ProviderInfoSource®

Provider User Guide

Find a Payor

Chapter 13

HealthLink.

ProviderInfoSource is an online tool that gives you and your staff immediate access to information pertinent to your practice

http://providerinfosource.healthlink.com

13.0   FIND A PAYOR

13.1   Overview

HealthLink's Find a Payor search engine provides online access to Payor information such as telephone number and web site address (if available).

13.2   How to Find a Payor

a. On the Secured Home Page, click the Find a Payor link (Figure 1).
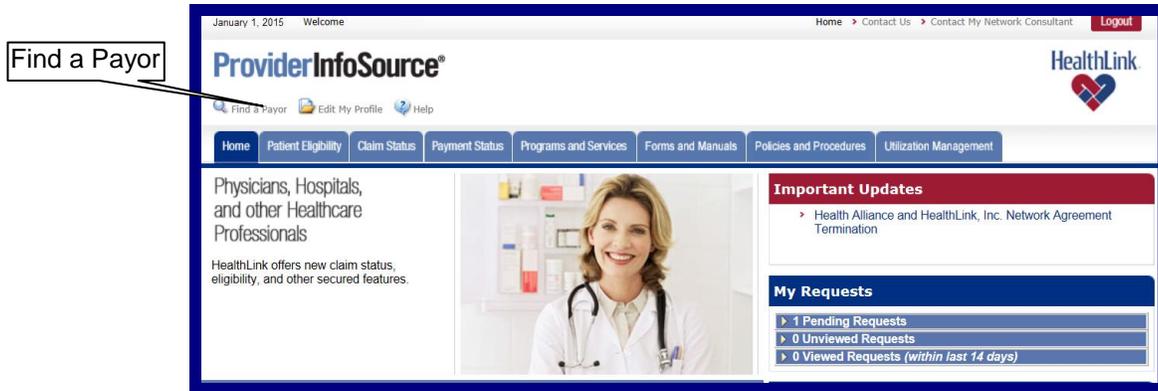
Figure 1. Find a Payor–Home Page Link.

b. When the Find TPA/Payor window displays (Figure 2), you may search for a Payor. There are two ways to search for a Payor:

1. **Search By Name** – Type the Payor organization's name in the "Search TPA/Payors" field and click the Go button.

2. **Search By First Letter** – Click the alpha letter that the Payor organization's name begins with. (i.e. Jones Payor would be found under the "J" alpha letter.)
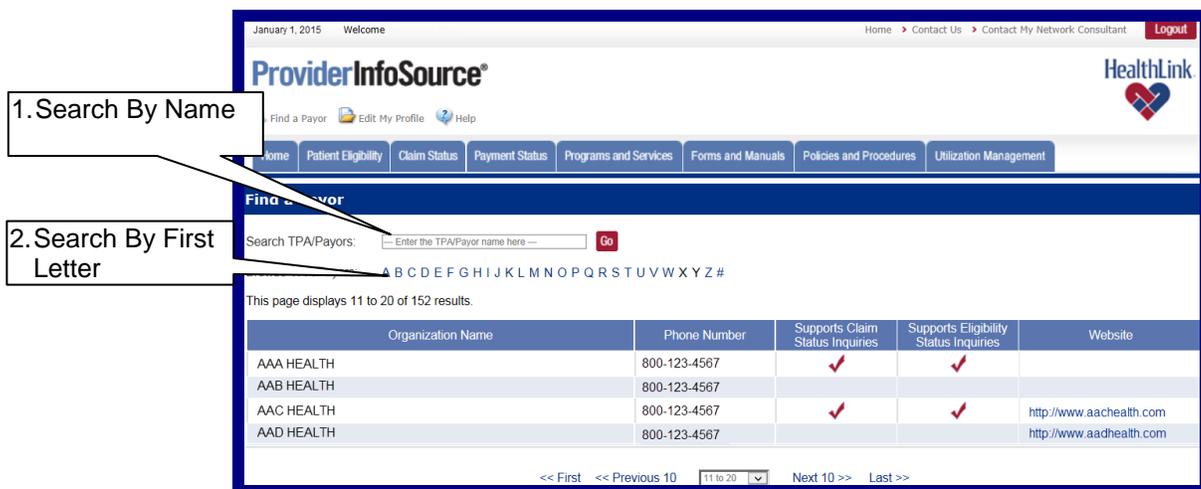
Figure 2. Find a Payor–Find TPA/Payor.

c. View Results

The following information will appear about each Payor (Figure 3).

1. **Organization Name** – The Payor's organization name

2. **Phone Number** – The Payor's phone number

3. **Supports Claim Status Inquiries** – If a check mark appears in this column, it means the Payor supports claim status inquiries.

4. **Supports Eligibility Status Inquiries** – If a check mark appears in this column, it means the Payor supports eligibility status inquiries.

5. **Website** – Click on the web site link to access the Payor's web site

6. **Results Record Numbers** – If your search yields more than ten records, you may move through the list by clicking on the specific results record numbers located at the bottom of the window.

Figure 3. Find a Payor–Results.

13.3 Field Descriptions

Following are descriptions of the fields that are displayed in the **Find a Payor** windows.

a. Fields – <u>Find TPA/Payor</u> (Figure 4)
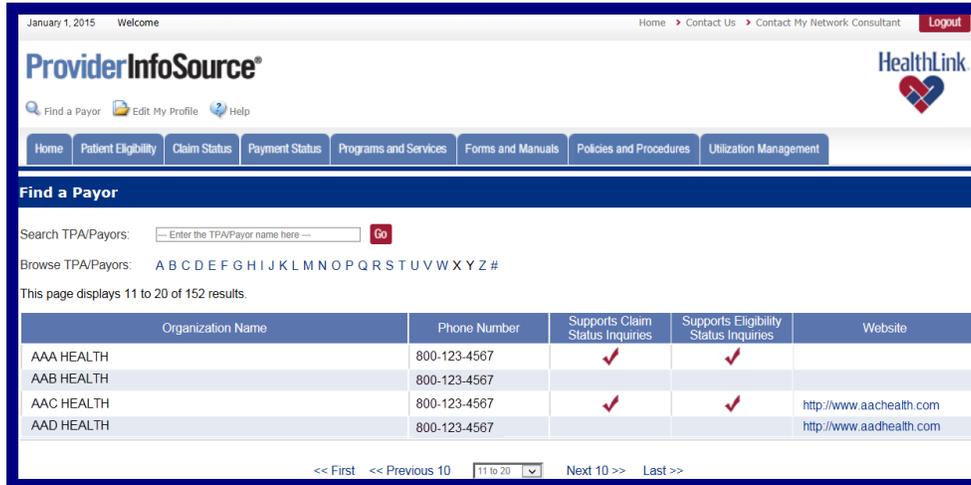
Figure 4. Find a Payor–Find TPA/Payor Fields.

Table 1. Find a Payor–Find TPA/Payor Fields.

Field	Descriptions
Search TPA/Payors (text box)	Enter the TPA/Payor name in the text box "Search TPA/Payors". Partial searches are allowed in this field.
Browse TPA/Payors (linked letters)	Linked alphabet letters to Browse TPA/Payors. (For Example, clicking on the linked letter C will display a list of TPA/Payors starting with C.)
Go	Starts the search for a TPA/Payor. You also may use the "Enter" key on your keyboard to start the search.
Organization Name	Displays the Payor's organization name.
Phone Number	Displays the Payor's phone number.
Supports Claim Status Inquiries	If a check mark appears in this column, it means the Payor supports claim status inquiries.
Supports Eligibility Status Inquiries	If a check mark appears in this column, it means the Payor supports eligibility status inquiries.
Website	Accesses the TPA/Payors web site. The Payor's web site will open in a new window.
Results Record Numbers	If your search yields more than ten records, you may move through the list by clicking on the specific results record numbers located at the bottom of the window.

13.4   Frequently Asked Questions (FAQ)

If you were not able to complete a Find a Payor task, this **Frequently Asked Questions (FAQ)** section offers you assistance. This section describes possible scenarios in which you may not be able to complete a task, along with the solutions to those scenarios.

Question:

What if No Payors are Found?

After logging into *ProviderInfoSource*, when I click the **Find Payor** link and submit a search, I see the following error message (Figure 5).

Figure 5. Find a Payor–No TPA/Payor Data Found.

Answer:

ProviderInfoSource has determined that there are no **Payors** in the Healthlink database matching the criteria entered. Re-check the spelling of **TPA/Payor** name. If misspelled, re-enter the **TPA/Payor** name, and click **Go**.

Question:

What if there are multiple listings for a single Payor?

Answer:

Payor information comes from the HealthLink database. Payors with multiple addresses may be listed more than once.