PROVIDER ACCESS PORTAL

Helping our provider network improve efficiency, quality, and the patient experience.

Welcome to the Provider Portal. The Provider Portal allows you quick and easy access to the information you need to provide the best service to our members. On the Provider Portal, you can:

- Check patient eligibility
- Submit or check status of an authorization
- Check claim status and review remittance documents
- Review additional resources
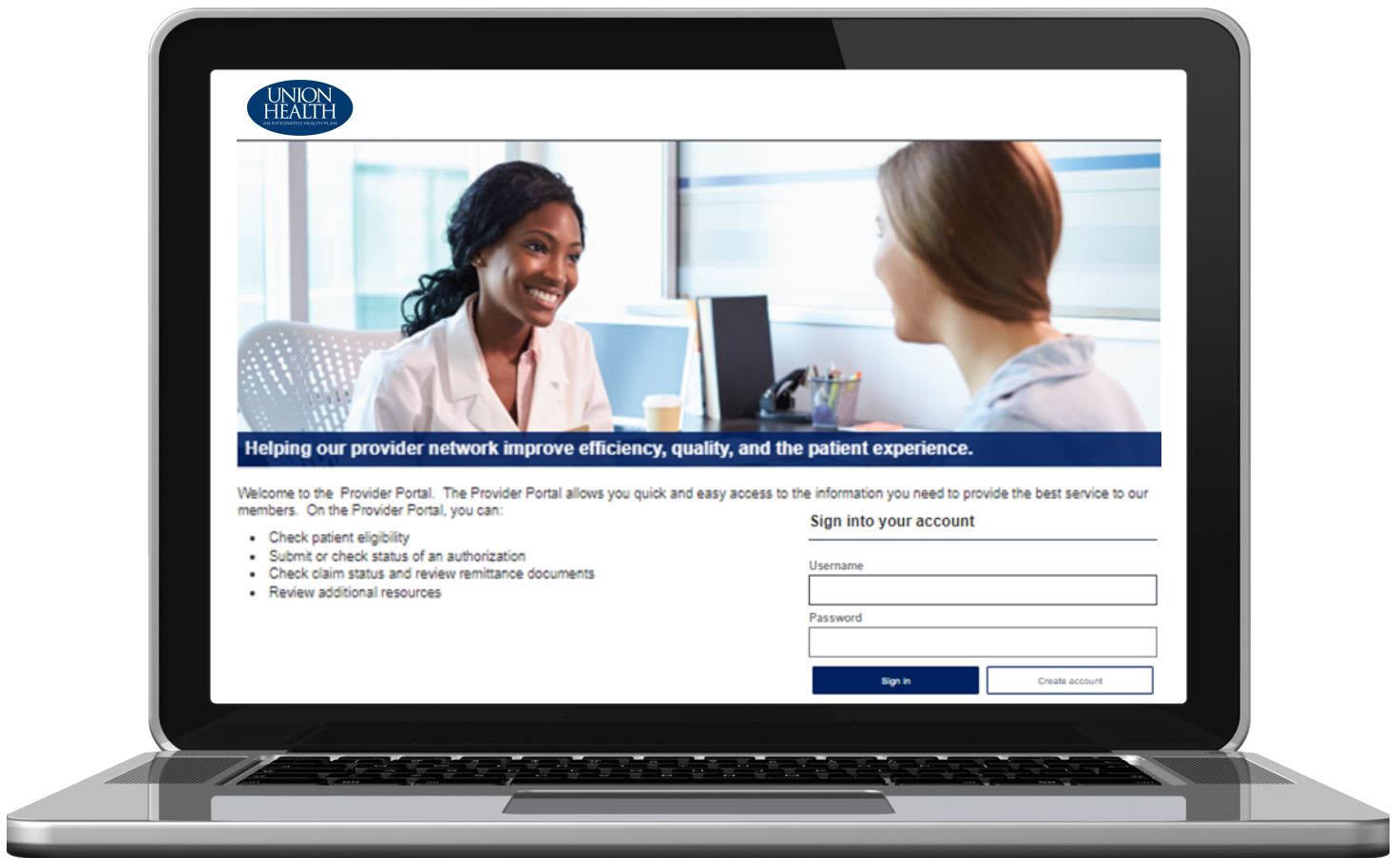
Sign into your account

Username

Password

Sign in   Create account

If you have any questions, please contact our Provider Services team, **Monday-Friday 8 a.m. - 5 p.m. EST.**

Phone:	**Email:**	**Mail:**
Local: (812) 645-2652 Toll-Free: (833) 324-0675	Provider.Services@siho.org	Union Health - An Integrated Health Plan P.O. Box 427 Columbus, IN 47202

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ABILITIES

- Check Eligibility

- Review Benefits

- View Claims Status

- Submit and View Authorizations/Referrals

- Access Provider Manual and Resources

- Submit a question

CREATING AN ACCOUNT

1 To create a login for the *Union Health - An Integrated Health Plan Provider Portal,* a provider/facility with current claims will need to create an account. Click the *Create Account* button.

2 A license agreement screen will display, and the provider will need to click the *Accept* box, then *Next.*

3 The provider will need to complete all fields. First and Last name should be the name of the person creating the account. The Organization NPI and a paid Claim Number are required. Enter the Organizational NPI (billing/ Type 2 NPI), and a recent paid claim number including the leading zeros.
Click *Add Provider* at bottom of the form.

4 Click *Add Provider* in the middle of screen.
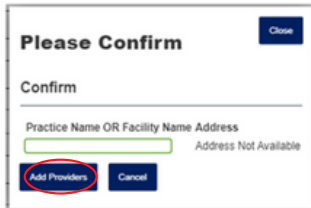
5 A confirmation box will appear, click *Add Providers.*
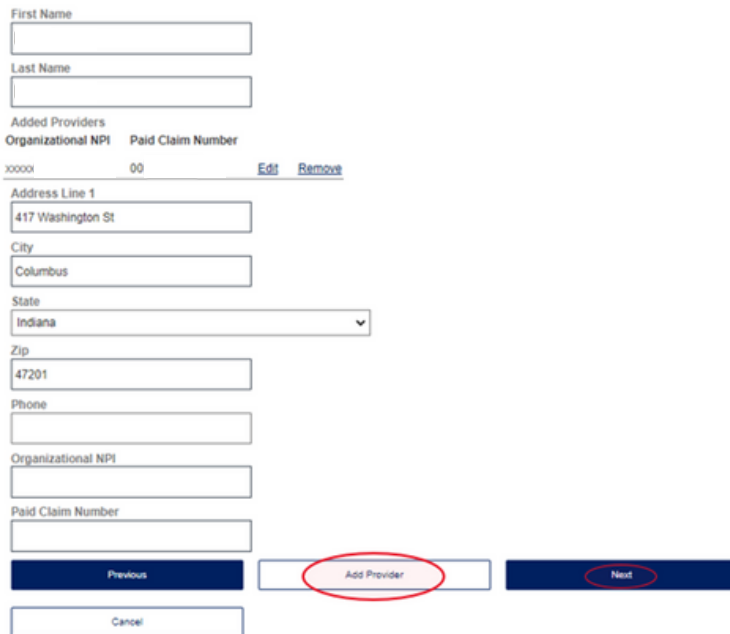
6 To add multiple Organization NPI numbers, complete those fields, and click *Add Provider* at the bottom of the screen. Click *Next* to proceed with the Sign-up process. To add multiple providers, repeat steps 4-6. Once all providers are added, click *Next.*
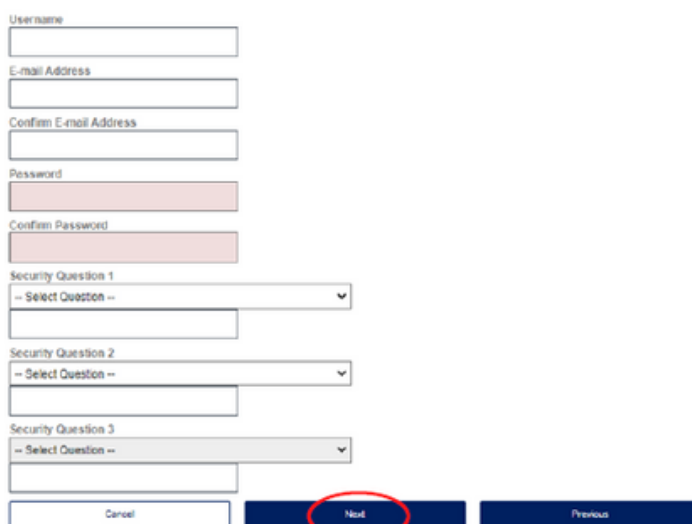
7 Create your Username and Password and select three security questions. Click *Next.*

8 Review account information on next screen and click *Finish*. You will receive an email as confirmation that your account was created.

ELIGIBILTY

Search member's eligibility by:

- Member ID
- Last Name and Date of Birth
- Last Name and Group
- Date of Birth and Group

CLAIMS

Search claims by entering a Patient ID or claim number. You can also submit a claim by completing the required fields and attaching the claim form.

AUTHORIZATIONS

You can submit a new authorization or search for existing authorizations by using the *Authorizations* tab.

RESOURCES

Under the *Resources* tab, you have access to our Provider Manual, Contact Information, and EFT/ERA information.

FORMS

This tab allows you to access blank forms for W9, Medical Claim, and Prior Authorization.

PROVIDER DIRECTORY

Search by Provider:

Providers can input the required information and click *Find a Provider* or click on the *Facility* tab to find a facility.

MESSAGES

The provider can click on a message to see the details.

In the *Profile* tab, you have the ability to access and update account information, change your password, set security questions, and see associated NPIs.
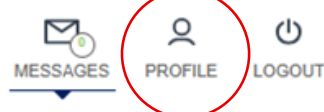
1 To change your Username, click the *Update Account Information* button below.

Update Account Information

2 To change and update your password or security questions, click the *Update Security Information* button.

Update Security Information

3 To add additional Group NPI number(s), click the *Add Group NPI* button.

Associated NPIs

GROUP NPI (TYPE 2)	INDIVIDUAL NPI (TYPE 1)	CONTACT	PHONE

Add Group NPI

4 Enter the GNPI (Type 2 NPI) and the Paid Claim Number, then click the *Add Group NPI* button.

Edit Group NPI (Type 2)

Group NPI (Type 2)

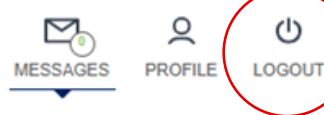National Provider Identifier(s) (comma separated)

Paid Claim Number

(must be a paid claim number within the last 180 days)

Add Group NPI

LOGOUT

When you are ready to exit the portal, click on the *Logout* tab in the upper righthand side of the screen. This will bring you back to the original *Log In* screen.