ProviderConnect® Questions:

Administrative:

1. **What is the role of my eCura® ProviderConnect Site Point of Contact?**

   This individual located within your agency and can assist you with the following:
   - eCura® ProviderConnect logon accounts
   - Password assistance
   - Verification of User Names
   - Provide users with copies of the technical assistance manual
   - Security point person/liaison with CBHNP

2. **How do I find out who my eCura® ProviderConnect Site Point of Contact or Site Trainer is?**

   Contact your supervisor to identify who signed the agreement with CBHNP for use of eCura® ProviderConnect.

3. **Can I share my password or use another person's password?**

   No, according to the individual registration agreement you sign, you may not share your password.

4. **Do I have to renew my agreement every year?**

   No, if you remain an active user, your agreement is not limited to a specific period of time. If your account remains inactive for an extended period of time, your account will be deactivated. Your organization will be contacted prior to your agreement being deactivated.

5. **What do I need to do when staffing changes occur?**

   Notify your agency's Site Point of Contact of the changes. The Site Point of Contact or Site Trainer is responsible to login to eCura® ProviderConnect and complete a Provider Event named ***ProviderConnect Change Request*** found under Administration event types. This event can be used to update individual user information, site contact information or trainer information.

6. **What do I do when one of my users is on vacation or is out of the office?**

   Every Provider should develop a system which includes a back up for staff.

7. **What do I do if an individual user wants to have access to an additional feature?**

   To update an individual users access securities the Site Point of Contact or Site Trainer is responsible to login to eCura® ProviderConnect and complete a Provider Event named ***ProviderConnect Change Request*** found under Administration event types. They can add access to features or take away access to features.

8. **How many users at my agency may use eCura® ProviderConnect at the same time?**

   There is no limit to the number of users who can access eCura® ProviderConnect at the same time since each user is individually registered.

9. **How do I sign up for trainings in eCura® ProviderConnect?**

   Contact your internal site trainer for assistance. In addition, refer to your user manuals.

10. **Is there a training manual I can use?**

    Yes. A set of user manuals is sent along with each executed provider agreement and is available on our website at www.cbhnp.org. Check with your agency Point of Contact or Site Trainer to locate your agency manuals.

11. **Are the training manuals copyrighted?**

    No. You may copy and distribute as needed.

12. **Are other providers able to view our information?**

    No. This secure website is available only to providers who are registered with CBHNP to access eCura® ProviderConnect. Individual users are limited to accessing only the authorization and claim information related to their provider agency. Any violation of confidentiality or unauthorized disclosure of information will be reported as required by law.

13. **How long should I expect to wait for CBHNP to process my request for registration?**

    It is our goal to process complete and accurate registration packets within 2 weeks from the date of receipt.

Technical:

1. **How long can I be idle in eCura® ProviderConnect before timing out?**

   If after twenty minutes, you have not executed a transaction, the system will time out as a security protection.

2. **How do I report problems with eCura® ProviderConnect?**

   Contact your internal point of contact who will email providerconnect@cbhnp.org if they are unable to resolve the problem locally. Issues will be assigned according to the nature of the problem. It is our goal to respond within 5 business days.

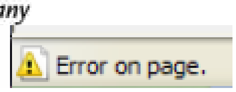
3. **How will CBHNP notify providers of updates to eCura® ProviderConnect?**

   Email notification will be sent to all agency Points of Contact and Trainers.

4. **What do we do if we view paid claims or approved authorization information that does not appear to be accurate?**

   Contact your agency point of contact for eCura® ProviderConnect who will then contact CBHNP. Together, research can be done to determine whether information was submitted in error or processed in error.

5. **What should I do if I am not able to navigate through the screens after I am logged in, even after pressing the All Modules button or Alt-A?**

   The minimum requirements for using eCura® ProviderConnect is a Windows Operating System and Internet Explorer. If you have met both of these requirements, look for an error on the page in the bottom left corner of your browser. 

If you are using Internet Explorer 7, please refer to the manual on how to correct your security settings. If this does not resolve the issue, your Site Point of Contact should report the problem by emailing providerconnect@cbhnp.org

6. **What should I do if I login and eCura® ProviderConnect is not responding?**

   Contact your Site Point of Contact or Trainer; if they are unable to resolve the problem, have them email providerconnect@cbhnp.org for assistance. CBHNP will be able to determine if it is an isolated incident or a system failure.

7. **How can I access eCura® ProviderConnect if I am using a MAC?**

   Access to eCura® ProviderConnect requires a Microsoft Windows operating system.

8. **After entering in my Capacity report, where can I go to view this report?**

   Since Providers are still reporting two different ways, the report that is uploaded from ProviderConnect can be found at http://webtools.cbhnp.org/providercapacity/.

9. **How often is Capacity uploaded from eCura® ProviderConnect to the Provider Portal?**

   Capacity is uploaded nightly, but will show the actual date and time that the Capacity was entered on eCura® ProviderConnect.

10. **When I go back to update my Capacity Reporting Event, why don't I see the Notes that were previously entered?**

    The Notes box coincides with the field that users were in when the Note was entered. For example, if you were in the Contact Name box when the Note was entered, that is the field that you need to be in for that Note to show up again.

11. **When downloading EOB's, why do I not see some of them?**

    The Provider name on the check must match the Provider that a user is logged in under. The Provider that a user is logged in under can be found in the lower left hand corner. If the Provider is an affiliated Provider refer to the eCura ProviderConnect manual to see how to view affiliated Providers. If the Provider is not affiliated a separate Provider registration will need to be completed and mailed into CBHNP to obtain additional login information.

Operational:

1. **When can I start requesting authorizations and entering claims using eCura® ProviderConnect?**

   At the present time a user may only check the status of an authorization or claim, however, CBHNP is in the process of developing this feature in eCura® ProviderConnect .

2. **Is eCura® ProviderConnect available 24/7?**

   Yes, the e-business functionality of eCura® ProviderConnect allows for access 24 hours a day, 7 days a week. Scheduled downtime will be emailed to your registered Point of Contact.

3. **How often is info updated in eCura® ProviderConnect?**

   The information viewed through eCura® ProviderConnect is displayed in real time as transactions occur. Claim and payment information is available as soon as the system processes the claim and/or payment. Authorization requests are normally completed within 2 business days from receipt making authorization information available as soon as the system processes the authorization.

4. **How far back can we go to view authorization and claim information?**

   Authorization and claim information is retrievable through eCura® ProviderConnect back to the implementation date of your specific agency program(s).

5. **Where can we find the Claim Number so that I can search eCura® ProviderConnect?**

   The Claim Number can be found on your CBHNP Explanation of Benefits.

6. **What is the Provider Client Number?**

   The Provider Client Number is for optional use and is the patient's unique (alphanumeric) number which is assigned by the provider.

   When using this number, it is to be recorded in Block 26 of the CMS 1500 or Block 3a of the UB 04

7. **What should we do if we need to check claim status but do not have any of the search criteria?**

   If your own internal records do not include any of the valid claims search option information, use the Membership module to search the Member by name to identify the Client #. Then, with the Client number, complete the claims search as directed.

8. **Can a Provider verify the claim status for a Member who has Medicare Primary and CBHNP as their secondary insurance?**

   Yes, a Provider may view the status by entering the Provider Client Number (Patient account number).

9. **How will I know if my claim is approved or rejected?**

   eCura ProviderConnect provides you the on-line capability of checking the status of your claims; both approval and rejection.

   You also have the ability to verify your payments and denials through the convenience of your on-line Explanation of Benefits. If you are currently not receiving your Explanation of Benefits on-line, you will want to click on this link http://providers.cbhnp.org/news_view.aspx?articleid=45 for more information.

10. **When will I know if my claim is approved or rejected?**

    eCura ProviderConnect provides you access to your claim status two (2) business days after your claim original submission date.

11. When will I receive payment of my approved claims?

"Clean" claims (claims that are accurate and complete) will be paid per the contract with the provider. If you are not sure of your payment schedule, you will want to contact your Provider Representative.

12. How will I receive payment of my approved claims?

Your payment method will remain the same. Providers have the option to receive either paper checks or Electronic Funds Transfer. For more information on Electronic Funds Transfer please click on the following link http://providers.cbhnp.org/news_view.aspx?articleid=45.