TheKemptonGroup
Administrators, Inc.

VBA

Provider Portal

Overview

Version 1.01.00

VBAGateway

Contents

Provider Portal

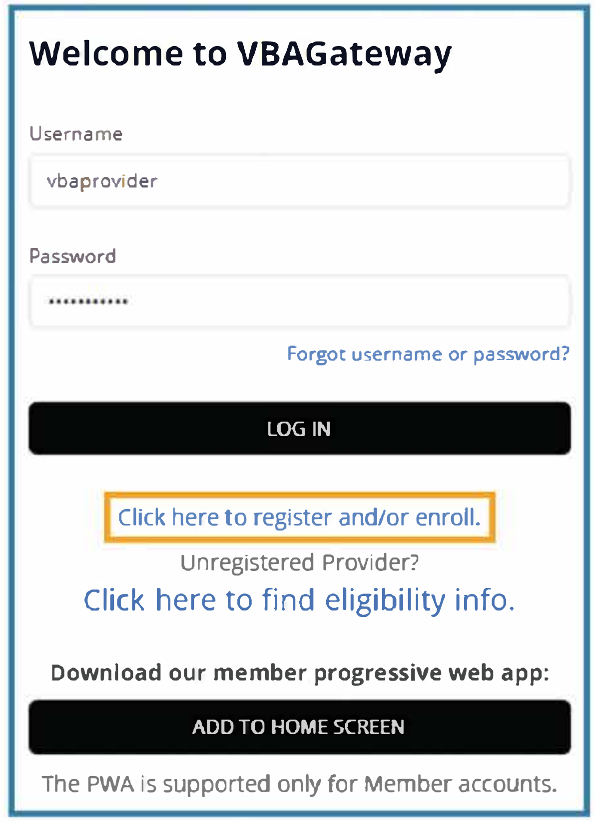
This document contains information about every available POD and Navigation Button within the Provider Portal. VBAGateway is highly configurable, so if there is an option described here that isn't available, please contact your Account Executive to see about turning that feature on.

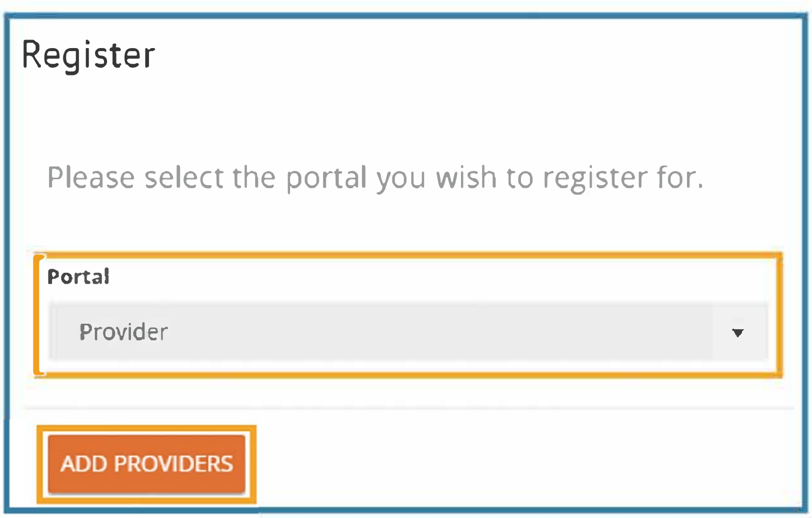
Registration

To register for the Provider Portal, the Provider must navigate to www.kemptongroup.com and click "portal logins" in the top right hand corner and selecting "Providers".

Then once on the VBAGateway login screen and select **Click here to register and/or enroll**. This will navigate them to the registration page.

To receive your registration code call the Kempton Group Administrators at **(405) 817-5731**. Press 5 for provider then enter your tax ID number followed by #. Follow the audio instructions to receive your Gateway portal registration code.

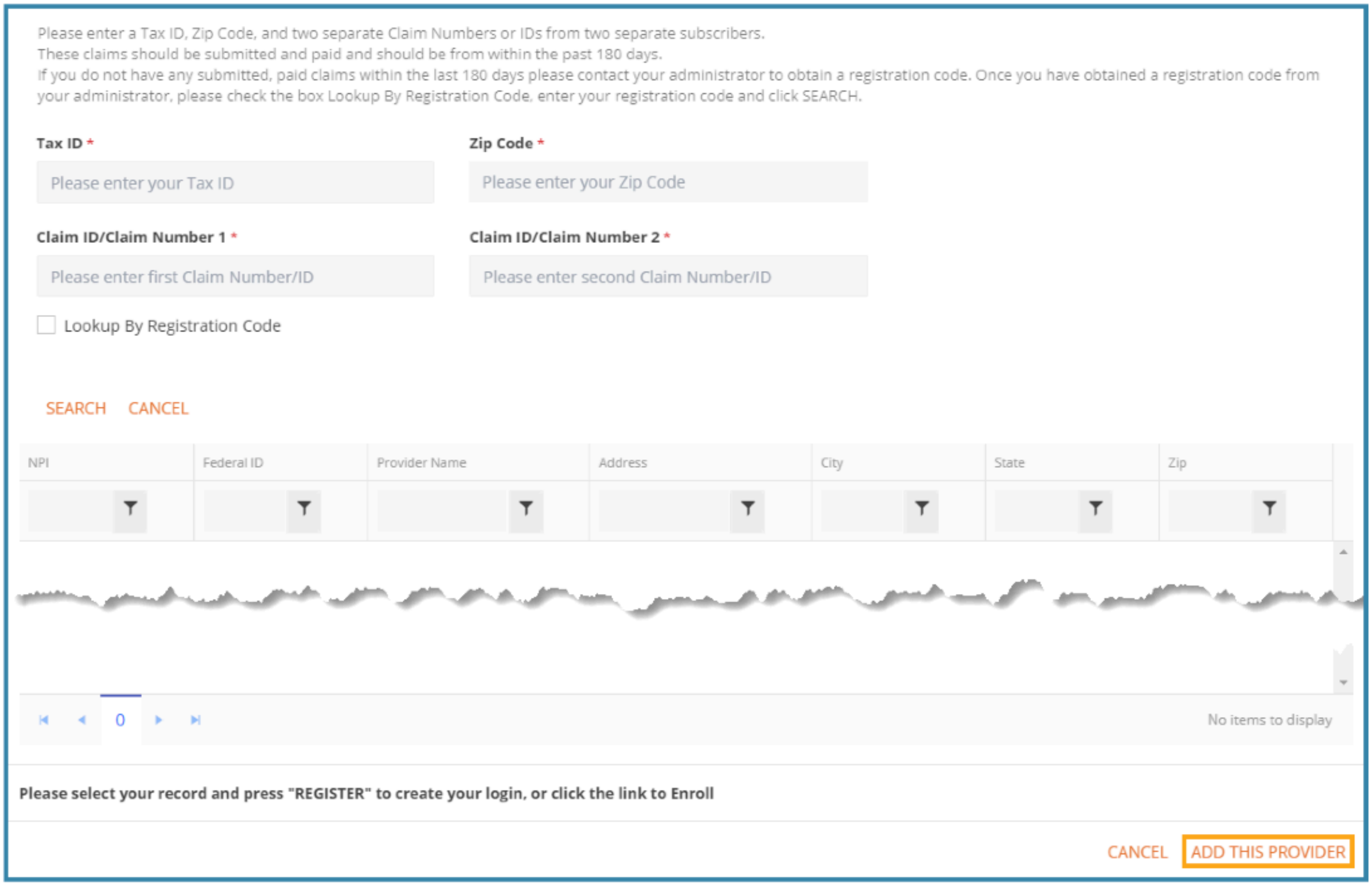




Once on the registration page, the first step will be to select the **Provider** option from the **Portal** drop-down menu (*the Provider Portal may be listed under a different name depending on administrator configuration*). The next step will be adding Providers by selecting the **Add Providers** button. This will open the **Provider Lookup** window.

The **Provider Lookup** window will allow the User to search for Providers by **Tax ID, Zip Code,** and **Claim ID.** Enabling the **Lookup by Registration Code** option will allow them to search by Registration Code instead of Claim ID. Select the desired Provider and add them by selecting the **Add This Provider** button.

Multiple Providers may be added to a Provider Portal account.


Please enter a Tax ID, Zip Code, and two separate Claim Numbers or IDs from two separate subscribers.
These claims should be submitted and paid and should be from within the past 180 days.
If you do not have any submitted, paid claims within the last 180 days please contact your administrator to obtain a registration code. Once you have obtained a registration code from your administrator, please check the box Lookup By Registration Code, enter your registration code and click SEARCH.

Tax ID *
Please enter your Tax ID

Zip Code *
Please enter your Zip Code

Claim ID/Claim Number 1 *
Please enter first Claim Number/ID

Claim ID/Claim Number 2 *
Please enter second Claim Number/ID

Lookup By Registration Code

SEARCH CANCEL

NPI	Federal ID	Provider Name	Address	City	State	Zip

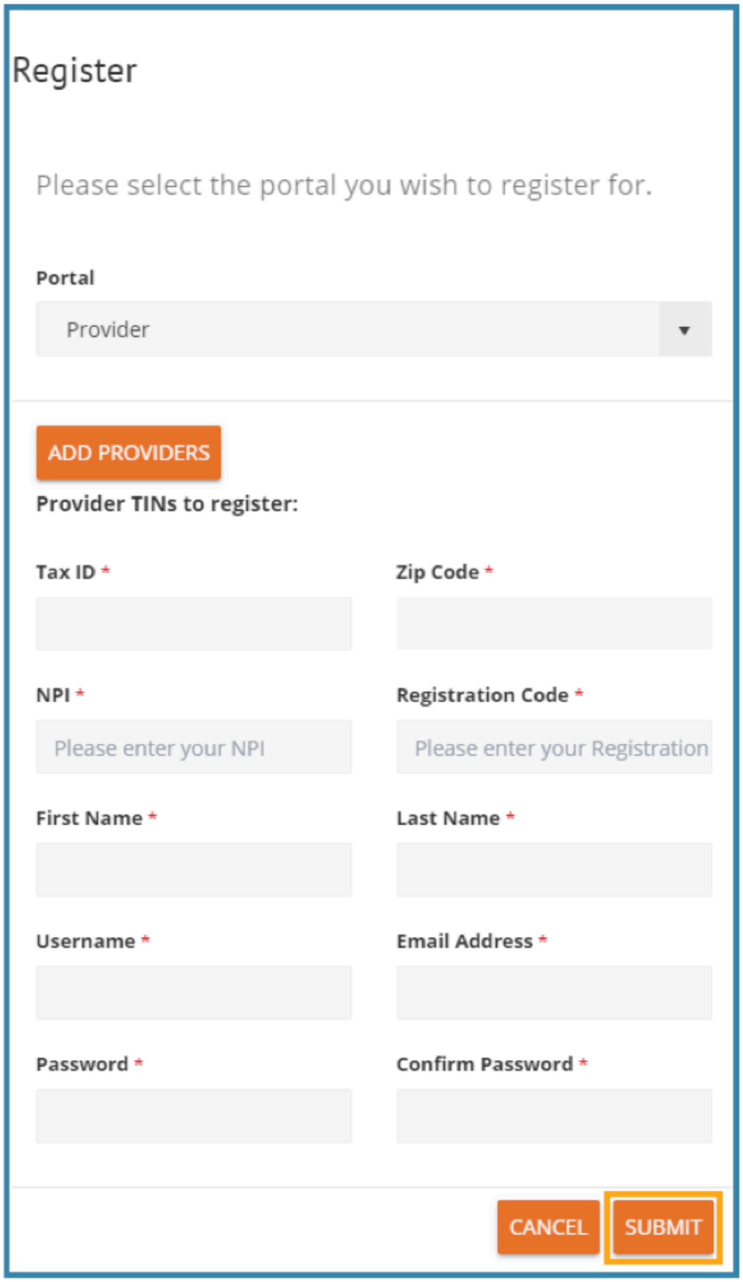
0

No items to display

Please select your record and press "REGISTER" to create your login, or click the link to Enroll

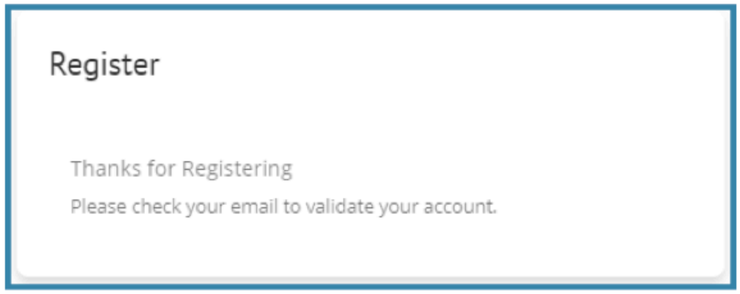
CANCEL ADD THIS PROVIDER

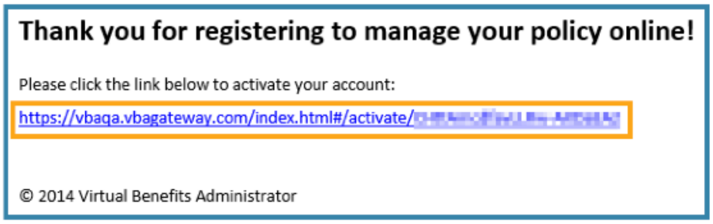
The Provider will then be required to enter a **First Name, Last Name**, and **Email Address** for the Provider Portal account. This email address is where the confirmation link will be sent once the registration has been submitted, so it is important that the Provider or their administration has access to the email address. They *may* also be required to provide a **Tax ID, Zip Code,** and/or **NPI**.



The Provider will also be required to create a **username** and **password**. There are no inherent username restrictions, but they may have a format required by their administrator. Certain password strengths may be required and will be listed when applicable. Once they have entered the required information, select the **Submit** button to submit registration.

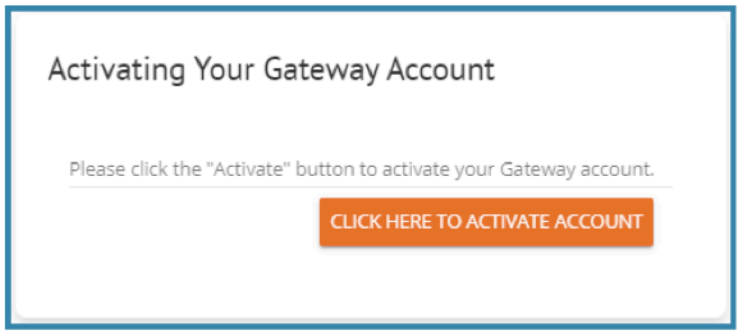
Once the registration has been submitted, the provider will see the following notification.

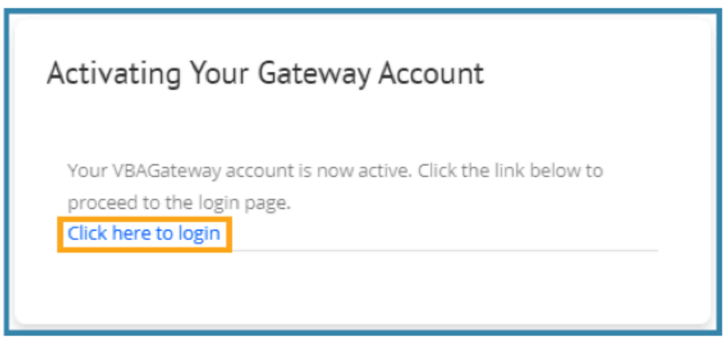




After submitting registration, the provider must navigate to the email account that was used in the registration process. They will receive a confirmation email from either 'vbagateway@vbagateway.com' or their administrator. They must click on the confirmation link to continue the registration process.

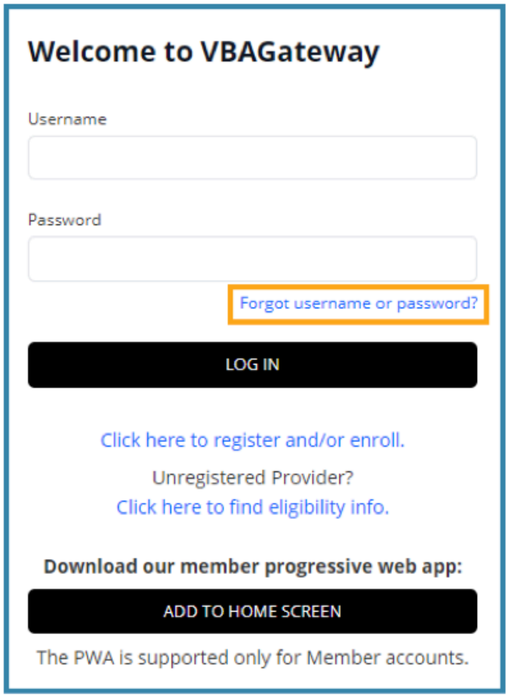
After clicking on the confirmation link, they must select the **Click Here to Activate Account** button to finish the registration process.





Finally, select the **Click here to login** link to be taken back to the VBAGateway login page. From there the Provider will be able to login with the username and password they created in the registration process.

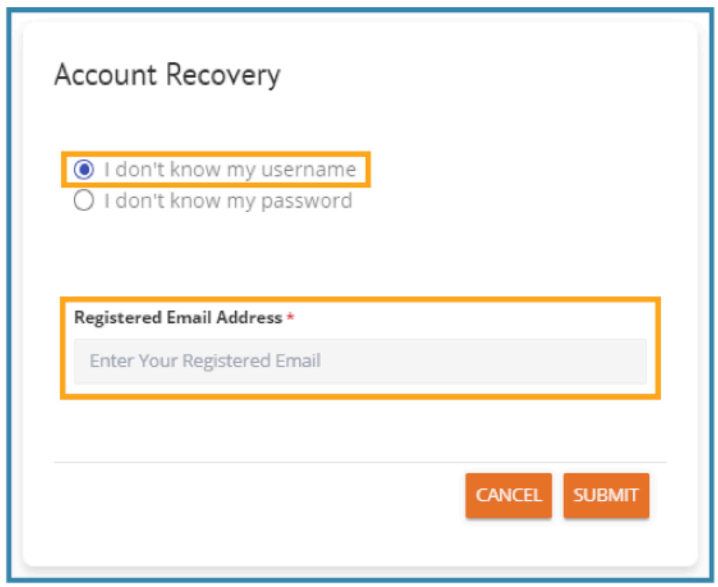
Username/Password Recovery



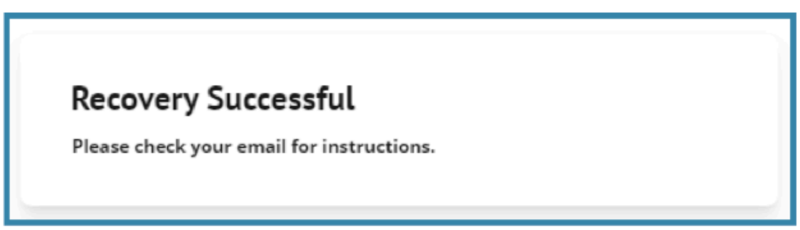
If the Provider ever forgets their login credentials, they can select the **Forgot username or password?** link from the VBAGateway login screen. This will navigate them to the **Account Recovery** screen.

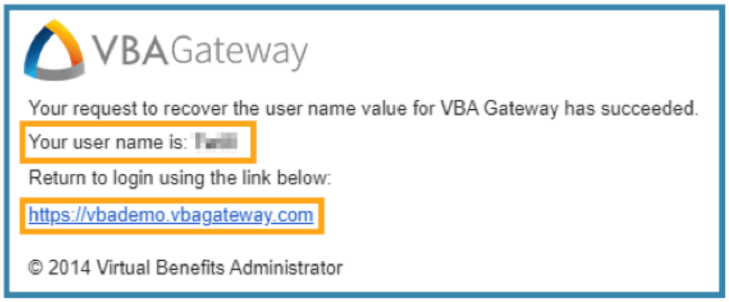
Username Recovery

From the **Account Recovery** screen, select the **I don't know my username** option. The Provider will be required to enter the email address associated with their account.



If the provided information is correct, they will receive the following notification in the bottom right corner of their screen:

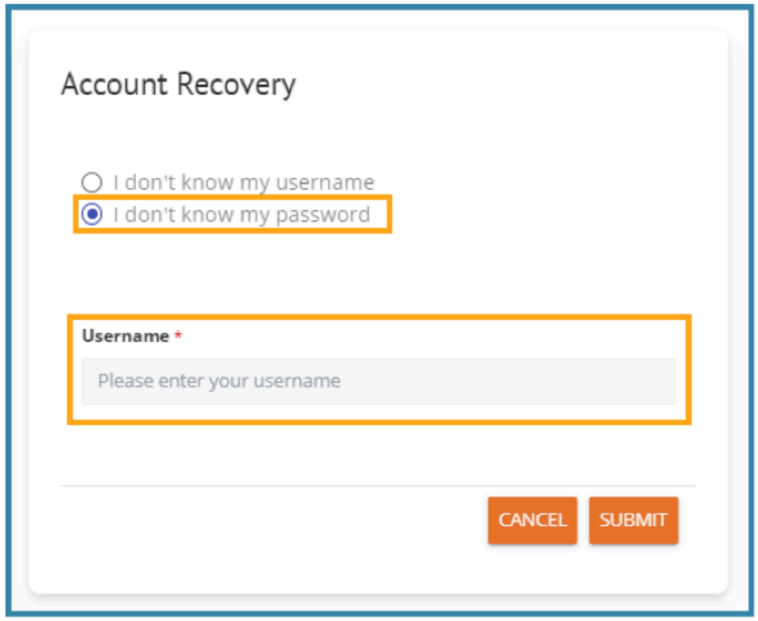


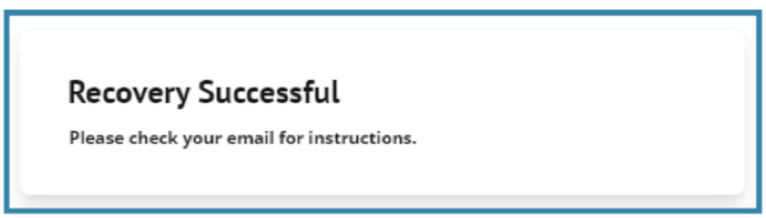


Check the inbox, of the e-mail address provided, for a message from 'vbagateway@vbagateway.com'. This email will contain the username associated with the email and a link that will take them back to the login screen.

Password

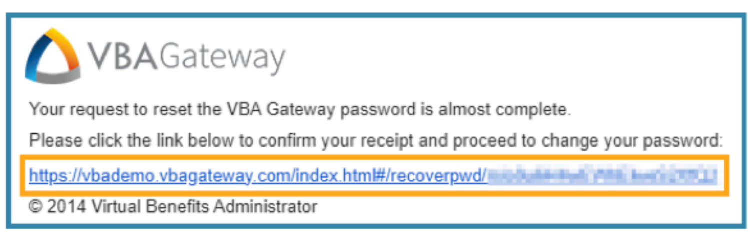
From the **Account Recovery** screen, select the **I don't know my password** option. The Provider will then be required to enter the username associated with their account.



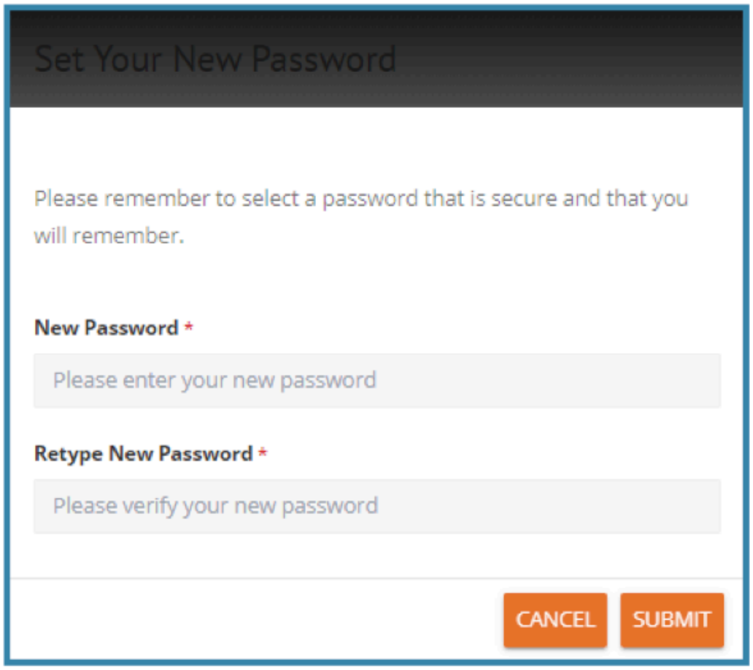


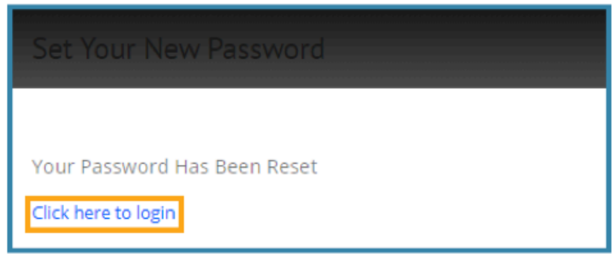
If the provided username is associated with an account, they will receive the following notification in the bottom right corner of their screen:

Check the inbox of the e-mail address associated with the provided username for a message from 'vbagateway@vbagateway.com'. This email will contain a link to the **Set Your New Password** screen.



This screen will require the Provider to create a new password and re-enter it for verification. Once the new password has been submitted, they will be notified that the password reset was successful and will be provided with a link back to the login page.





Provider Home

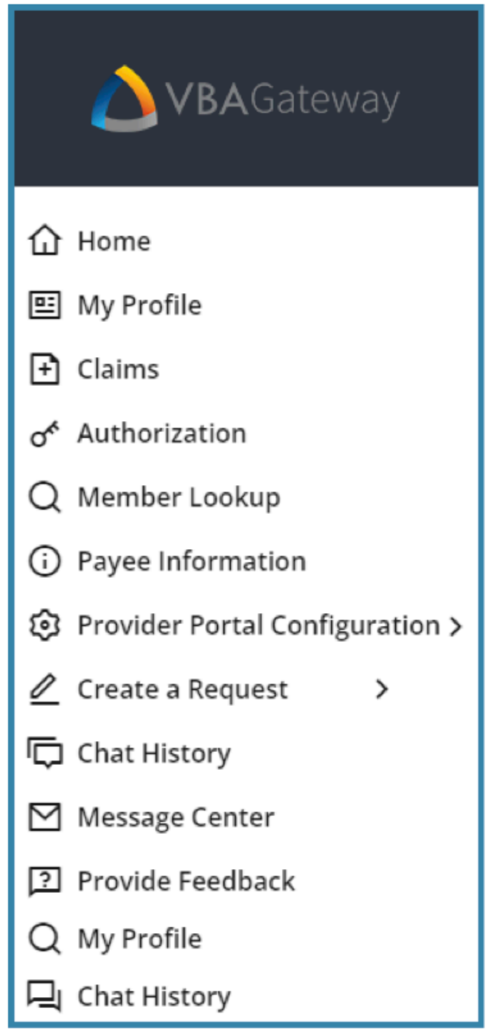
Overview

Navigation Panel

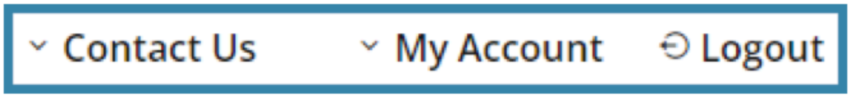
The **Provider Portal** is the avenue by which our Providers interact with VBAGateway. The Portal is organized by navigation buttons found in the navigation panel.

Each button, and its corresponding page and PODs, are detailed below. Keep in mind that many aspects of this portal are configurable. If you ever have any further questions or requests, please reach out to your Account Executive.

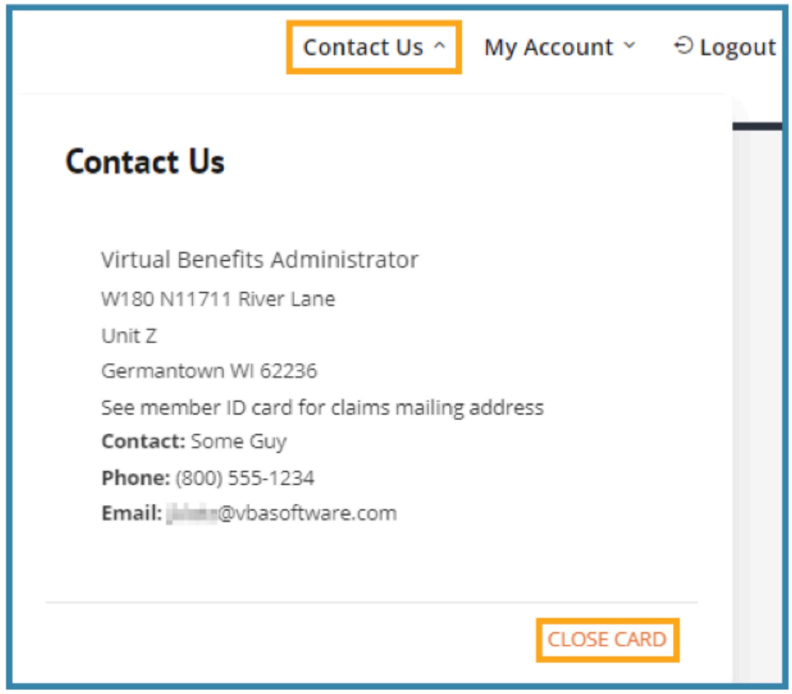
Most areas in the portal will also have a help button that will offer further details when needed. The contents of the help buttons are configurable by the Plan Administrator and can be used to offer further details.



Page Header

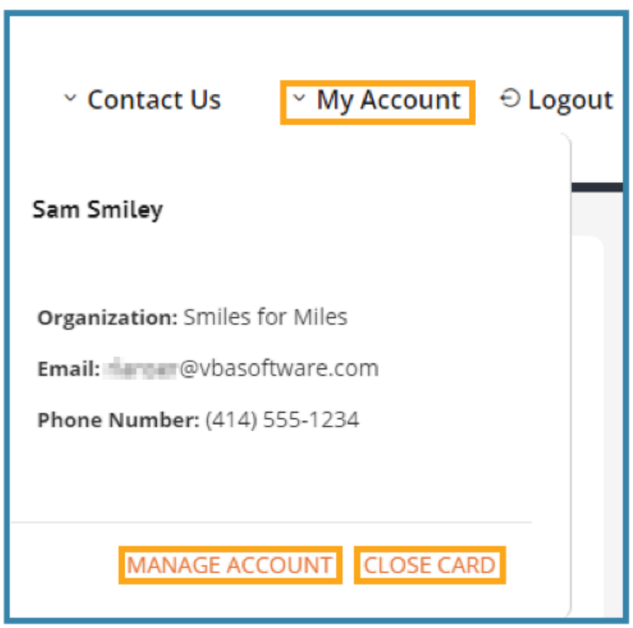


The page header contains a few key items. The Provider will find the portal name as well as the current page title on the left side of the header. On the right side of the header, they will find a few buttons with useful functionality:



Contact Us

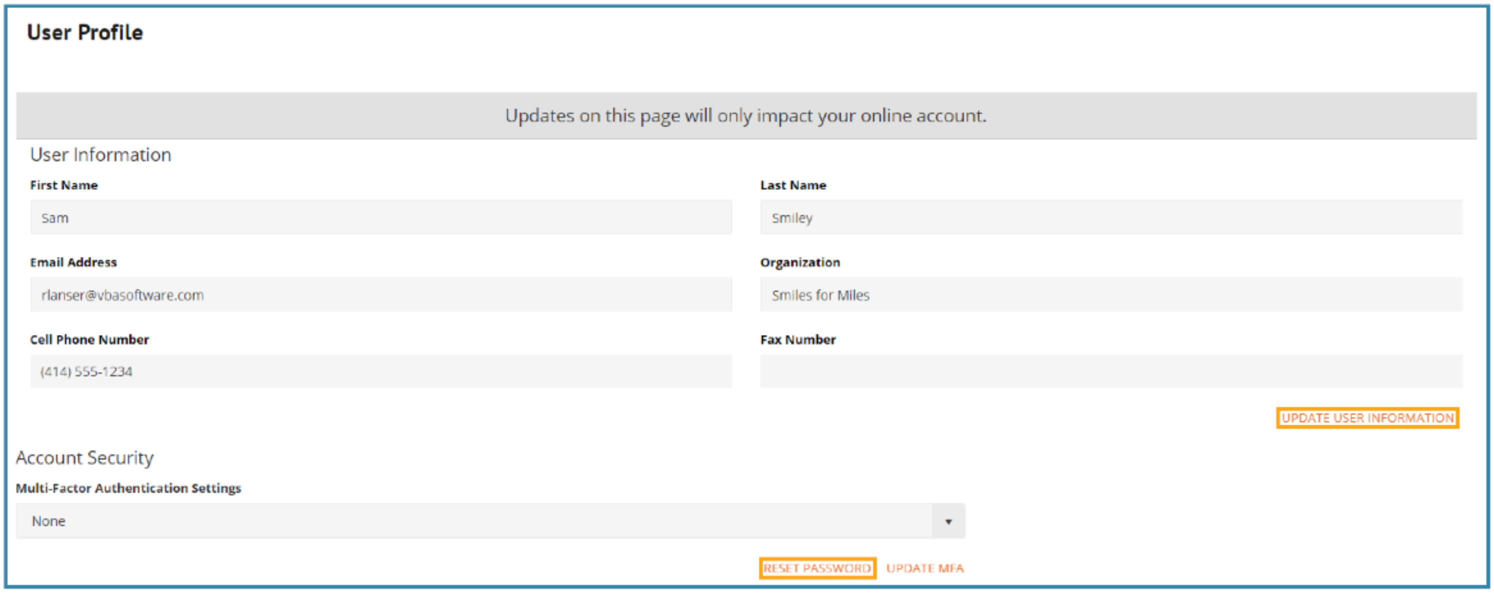
The **Contact Us** button is configurable to display the Administrators contact information, even allowing HTML images. To close this card, click the button again or select **Close Card** from the bottom right corner of the card.



My Account

The **My Account** button will open a pop-up card containing the active Provider's profile information. From here, they may select the **Manage Account** button to edit the profile information or the **Close Card** button to close the card.

Selecting **Manage Account** will navigate them to the **User Profile POD.** This POD allows them to update their contact information and account security. They can also reset their password from this screen by selecting **Reset Password**. They will be asked to enter their old password and enter their new password twice for confirmation. Once the desired changes have been made select **Update User Information** to save the new information.



The User will also see their Multi-Factor Authentication (MFA) Setting here. Setup for MFA is discussed in a separate document.

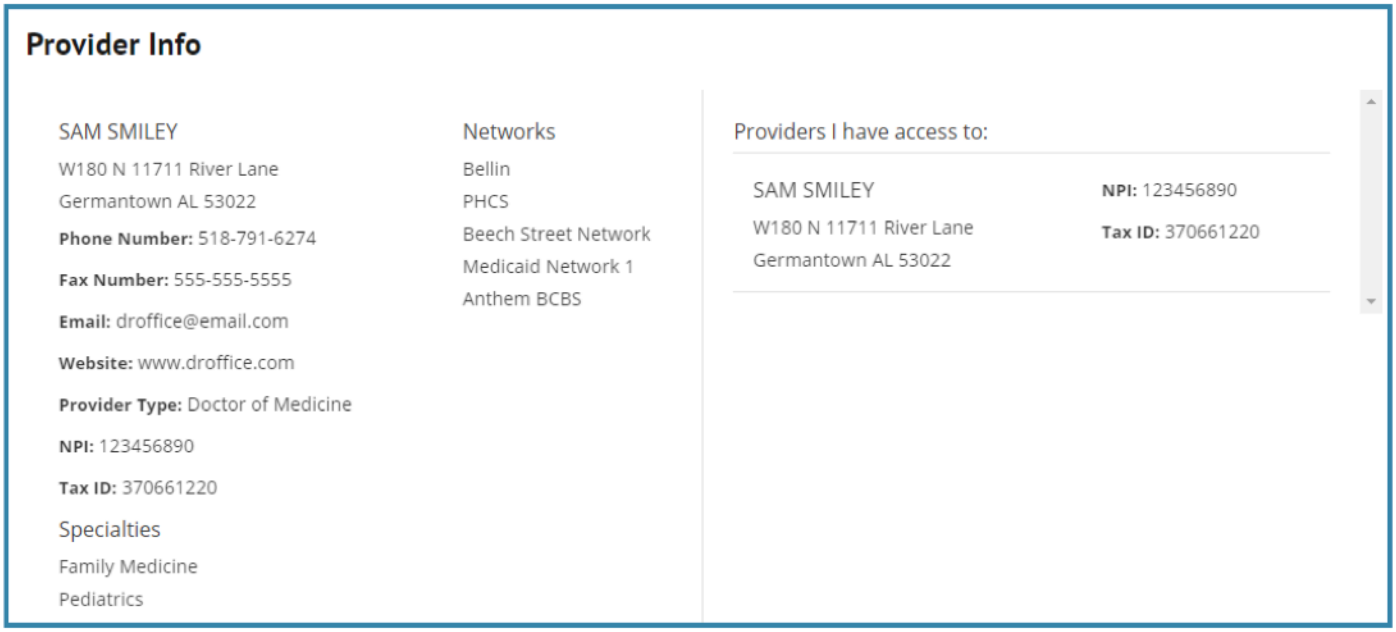
Logout

The **Logout** button will sign the Provider out and return them to the Login screen.

Home

Provider Info

The **Provider Info** POD displays basic information about the Provider, such as contact information, Specialties, and Networks. The POD also shows a list of Providers that the active Provider has access to. This list shows the accessible Providers' address, NPI, and Tax ID.

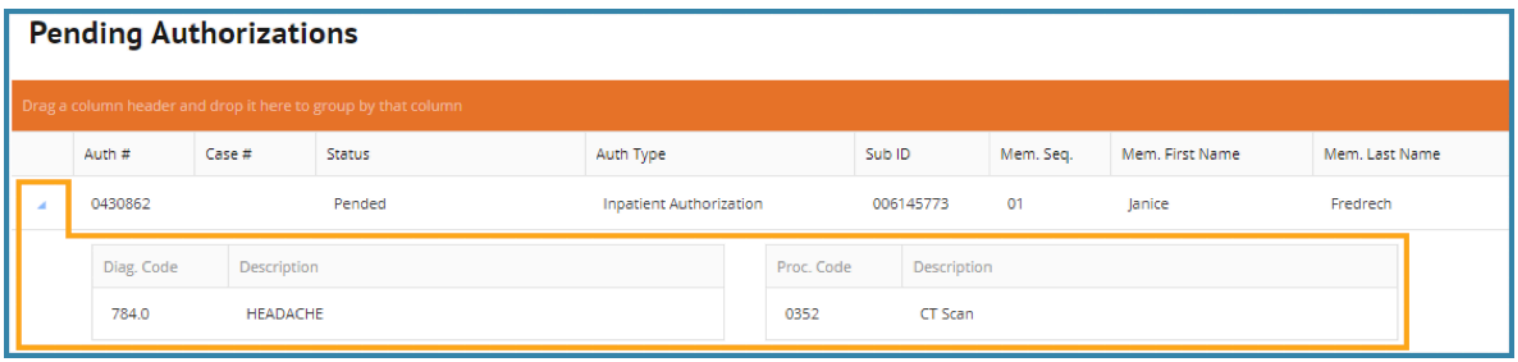


Pending Authorizations

The **Pending Authorizations** POD displays a list of the Provider's pending authorizations and details about those authorizations.

- **Req. From:** Requested authorization start date.
- **Req. Thru:** Requested authorization end date.
- **Req. Amt:** Requested amount associated with the authorization.
- **Req. Units:** Requested number of units associated with the authorization.
- **Approved From:** Approved authorization start date.
- **Approved Thru:** Approved authorization end date.
- **Approved Amount:** Approved amount associated with the authorization.
- **App. Units:** Approved number of units associated with the authorization.
- **Actual From:** Actual authorization start date.
- **Actual Thru:** Actual authorization end date.
- **Actual Amt:** Actual amount associated with the authorization.
- **Actual Units:** Actual number of units associated with the authorization.
- **Unit Type:** Type of unit associated with the authorization.

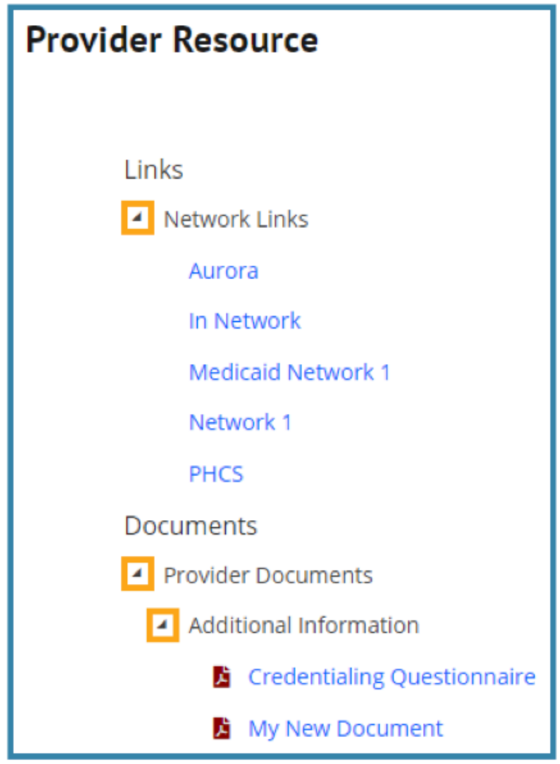
The arrow in the leftmost column will toggle additional information for the pending authorization in that row.


Pending Authorizations

Drag a column header and drop it here to group by that column

	Auth #	Case #	Status	Auth Type	Sub ID	Mem. Seq.	Mem. First Name	Mem. Last Name
◢	0430862		Pended	Inpatient Authorization	006145773	01	Janice	Fredrech

Diag. Code	Description	Proc. Code	Description
784.0	HEADACHE	0352	CT Scan

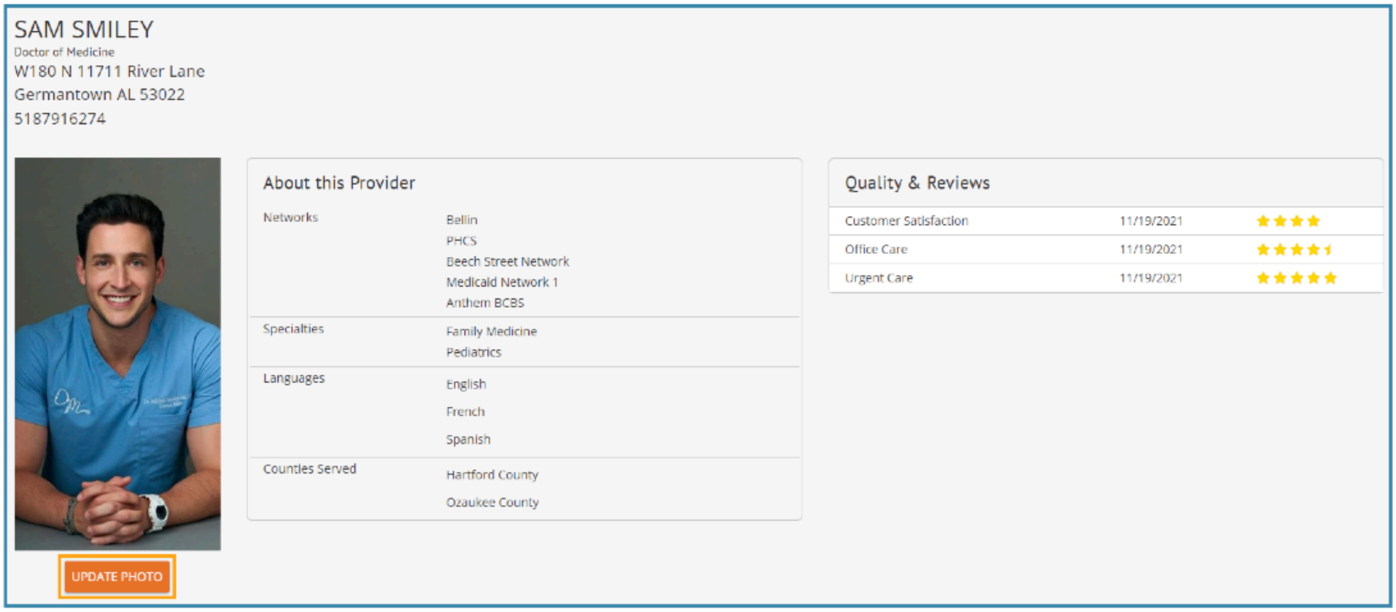


Provider Resources

The **Provider Resources** POD can be used to publish frequently used forms or any document that a provider may need to reference. These documents can be made available to the provider via the Admin portal or via a push to the portal from VBASoftware.

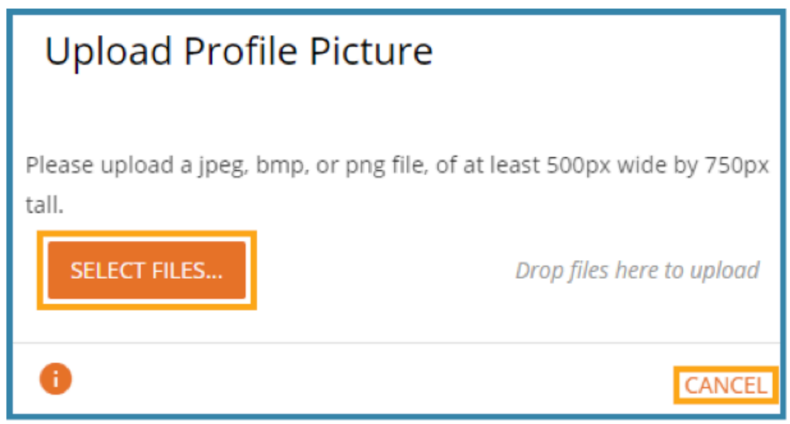
My Profile

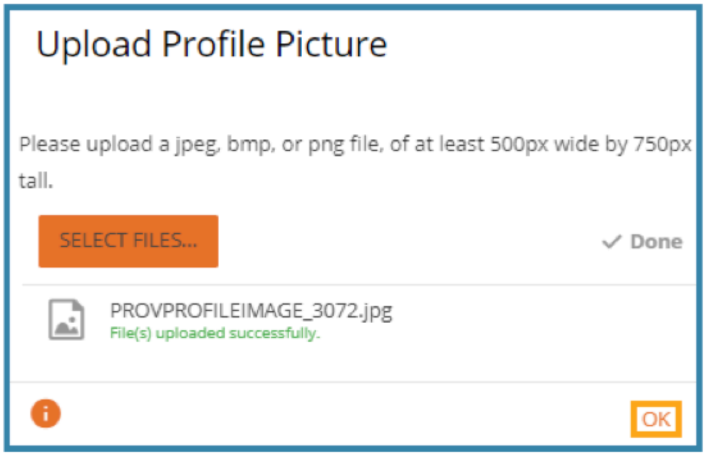
The **My Profile** screen is used by Providers, who are part of network managed or owned by the Plan Administrator and displays the Providers profile information. The top half of the screen displays the Address, Profile Photo, Reviews as well as their **Networks, Specialties, Languages**, and **Counties Served.**



Some parts of the providers info can be changed with the 'Create a Request' option on the Navigation Panel. Contact the account executive to make any other changes.

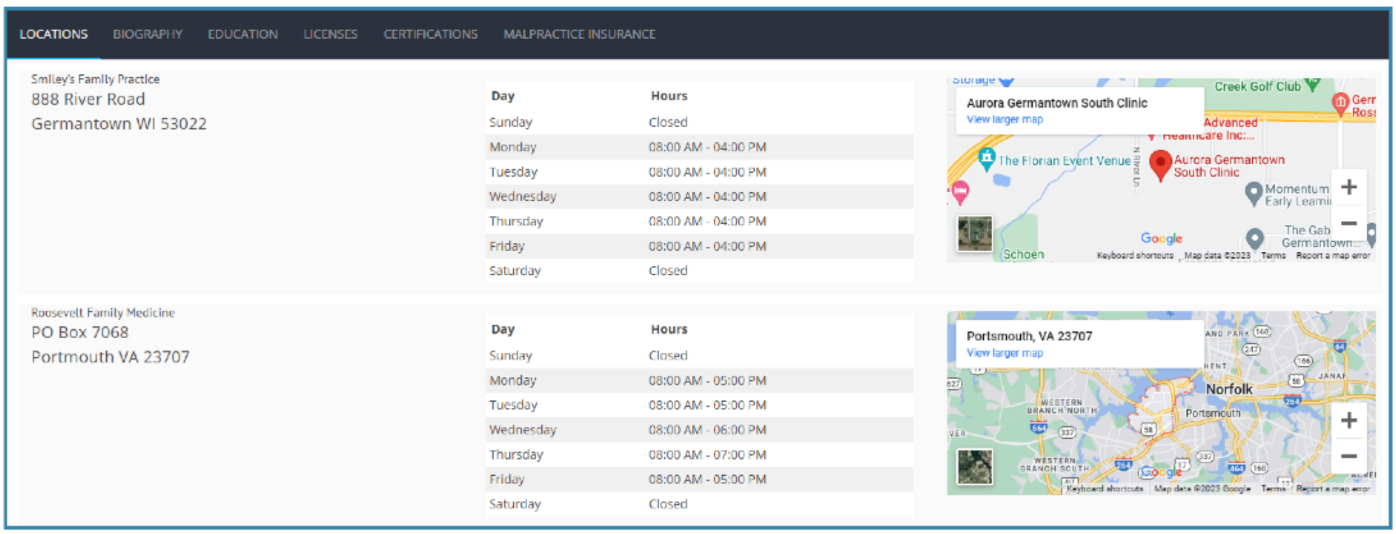
The Provider can update their profile picture by selecting the **Update Photo** button underneath the current photo. The **Upload Profile Picture** window open, allowing them to either drag and drop a picture into the window, or use the **Select Files…** button to launch the file explorer. Select the **Cancel** button to close the window without uploading a photo.





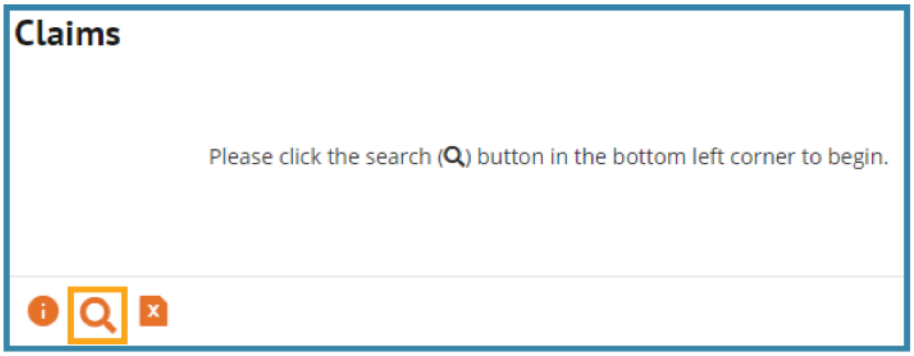
After a photo has been chosen, a status bar will appear, which will notify the Provider when the file has been uploaded successfully. Select the **OK** button to close the window.

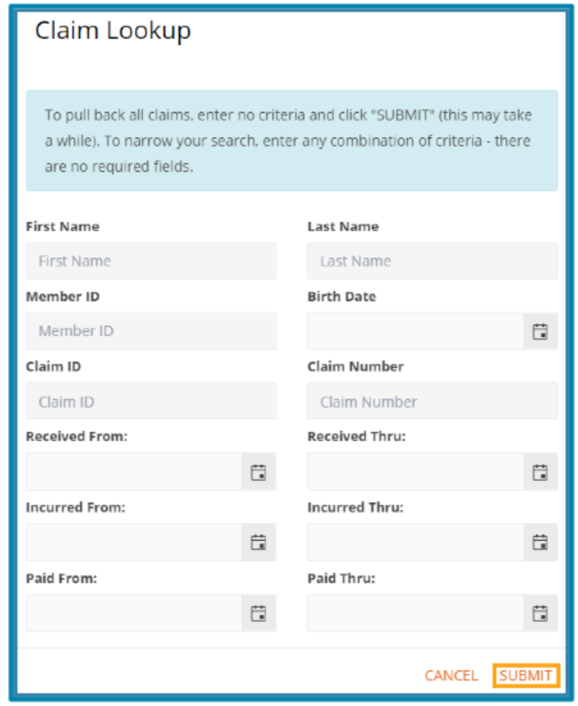
The bottom half of the screen has tabs for more detailed information for **Locations, Biography, Education, Licenses, Certifications,** and **Malpractice Insurance.**



Contact the Account Executive to modify this information.

Claims





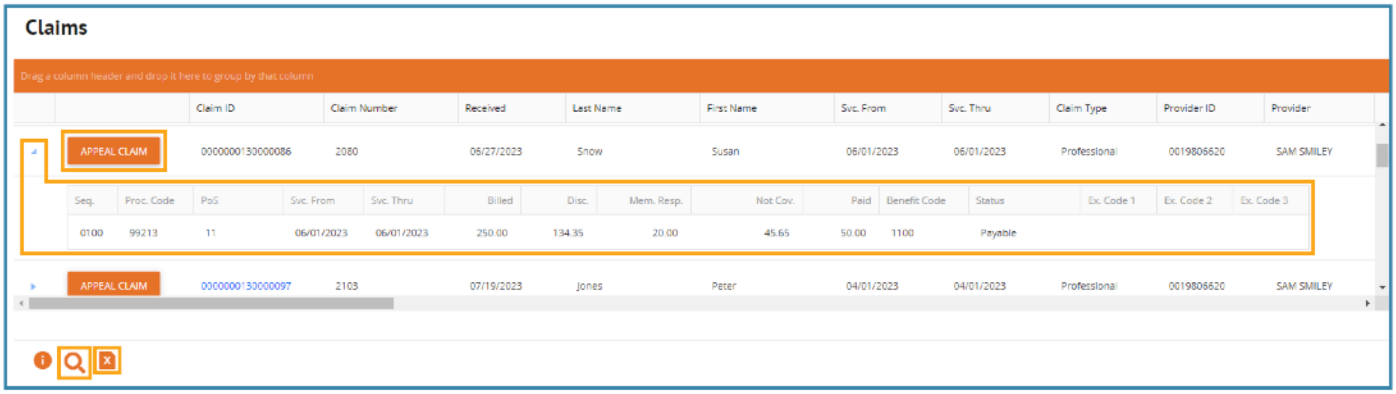
Claims

By selecting the **Search** button in the bottom left corner of the **Claims** POD, the Provider can open the **Claim Lookup** window. From here, the Provider may search for claims by Provider information, Claim ID, and various date ranges. After defining the desired search information, select the **Submit** button to populate the Claims POD.

Claim results will show detailed information relating to each claim:

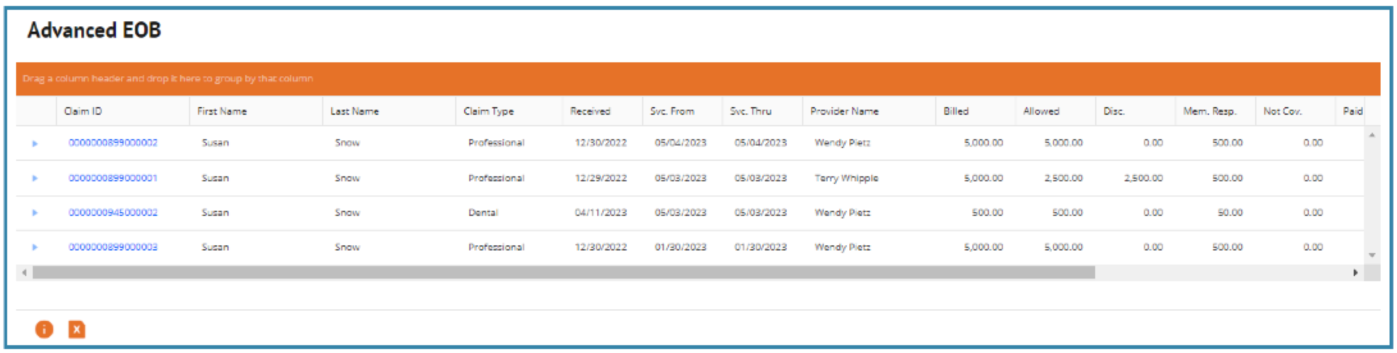
- **Svc. From:** Start date of services.
- **Svc. Thru:** End date of services.
- **Claim Status:**
  - *Payable:* Claim has been processed for payment, and all lines are payable.
  - *Denied:* Claim has been processed for payment, and all lines are denied.
  - *Partial Deny:* Claim that has been processed for payment with a mix of payable and denied lines.
  - *Pending Review:* Claim has been adjudicated and is under review.
  - *Pre-Adjudication:* Claim has been received by the administrator but has not been adjudicated.
- **Payment Status:**
  - *In Process:* Claim has been processed and is ready for funding.
  - *Suspended:* Claim has been processed but is suspended for administrative review.
  - *Funds Request:* Claim has been processed and funds have been requested.
  - *Paid:* Fully finalized claim that has been processed and paid.

The **Search** button will allow the Provider to redefine the search criteria. The **Excel** button will export the claim information to Excel and generate a printable report.



Advance EOB

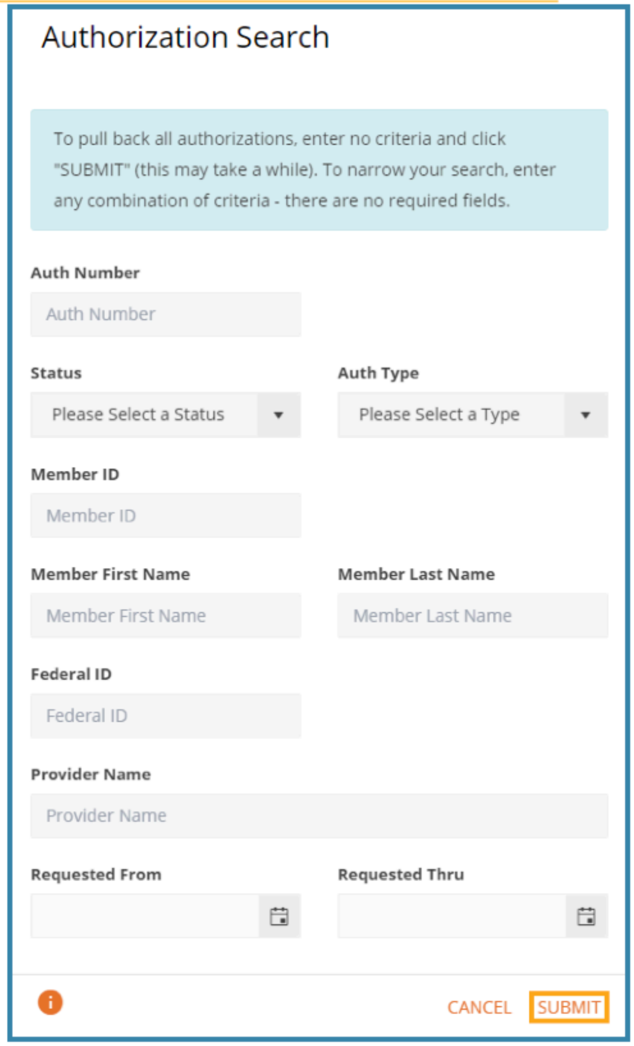
The **Advance EOB** POD will display any available advance EOB information. This POD was added in response to the No Surprises Act. The Provider may select the arrow to the left of the **Claim ID** field to expand the EOB information.



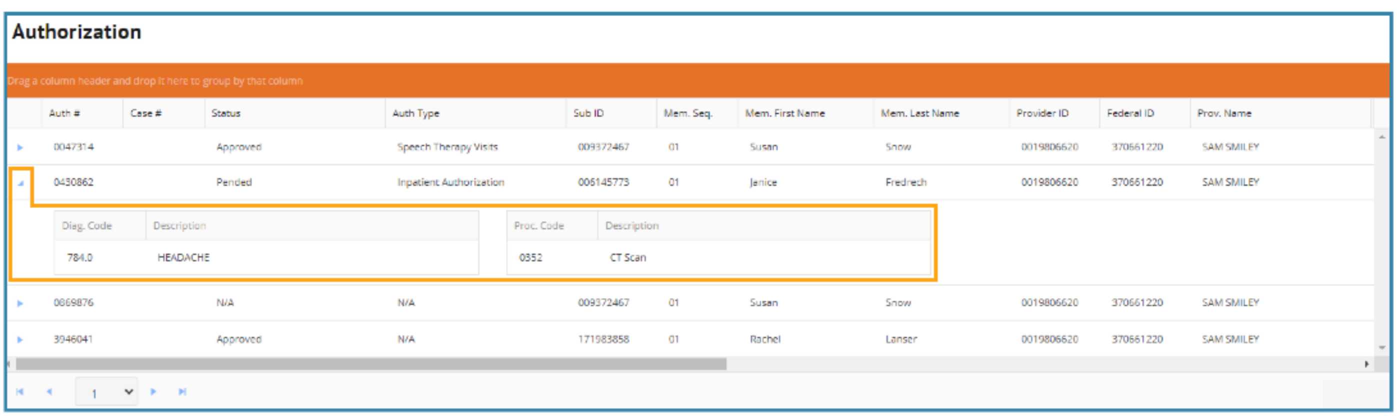
Authorization

By selecting the **Click Here to Search** button in the top right corner of the screen, the Provider may open the **Authorization Search** window. From here, they may search for authorizations by Auth Number, Member Information, Provider Information, and Request Dates. Select the **Submit** button once all desired search criteria have been defined to populate the **Authorization** POD with search results. Authorization results will show detailed information relating to each claim.

The Provider can choose to leave all search fields empty and then click the 'Submit' button. Doing this will display all Authorizations on file.



The arrow in the leftmost column will toggle additional information for the authorization request in that row.



Authorization

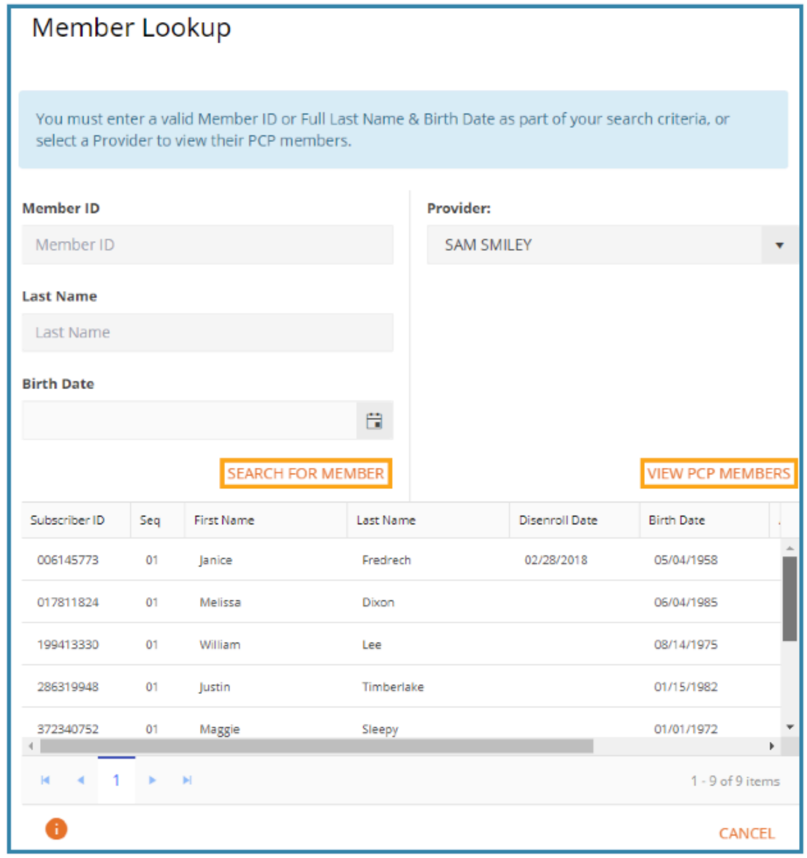
Drag a column header and drop it here to group by that column

Auth #	Case #	Status	Auth Type	Sub ID	Mem. Seq.	Mem. First Name	Mem. Last Name	Provider ID	Federal ID	Prov. Name
0047314		Approved	Speech Therapy Visits	009372467	01	Susan	Snow	0019806620	370661220	SAM SMILEY
0430862		Pended	Inpatient Authorization	006145773	01	Janice	Fredrech	0019806620	370661220	SAM SMILEY
0869876		N/A	N/A	009372467	01	Susan	Snow	0019806620	370661220	SAM SMILEY
3946041		Approved	N/A	171983858	01	Rachel	Lanser	0019806620	370661220	SAM SMILEY

Diag. Code	Description
784.0	HEADACHE

Proc. Code	Description
0352	CT Scan

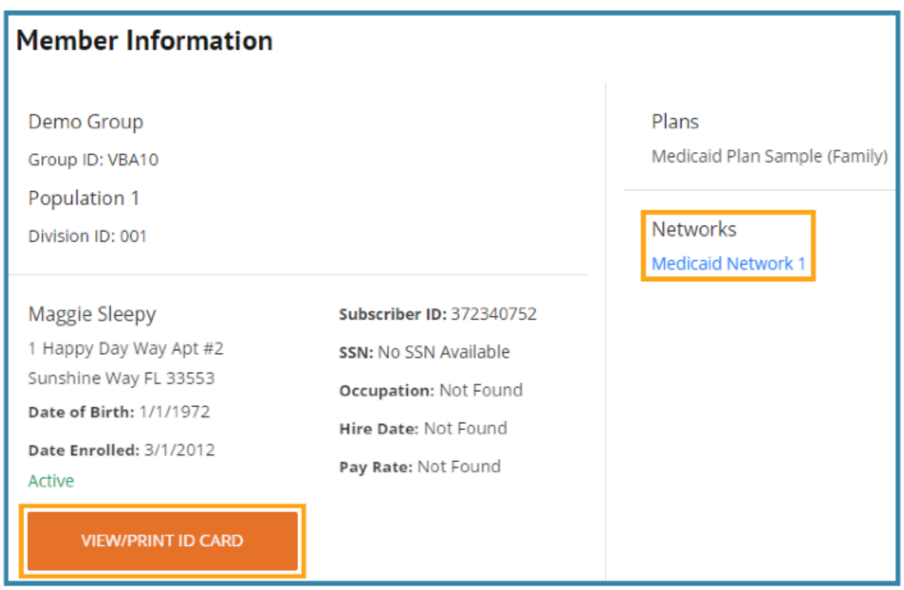
Member Lookup



The **Member Lookup** screen displays individual member details and provides quick access to plan and network information. To initiate a search, click the **Click Here to Search** button at the top-right corner of the screen, opening the **Member Lookup** window. Search criteria includes **Member ID, Last Name,** and **Birth Date**. After entering the desired criteria, select **Search for Member** to generate the search results.

To find members associated with a particular provider, select the provider from the **Provider** dropdown menu and click **View PCP Members.** This will display a list of members who have that provider listed as their Primary Care Physician. For more information on a specific member, simply click their name in the search results, and the relevant information will appear in the corresponding PODs.

Member Information



The **Member Information** POD allows the Provider to view the Member's Basic Information, Plans, and Networks. Under the **Networks** subsection, the Provider can navigate directly to one of the Member's networks through the use of hyperlinks.

Selecting the **View/Print ID Card** button will open the **ID Card** window. From here the Provider can select a member of the Family from the dropdown menu, the desired Plan from the **Plan** dropdown menu, and select the **Submit** button. A new browser tab will open where the ID Card should automatically download as a *.pdf file.

Family Details

The **Family Details** POD displays details of each family member associated with the Member's plan.

Family Details

Seq.	Name	DoB	Age	Relation	Registered For Gateway?
01	Maggie Sleepy	1/1/1972	51	Insured	×
02	Lillie Sleepy	5/1/2012	11	Child	×
03	Hank Sleepy	4/1/2010	13	Child	×
04	Sofia Sleepy	4/15/2012	11	Foster Child	×

Beneficiaries

Seq.	Relationship	Is Primary?	Percentage	First Name	Last Name	Birth Date
01	01	Y		Shawn	Mann	01/01/1980
01	02	Y	100	Richard	Snow	01/01/1982
01	09	N	50	Franklin	Jersey	01/14/1980

Beneficiaries

The **Beneficiaries** POD is typically associated with Life Benefits and will display information about the chosen members' beneficiaries. This POD has Excel Export and Print capabilities. To print, press the printer icon and a new window will open with the Beneficiaries in a list formatted for printing. Pressing the Excel button will download an Excel spreadsheet with the Beneficiary information.

Other Insurance

The **Other Insurance** POD provides details regarding the Member's other insurance policies.

Other Insurance

Policy Num.	Seq.	First Name	Last Name	Carrier	Priority	Effective Date	Term. Date
125880Xe	01	Janice	Fredrech	America Insurance	Secondary	01/01/2016	

Enrollment History

The **Enrollment History** POD displays the members and their families Plan history.

Enrollment History

Seq.	First Name	Last Name	Plan ID	Plan	Plan Type	Tier	Effective Date	Term. Date
01	Maggie	Sleepy	FL MEDICAID	Medicaid Plan Sample	Medical Plan	Family	10/01/2012	
02	Lillie	Sleepy	FL MEDICAID	Medicaid Plan Sample	Medical Plan	Family	10/01/2012	
03	Hank	Sleepy	FL MEDICAID	Medicaid Plan Sample	Medical Plan	Family	10/01/2012	
04	Sofia	Sleepy	FL MEDICAID	Medicaid Plan Sample	Medical Plan	Family	10/01/2012	

Accumulator Details

In the **Accumulator Details** POD, the displayed accumulator totals are organized based on the **Member, Plan,** and **Period** chosen from their respective dropdown menus. The POD shows the totals for **Deductible, Out of Pocket,** and **Plan Paid** amounts according to the selected criteria.

Accumulator Details

Member 01 - Maggie Sleepy | **Plan** Medical (Medical Plan) | **Period** 01-01-2017 to 12-31-2017

Member Totals

	Deductible			Out of Pocket			Plan Paid
	In Net	OON	Total	In Net	OON	Total	Total
4Q Carryover	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	-
Used	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Max	$50.00	$50.00	$50.00	$50.00	$50.00	$50.00	No Max
Remaining	**$50.00**	**$50.00**	**$50.00**	**$50.00**	**$50.00**	**$50.00**	**No Max**

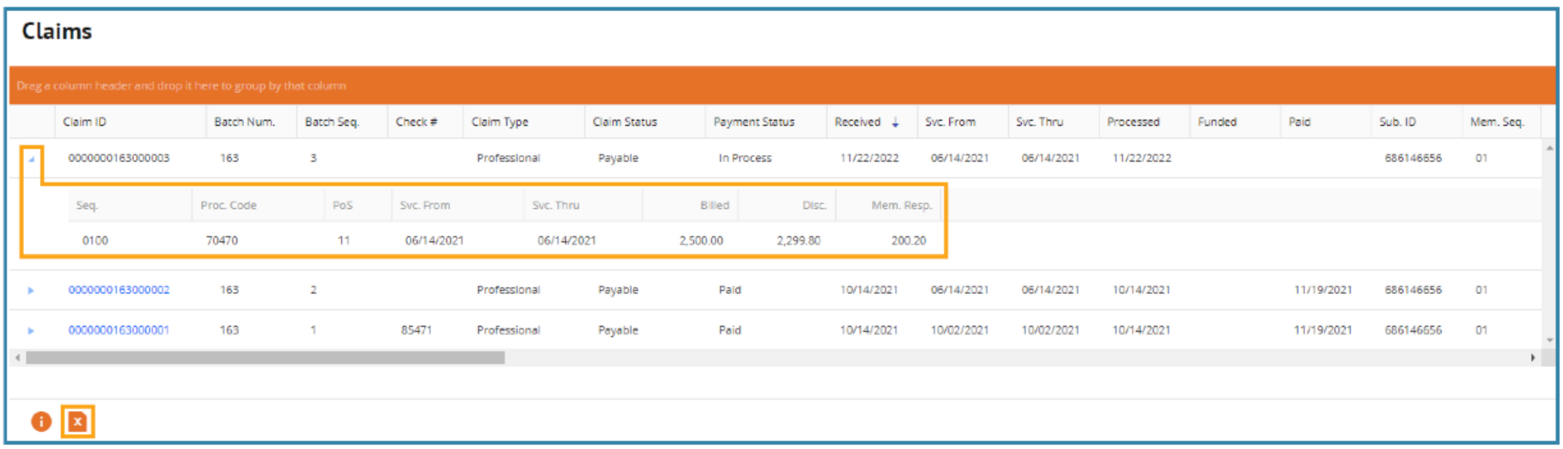
Family Totals

	Deductible			Out of Pocket		
	In Net	OON	Total	In Net	OON	Total
4Q Carryover	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Used	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Max	$100.00	$100.00	$100.00	$100.00	$100.00	$100.00
Remaining	**$100.00**	**$100.00**	**$100.00**	**$100.00**	**$100.00**	**$100.00**

Claims

The **Claims** POD displays important information regarding the Member's total history of claims.

- **Claim Status:**
  - *Payable:* Claim has been processed for payment, and all lines are payable.
  - *Denied:* Claim has been processed for payment, and all lines are denied.
  - *Partial Deny:* Claim that has been processed for payment with a mix of payable and denied lines.
  - *Pending Review:* Claim has been adjudicated and is under review.
  - *Pre-Adjudication:* Claim has been received by the administrator but has not been adjudicated.
- **Payment Status:**
  - *In Process:* Claim has been processed and is ready for funding.
  - *Suspended:* Claim has been processed but is suspended for administrative review.
  - *Funds Request:* Claim has been processed and funds have been requested.
  - *Paid:* Fully finalized claim that has been processed and paid.



Claims

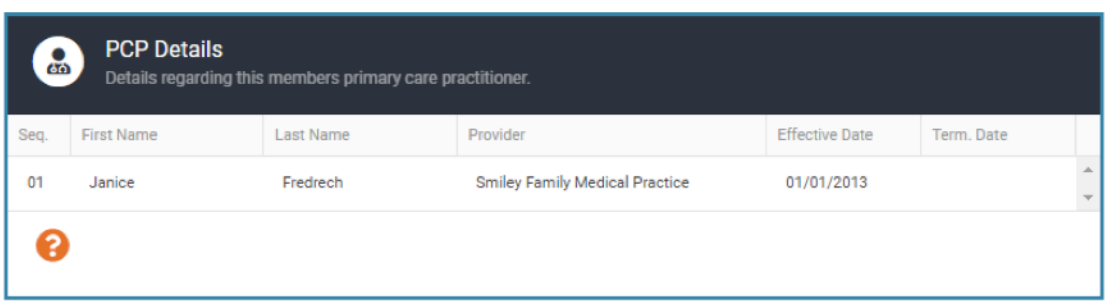
Drag a column header and drop it here to group by that column

Claim ID	Batch Num.	Batch Seq.	Check #	Claim Type	Claim Status	Payment Status	Received	Svc. From	Svc. Thru	Processed	Funded	Paid	Sub. ID	Mem. Seq.
0000000163000003	163	3		Professional	Payable	In Process	11/22/2022	06/14/2021	06/14/2021	11/22/2022			686146656	01
0000000163000002	163	2		Professional	Payable	Paid	10/14/2021	06/14/2021	06/14/2021	10/14/2021		11/19/2021	686146656	01
0000000163000001	163	1	85471	Professional	Payable	Paid	10/14/2021	10/02/2021	10/02/2021	10/14/2021		11/19/2021	686146656	01

Seq.	Proc. Code	PoS	Svc. From	Svc. Thru	Billed	Disc.	Mem. Resp.
0100	70470	11	06/14/2021	06/14/2021	2,500.00	2,299.80	200.20

PCP Details

The 'PCP Details' POD lists and provides basic details on each Provider associated with the selected Member.



PCP Details

Details regarding this members primary care practitioner.

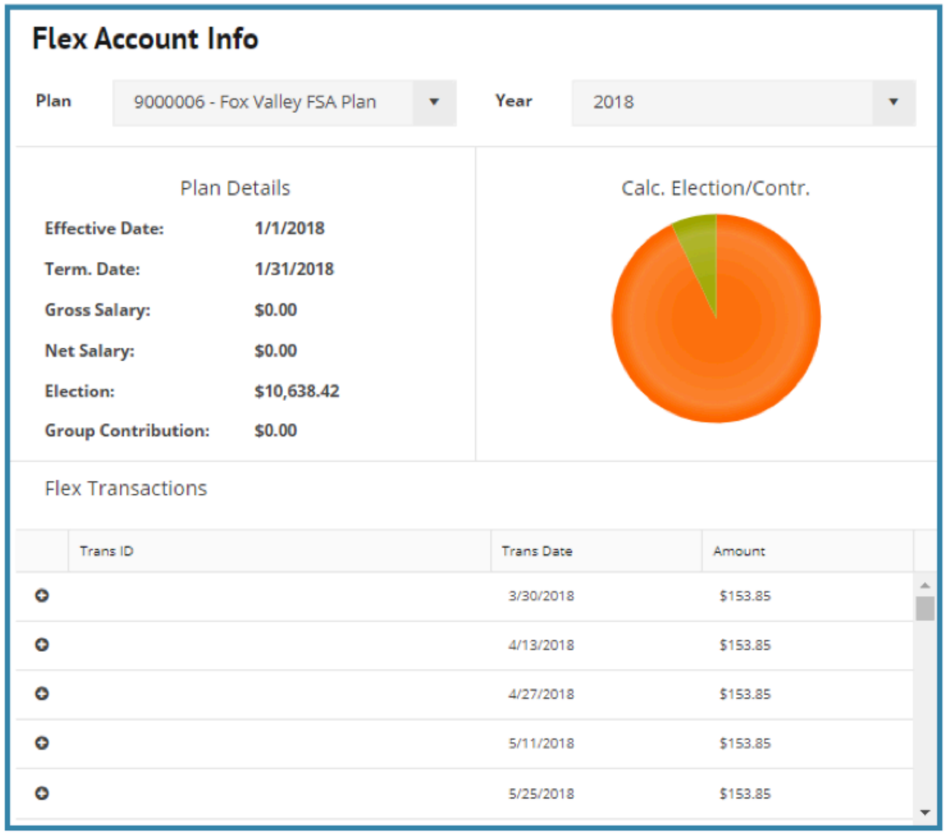
Seq.	First Name	Last Name	Provider	Effective Date	Term. Date
01	Janice	Fredrech	Smiley Family Medical Practice	01/01/2013	

Flex Account Info

Within the **Flex Account Info** POD, the Provider can filter what information is displayed by **Plan** and **Year** through their respective drop-down menus. The information is then broken down into three sections:

Plan Details

- **Effective Date:** Date when the selected coverage begins/began.
- **Term. Date:** Date when the selected coverage ends/ended.
- **Gross Salary:** Member's gross salary during the selected period.
- **Net Salary:** Member's net salary during the selected period.
- **Election:** The amount of annual withdrawal elected by the Member.
- **Group Contribution:** Amount contributed by the Member's employer.



Calc. Election/Contr.

This section displays a pie chart that details the ratio of used reimbursement versus remaining reimbursement.

Flex Transaction

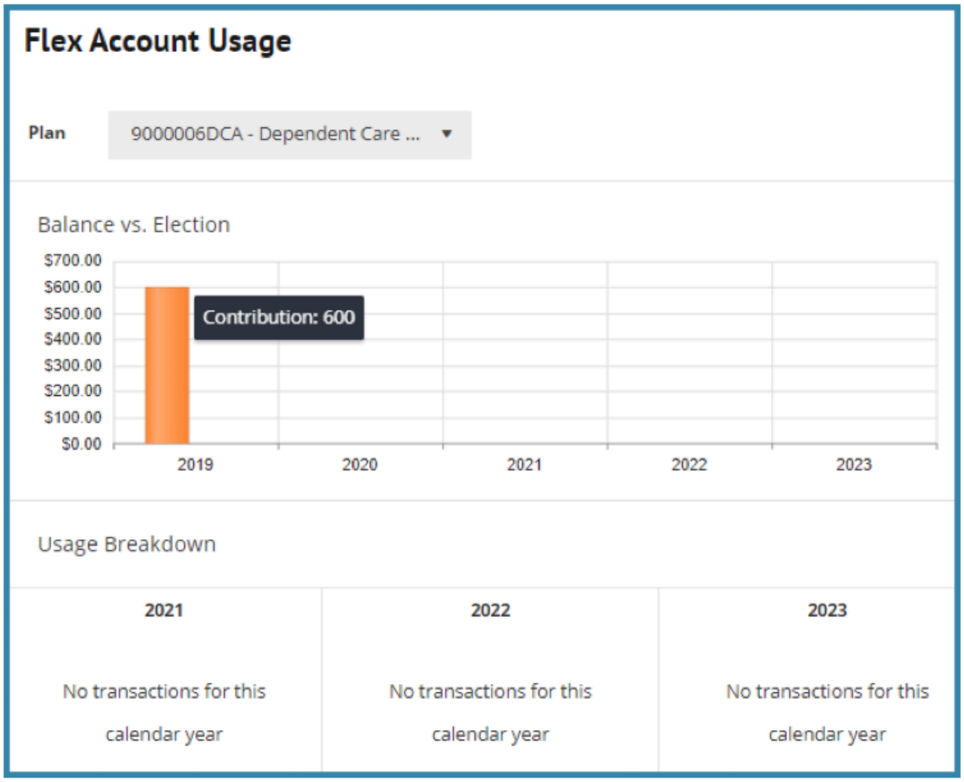
This section lists a history of transactions from the flex account. These transactions are broken down into three columns: **Trans ID, Trans Date,** and **Amount.**

Flex Account Usage

The **Flex Account Usage** POD details usage information by year. This information can be filtered through the **Plan** drop-down menu. This information is then broken down into two sections: **Balance vs. Election** and **Usage Breakdown**.

The **Balance vs Election** contains a bar graph that shows balance vs election by year. More detail can be displayed by hovering over a bar within the graph.

The **Usage Breakdown** section displays a list of transactions by year.



Payee Information

Payee Information

The **Payee Information** POD displays a list of Payees and basic details for each. The Excel button will export the Payee's claim information to Excel and generate a printable report. Selecting a Payee from this POD will load information for that Payee within the **Payee Details** and **Payee Account Details** PODs.

Payee Information

Name	Payee ID	Federal ID	Effective Date	Term Date	Email Address
Bellin Anesthesia Assoc. S.C.	0720162636	391777963	1/1/2013	12/31/2018	sam.sung@bellin.org
Thomas N Czarnecki DPM	1871543090	391890690	1/1/2000	12/31/2018	thomas.czarnecki@ascension.org
Medicare	4742297244	5487879645	1/1/2013		
Memorial Medical Center	8530049621	370661220	1/1/2008		

Payee Details

The **Payee Details** POD displays contact information about the Payee selected from the **Payee Information** POD.

Payee Details

Thomas N Czarnecki DPM

Address:
940 Bell Ave
Suite A
Hartford, WI 53027

1099 Address:
[illegible]

Payee ID: [illegible]
Federal ID: [illegible]
Phone Number: [illegible]
Fax Number: 555-123-4556
Email: [illegible]
Website: healthcare.ascension.org
Name For Check: Thomas N Czarnecki DPM

Payee Account Details

The **Payee Account Details** POD details banking account information for the Payee selected from the **Payee Information** POD.

Payee Account Details

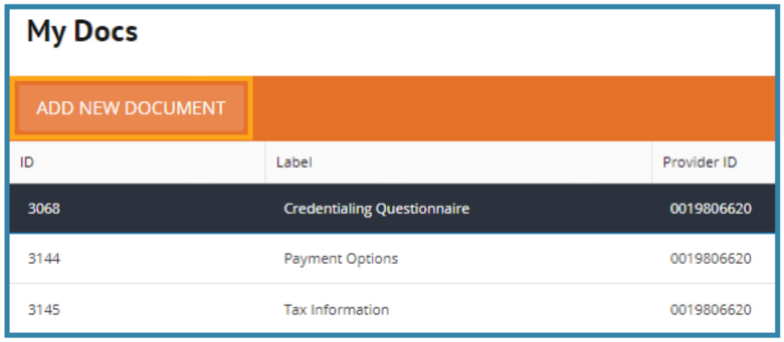
Account Name	Account Type	Account #	Routing #	Effective ...	Term Date	Bank Name
Checking Acct. 1	Checking Account	[illegible]	[illegible]	1/1/2020	12/31/2020	First Bank of America
Dart Checking	Checking Account	[illegible]	[illegible]	1/1/2021	null	Bank USA

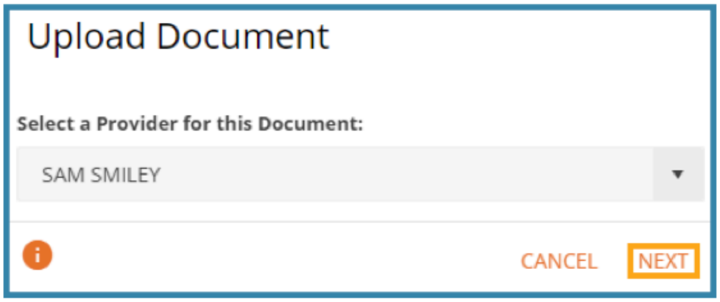
Provider Portal Configuration

Documents

My Docs

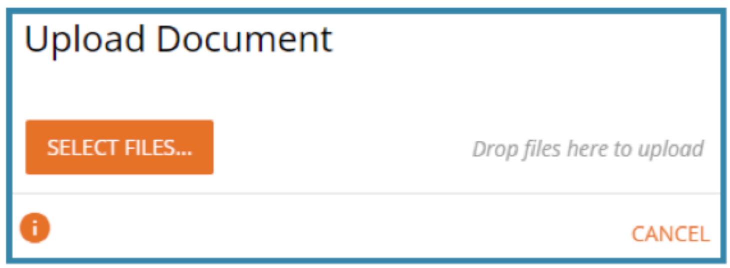
The **My Docs** POD displays information on any uploaded documents and offers the ability to add new documents. Selecting a document from this POD will load the information for that document within the **Document Settings** POD. Selecting the **Add New Document** button will open the **Upload Document** window.

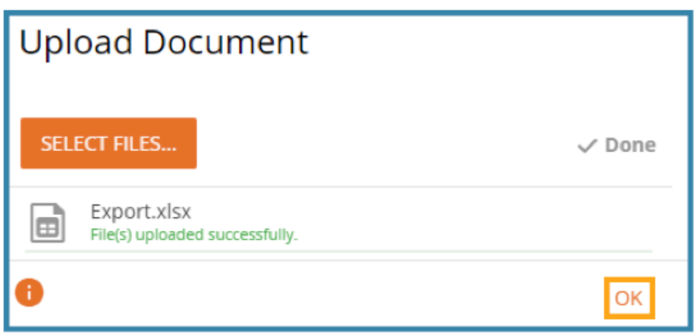




After an associated Provider is selected from the dropdown menu, select the **Next** button. The Provider will be prompted to upload the new document.

The Provider can browse for the desired document by selecting the **Select Files…** button or drag-and-drop the document onto the **Upload Document** box.



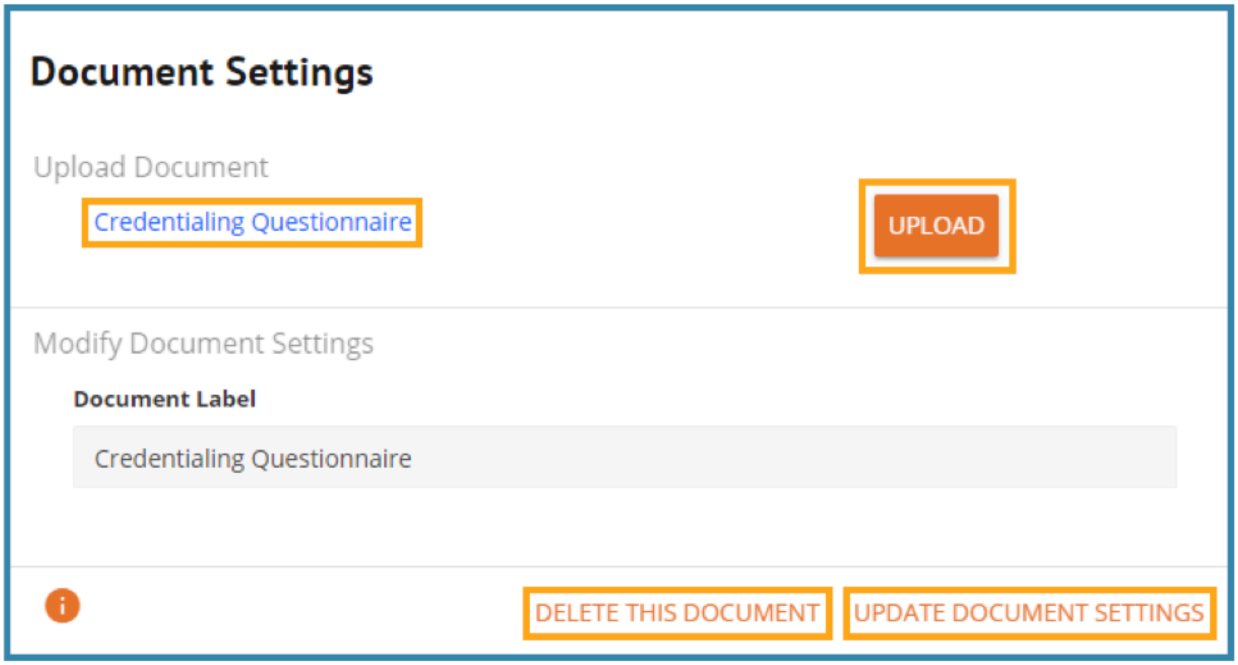


They will be notified once the document has been successfully uploaded. Select the **OK** button to close the window.

Document Settings

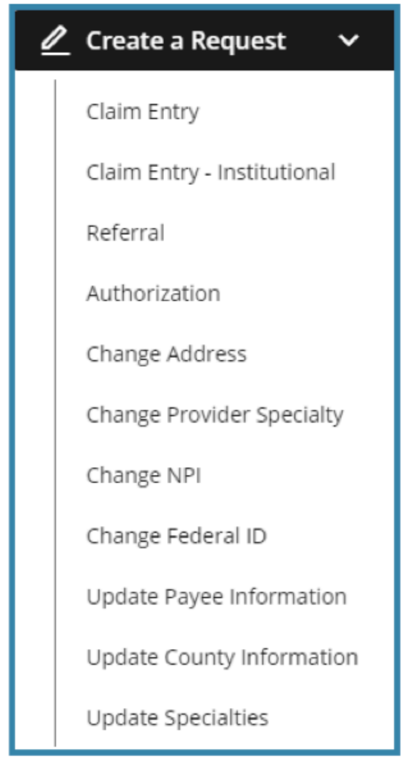
From the **Document Settings** POD, the Provider can replace the document with a new version by selecting the **Upload** button to launch the **Upload Document** window and following the same directions for uploading a new document.

They can also rename the document by editing the **Document Label** field or deleting the document by selecting the **Delete This Document** button. Once the intended changes are made, save them by selecting the **Update Document Settings** button.



Create a Request

The **Create a Request** navigation button opens a new submenu in the navigation panel. The options on this submenu allow the Provider to create various types of requests.



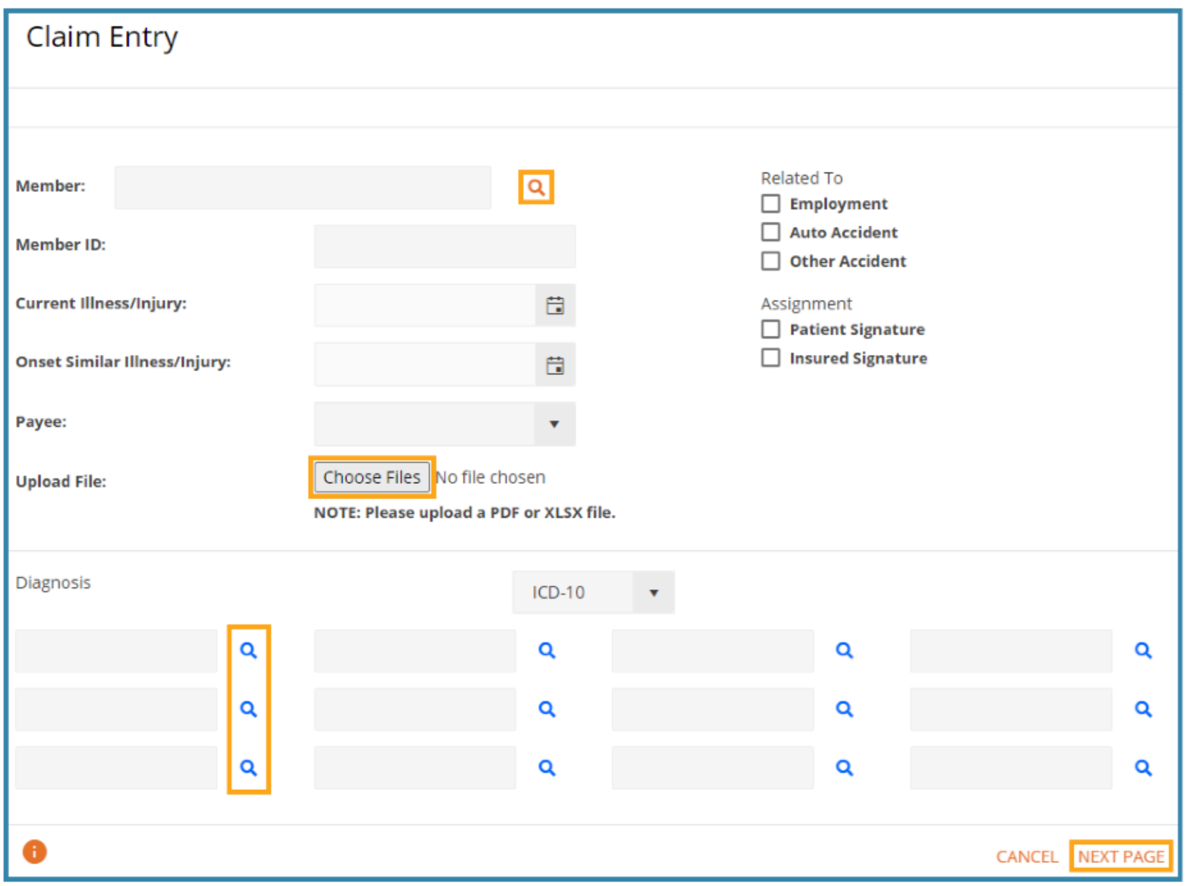
Claim Entry

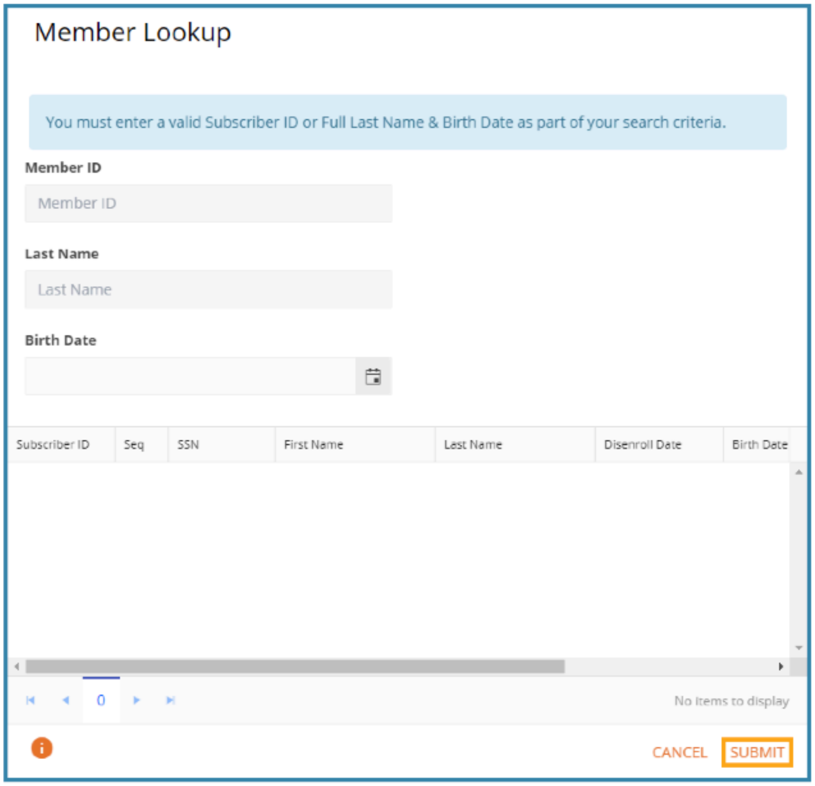
There are two types of Claim Entry requests: **Professional** and **Institutional**. Both types of requests utilize the same **Claim Entry** screen. The Provider may provide basic claim details and choose what the claim is related to and who it is assigned to.

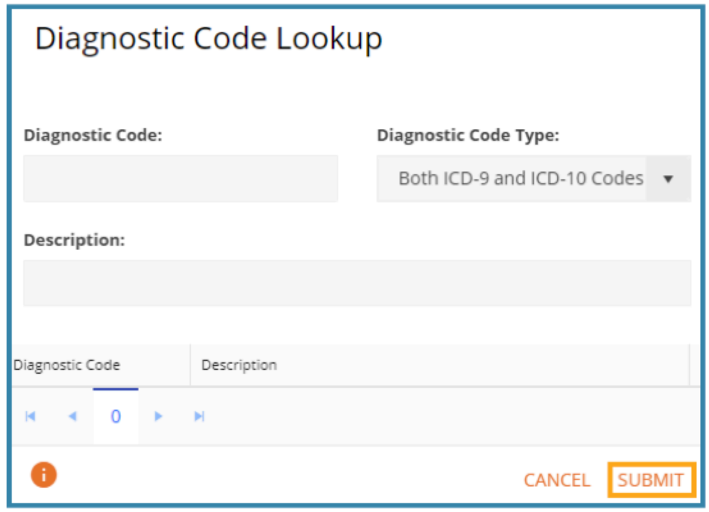
- <u>**Related To:**</u> Indicates any relevant circumstances surrounding the illness or injury.
- <u>**Assignment:**</u> Indicates which party's signature is required for the claim.

Selecting the Magnifying Glass button next to either the **Member** field or the **Diagnosis** fields will open the **Member Lookup** and **Diagnostic Code Lookup** windows respectively.

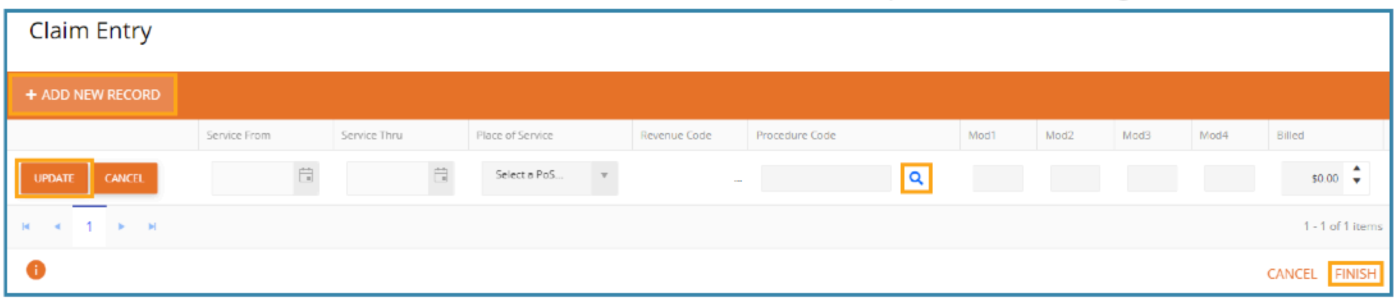
This POD also allows the Provider to upload any relevant claim documents by selecting the **Choose File** button. This will launch File Explorer where they may select the desired document.







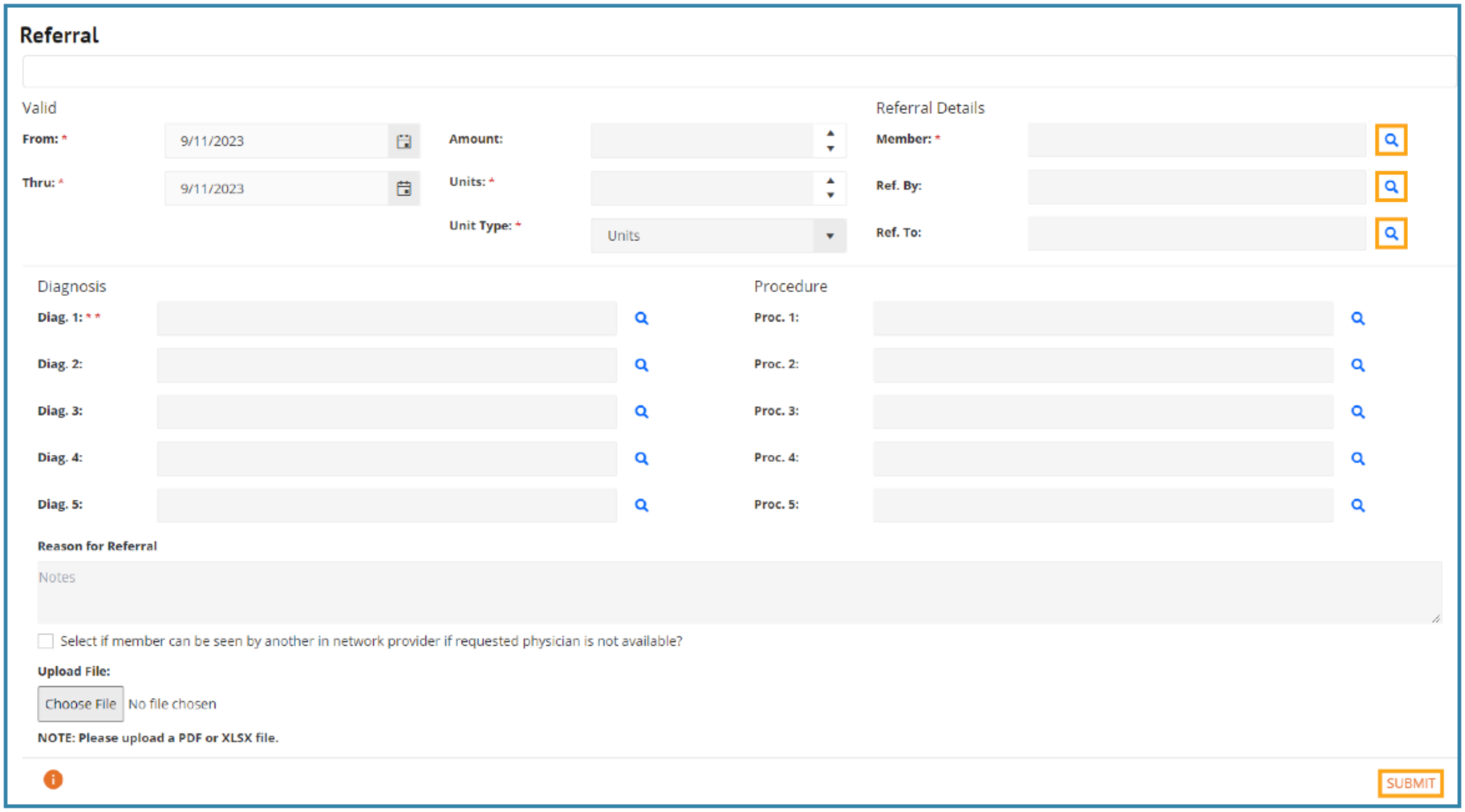
After the **Member** field and all other relevant information has been defined, select the **Next Page** button to continue.



Select the **Add a New Record** button to add a new line to the claim. Define the **Service From** & **Service Thru** fields, **Procedure Code** field (Use the Magnifying Glass button to search for the desired Procedure Code), and **Bulled** fields before selecting the **Update** button to the far left of the line. Add additional lines as needed by selecting the **Add New Record Button**. Once all desired lines have been defined and updated, select the **finish** button in the bottom right to submit the claim. A **Claim Submitted** notification will pop up in the bottom right corner of the screen if successful.

Referral

The **Referral** POD allows the Provider to enter referral details, diagnosis, procedures, and notes pertaining to the referral as well as attach any relevant files. They may utilize the **Provider Lookup** and **Member Lookup** windows to find the referred and referring Providers and the referred Member within the Gateway system. After all required fields have been defined (Denoted with a *) select the **Submit** button.

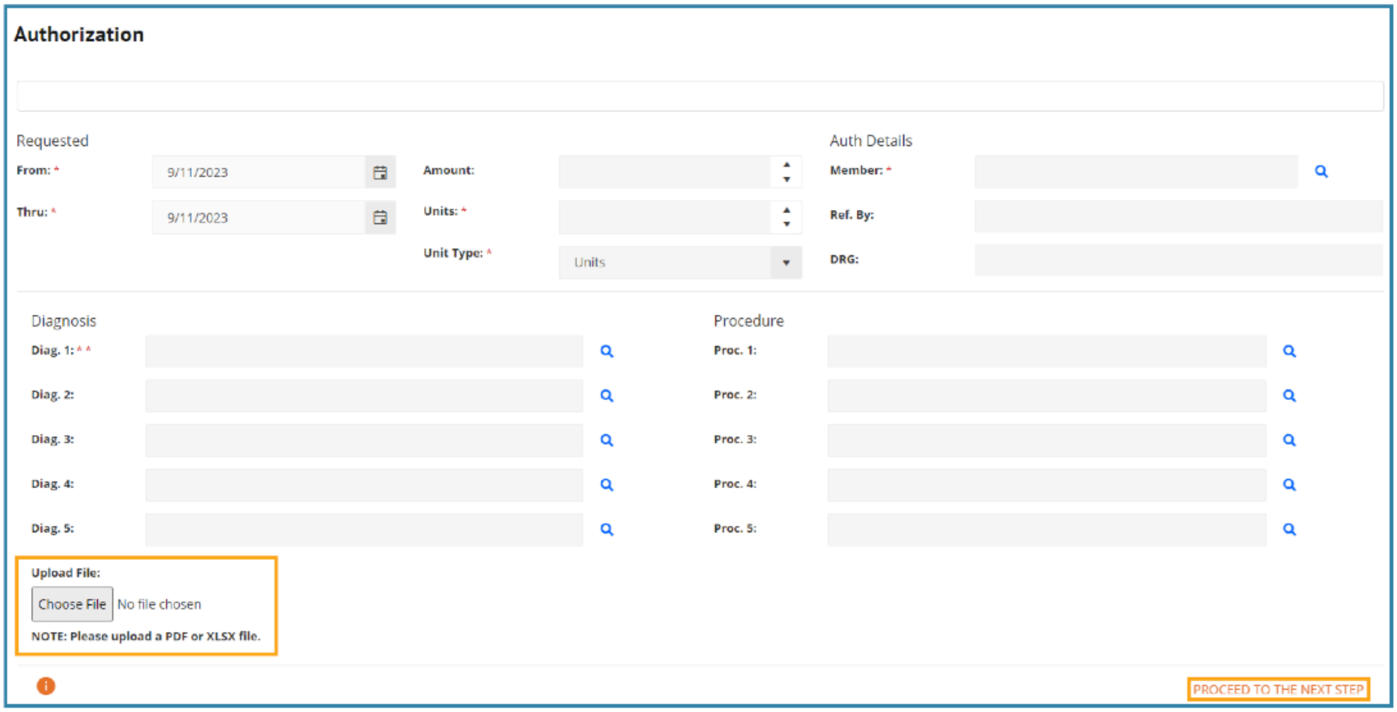


After Submitting, the POD will display a notification with a reference number.

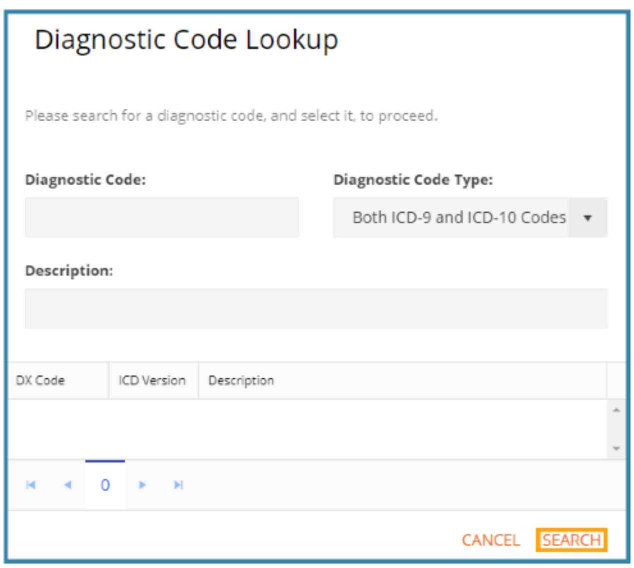
Your Request has been submitted. Your reference number is: 2306

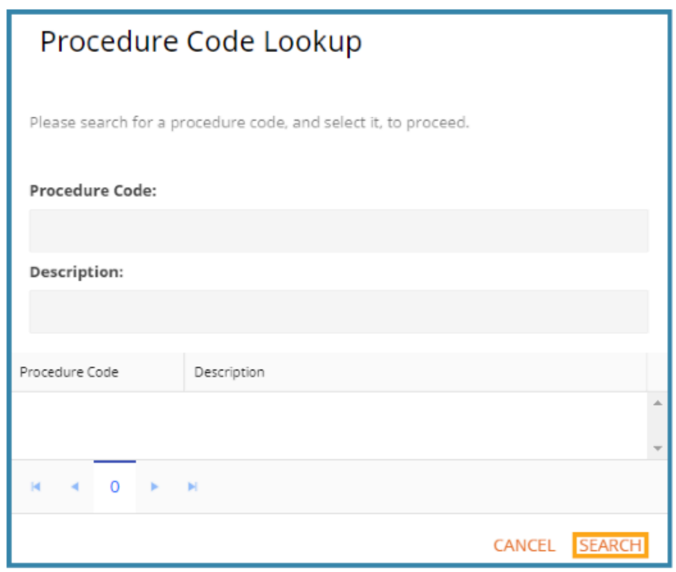
Authorization

From the **Authorization** POD, the Provider can submit a new authorization request by providing **Requested** Information, **Auth Details, Diagnostic Code(s)**, and **Procedure Code(s)**. They may also attach any relevant authorization files.



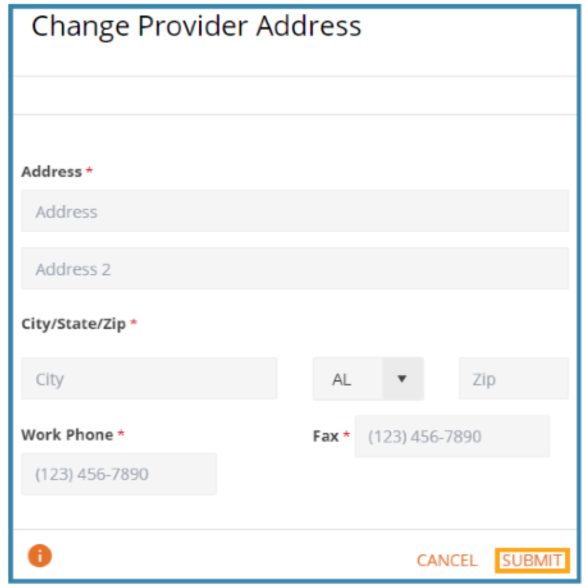
Selecting the **Magnifying Glass** button next to either the **Diagnosis** field or the **Procedure** fields will open the **Diagnostic Code Lookup** and **Procedure Code Lookup** windows respectively.





Change Address

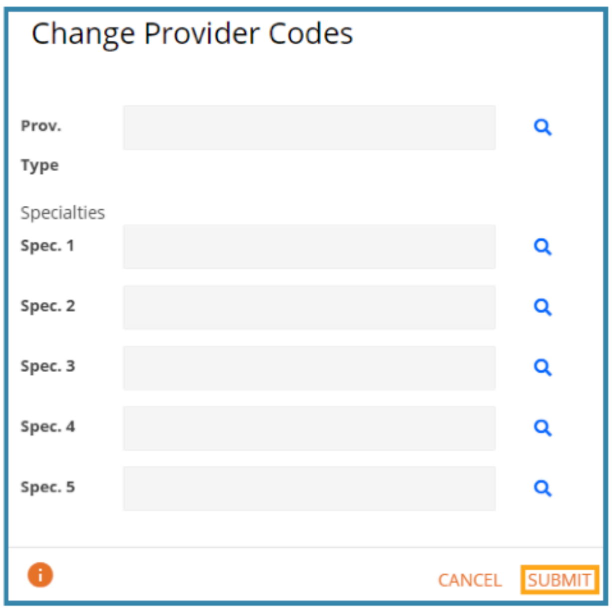
The **Change Address** submenu button opens the **Change Provider Address** box. This box is used to update any of the Provider address information.

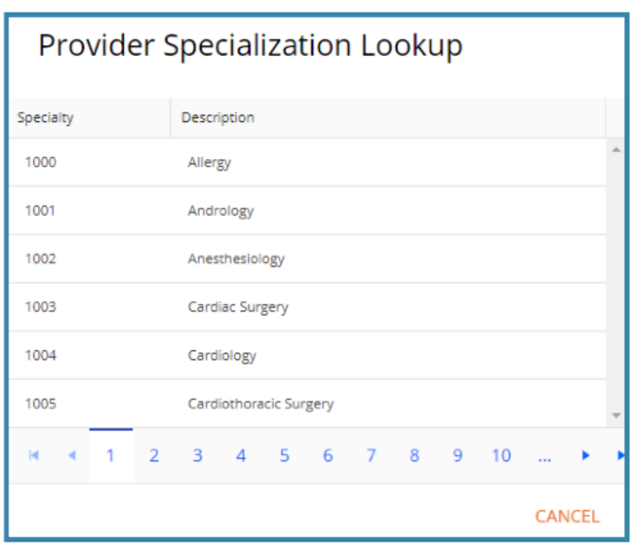


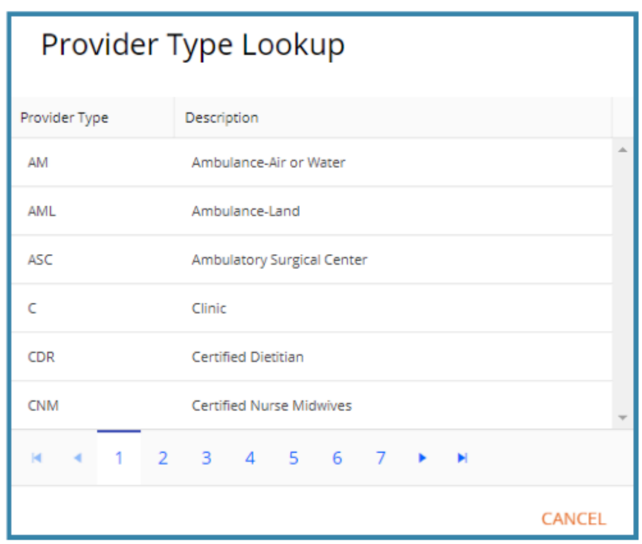
Change Provider Specialty

The **Change Provider Specialty** submenu button will open the **Change Provider Codes** box.

This box will allow the Provider to search and select a new **Provider Type** and up to five **Specializations** through their respective lookup boxes imaged below.

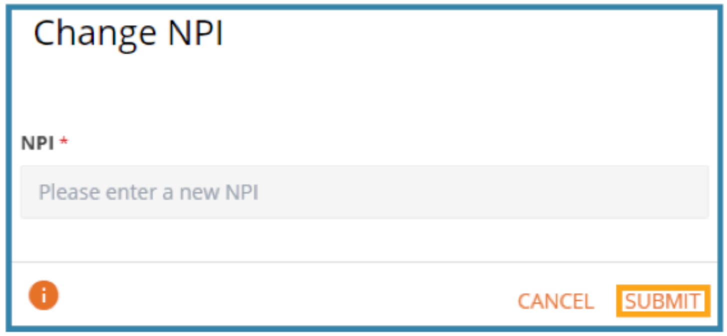


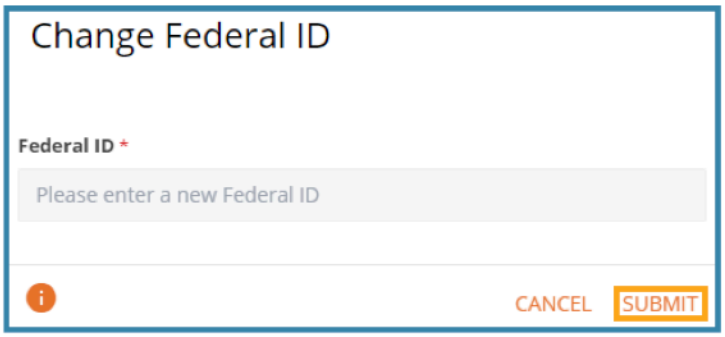




Change NPI

This submenu button opens the **Change NPI** box. This box allows the Provider to update their NPI.



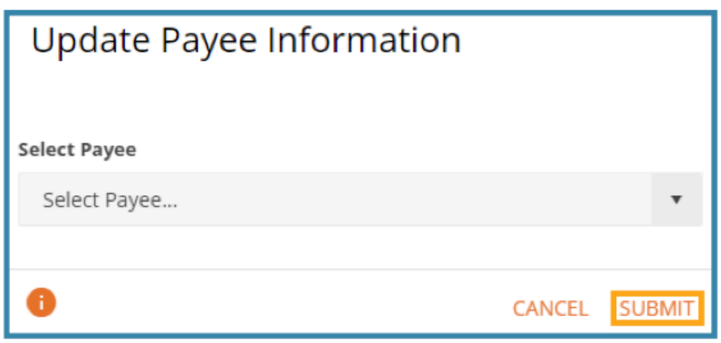


Change Federal ID

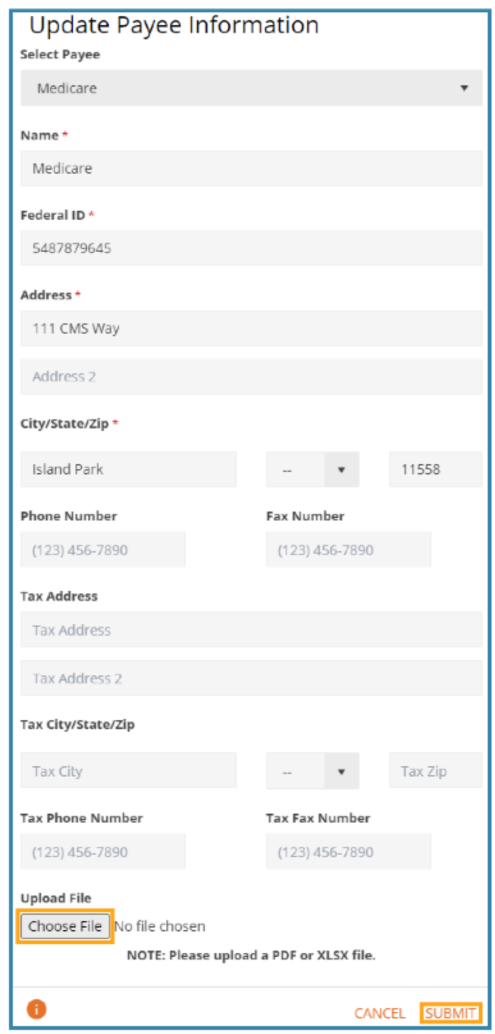
This submenu button opens the 'Change Federal ID' box. This box allows the Provider to update their Federal ID.

Update Payee Information

This submenu button opens the **Update Payee Information Box.** To change the Payee's information, the desired Payee must be chosen from the **Select Payee** drop down menu.

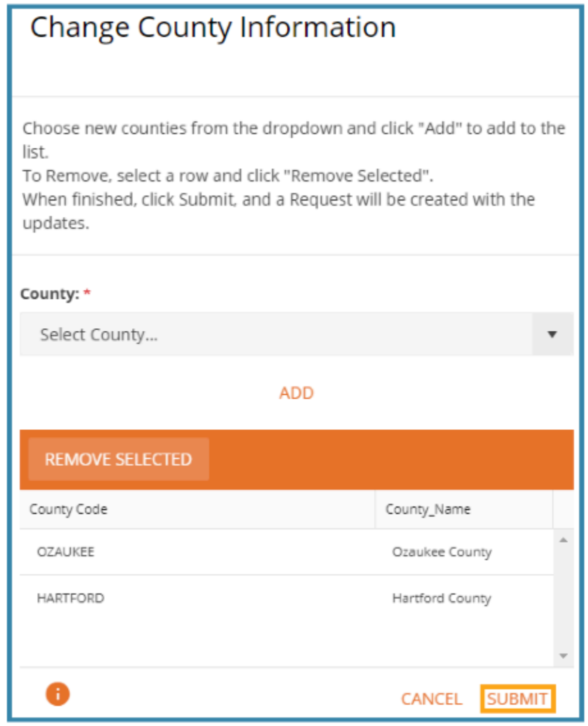


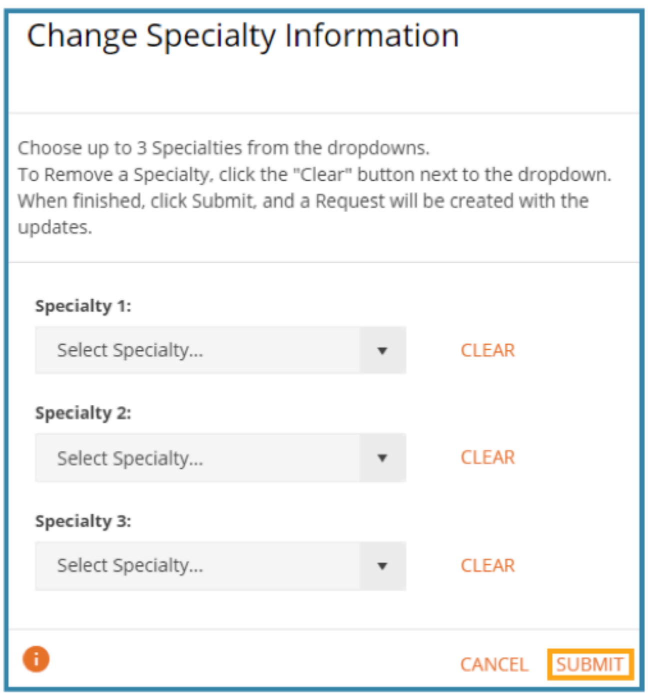
After selecting a Payee from the drop menu, the Provider will be asked to enter information for that Payee. From here, the Provider may also upload any relevant documents by selecting the **Choose File** button.



Update County Information

This submenu option opens the **Change County Information** box. This box will allow Providers to select and add counties to their **Counties Served.** They will also see a list of their currently served counties where they can remove any counties that they are no longer serving. Selecting **Submit** will send a request that must be accepted before the desired changes are implemented.





Update Specialties

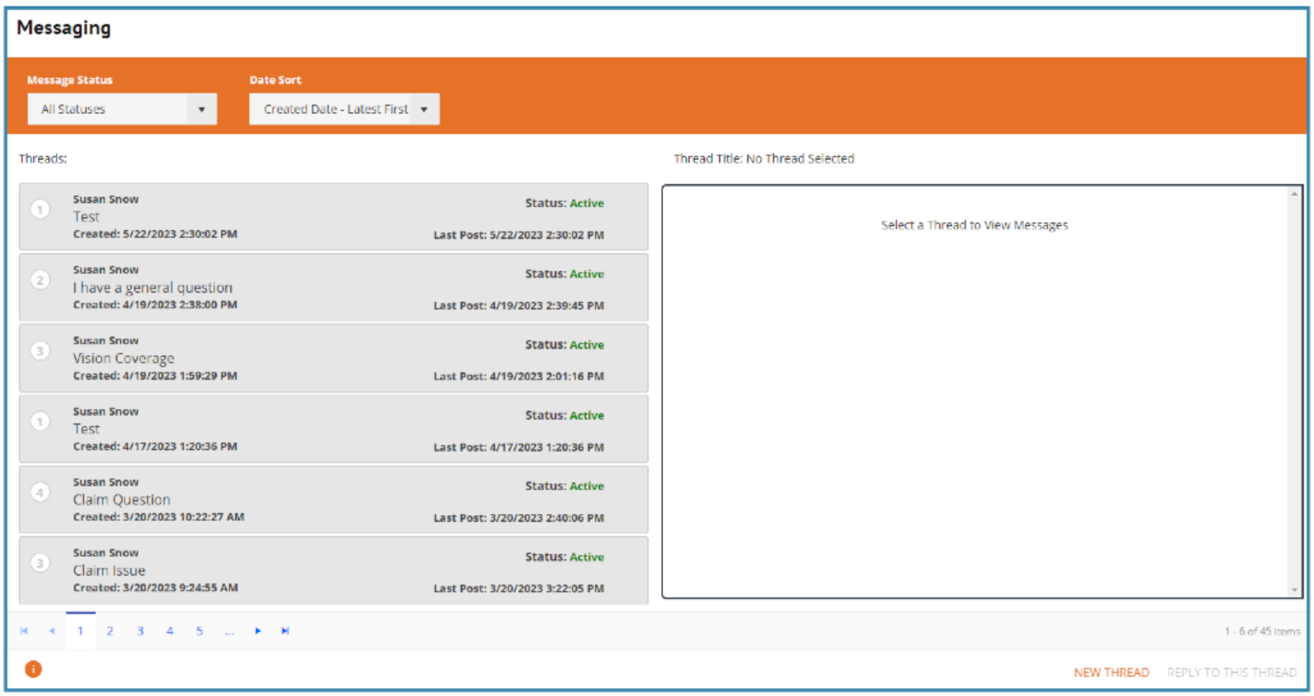
This submenu option will open the **Change Specialty Information** box. This box will allow Providers to add and remove any of up to 3 Provider Specialties from their profile. Selecting **Submit** will send a request that must be accepted before the desired changes will be implemented.

Message Center

Announcements

The **Announcements** POD displays announcement messages that are configured by the Plan Administrator.

Messaging



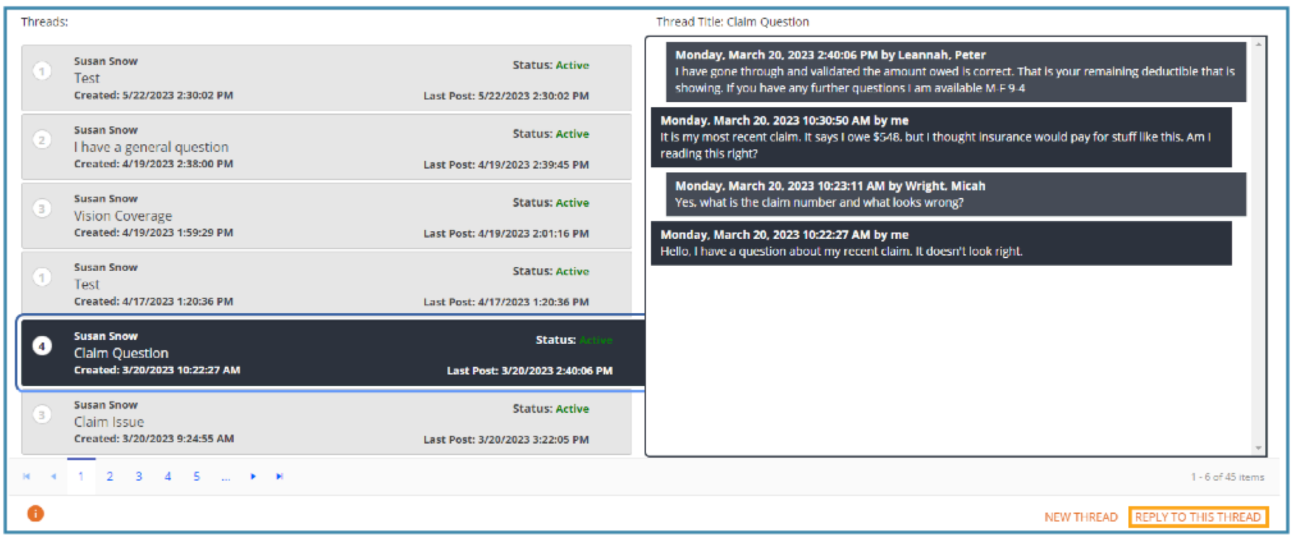
The **Message Center** POD allows a Provider to create and respond to message threads associated with assigned Users. Any messages sent through the Message Center are instantly sent to both VBASoftware and the Plan Administrators Portal. After navigating to the **Message Center,** they will find a list of their associated threads. This list of threads may be filtered by the following criteria:

- **Message Status:** Will filter threads by being Closed, New, or Active.
- **Date Sort:** Will filter threads by their Created Date (either 'Latest First' or 'Earliest First') or simply by 'Latest First'.

Each thread will be displayed with the following information:

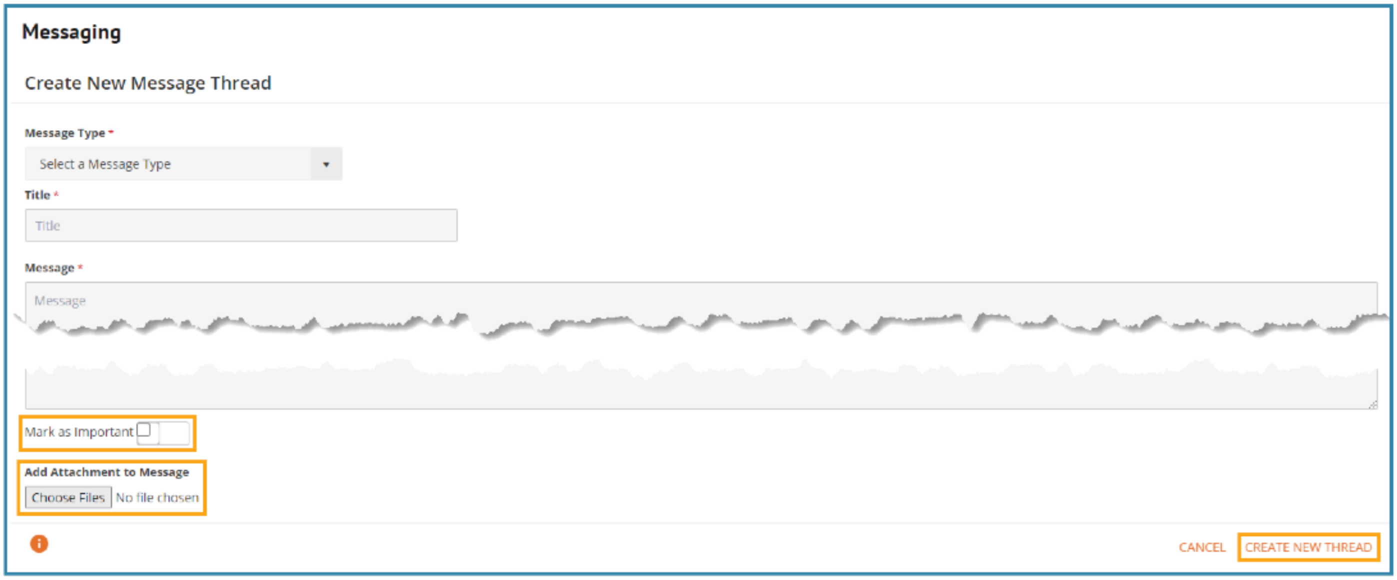
1. The number of messages sent and received in this thread.
2. The name of the User who sent the Message.
3. The title of the message thread.
4. The date and time this message thread was created.
5. The current status of the thread (Closed, New, or Active).
6. The most recent date when a post was made to the thread.

Selecting a thread from the list will open that thread to the right of the thread list. This window will show the thread's messages as well as any attachments. Selecting an attachment will automatically download that attachment. Select **Reply to This Thread** to reply to the selected thread. This will navigate to the **Reply** screen.



In the **Message** box, the Provider can write a message in response to the selected thread. The option of attaching a file and marking their reply as important is available here as well. Click on **Reply** to send the message to the thread or **Cancel** to return to the Message Center.

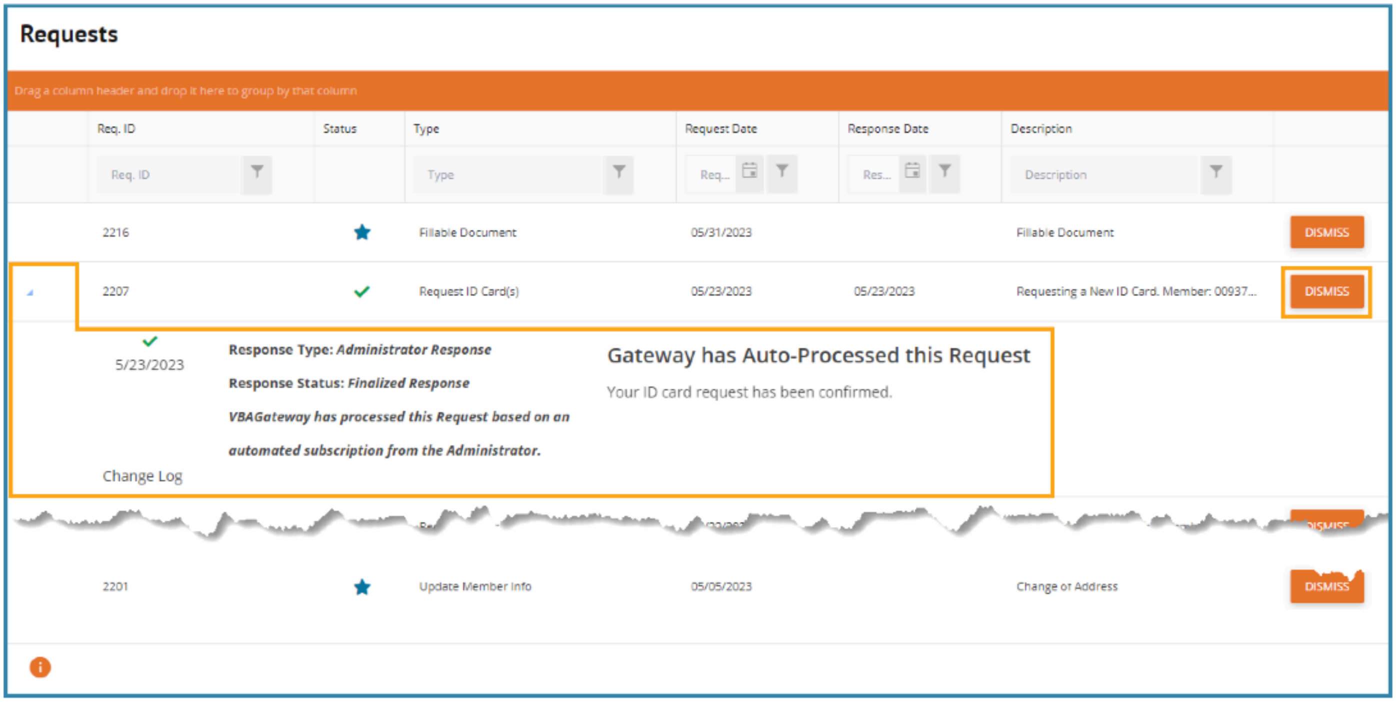
Selecting **New Thread** in the Message Center will navigate the Provider to the **Create New Message Thread** screen. Within this page you can select a **Message Type** ('General Inquiry', 'Claim Inquiry', 'Enrollment Inquiry', etc.), create a **Title** for the Message Thread, and write the **Message** body. There are also options to attach a file and mark the message as important. Click on **Create New thread** to post the message thread, or click **Cancel** to be taken back to the Message Center



Request

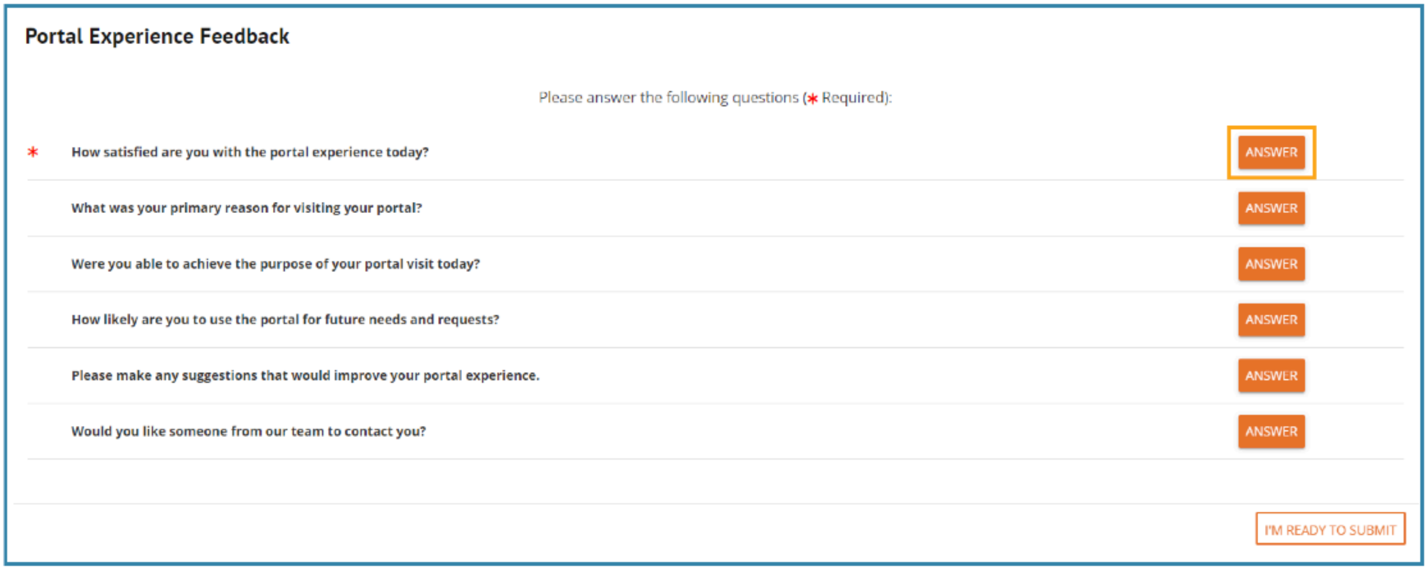
The **Request** POD keeps a record of all requests and their status. Requests can be filtered by ID, Type, Request Date, Response Date, and Description.

Users can use the **Dismiss** button to remove a request from view. The arrow in the leftmost column will toggle additional information for the request in that row.

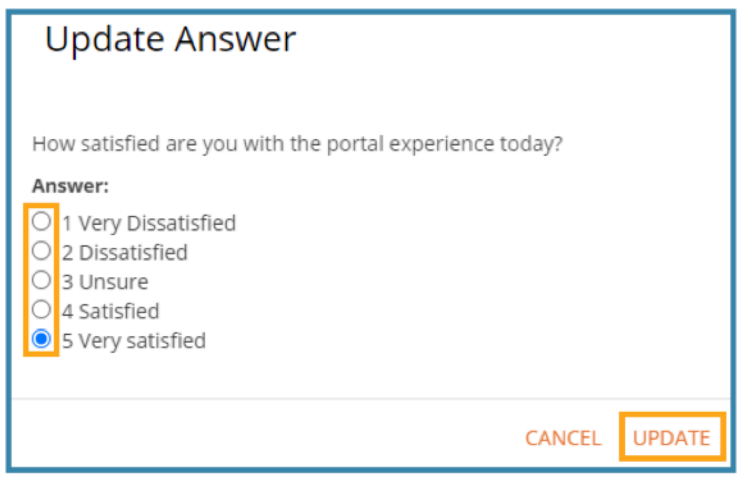


Provide Feedback

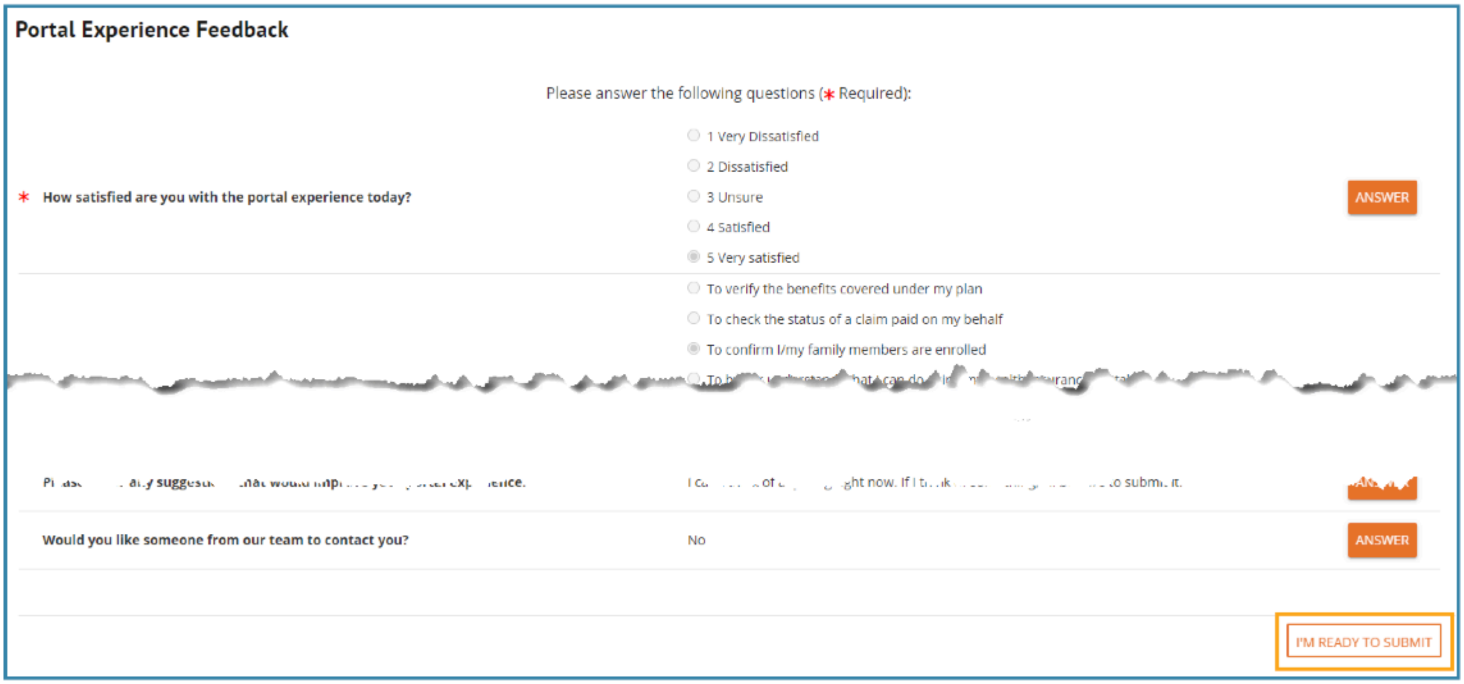
On the **Provide Feedback** screen, Users can share their experiences about VBAGateway. Out of the 6 questions presented, only the first one must be answered to submit feedback. Begin by selecting the orange **Answer** button to the right of a question.



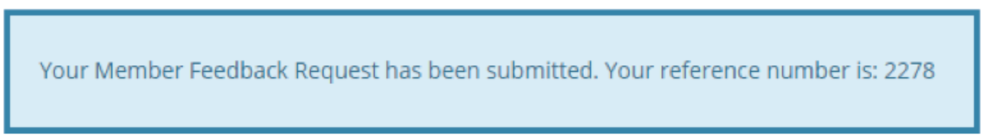
Selecting an **Answer** button will open an **Update Answer** window with options related to the corresponding question. Simply select the circle next to the desired answer (or fill out the suggestion box) and select **Update** in the bottom right corner. The **Cancel** button will close the window without updating the answer.



After the initial Required question and any number of optional questions have been answered, select the **I'm Ready to Submit** button in the bottom right corner of the screen.



If the Feedback was successfully submitted, the User will receive a notification with a reference number for their submission.



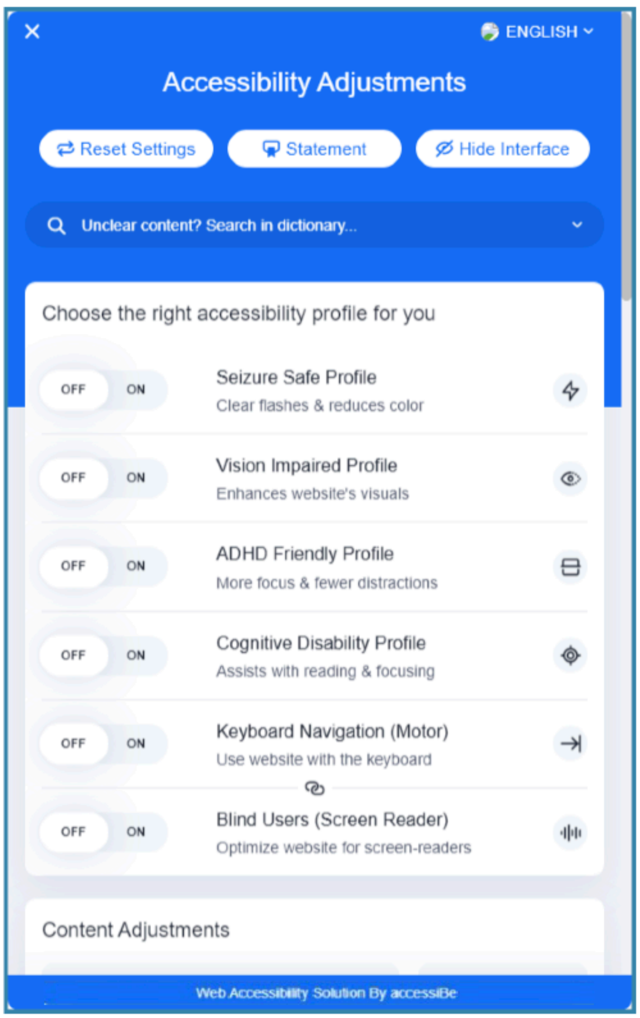
Optional Features

The following features are optional features that will incur additional fees to access. Reach out to your Account Executive to gain access to these features.

Support and Accessibility Settings

Regardless of where the Provider is within the Provider Portal, they will find these two icons in the bottom right-hand corner of the screen.

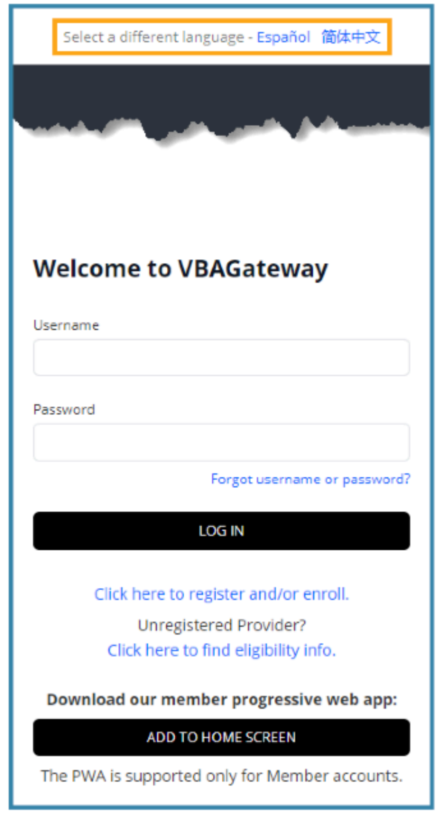
The first icon, the larger orange circle with a chat bubble, will launch **Chat Support**. This will be a popup window where the User may send and receive messages to and from their Plan Administrators.



The second icon, the smaller blue circle with a stick person, will open the **Accessibility Adjustments** window. This interface, provided by accessiBe, is a session-based design and UI adjustment tool that makes accessibility modifications based on a User's individual needs. All adjustments are compliant with WCAG 2.1 AA & AAA requirements. These options include accessibility profiles for specific disabilities such as vision impairment and motor impairment. They may also adjust specific settings such as text size, text color, contrast, cursor size, etc.

Please contact your dedicated Account Executive if there is any interest or questions about this optional feature.

Language Options



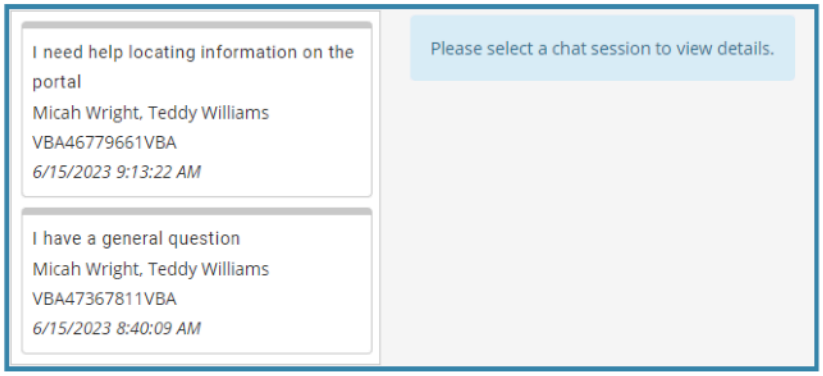
At the top of the login screen, above the VBAGateway banner, are hyperlinks for each language available. Selecting a new language from among these options will navigate to a new login screen in the desired language. If your account has been linked to the desired language, you will be able to login with the same User ID and password.

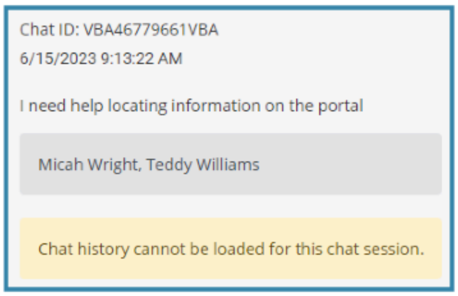
Please contact your dedicated Account Executive if there is any interest or questions about this optional feature.

Chat History

The **Chat History** POD contains a list of all previous Chat Sessions. Each chat session will display the following information, from top to bottom:

- **Topic of discussion**
- **Participants in the chat (Admin, User)**
- **Chat ID**
- **Date and Time the Chat was initiated.**

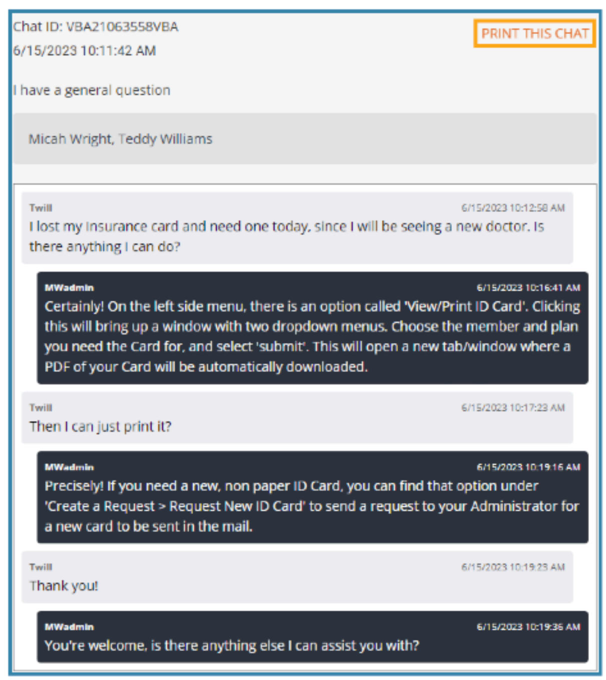




Once a chat has been concluded, by either the User or the Administrator, only minimal information will be available. Any direct messages between a User and Administrator will not be made available.

It is possible to view and print a Chat Log, but it must be done before the Chat is closed (By either the User or the Administrator.) If the User would like to print out a Chat to keep for their own records, they should let the Administrator they are chatting with know.

To print out a Chat History, a User should navigate to the **Chat History** POD and select an open Chat from the list on the left side of the POD. This will open the entire Chat History on the right side of the POD, where the User can view all messages sent between them and their Administrator. They can click on the **Print This Chat** button in the top right corner of the POD. This will open a new window, containing all the information about the selected chat, as well as a **Print** button that will print out a copy of the current chat.



Please contact your dedicated Account Executive if there is any interest or questions about this optional feature.