CONCERN Provider Portal FAQs

Regarding Enrollment

1. **How do I enroll in the Portal?**
Contact the Provider Relations phone number (888) 805-0090. Provide your name, email address and request to be enrolled. To enroll you must have a valid email address to which only you have access. You must also agree to the Terms of Service when you register for the Portal.

2. **I have not received my confirmation to sign up for the Provider Portal.**
Enrolling providers in the Portal is a manual process and we must verify your identity before you can access Protected Health Information. Most requests are processed within the same business day. We will process all requests for enrollment within 2 business days.
If you are notified by email it is possible that your computer moved it to your spam or deleted email. Please check these folders first.

3. **What is required of the Password?**
Because you will have access to the Protected Health Information (PHI) of people other than yourself, the password needs to be rigorous. The password is required to be 8 or more characters, with at least three character types: upper-case letters, lower-case letters, numbers, and special characters (such as “.”, “!”, “@”, “$”, “%”). This requirement will be also be described on the Portal screen and the password will be tested and declined if it does not meet this requirement.

4. **How often do I need to change my password?**
You will be asked to select a new password every three months.

5. **What is my Provider Portal ID and why do I need this to reset my password?**
During the verification process and enrollment in the Provider Portal, all providers are assigned a CONCERN Provider Portal ID number. This number is unique to the provider, and helps us verify your identity to access Protected Health Information. Like your password, this should never be shared, and carefully guarded. If your email account tied to the portal is compromised, this number will permit to change your password. Provider Portal IDs will be mailed to you for your records (or by telephone).

6. **What if I forget my password?**
Go to the Portal, enter your email (this is your user name), select “Forgot your password?” You will be asked to enter your email and Provider ID and answer the security questions you answered when you enrolled. You will then be directed to select a new password.

7. **Can my office manager use the Portal?**
No. You are responsible if anyone accesses Protected Health Information (PHI) material using your log-in. You can be held liable if this material is misused or disclosed. We do not provide credentials for anyone other than CONCERN providers.

8. **Why does the Portal require me to login again?**
   The material you access is confidential. For your privacy and the clients' privacy, the program will "time out" if the Portal is inactive for 15 minutes, and you will need to login to resume use the Portal.

9. **Does this PORTAL meet the criteria for HIPPA compliance?**
   Yes, the CONCERN Provider Portal is HIPAA compliant. Your submissions are encrypted, and the rules regarding passwords, log-ins, and security questions are used to prevent unauthorized users to have access. You contribute to this security by not sharing your password or portal ID.

10. **When I access the Portal the page appears to be broken, incomplete, or fragmented.**
   We have tried to implement the CONCERN Provider Portal on several browsers and browser versions. If it appears that the Portal is not appearing correctly, please contact us. We will want to know the type of computer you are using, the Operating system and version, and the browser and the browser version.

   We support the following:

Operating System	Browser
Windows 8	Internet Explorer 10, Mozilla Firefox, Chrome
Windows 8.1	Internet Explorer 10, Mozilla Firefox, Chrome
Windows 7	Internet Explorer all, Mozilla Firefox, Chrome
Windows Vista	Internet Explorer all, Mozilla Firefox, Chrome
Mac OS X 10.8, 10.9	Apple Safari

About the Portal

11. **I accepted a referral but the client is not on my list?**
   There are several reasons this may happen.
   - If a former client contacts you, be sure that person contacts CONCERN to get a referral.
   - If a client is given more than one Provider's name, the client will not appear on your Portal list unless the client let's know s/he has scheduled with you. You could also call us and confirm the client will be seeing you, and the case will be assigned to you.
   - Some California providers may be referred a client whose organization requires special clinical forms. Those forms will need to be completed on paper and faxed to us. If the case cannot be entered on the Portal, the referral will not be displayed on the Portal.
   - Sometimes the spelling in our system is incorrect. Perform the search for the client using only the first two or three letters of the name.

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12. I hit 'submit' and later realized that I did not enter all the information, what do I do?
If you have omitted entering something in the Portal you can send a Message using the message button on the individual case and direct it to the Billing Team, Clinical Supervisor, or Provider Relations. Responses may be sent back to you via the Portal, so be sure to check there for responses to any inquiries. Messages sent and received via the Portal are HIPAA compliant.

13. The Portal does not allow me to click "Submit". What do I do?
The Portal will not allow submission of a case until all the required fields are completed. If a field is required but does not apply to your client, you will have to enter 'NA'. If a required field has been overlooked a pop-up will call it to your attention and often display the field that is needed. If the Portal continues to not allow submission, select "Save" and contact us.

- On case openings, the first 3 AUDIT questions must be completed unless the client is completely substance-free.
- On case closings, if the Problem Status is unresolved or partially resolved, you must identify at least one referral or resource that you made, whether accepted by the client or not.

14. When I Open or Close a case and Save the case, the Cases screen does not change the status of the Case. Why does that happen?
"Saving" a case saves your entries and preserves your entries when you are interrupted, but you need to "Submit" your entries to change the Case Status. Also, the dates of service will not be paid until they have been submitted. Submitted visit dates are finalized and identified as ready for payment.

15. How can I close the Portal but leave my computer on?
The best practice when you use the Portal is to log out by clicking the "Log-out" box in the upper right on the Home page, and close your browser. This practice will close the Portal immediately without the delay of the Portal closing after 15 minutes of inactivity. Closing your browser is an additional safety.

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Regarding payment

16. How can I submit an interim billing?
For your convenience, an interim billing can be submitted to us for cases with a 8+ visit benefit. If you want to use that option, please enter the case and open a message in the PORTAL directed to the Provider Payment staff. The message should include the client name and the dates of service. The payment staff will enter these visit dates directly into the case and you will likely see the dates added to the case in the following 24 to 48 hours.

17. How do I check the status of a claim?
After you have submitted a Case Opening or a Case Closing, the visits have a "submitted" status. You can access your vouchers through the Provider Portal and a voucher including the submitted case will usually appear within two weeks with a status of "in-review" (pending) or "issued" (paid). Also, you are able to view past Vouchers issued to you and confirm past claims that have been paid.

18. When will I be paid?
We submit payment requests to Accounting every two weeks. This means complete and valid claims are paid very two weeks. In some instances you may be informed that your claim is being held because it is incomplete. If your claim is on Hold you will be notified by Portal message, email or phone that your claim is on Hold and what is necessary to correct this. Prompt action may result in your payment within the same two week interval.

19. How can I be paid more quickly?
Payments are mailed every two weeks using the US Postal system. The postal service can take 7 to 10 business days for payment to arrive. We want your payments to be received as timely as possible. The Portal will lessen the time for you to be paid but you will benefit the most from the Portal's efficiency if you also enroll the epayment program (direct deposit). Once established your payment will be deposited the same day the claim is processed by CONCERN. Please contact us at Provider Relations and we will email you the form to be completed.

20. How do I get paid for case management?
If your case qualifies for case management -- management referrals, cases with a Primary Treatment Problem of Substance Abuse, cases with a client under 18, or when case management has been approved by your CONCERN Supervisor -- you should enter the case management hours applicable when you are closing the case by entering the date and use the drop-down menu for "case management" activity type.

21. How can I resolve my case that is on HOLD?

We will notify you of what clinical information has not been received in order to complete your claim. Payment may be delayed until this information is received. You can fax or mail it to us and the payment will be released.

What is in the future?

Submitting claims and clinical forms represents the most repetitive activity for most providers. Our first intent is to make this as efficient as possible. With the same goal, we are planning to enhance the Portal so that you will be able to perform other tasks, such as to inform us of changes in office locations, mailing address, and provider profiles. We also want you, in the future, to be able to send us documents confirming your license and insurance renewal, and send us Client Information Forms through the Portal. Contact us if you have any suggestions at *Provider_Relations@concern-eap.com*.

Feedback from providers who were first to use the Portal was very helpful and we continue to collect and value your feedback.

Contact Information: Provider Line: 888-805-0090 X5; Email: *Provider_relations@concern-eap.com*.