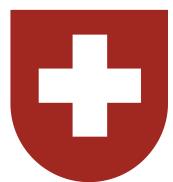


**PROVIDER PORTAL**  
**USER GUIDE**



**Universal  
Healthcare MSO**



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## Provider Portal-EZ-NET Introduction

This document provides instructions for logging in and out and navigating the portal within the EZ-NET system.

EZ-NET is a secured, web-based provider portal which delivers a fast, accurate, and controlled method that enables selected provider offices and organizations access to healthcare information, including eligibility, benefits, authorization, and claims information in a secure environment which protects the HIPAA privacy of the members.

### **EZ-NET Benefits to Business Partners**

Being an EZ-NET user provides many benefits including:

1. Search for network providers
2. Submit authorizations requests
3. Inquire on authorization status
4. Verify health plan eligibility
5. View member authorization history
6. Check status of claim/encounter information
7. PCPs can access, and print assigned member lists (TBD)
8. Look up procedure codes, diagnosis codes, and other general reference information



## Log In

URL: <https://eznetportal.universalhealthcareipa.com/>

- Username: Enter Username
- Password: Enter Password
  - Note – EZ Net defaults to uppercase but continue to enter Username and Password as written
  - Example – Username is TCombs – enter the letters T and C as uppercase and remaining letters in lower case although it shows all letters as capitalized
- Click **Login** button

Thursday, August 18, 2022 12:26:03 PM

**Universal Healthcare IPA, Inc. Provider Portal**

**Login:**

Username:

Password:

**Login ➤**

New User Registration

Forgot Username/Password ?

**Header News Section**

**Home-Top Right Section**

**Home-Bottom Right Section**

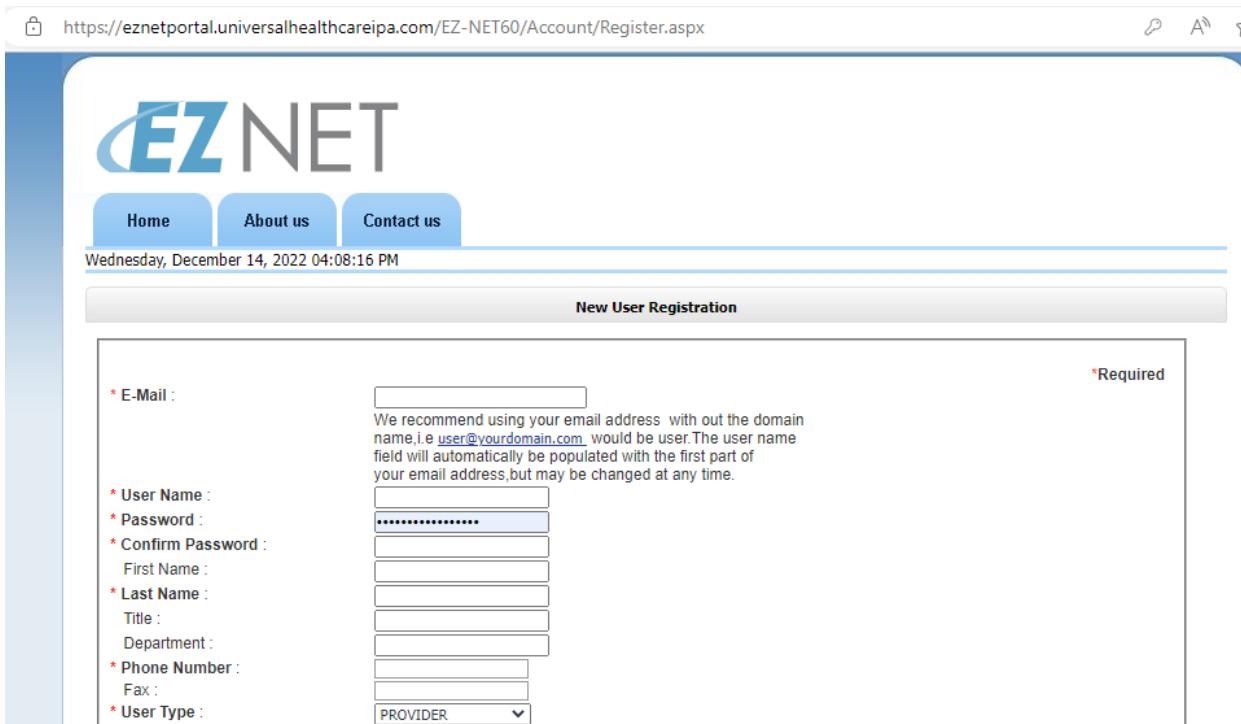
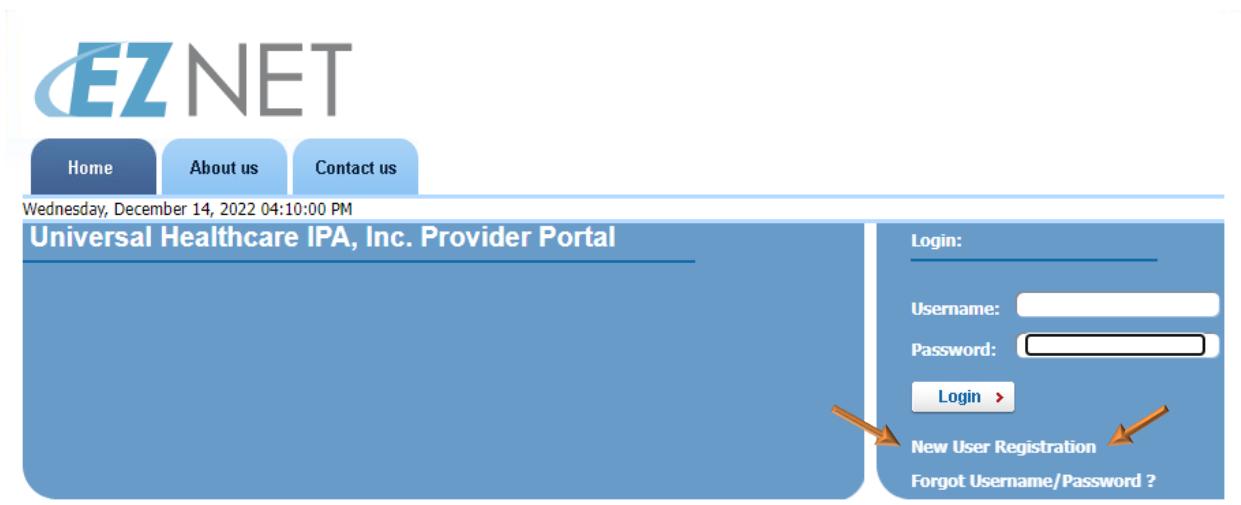
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EZ-NET v6.8.0



## New User Registration

A new user can register for the UHC IPA Provider Portal through the New User Registration screen. Enter the following information in order to successfully submit a New User Registration.



- Email: User's work email address
- Username: If not provided, please create username
- Password: Create password (at least 8 characters including - one uppercase letter, one number, and one special character)
- Confirm Password: Re-enter password
- First Name: User's first name



- Last Name: User's last name
- Title: User's title
- Department: User's department
- Phone Number: Work phone number
- Fax Number: Work fax number
- User Type: Provider

## Company(s)

- Your Company/Provider/Group should automatically populate under **Available Company(s)** - see example below
- Click on the company and click the **single right-facing arrow** to move over to Selected Company(s) box
  - If more than one company, you may hold down the Ctrl button on your keyboard and click on each company with which you are affiliated and then, click the single right-facing arrow and all highlighted companies will move over to Selected Company(s) box
  - Or, if all companies listed pertain to you then simply click the **double right-facing arrows** button and all will move over to the Selected Company(s) box

\* Company(s)

Available Company(s)	Selected Company(s)
UHCMSO	
UHP	

Transfer buttons:

## Search for affiliated providers

- You may **enter Provider NPI or Provider Tax ID or Last Name or First Name**
  - All fields are not required in order to search for a provider
- Click **Search**
- Highlight affiliated provider(s) and click right-facing arrow(s) to transfer over
- Continue until provider(s) are selected and moved over to the right



\* Provider(s)

Provider NPI:	<input type="text"/>	Provider Tax ID:	<input type="text"/>
Last Name:	<input type="text"/>	First Name:	<input type="text" value="MANGAT"/>

Provider Name	Provider ID	Company ID
MANGAT NISHAN	1275160137	UHCMOS
MANGAT NISHAN	1275160137	UHP

Provider Name	Provider ID	Company ID

- Type the code provided and click **Submit Request**

Type the letters you see in the below picture

**DXFCL EKX** 

\* Captcha :

After registering as a New User, a confirmation message will appear asking you to verify your account. An email is then sent to the EZ Cap/Net Administrator (UHC IPA) that a new user has just registered.

UHC IPA will verify the account within 24 hours. Once completed, the new user will receive email confirmation (contains portal link, username, and password) that the account has been activated.

After receiving confirmation email, go to UHC IPA EZ Net Provider Portal



[Home](#)

[About us](#)

[Contact us](#)

Thursday, December 15, 2022 08:52:32 AM

**Universal Healthcare IPA, Inc. Provider Portal**

Login:

Username:

Password:

[New User Registration](#)

[Forgot Username/Password ?](#)

Login:

- Username: Enter Username as it appears in email confirmation



- Password: Enter (temporary) Password as it appears in email confirmation
  - Note – EZ Net defaults to uppercase but continue to enter Username and Password as written
    - Example – Username is TCombs – enter the letters T and C as uppercase and remaining letters in lower case although it will show all letters capitalized
- Click **Login** button
- After clicking Login button, you will be prompted to create a new password
  - Old Password: Enter the temporary password sent in confirmation email
  - New Password: Create and enter new password here (must contain a minimum of eight characters including, one capital letter, one number, and one special character)
  - Confirm Password: Re-enter newly created password
- Create a Password Recovery Question and Answer
  - For instance, question is “My dog’s name” and answer is “Fido”
    - Please complete this setup as this information is required for Username recovery
- Click **Submit**
- User should now be able to navigate within Provider Portal

## Reset / Retrieve Password / Retrieve Username

For a forgotten username or password, click on the ‘I Forgot My Username/Password?’ hyperlink

A pop-up will appear prompting you to enter the following information

- Username: Enter current username for UHC IPA EZ Net Provider Portal
- Email Address: Enter email address associated with Provider Portal registration
- Click Clear to start over, or click Next to submit request

Home    About us    Contact us

Thursday, December 15, 2022 09:55:46 AM

### Reset Your Password

You can change or reset the Password for your EZ-NET account by providing Username and E-mail ID.  
Enter User Name and E-mail Address.

User Name:

Email Address:

[Forgot your Username?](#)

**Note:** Click on hyperlink ‘Forgot your Username?’ to retrieve your username (this will only work if the Password Recovery Question and Answer Setup has been created).

[Home](#)[About us](#)[Contact us](#)

Thursday, December 15, 2022 09:55:46 AM

## Reset Your Password

You can change or reset the Password for your EZ-NET account by providing Username and E-mail ID.

Enter User Name and E-mail Address.

User Name:

Email Address:

[Forgot your Username?](#)

[Clear](#)

[Next](#)

After clicking on [Forgot your Username?](#), a pop-up appears requesting the following

- User's Last Name
  - User's First Name will automatically populate
- User's Email Address (associated with this profile)
- After entering required information, click on the Next button to submit
  - The Clear button erases information to allow user to start over

[Home](#)[About us](#)[Contact us](#)

Thursday, December 15, 2022 10:09:41 AM

## Forgot your Username

If you don't remember your Username, provide the information below.

Last Name:

First Name:

Email Address:

[Clear](#)

[Next](#)

User will receive a confirmation email containing user's Username

- Proceed with signing into Provider Portal with Username and Password

## Contacting Us

For any questions regarding the UHC IPA Provider Portal, please contact our customer service team at 661-695-5990 or by emailing us at [customer\\_service@uhcmso.com](mailto:customer_service@uhcmso.com).

## System Navigation

Basic system navigation functions, such as searching for providers, submitting, and reviewing authorizations, and viewing claims are described in the following subsections.



## Providers tab menu

### Search for a Provider

Click on **Provider Search** in the *Providers* section of the Main Menu to search for providers. To search for a particular provider, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL providers) and then click on the button.

Search result(s) will populate in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating that "NO RECORDS FOUND" will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.

The screenshot shows the EZ-NET Provider Search interface. The top navigation bar includes links for Dashboard, Main, EZ-EDI, My Profile, Settings, and Logout. The main menu bar shows categories: Providers, Members, Auth/Referrals, Claims, References, Favorites, and General. The current page is 'Provider Search'. The search form contains fields for Company ID (NICE - NICE COMPANY), Last Name (FRANK), Specialty (FAMILY PRACTICE), Language (ENGLISH), Service Area (N/A), Provider ID (N/A), First Name (FRANK), City (N/A), Zip (N/A), and Sort By (Provider Name). Below the form is a table of search results:

Provider Name	Specialty	Group	Phone	Zip	City, State	Language
CASTLE FRANK	FAMILY PRACTICE	VALENCIA MEDICAL GROUP				
NELSON FRANKLIN	FAMILY PRACTICE	SUTTER MEDICAL FOUND...				

At the bottom, a navigation bar shows Page 1 of 1, Total Item(s) 2, and a page number 10.

Footer information includes: THAIGWOOD, Copyright© 2006-2022 Cedar Gate Technologies. All Rights Reserved. System availability, transaction execution, and response times may vary due to volume, system performance and other factors. Technology provided by Cedar Gate Technologies. EZ-NET v6.9.0.



## Provider Detail

To display provider details, select a provider from the search results list by clicking on the provider's name (in **BLUE** text) in search result screen.

- Note any **BLUE** – is a hyperlink to more information.

The screenshot shows the EZ NET provider detail page. At the top, there is a navigation bar with 'Dashboard', 'Main' (selected), 'Settings', and 'Logout'. The main content area shows provider details for Parmar Ashok M MD. The details are organized into two sections: 'Provider Details' and 'Additional Information'. The 'Provider Details' section includes fields for Provider ID, Name, Practice/Group, Address, City/Zip, Phone, Fax, and Service Area. The 'Additional Information' section includes fields for Company ID, Class, Group ID, Specialty, Country, Contract Effective Date, Contract Term, and Contract. Below the provider details, there are three buttons: 'Assigned Members', 'Healthplan Affiliations', and 'Office Locations'.

Provider Details	
Provider ID:	1164419073
Provider Name:	PARMAR ASHOK M MD
Practice/ Group:	UNIVERSAL HEALTHCARE SERVICES, INC.
Address 1:	3550 Q ST.
Address 2:	SUITE 202
City/ State/ Zip:	BAKERSFIELD/ CA/ 933011645
Phone:	(661)558-1620
Fax:	(661)558-1621
Service Area:	

Additional Information					
Field#	User Field	User Field Value	Field#	User Field	User Field Value

Assigned Members      Healthplan Affiliations      Office Locations

By clicking on a provider name, the user can view the Provider Details.

The screen contains buttons to view:

- Health Plan Affiliations
  - Displays affiliated health plans and effective/termination dates
- Office Locations
  - Displays affiliated office locations (street, city/state, zip, country, phone/fax)
- *Assigned Members (not yet available)*



## Member tab menu

### Search for a Member

The member drop-down menu contains the **Member Search**

To search for a particular member, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL members) and then click on the button.

The search results will display in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating that "NO RECORDS FOUND" will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.

Wednesday, November 20, 2013 07:21:54 PM      Welcome JFOX61 ▾

Providers ▾ Members ▾ Auth/Referrals ▾ Claims ▾ References ▾ Favorites ▾

[Home](#) >> [Main Menu](#) >> [Members](#) >> [Member Search](#)

**Member Search**

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID:	<input type="text" value="MZIHC - MZIHC COMPANY"/>	Healthplan:	<input type="text" value="BLUC - BLUE OF CALIFORNIA"/>						
Member ID:	<input type="text"/>	PCP ID:	<input type="text"/>						
Last Name:	<input type="text" value="J"/>	Birth Date:	<input type="text"/>						
First Name:	<input type="text"/>	Address 2:	<input type="text"/>						
Address 1:	<input type="text"/>	State/Region:	<input type="text"/>						
City:	<input type="text"/>	Sort By:	<input type="text" value="MEMBER NAME"/>						
Zip:	<input type="text"/>	<input type="button" value="Search"/> <input type="button" value="Clear"/>							
Member ID	Member Name	Gender	Birth Date	Healthplan Name	Healthplan Option	N/E	From Date	Thru Date	PCP ID
<a href="#">12347-6</a>	JACOBS, JONATHON	MALE	6/25/1970	BLUE OF CALIFORNIA	A	<input type="checkbox"/>	1/21/2001		22335
<a href="#">2010012501</a>	JANUARY-JONES, J...	FEMALE	1/25/1984	BLUE OF CALIFORNIA	A	<input type="checkbox"/>	1/1/2011		2010102
<a href="#">201258</a>	JIM	UNKN...	1/1/1961	BLUE OF CALIFORNIA	A	<input type="checkbox"/>	1/1/2010		

berEligibilitySearch.aspx Page 1 of 1 Total Item(s): 3 10



## Eligibility - Member Information

To display member detail, click on a member ID in the "Member ID" column (in **BLUE** text) within the Member Search Results window. The Notes and Memos are displayed based on EZ-NET Company Configurations.

Quick links at the bottom of the page to allow the user to view more information about the selected member:

- PCP History
- Auth History
- Referral History
- Plan History

Wednesday, November 20, 2013 07:27:08 PM      Welcome JFOX61 ▾

Providers ▾ Members ▾ Auth/Referrals ▾ Claims ▾ References ▾ Favorites ▾

Home >> Main Menu >> Members >> Member Search

Eligibility - Member Information

Member Information			
Company ID:	MZIHC	Member Name:	JANUARY-JONES, JANET
Member ID:	2010012501	Gender:	FEMALE
DOB:	01/25/1984	Age:	29 YEARS
Relation to Sub:		Home Phone:	
E-Mail:		Work Phone:	Ext:
Address:	2011 EASTERN	Mobile Phone:	
		City/State/Zip:	VALENCIA/CA/91355

Member Benefit Information			
Healthplan:	BLUC	Benefits Plan:	A
Benefits Effective:	01/01/2011	Benefits Termed:	
Benefits Category:	A	Never Effective:	<input type="checkbox"/>
PCP OV			
Co-Pay:	\$15.00	Co-Insurance:	0.00%
OV SPECIALIST			
Co-Pay:	\$15.00	Co-Insurance:	0.00%
ER COPAY			
Co-Pay:	\$75.00	Co-Insurance:	0.00%

Additional Benefit Search			
Benefits Category:	<input type="text"/>	<input type="button" value=""/>	<input type="text"/>
Co-Pay:			Co-Insurance:

Additional Information			
EZ-NET COMMENT:			

Primary Care Provider Information			
PCP Name:	SOMMER RONALD MD	Provider ID:	2010102700
Specialty:	FAMILY PRACTICE	Phone:	(661)555-3155
Fax:	(661)555-3165	PCP Effective:	01/01/2010
PCP Termination:			

[PCP History](#) [Auth History](#) [Referral History](#) [Plan History](#)



## Auth tab menu

### Authorization Inquiry

A user can inquire about an authorization status and view an authorization history. Whether originally submitted via EZ-NET, phone, or facsimile, the portal enables a user to view all authorizations submitted.

To begin an inquiry, select the **Inquiry** option under the *Authorization* section of the Main Menu to display the "Authorization/Referral Search" screen. Any combination of search criteria may be entered.

The search result(s) will populate in the window below, sorted in your specified order ("Sort By" drop-down list).

- **Click** on **BLUE** text in the screen below to obtain more information regarding the authorization, member, referring provider, performing provider, etc.

If the system does not locate any records that meet your search criteria, a message stating that "**NO RECORDS FOUND**" will display. Either replace/adjust selection criteria or click Clear and re-enter criteria.

Dashboard   Main   EZ-EDI   My Profile   Settings   Logout

Welcome EZNETUSER ▾

Wednesday, November 20, 2013 07:53:47 PM

Providers ▾ Members ▾ Auth/Referrals ▾ Claims ▾ References ▾ Favorites ▾

Home >> Main Menu >> Auth/Referrals >> [Inquiry](#)

**Auth/Referral Search**

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

<b>REQUEST TYPE</b>		<input type="radio"/> Authorization	<input type="radio"/> Referral	<input checked="" type="radio"/> Both
Company ID:	<input type="text" value="MZIHC - MZIHC COMPANY"/>	Member ID:	<input type="text"/>	<input type="text"/>
Auth/Referral #:	<input type="text" value="201310"/>	Status:	<input type="text" value="NONE SELECTED"/>	
Requested Date From:	<input type="text"/> To: <input type="text"/>	Performing Provider ID:	<input type="text"/>	
Auth Action Date From:	<input type="text"/> To: <input type="text"/>	Referring Provider ID:	<input type="text"/>	
Auth Exp Date From:	<input type="text"/> To: <input type="text"/>	Auth Priority Status:	<input type="text"/>	
HP Authorization #:	<input type="text"/>	Sort By:	<input type="text" value="AUTH #"/>	

[Search](#)   [Clear](#)

	Auth/Referral Number	Request Type	Status	Memb ID	Memb Name	Gender	DOB	Healthplan	Referring Provider	Performing Provider
<a href="#">20131017700000300001</a>	A	DENIED	2010102701	<a href="#">NOVEMBER, OZZIE</a>	MALE	10/27/1950	BLUC	<a href="#">SOMMER RONALD...</a>	<a href="#">VALEN...</a>	
<a href="#">20131014700000300001</a>	A	APPROVED	2010102701	<a href="#">NOVEMBER, OZZIE</a>	MALE	10/27/1950	BLUC	<a href="#">SOMMER RONALD...</a>	<a href="#">VALEN...</a>	
<a href="#">20131007700000300001</a>	A	APPROVED	1001201301	<a href="#">LABRADOR, LADY</a>	FEMALE	10/1/1990	BHDP	<a href="#">SOMMER RONALD...</a>	<a href="#">CARE...</a>	

Page [1](#) of 1 Total Item(s): 3 [10](#)



## Authorization Details

From the Authorization search window, the user can access additional:

- Authorization details
- Member details
- Referring Provider details

Dashboard   Main   My Profile   Settings   Logout

Tuesday, August 23, 2022 07:00:38 PM   Welcome TEST123 ▾

Providers ▾   Members ▾   Auth/Referrals ▾   Claims ▾   References ▾   Favorites ▾   General ▾

[Home](#) >> Main Menu >> Auth/Referrals >> [Inquiry](#)

**Authorization Details**

Authorization Information	
Authorization #:	20220720700101600001
Status:	UHCMSO
Processed By:	01/07/2022
Place Of Service:	00:00:00
LOS:	03/07/2022
Priority Status:	0 - UNSPECIFIED
HP Authorization #:	
Request Category:	
Service Type:	
Decision Date:	
Admit Source:	
Facility Code:	
Time:	
Expiration Date:	05/06/2022
Authorized Units:	0
Requested Units:	0
Certification Type:	
Auth Service Pkg:	
Admit Type:	
Patient Status:	

[Additional Master Info](#)

Patient Information		Diagnosis Information	
Patient Information		Diagnosis Information	
Patient Name:	TEST, DUFFY	Code	Version
DOB:	09/04/1987	U07.1	10
Age:	34 YEARS	Description	
Gender:	FEMALE	COVID-19	
Memb ID:	TEST123	LOINC Code	
Healthplan:	HNMM		
PCP OV Co-Pay:	N/A		
Service Area:			

Referring Physician Information			
Name:	TEST, PROVIDER	Provider ID:	TEST123
Specialty:	AMBULANCE	Phone:	(999)999-9999
Fax:	(123)123-1234	Service Area:	

Performing Physician Information			
Name:	TEST, PROVIDER	Provider ID:	TEST123
Specialty:	AMBULANCE	Phone:	(999)999-9999
Fax:	(123)123-1234	Service Area:	

Services																			
Status	Additional Dtl Info	Auth Action	Auth Expiration	Auth Proc Grp	Service Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Co-Pay	Coinsurance	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty	Req Catg Typ
	ADDITIONAL DTL INFO	03/07/2022	05/06/2022		H0001 P	ALCOHOL AND/OR DRUG ASSESS					1.0000	0.000.00					1.000		

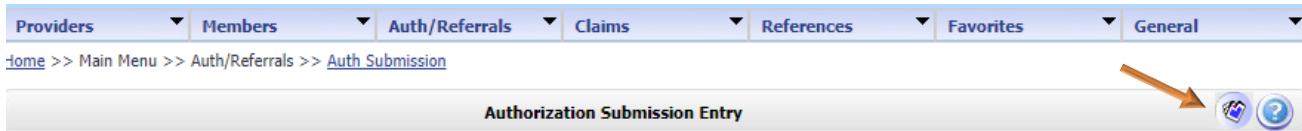
[Submit Request](#)



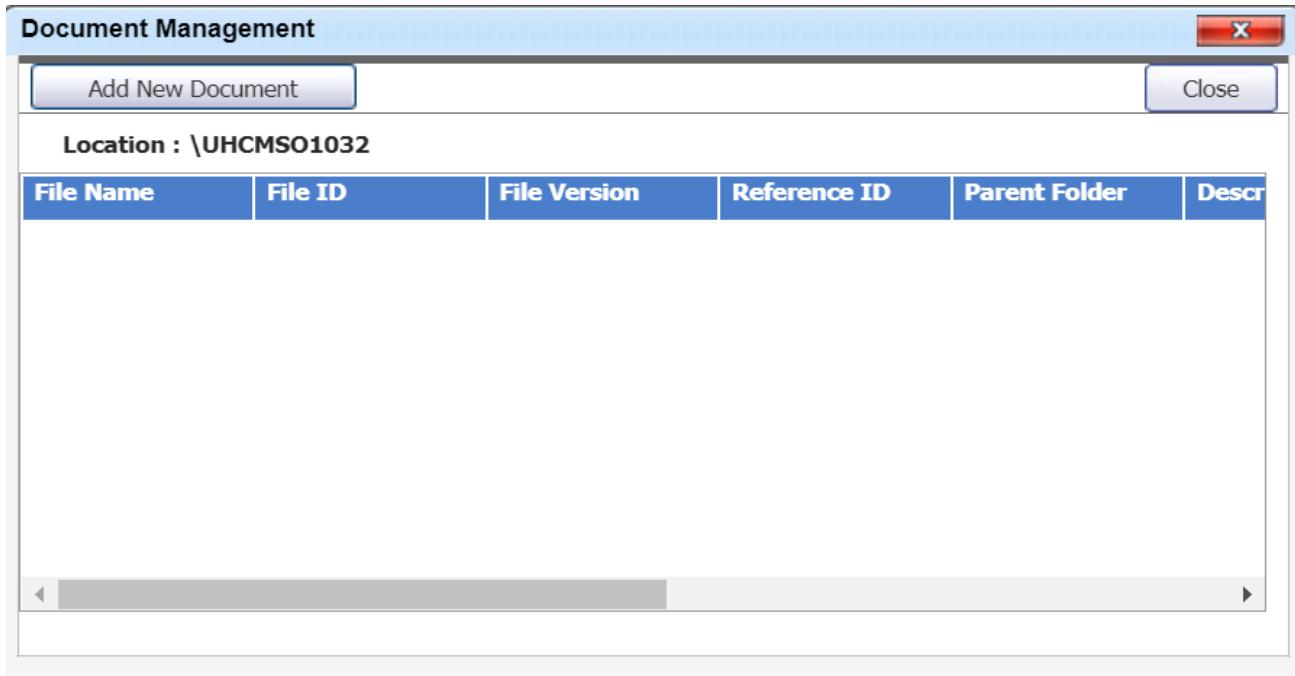
## Authorization Submission

Authorization requests are submitted by the user directly through the Provider Portal. **Prior to submitting an authorization** the user is required to upload/attach documents to each request

- Click on the “blue documents icon” (see orange-colored arrow)



- A pop-up will appear (screen below)
- Click on “Add New Document”



- A pop-up, “File Upload”, appears (see screen below)



- Click on "Choose File"
  - User is taken to file drive(s) to select related file/document
  - After locating file for attachment, the "Reference ID" and "Description" need to be named

**File Upload**

**File Upload**

<b>File:</b>	<input type="button" value="Choose File"/> NO FILE CHOSEN
<b>Reference ID:</b>	<input type="text"/>
<b>Description:</b>	<input type="text"/>
<b>Location:</b>	<input type="text" value="UHCMSO1032"/>

**Upload** **Cancel**

- Reference ID: Named by User
- Description: Name by User
  - Both may be the same name, if desired
  - Example of completed Reference ID and Description, below
- Then, click on "Upload" and file upload is complete

**NOTE: Provider Portal does *not* allow user to upload multiple documents at one time. Each file must be loaded separately.**

**File Upload**

**File Upload**

<b>File:</b>	<input type="button" value="Choose File"/> NO FILE CHOSEN
<b>Reference ID:</b>	<input type="text" value="SMITH"/>
<b>Description:</b>	<input type="text" value="XRAYS"/>
<b>Location:</b>	<input type="text" value="UHCMSO1032"/>

**Upload** **Cancel**



- Once all documents are attached, pop-up disappears and user may continue with completing the authorization submission process (screen below)
- Minimum requirements* for submitting an authorization request are as follows:
  - Priority Status:** Click the magnifying glass icon, and select status accordingly
  - Member ID:** User may enter the ID of member or click on magnifying glass icon to search by other criteria
  - Name: Automatically populates after completing Member ID
  - Service Area: Automatically populates
  - Authorizing Provider ID:** Defaults to member's PCP
    - If authorizing/requesting provider is NOT member's PCP, delete Provider ID and re-enter with authorizing provider's ID
    - User may use the magnifying glass to search by other criteria
  - Service Area: Automatically populates
  - Place of Service:** Click on drop-down arrow to select place of service
    - The "From Favorite" box can only be used after User creates a "Place of Service Favorites List"
  - Auth Action:** Automatically populates with current date
  - Healthplan Name:** Automatically populates
  - Gender and DOB:** Automatically populate

Providers ▼ Members ▼ Auth/Referrals ▼ Claims ▼ References ▼ Favorites ▼ General ▼

Home >> Main Menu >> Auth/Referrals >> [Auth Submission](#)

**Authorization Submission Entry**

<b>Company ID:</b> UHCMZO - UHCMZO	<b>Auth Action:</b> 8/23/2022
<b>Master Record</b>	
Requested Date: 8/23/2022	Time: 18:43:34
Priority Status: 0	UNSPECIFIED
LOS: 0	
Member ID:	
Name:	Gender: DOB:
Service Area:	
Authorizing Provider ID:	
Service Area:	
Requested Provider ID:	
Service Area:	
Facility ID:	
Place Of Service:	SELECT A VALUE
Request Category:	
Service Type:	
Admit Type:	
Patient Status:	
Requested Units: 0	
Certification Type:	
Auth Service Pkg:	
Admit Source:	
Facility Type Code:	

[Additional Master Info](#)



- **Diagnosis Code:** User may enter diagnosis code or use magnifying glass icon to search for appropriate code

Diagnosis

Diagnosis Code:   Add Diag (Only 12 diagnosis codes allowed)

Number	Code	Version	Description	LOINC Code
--------	------	---------	-------------	------------

- A pop-up appears
- Enter diagnosis code, or description of desired diagnosis code
- Select *ICD-10*
- Click Search, select code, and click ok
  - Note: The “From Favorites” box is an option only after User creates a “Diagnosis Code Favorites List”

Diagnosis Code Search

Search Clear No of Records: 1 Ok Cancel

Diagnosis Code:  Description:   
Version:   Begins With  Contains  From Favorites

	Code	Description	From Date	To Date	C
<input type="checkbox"/>	N39.0	URINARY TRACT INFECTION, SITE NOT SP	10/1/2015		C

Page 1 of 1 Total Item(s): 1



You'll see the diagnosis code populate in the window, click "Add Diag"

- If more than one diagnosis code, continue with process with adding up to a maximum of 12 diagnosis codes
- If User needs to remove a diagnosis code, simply click the red "x" at the left of corresponding code.
  - Pop up will ask User "Yes/No" before deleting code

**Diagnosis**

Diagnosis Code:				Add Diag	(Only 12 diagnosis codes allowed)
Number	Code	Version	Description	LOINC Code	
1	N39.0	10	URINARY TRACT INFECTION, SITE NOT SPECIFIED		

Next step is User needs to enter the Service Requested (Procedure Code)

- User may enter the Procedure Code or click on the magnifying glass to search for appropriate code

**Service Requested**

Procedure Code:	Service Type:																			
Auth Procedure Group:	PROF																			
Modifier 1:	SELECT A VALUE																			
Modifier 2:	SELECT A VALUE																			
Modifier 3:	SELECT A VALUE																			
Modifier 4:	SELECT A VALUE																			
Service Line Amount:	Line Rate:																			
Auth Qty:	1.000																			
Admit Date:	Diag Ref:																			
Number of Days:	Discharge Date:																			
Admit Source:	Admit Type:																			
Request Category:	Requested Qty:																			
Service Type:	Certification Type:																			
	Facility Type Code:																			
<b>Add Proc</b>																				
Additional Dd Info	Auth Action	Auth Expiration	Auth Proc Grp	Service Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Diag Ref	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty	Req Catg	Cert Type	Service Type	Fac Code



- Enter code, click Search, find description below and click "ok"

Procedure Code Search

		No of Records: 1		Ok	Cancel
Service Type:	PROFESSIONAL	Procedure Code:	99213		
Procedure Description:			Code Standard:		
APC Group:			<input type="checkbox"/> Authorization Needed?	<input type="checkbox"/> Non-Specified?	
<input type="checkbox"/> From Favorites		<input type="checkbox"/> Documentation Required?			
Procedure Code	Description	P/H	Service From Date	Service To Date	Comments
99213	OFFICE O/P EST LOW 20-29 MIN	P	4/1/2022		

- After clicking "ok", the procedure code will appear
- Click "Add Proc" to complete the process of adding a procedure (screen below, orange arrow)
- If more than one procedure code, continue process as aforementioned



Service Requested

Procedure Code:	<input type="text"/>		Service Type:	<input type="button" value="PROF"/>		
Auth Procedure Group:	<input type="text"/>		From Favorites			
Modifier 1:	SELECT A VALUE		<input type="checkbox"/>			
Modifier 2:	SELECT A VALUE		<input type="checkbox"/>			
Modifier 3:	SELECT A VALUE		<input type="checkbox"/>			
Modifier 4:	SELECT A VALUE		<input type="checkbox"/>			
Service Line Amount:	<input type="text"/>	Line Rate:	<input type="text"/>			
Auth Qty:	<input type="text" value="1.000"/>	Diag Ref:	<input type="text" value="1"/>			
Admit Date:	<input type="text"/>	Discharge Date:	<input type="text"/>			
Number of Days:	<input type="text" value="0"/>	Admit Type:	<input type="text"/>			
Admit Source:	<input type="text"/>	Requested Qty:	<input type="text" value="1.000"/>			
Request Category:	<input type="text"/>	Certification Type:	<input type="text"/>			
Service Type:	<input type="text"/>	Facility Type Code:	<input type="text"/>			

Additional Dtl Info	Auth Action	Auth Expiration	Auth Proc Grp	Service Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Diag Ref	Adm
<input checked="" type="checkbox"/> Additional Detail Info	12/19/2022	3/19/2023		99213 P	OFFICE O/P EST LOW 20-29 MIN					1.000	1	

Last step is to add Auth Notes

- This is a 'free-hand' area with no character limits
- Please enter ANY additional information that would help the UM team to process
- After entering notes, please click on "Submit Request"
  - If User needs to clear the form in its entirety, click on "Clear Form"

Auth Notes  
(Click to Enlarge Notes)

- **Submit the form by clicking** the button at the bottom of the page. The notification dialogue box will display the submission status.
- **To review details** of an authorization, click on the line that reads "[Your authorization or referral number is: #####](#)" to display the Authorization Details screen.
- **To enter another authorization**, click the 'Submit Another Auth' button.



Dashboard Main EZ-EDI My Profile Settings Logout

Wednesday, November 20, 2013 08:13:07 PM Welcome JFOX61

Providers Members Auth/Referrals Claims References Favorites

Home >> Main Menu >> Auth/Referrals >> Auth Submission

Summary of Auth Submission

Request succeeded!  
The Authorization was successfully entered into EZ-CAP  
Your Tracking number is: 20131120710000300001

Performing Physician Information

Name: HEART HANK  
Address: 44105 VALENCIA AVE  
VALENCIA, CA - 01355  
Phone:  
Fax:

Submit Another Auth

After the authorization has been successfully submitted, User should be able to view request status within 24 hours.

Note: If an authorization has been canceled, User can search for notes from Clinical Team indicating reason(s) for cancellation

- Click on the “pencil/paper” icon (orange arrow below) and then, click on clinical notes
  - Reason(s) for cancellation listed
  - User will need to resubmit authorization request with missing information per Clinical notes

EZ NET

Dashboard Main Settings Logout

Monday, December 19, 2022 11:47:33 AM Welcome TIFFANYCOMBS

Providers Members Auth/Referrals Claims References Favorites General

Home >> Main Menu >> Auth/Referrals >> Inquiry

Authorization Details



## Claims tab menu

### Claim Inquiry

In the Claims Inquiry screen a user can look up a claim to inquire on the status of a submitted claim. The screen will provide claim submission details when the user clicks on one of the claims listed in the table at the bottom of the screen.

To begin an inquiry:

- Select Claims drop down on the Main Menu
- Click **Inquiry** to display the Claim Search window.

The screenshot shows the software's main menu bar with options: Dashboard, Main, EZ-EDI, My Profile, Settings, and Logout. The Main option is selected. Below the menu is a sub-navigation bar with dropdowns for Providers, Members, Auth/Referrals, Claims, References, and Favorites. The Claims dropdown is selected. The URL in the browser is Home >> Main Menu >> Claims >> Inquiry. The main content area is titled 'Claim Search' and contains a form with search criteria fields. The 'ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED' label is at the top. The search fields include: Company ID (MZIHC - MZIHC COMPANY), Member ID (201001250), Claim# (empty), Status (NONE SELECTED), Provider Last Name (empty), Provider First Name (empty), Patient Last Name (empty), Patient First Name (empty), Service Date From (empty), To (empty), Auth/Referral# (empty), Hosp Patient ID (empty), Provider Patient ID (empty), Provider Claim# (empty), Medical Record# (empty), Sort By (CLAIM #), and a 'Search' button. Below the search form is a table with one row of data. The table has columns: Claim Number, Member Name, Provider Name, Provider Claim ID, Date Of Service, Status, and Company. The data row is: Claim Number 20110711900001100002, Member Name JANUARY-JONES, JANET, Provider Name CARE, CATHERINE, Provider Claim ID (empty), Date Of Service 3/15/2011, Status IN PROCESS, and Company MZIHC. At the bottom of the table is a page navigation bar with 'Page 1 of 1' and 'Total Item(s) 1 10'.

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status	Company
20110711900001100002	JANUARY-JONES, JANET	CARE, CATHERINE		3/15/2011	IN PROCESS	MZIHC

*NOTE: The Search Results list can be printed by clicking on the browser's Print button.*

To display claim detail, click on the selected claim in the "Claim #" column (in **BLUE** text) in the Search Results window.

To return to the *Claim Search Results* or *Claims* window, use the navigation tool in the top right of the screen by clicking on the name of the screen you want.



### Claim / Encounter Details



### Status Information

Claim#:	20110711900001100002	Company ID:	MZIHC
Auth/Referral#:	20110711700001100001	Status:	IN PROCESS
Date Received:	07/11/2011	Provider Claim #:	
Date Paid:		Check:	0
Payment Status:		Claim Type:	PROFESSIONAL
Vendor:	2010100201	Payee:	VENDOR

## Patient Information

### Diagnosis Information

Name:	JANUARY-JONES , JANET	Code	Version	Description
DOB:	01/25/1984	V22.2		PREG STATE, INCIDENTAL
Gender:	FEMALE			
Age:	29 YEARS			
HealthPlan:	BLUE OF CALIFORNIA			
Member ID:	2010012501			
Benefit Plan:	BLUC HMO OPTION A \$5 / \$15 / \$75			
Prov Pat ID:				
Address:	2011 EASTERN			

## Provider Information

Name: **CATHERINE CARE MD** Provider ID: 2010110301  
Specialty: **OBSTETRICS & GYNECOLOGY** Place Of Service: OFFICE  
From Date: 01/01/2010 Through Date:

### Additional Information

## Services

Details	Service...	Service...	Description	CPT M...	Qty	Billed Amt	Contc Amt	Copy...	Coin...	WH A...	Adj Amt	Net P...	Adj Code	Adj Desc	Place Of Service
DETAI...	3/15/2011	99215	OFFICE/O...		1.0	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			

Review data entered the Claim Submission Entry form  
Click **submit the form by clicking** the button at the bottom of the page.

The notification dialog box will display the submission status.

**To review details** of a claim, click on the line that reads:

**To enter another claim, click the 'Submit Another Claim' button.**



## References tab menu

### Reference Codes & Contacts

The Reference Menu allows the user to review system references.

Select one of the following options from within the “**References**” section on the Main Menu:

- **Procedures**
- **Diagnosis**
- **Place of Service**
- **CPT Modifiers**
- **Contacts**
- **Documents**
- **Mail**
- **Tracking Report**

When one of these are selected, a search criteria dialog box will be displayed.

The screenshot shows the software's main menu bar with options: Dashboard, Main, EZ-EDI, My Profile, Settings, and Logout. Below the menu bar, the date and time are displayed as Wednesday, July 09, 2014 11:26:17 AM. On the right, there is a 'Welcome' dropdown menu. The main content area shows a navigation bar with dropdown menus for Providers, Members, Auth/Referrals, Claims, References (which is currently selected and highlighted in blue), and Favorites. The 'References' dropdown menu is open, listing the following options: Procedures, Diagnosis, Place Of Service, CPT Modifier, Contacts, Documents, Mail, and Tracking Report. The 'Diagnosis' option is highlighted with a yellow box.

To Search a request

Select the request type from the Menu – Search screen will display

This example is using Diagnosis:

Enter requested search information code in the dialog box  
(such as '250' in the Diagnosis Code field below)

Click the **Search** button.

**Diagnosis Reference Search**

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED.

Company ID:	<input type="text" value="MZIHC - MZIHC COMPANY"/>
Code(Begins With):	<input type="text" value="250"/>
Description:	<input type="text"/>
Version:	<input type="button" value="SELECT"/>
<input type="button" value="Search"/> <input type="button" value="Clear"/>	

Diagnosis Code	Description	From Date	To Date	C/H	Version	Company ID
250.00	DMII WO CMP NT ST UNCNTR	10/1/2009	9/30/2010	H		MZIHC
250.00	DMII WO CMP NT ST UNCNTR	10/1/2010		C		MZIHC
250.01	DMI WO CMP NT ST UNCNTRL	10/1/2010		C		MZIHC
250.01	DMI WO CMP NT ST UNCNTRL	10/1/2009	9/30/2010	H		MZIHC
250.02	DMII WO CMP UNCNTRLD	10/1/2009	9/30/2010	H		MZIHC
250.02	DMII WO CMP UNCNTRLD	10/1/2010		C		MZIHC
250.03	DMI WO CMP UNCNTRLD	10/1/2010		C		MZIHC
250.03	DMI WO CMP UNCNTRLD	10/1/2009	9/30/2010	H		MZIHC
250.10	DMII KETO NT ST UNCNTRLD	10/1/2009	9/30/2010	H		MZIHC
250.10	DMII KETO NT ST UNCNTRLD	10/1/2010		C		MZIHC

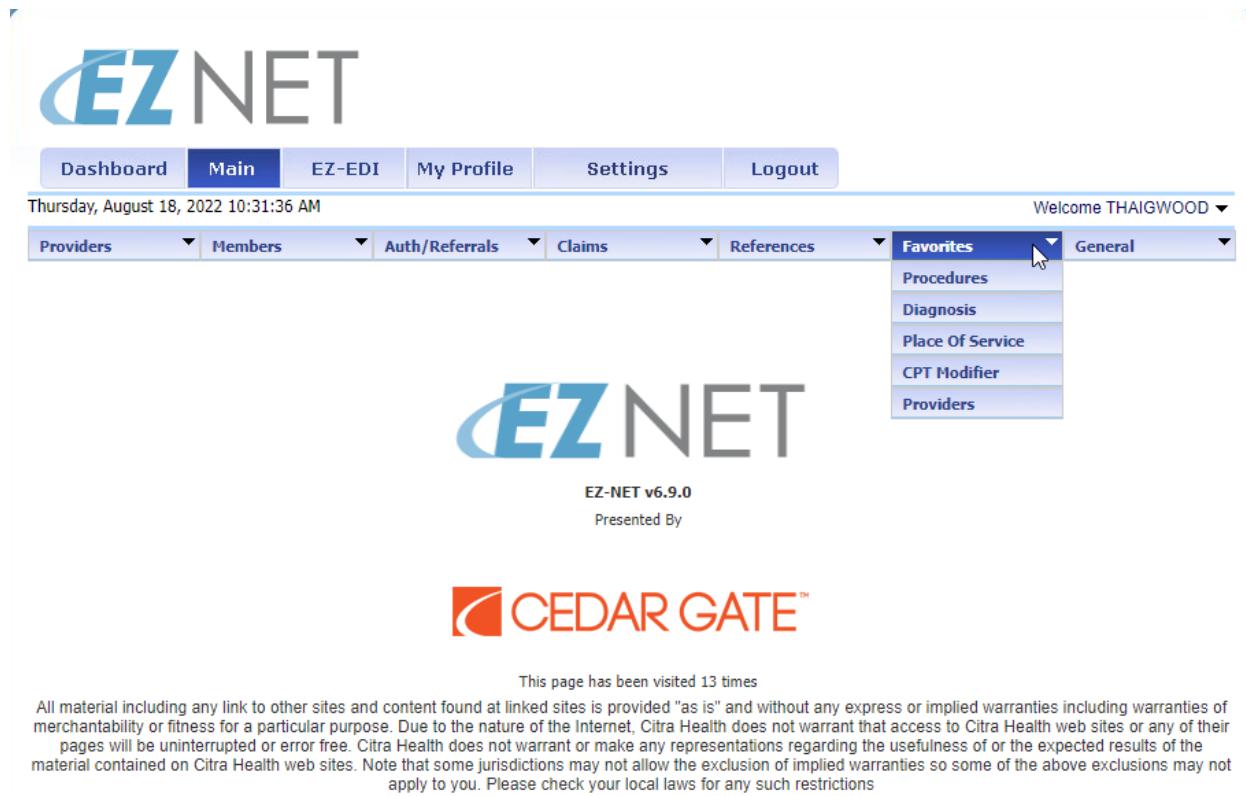
Page  of 8 Total Item(s): 80



## Favorites tab menu

### Provider Favorites Menu

This feature allows a Provider to add repeated Provider or Codes to a favorites list. Allowing ease of use when entering, searching, or selecting a Requested or Servicing Provider to use in an Authorization or Claim.



The screenshot shows the EZ-NET provider favorites menu. At the top, there is a navigation bar with links for Dashboard, Main, EZ-EDI, My Profile, Settings, and Logout. The Main link is highlighted. Below the navigation bar, the date and time are displayed as Thursday, August 18, 2022 10:31:36 AM, and the user is welcome as THAIGWOOD. The main content area features the EZ-NET logo and version information (EZ-NET v6.9.0). A footer section includes the CEDAR GATE logo and a note stating the page has been visited 13 times. A legal disclaimer at the bottom of the page discusses the use of linked sites and warranties.

This page has been visited 13 times

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Login to EZ-NET with a Provider Account > access Favorites menu > Providers:



Add Provider record(s) to the Favorites list by searching for applicable criteria (see example for Place of Service below) and moving the records from the left-hand side to the right-hand side, click SAVE:

Place Of Service Code Favorites

Place Of Service Code	Description
?	UNKNOWN
1	INPATIENT HOSPITAL
12	HOME
2	OUTPATIENT HOSPITAL
22	OUTPATIENT HOSPITAL
23	EMERG ROOM HOSPITAL
24	AMBULATORY SURG CENTER
25	BIRTHING CENTER
26	MILITARY TREATMENT FACILITY
31	SKILLED NURSING FACILITY
32	NURSING FACILITY

Place Of Service Code	Description
11	OFFICE
21	INPATIENT HOSPITAL
3	DR.&#39;S OFFICE

Save

## General tab menu

### Search for a General Item

The General menu includes:

- Inquiry Documents
- Upload Document
- Custom Reports