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May 29, 2020

Dear Prevea360 Health Plan Provider,

Prevea360 Health Plan is pleased to introduce the 2020 Provider Portal, a new, modern portal to replace the current (Legacy) Portal. The 2020 Portal features many upgrades that have been implemented as a direct result of feedback we have received from current Legacy Portal users.

The 2020 Portal offers:

- Multiple account setup options that are not available in the current portal.
- Simplified submissions for less administrative burden.
- Opt-in to receive electronic provider email communications from Prevea360 Health Plan.
- A new Provider Resources page.

You can begin registering in the 2020 Portal on June 1, 2020. We are providing a transitional period through August 31, 2020, to allow time to move from the Legacy Portal to the 2020 Portal. You can continue to use the Legacy Portal to conduct existing business during the transitional period. Prior to registering in the 2020 Portal, join a short webinar and review enhanced account setup options to pick the account setup that best fits your organization's needs and role assignments. New accounts must be established by August 31, 2020.

Although we think you will find the 2020 Portal intuitive, we are providing resources to guide your transition. Refer to the Providers Login link at [prevea360.com/Tools-and-Resources/Account-Login](https://prevea360.com/Tools-and-Resources/Account-Login) for resources including:

- A short video introduction to key features
- Webinar information
- Easy-to-read account setup options and recommendations
- Registration User Guide
- FAQs

The FAQ document and webinar information are enclosed with this letter for your convenience. You can also contact your Provider Network Consultant if you have questions.

We have even more new portal features planned for later this year and would like to hear from

you. Please contact your Provider Network Consultant with any suggestions you may have for future enhancements.

Sincerely,

A handwritten signature in black ink that reads "Katie Luther". The signature is written in a cursive, flowing style.

Katie Luther  
Director – Provider Network Administration  
Prevea360 Health Plan

Historical Reference Only

## Frequently Asked Questions about the New Prevea360 Health Plan 2020 Provider Portal

### Topic Categories:

1. [Overview](#)
2. [Registering in the 2020 Provider Portal - \*\*Decide account setup before registering!\*\*](#)
3. [Provider Portal Applications and Transition of Information](#)
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### 1. [Overview](#)

Prevea360 Health Plan is launching the 2020 Provider Portal to replace the current (Legacy) Portal. In the coming weeks, users can continue to use the Legacy Portal, but should begin preparing to transition from the Legacy Portal to the 2020 Portal for 24/7 access to the upgraded applications and new features.

#### Important dates:

- **June 1, 2020** – Users can begin creating new accounts in the 2020 Portal
- **June 8 through June 23** – Webinars offering an overview of the 2020 Portal and account setup options will be held
- **August 31, 2020** – New accounts must be established in the 2020 Portal

#### 1.1. Why is Prevea360 Health Plan implementing a new Provider Portal?

**A:** Prevea360 Health Plan is transitioning to a new Provider Portal for a more modern user experience than the current Legacy Prevea360 Health Plan Provider Portal. With upgrades based on feedback received from Legacy Portal users, the new 2020 Portal offers multiple account setup options, simplified submissions and inquiries for less administrative burden, and a new Provider Resources page. See the New Decade, New Portal video for a short introduction to the 2020 Portal, accessible from the Providers Login link at [prevea360.com/Tools-and-Resources/Account-Login](https://prevea360.com/Tools-and-Resources/Account-Login).

#### 1.2. Do I need to start using the 2020 Provider Portal right away?

**A:** No. Prevea360 Health Plan is providing a transitional period until August 31, 2020, for users to move from the Legacy Portal to the 2020 Portal. We strongly encourage Portal users to take advantage of the transitional period to join a webinar and review available account setup options before creating an account. Then work within their organizations to determine the account setup option that best fits their organization's needs and coordinate registration for proper role assignments before starting to use the 2020 Portal.

While the Legacy Portal is being discontinued soon, it will be accessible for a time for historical information.

**1.3. I already have a Prevea360 Health Plan Provider Portal account. Do I have to create an account in the 2020 Provider Portal?**

**A:** Yes, you will use your 2020 Portal account for the same lines of business you do in the Legacy Portal. New accounts must be established by August 31, 2020.

**2. Registering in the 2020 Provider Portal**

**2.1. When can I register in the 2020 Provider Portal?**

**A:** You can register in the 2020 Portal starting on June 1, 2020, via the 2020 Portal Login link accessible from the Providers Login link at [prevea360.com/Tools-and-Resources/Account-Login](https://prevea360.com/Tools-and-Resources/Account-Login). Before creating an account and using the 2020 Portal, we strongly encourage Portal users to join a webinar and review available account setup options.

For the step-by-step registration process on creating Organization and Individual Portal accounts, refer to the Registration User Guide accessible from the Providers Portal section on the Account Login page at [prevea360.com/Tools-and-Resources/Account-Login](https://prevea360.com/Tools-and-Resources/Account-Login).

**2.2. Will we still need a Site Administrator?**

**A:** Yes. Like the Legacy Portal, an Organization account must be registered before Individual users can register and the first individual user to register for an organization automatically becomes the Site Administrator. Be sure to coordinate your organization's account setup to ensure proper role assignments for your organization. Additional Site Administrators can be added after they register.

For more information about Site Administrators, refer to the Registration User Guide accessible from the Providers Portal section on the Account Login page at [prevea360.com/Tools-and-Resources/Account-Login](https://prevea360.com/Tools-and-Resources/Account-Login).

**2.3. How long will it take to approve my 2020 Provider Portal registration?**

**A:** New Organization and initial Site Administrator registrations are reviewed by a Prevea360 Health Plan Administrator and confirmed within two business days. Once your registration is confirmed, you can begin using the 2020 Portal for your day-to-day business.

Note: Like the Legacy Portal, new Individual registrations, once an Organization account is established, are reviewed and approved by an organization's Site Administrator.

**2.4. Is registration for the 2020 Provider Portal the same as it was in the Legacy Portal?**

**A:** No. While some of the registration process is the same, the 2020 Portal offers exciting new options during the registration process that are not available in the Legacy Portal. Most notably, the 2020 Portal offers customizable account setup options. In the 2020 Portal, users can create one account with multiple Tax IDs and NPIs or split out into multiple accounts depending on their organization's needs. Organizations can even include their third-party biller under their account, if applicable.

**Before setting up an account**, it is important to consider account setup options to customize for your organization's business needs. For setup details, refer to the Customizable Account Setup Options accessible from the Providers Portal section on the Account Login page at [prevea360.com/Tools-and-Resources/Account-Login](https://prevea360.com/Tools-and-Resources/Account-Login).

## **2.5. Can I use my Legacy Provider Portal login ID for my 2020 Provider Portal login ID?**

**A:** No. Your login ID is the email address that you use to create your Individual account in the 2020 Provider Portal. In the 2020 Portal it must be your professional, work email address.

## **2.6. What is Opt In/Opt Out for Electronic Communications in the 2020 Provider Portal registration process?**

**A:** Opt In allows Portal users to receive direct and expedited provider email communications from Prevea360 Health Plan. Communications will include electronic versions of the quarterly Provider News newsletters and ad hoc letters about changed or new policies, for example. Opt In will not replace all paper communications.

Email addresses that are provided to Prevea360 Health Plan through Opt In will not be shared with outside organizations or used for purposes other than the electronic distribution of health plan communications.

## **2.7. How will I receive Opt In communications?**

**A:** Prevea360 Health Plan will email communications to the email address that was provided during registration. Check your email “junk” or “spam” folders periodically to ensure that communications are not being filtered as spam. Prevea360 Health Plan will not send a high volume of emails; however, you may want to consult your IT department if you have not received an email from Prevea360 Health Plan after three months of your 2020 Portal registration.

## **2.8. Can I opt-out from receiving communications after selecting Opt In?**

**A:** While Opt In is available through the 2020 Portal registration process, opting out after selecting Opt In is done through the “Unsubscribe” link at the bottom of email communications that you will receive from Prevea360 Health Plan. Once you unsubscribe, your email address is automatically inactivated from the system and further electronic communications cannot be sent to that address.

## **3. Provider Portal Applications and Transition of Information**

### **3.1. How do I access the 2020 Provider Portal?**

**A:** The 2020 Portal can be accessed through one of the following ways:

- Directly from <https://providerauth.prevea360.com> or
- From [prevea360.com](https://prevea360.com):
  - Select **Tools and Resources, Account Login**
  - On the Account Login page under Providers Portal, click **Providers Login**
  - Under Provider Portal click **2020 Provider Portal Login**

### **3.2. Does the 2020 Provider Portal have the same functions as the Legacy Portal?**

**A:** The 2020 Portal has the same functions, called applications, as the Legacy Portal. It also offers new features and simplified submissions and inquiries within some of the applications for less administrative burden. The 2020 Portal offers the following:

- Eligibility application – now less fields to complete
- Authorization Submission application
- Authorization View application
- Claim Status application – now less fields to complete
- Claim Payments application – now less fields to complete and upgraded to include EDI 835 Health Care Claim Payment/Advice transactions, Explanation of Payment images, and notes fields
- Claim Appeals application

- Provider Admin application – new application for Site Administrators
- Provider Resources page – new feature with convenient links to provider resources such as medical policies, user guides, provider manuals, and partner portals.

Note: Like the Legacy Portal, users can only access information and perform tasks specific to their assigned Portal role(s) in the 2020 Portal. Depending on the assigned role(s), not all applications may be visible to a user.

### **3.3. Where can I find more information about the 2020 Provider Portal applications?**

**A:** For more information on applications, refer to the Portal User Guide available on the secure Provider Resources page once you have established your 2020 Portal account.

### **3.4. When can I start submitting authorization requests in the 2020 Provider Portal?**

**A:** Once registration is successfully completed, we encourage users to use the 2020 Portal for submitting all new authorization requests going forward so that the request history is in the 2020 Portal.

### **3.5. Will I need to resubmit authorization requests for approved authorizations in the 2020 Provider Portal?**

**A:** No. Authorization requests that have been submitted through the Legacy Portal should not be resubmitted through the 2020 Portal. For authorization requests in the Legacy Portal that have been started and saved, but not submitted, we encourage users to recreate and submit the request through the 2020 Provider Portal so that the request history is available in the 2020 Portal.

### **3.6. Can I view my authorization requests in the 2020 Provider Portal?**

**A:** Authorization requests that are completed and submitted through the 2020 Portal will be accessible for viewing in the 2020 Portal and retained as history. Authorization history from the Legacy Portal will be accessible in the 2020 Portal *if* the new account is associated with the same NPI that was used in the Legacy Portal. Otherwise, users can refer to the Legacy Portal to view Legacy Portal authorization history.

### **3.7. Can I submit claims through the 2020 Provider Portal?**

**A:** No. Please submit claims in the same way they are submitted currently through one of the following:

- 837 Health Care Claim transactions - 837 Professional (837P) and 837 Institutional (837I) transactions. The Payer ID is 39113.
- Online Direct Data Entry Form which is an electronic claims tool that is available to providers at no cost. Providers may sign up at [sdata.us](https://sdata.us).
- Paper claims from providers without online access.

### **3.8. Can I view claim status in the 2020 Provider Portal?**

**A:** Yes. You can view your real-time claim status in the 2020 Portal.

### **3.9. Can I submit and view claim appeals in the 2020 Provider Portal?**

**A:** Yes. You can submit and view your claim appeals through the 2020 Portal. Claim appeals that were submitted in the Legacy Portal cannot be viewed in the 2020 Portal; however, users can refer to the Legacy Portal to view their claim appeals history.

### **3.10. Can I view claim payments through the 2020 Provider Portal?**

**A:** Yes. You can view claim payments in the 2020 Portal. The claim payment application in the 2020 Portal is upgraded to include payment information for the EDI 835 Health Care Claim Payment/Advice transactions, Explanation of Payment images, and notes fields. Additionally, six months of claim payment (electronic Remittance Advice) history is copied from the Legacy Portal for viewing in the 2020 Portal.

## **4. Other Portal Accounts**

### **4.1. I have a Dean Health Plan ASO Provider Portal account. Is this still a separate Portal?**

**A:** Yes. The Dean Health Plan ASO Provider Portal is not being replaced. Continue to use this Portal as you do currently.

### **4.2. Will I still use my Confirmation Reports Portal account?**

**A:** Yes. Continue to use the Confirmation Reports Portal as you do currently.

### **4.3. Will I still go through NIA Magellan Healthcare for authorization requests for some services?**

**A:** Yes. Continue to submit authorization requests to NIA Magellan through the RadMD portal.

### **4.4. Will I still use the Navitus Portal to submit authorization requests for pharmacy benefit drugs and injectable medicines?**

**A:** Yes. Continue to submit authorization requests to Navitus through the Navitus portal as you do currently.

## **5. Provider Support and Training**

### **5.1. Where can I find more information about the 2020 Provider Portal?**

**A:** Refer to the Providers Portal section on the Account Login page at [prevea360.com/Tools-and-Resources/Account-Login](https://prevea360.com/Tools-and-Resources/Account-Login) for the following 2020 Portal resources:

- New Decade, New Portal – Short video introduction to key features.
- Webinars – Join a webinar before registering to take full advantage of registration options.
- Customizable Account Setup Options – Easy-to-read graphics and recommendations for account setup.
- Complete Registration User Guide – Step-by-step registration process on how to create Organization and Individual Portal accounts.
- Provider Portal User Guide – Available in the secure area of the 2020 Portal to users once an account is created and details how to use the self-service applications.

### **5.2. Will training be offered?**

**A:** Yes. Webinar sessions on the 2020 Portal will be offered in June 2020 and as needed. These sessions will provide an overview of the 2020 Portal account setup options, the registration process, and application functionality. Contact your Provider Network Consultant if you do not have a webinar schedule.

### **5.3. Who can I contact if I have questions or need further assistance?**

**A:** Contact your Provider Network Consultant with questions.

*Historical Reference Only*

**Prevea360 Health Plan Webinar Sessions for the 2020 Provider Portal**

The 2020 Provider Portal offers customizable account setup options that are only available during initial account setup. Before setting up your new account, please join a one-hour webinar to learn more and ask questions. Webinar information is listed in the grid below.

After joining a webinar, please reach out to your Provider Network Consultant if you have specific questions about your account setup. We encourage you to take time to determine within your organization what account setup makes the most sense for your organization to ensure that your new account fits your needs.

Please share this information with others within your organization and join us!

Webinar Dates and Times	Webinar Access
Monday, June 8, 2020, at 2:00 p.m.	Join Meeting: <a href="https://zoom.us/j/688595512">https://zoom.us/j/688595512</a> Meeting ID: 688 595 512
Tuesday, June 9, 2020, at 10:00 a.m.	Join Meeting: <a href="https://zoom.us/j/973480158">https://zoom.us/j/973480158</a> Meeting ID: 973 480 158
Wednesday, June 10, 2020, at 10:00 a.m.	Join Meeting: <a href="https://zoom.us/j/358143820">https://zoom.us/j/358143820</a> Meeting ID: 358 143 820
Thursday, June 11, 2020, at 2:00 p.m.	Join Meeting: <a href="https://zoom.us/j/395344451">https://zoom.us/j/395344451</a> Meeting ID: 395 344 451
Tuesday, June 16, 2020, at 10:00 a.m.	Join Meeting: <a href="https://zoom.us/j/466809726">https://zoom.us/j/466809726</a> Meeting ID: 466 809 726
Tuesday, June 23, 2020, at 10:00 a.m.	Join Meeting: <a href="https://zoom.us/j/592545806">https://zoom.us/j/592545806</a> Meeting ID: 592 545 806

*Historical Reference Only*