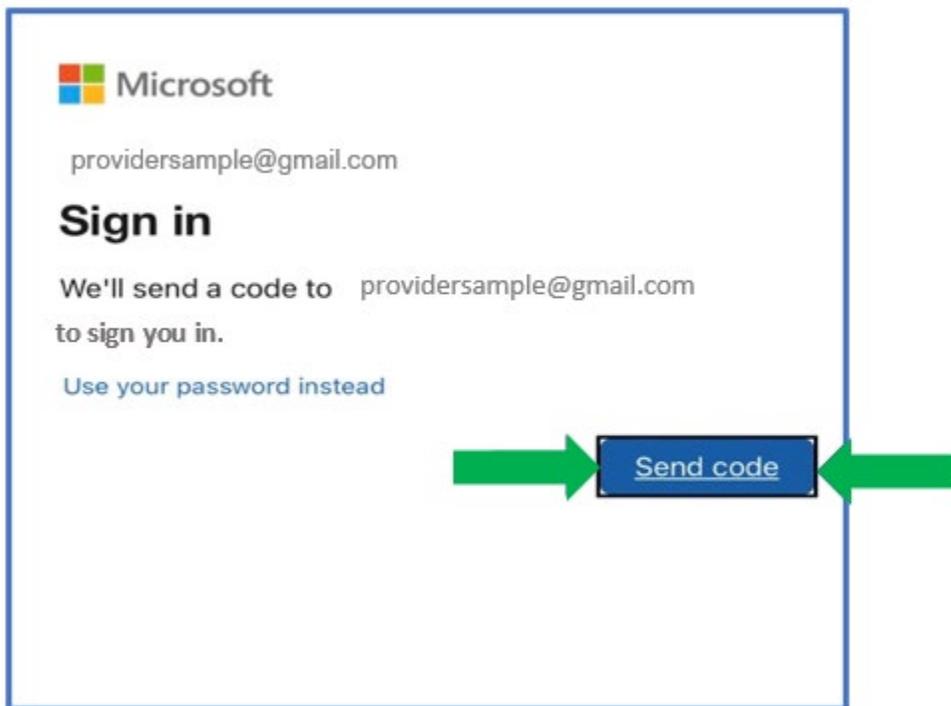
User Experience 2

- Once providers click on the 'Send a Code' button they will be sent a different code to their registered email address. They will then have to **enter that code**.
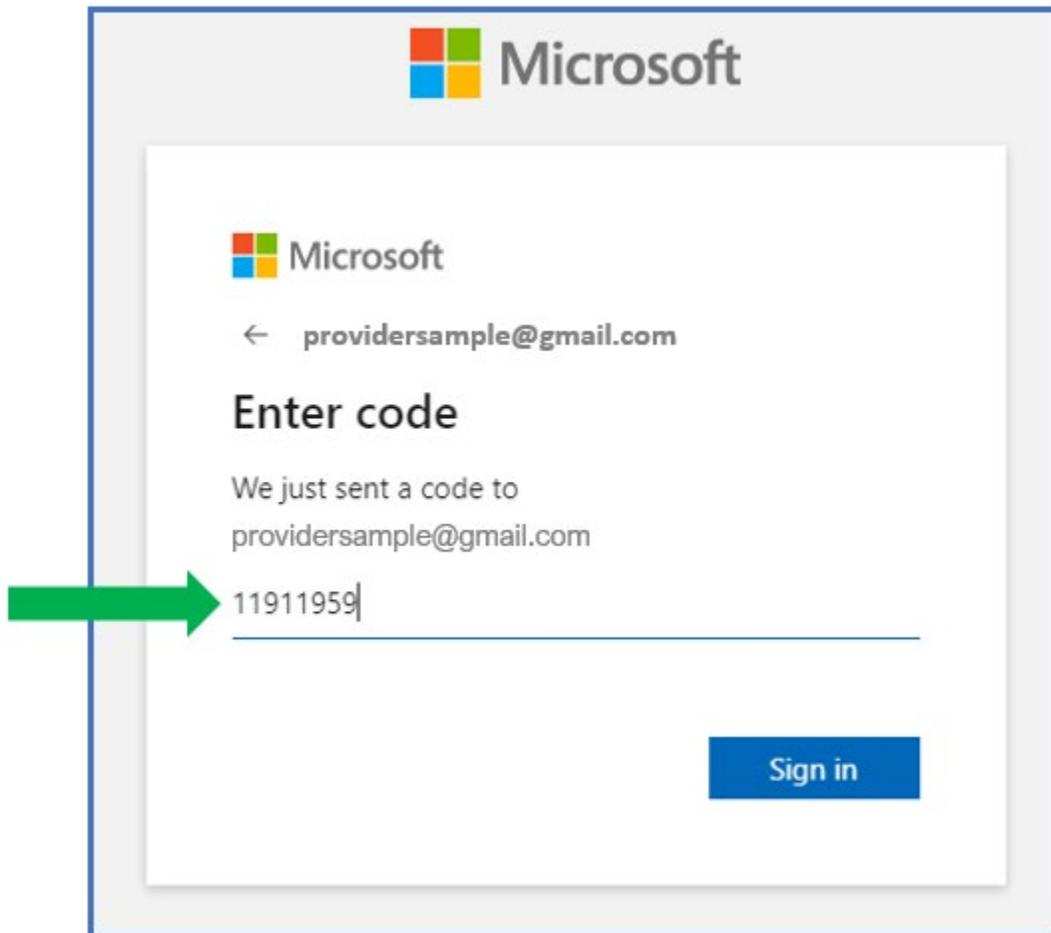
User Experience 2

- Once they enter the code, they will have to click on the **'Sign in'** button
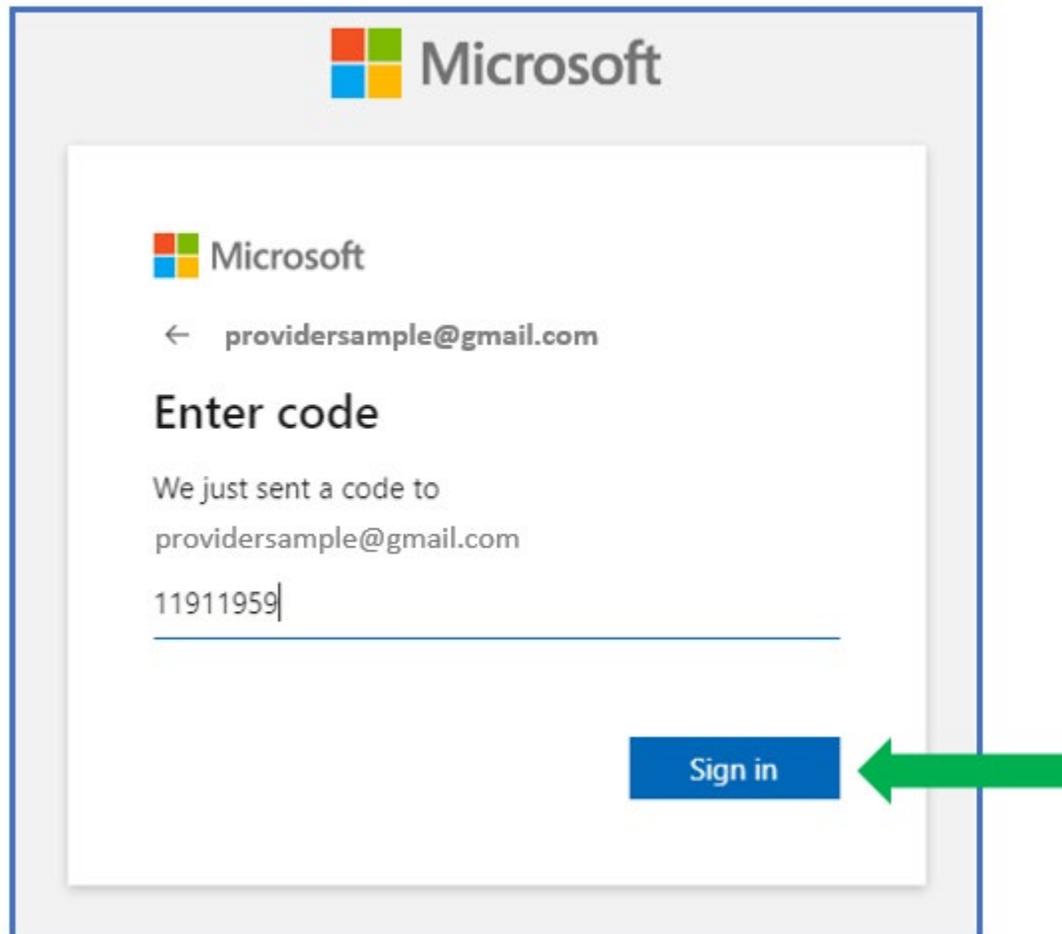
User Experience 2

Once the providers click on the Sign in button, they will be logged onto the provider portal successfully and land on the home page.
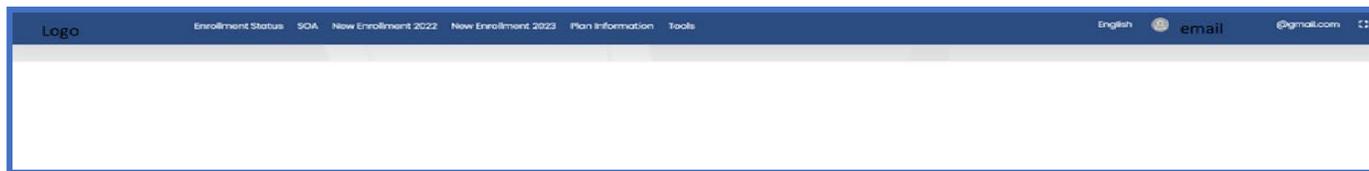
HOME PAGE

Upon logging on to the provider portal, users will be able to view all facilities associated with the account.

MY INFORMATION

Users can view your provider information on the "My Information" tab.

- **Provider Details**
    - NPI
    - Entity Type (Individual or Organization)
    - Type (Hospital, Skilled Nursing, etc)
    - Status (Active, Inactive, In Review)
    - Professional Title
    - Entity Name
    - Languages

- **Taxonomy Information**
  - Taxonomy Code
  - Description (i.e. what provider office)

- **Provider IDs** (e.g. TIN etc.)

- **Preclusions**

- **Provider Addresses** (e.g. billing, mailing etc.)

- **Network Information**
  - Network Name
  - Network Code
  - Start Date
  - End Date

- **Plans**
  - Plan Names
  - Plan Codes

PRIOR AUTHORIZATION

COMING SOON

CLAIMS & PAYMENTS

User can view their claims submission history on the "Claims & Payments". This includes Claim ID, Claim Source, Claim Type, Subscriber ID, Stage of the Claim (e.g. submitted, draft), Total Payment, and Member Payment.

- **Claims Information**

    After users click on the button under "Action", they are able to view all the information that has been submitted for that claim.

When clicking the "Show Summary" button, users are able to view each claim at a detailed level.

After clicking show summary, the top of the page includes the billing and rendering provider details, as well as cost share information.

BENEFITS AND ELIGIBILITY

The benefits and eligibility tab is available so users can search specific member details.

Once a user has entered the member information, they can click the "View" button next to their member ID.

This will bring the user to a page where the member details, current coverage details, Accumulators and Plan Benefits are listed.

Member Details
The member details include the member ID, Medicare ID, Primary Language, Date of Birth, Age, Address etc. This will also include the member's Primary Care Physician information.

Current Coverage Details
The current coverage details include the Plan name along with the start and end date.

Accumulators
The accumulators include the members out of pocket details, for both in network and out of network. It will also list how much the member has paid to reach their maximum out of pocket.

Plan Benefits
The plan benefits section has any information that has been saved from our Customer Service Representative module.

Claims

When clicking the "claims" button, users can view the members claims for the active year.

Enrollment History

When clicking the "enrollment history" button, users can view all plans the searched member has been enrolled in.
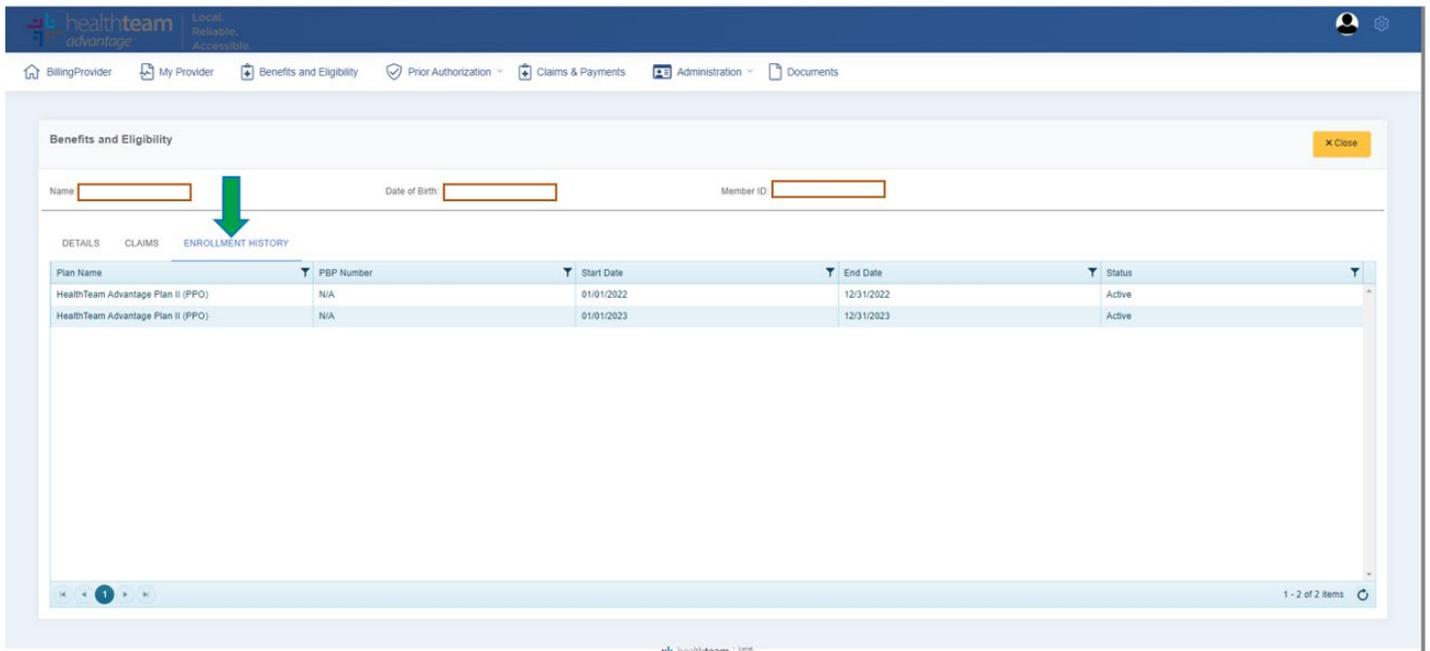
ADMINISTRATION

The administration tab will only be visible to admin roles. Hover over the tab to see the two options of "Roles" and "Users".

Roles

Under the roles tab, admins will be able to view all roles that are currently available for that plan.
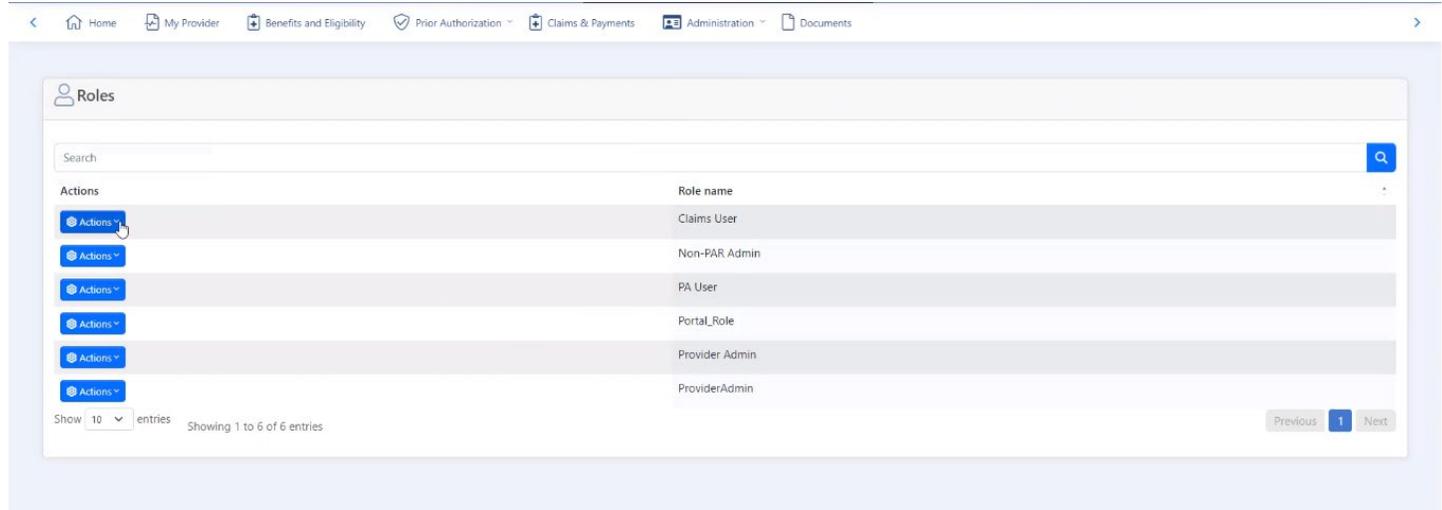
Users

Under the users tab, admins will be able to view all users currently registered on the portal under the same NPI.
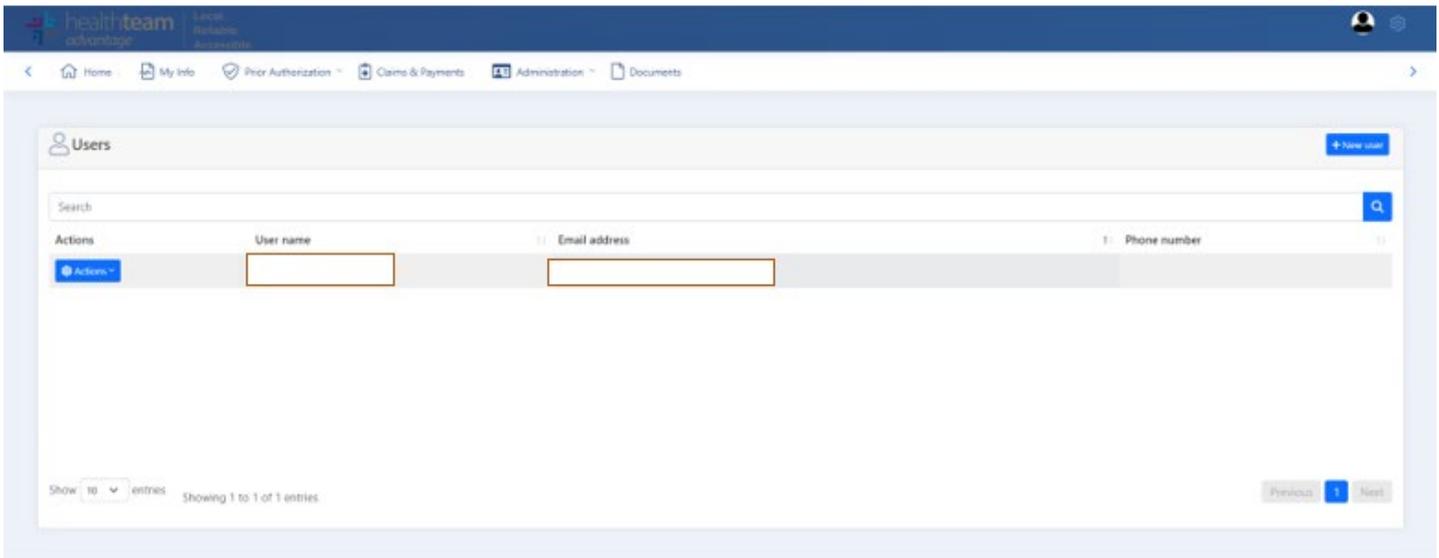
DOCUMENTS

In the Documents tab, all documents that the health plan would like to display, along with their description and the date and time the documents were uploaded will display.
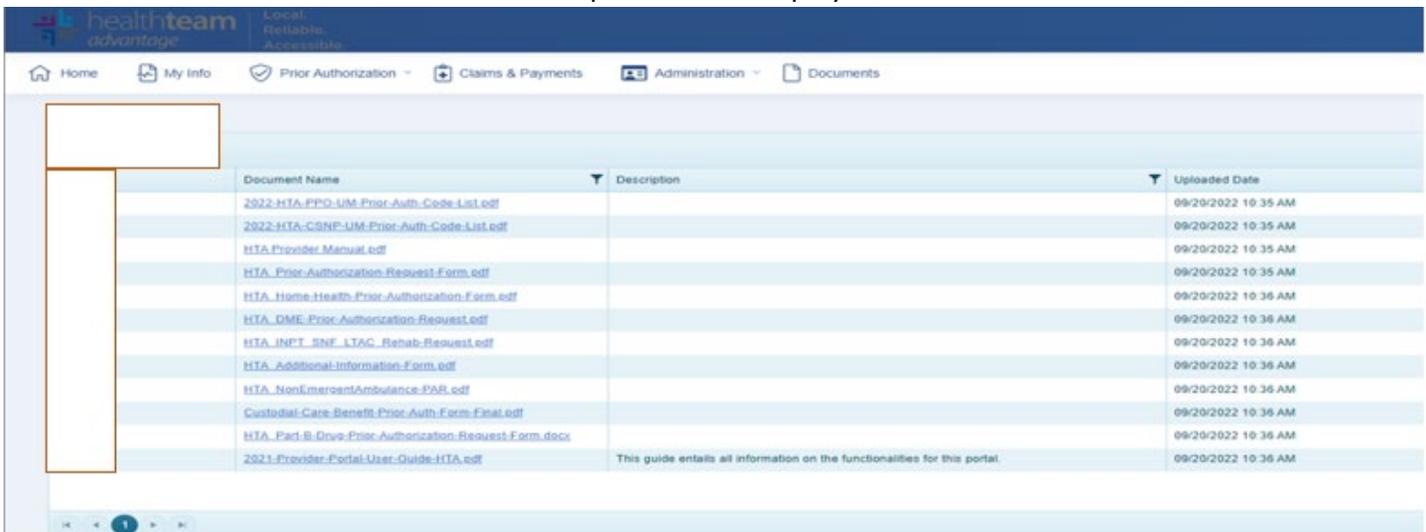
REGISTRATION/LOCK OUTS

Registration

To register for the provider portal, providers will receive an enrollment form during the credentialing process. Providers must follow the following steps in order to get credentials:

1. Providers must choose one user for an admin role and enter that admin's information on enrollment form
2. Providers will then receive an email from nirvanaHealth to all approved admins
3. Providers should then click link in email

4. Providers will enter their email and enter password
5. Provider will be redirected to login page and will be able to log on

Lock outs

1. All users, regardless if admin role or user role, will be locked out of their account, if not logged into portal in 30 days. Providers must call HTA provider services to reverse the lock out.