



To: All Contracted PCP's and Specialist Physicians
From: Rafael Zepeda, Director of Integrated Networks
Date: April 4, 2023
Re: **MedPOINT Management Portal (Reminder)**

All Contracted PCPs & Specialists

In February 2023, we notified the Provider network about our new affiliation with Anthem Medicare line of business. We communicated that MedPOINT Management MSO manages our assigned members for this new contract affiliation. Additionally, we held a series of virtual webinars to provide materials & information to everyone.

If you did not attend the virtual webinars, it is essential to complete the following:

<p>1. Register for MedPOINT Portal Account: (view eligibility, view/submit authorizations, view/submit claims)</p>	<p>To register, go to: https://portal.medpointmanagement.com Click to 'Request an Account'</p>
<p>2. If you already have a MedPOINT portal account for other entities:</p>	<p>Please email us your user ID, tax ID, and NPI. We will work with MedPOINT to link your account to view Emanate Health IPA patients. Email: IPASupport@EmanateHealth.org</p>

Attached is a contact sheet distributed in February. Please review the information to ensure patient services are provided without any delay.

For any questions, please email us at IPASupport@EmanateHealth.org.

For Anthem Medicare LOB Only
MedPointQuick Reference Sheet

AREA	CONTACT DETAILS
Provider Services	<ul style="list-style-type: none"> • Phone: (888) 784-0477 option 5 • Hours: 9:00am – 5:00pm • Email: EHIPA_ProviderServices@medpointmanagement.com
Customer Service	<ul style="list-style-type: none"> • Phone: (888) 784-0477 • Hours: 9:00am – 5:00pm • Scope: <ul style="list-style-type: none"> • Eligibility – option 1 • Authorizations – Option 2 • Claims – Option 3 • Credentialing – Option 4 • Provider Services – Option 5 • Web Portal log in – Option 6 • Financial Responsibility – option 7 • All other services – option -0
Claims Submission	<ul style="list-style-type: none"> • Via Office Ally, use Payor ID#: MPM62 • Mailing address Emanate Health IPA P.O Box 7020-18 Tarzana, Ca 91357
Case Management	<p>To report an admission:</p> <ul style="list-style-type: none"> • Please fax the Face Sheet to (888) 385-2876
Eligibility	<p>To have a patient added urgently, you can email or call.</p> <ul style="list-style-type: none"> • For emails, please send to: Eligibility@medpointmanagemnt.com • For urgent requests, please call (888) 784-0477 option 1
Utilization Management	<ul style="list-style-type: none"> • Submissions: Please submit authorizations via MPM Web Portal at https://portal.medpointmanagement.com/
Web Portal Assistance	<ul style="list-style-type: none"> • Technical Assistance: • New Users: Please submit a request via MPM Web Portal at https://portal.medpointmanagement.com/sign-in • Phone: (888) 784-0477 option 6