

# ProviderInfoSource®



## Provider User Guide

### Introduction

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#### Chapter 1

HealthLink®



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

<http://providerinfosource.healthlink.com>

## 1.0 INTRODUCTION TO PROVIDERINFOSOURCE

### 1.1 **Welcome!**

Thank you for being part of HealthLink's *ProviderInfoSource*<sup>sm</sup>! *ProviderInfoSource* is an online tool that gives you and your staff immediate access to information pertinent to your practice.

Throughout the development of *ProviderInfoSource*, HealthLink has worked closely with several physician groups and hospitals to obtain valuable feedback from the very beginning stages of paper proto-typing to the roll-out phase.

*ProviderInfoSource* allows your practice to obtain patient eligibility and claim information. You can utilize the My HealthLink Messages feature allowing secure messaging between you and HealthLink, and you can access a wealth of information including HealthLink's In-Touch newsletter, Administrative Manual for Providers, online forms and much more!

The *ProviderInfoSource* User Guide is designed to help you and your staff understand HealthLink's *ProviderInfoSource* and all of the features it has to offer. We encourage you to contact us if you have any questions or comments regarding *ProviderInfoSource*. Your suggestions will help us keep the program efficient and effective.

We sincerely value your participation in the HealthLink networks. Our primary objective is to provide outstanding service, convenient tools and online access to the information most important to you and your office.

## 1.2 Introduction

ProviderInfoSource is located at the following website address:

<http://ProviderInfoSource.healthlink.com>.

**Public Home Page** – Welcome to the *ProviderInfoSource* home page (Figure 1). This is the first page you see when you navigate to *ProviderInfoSource*. From here, you may retrieve policies, forms, utilization management and HealthLink network program information, all without logging in. However, to access claim status, patient eligibility and other information tailored to your office, you will need to login with your User ID and Password. If you have forgotten your User ID or Password, click [Forgot User ID or Password](#) to have your User ID emailed to you or reset your Password.

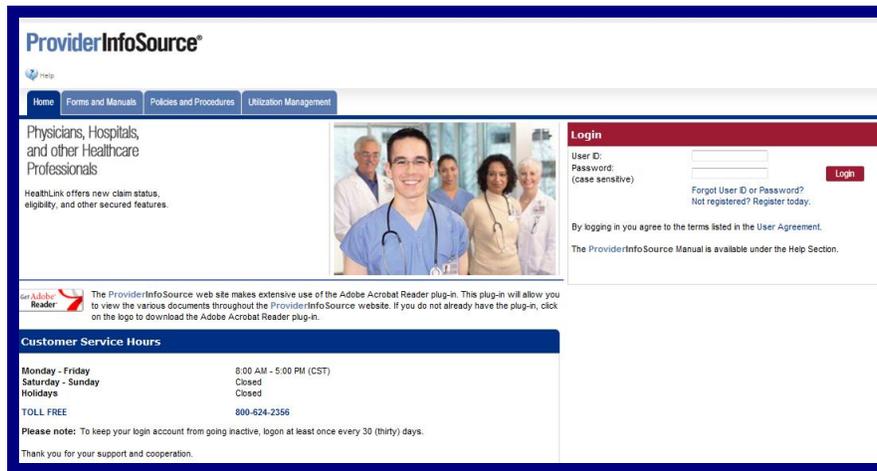


Figure 1. Public Home Page.

**Secured Home Page** – The Secured Home Page is the private, restricted home page that only participating physicians, hospitals and other health care professionals with a valid, registered account can utilize. You will see this page after you have logged in (Figure 2).

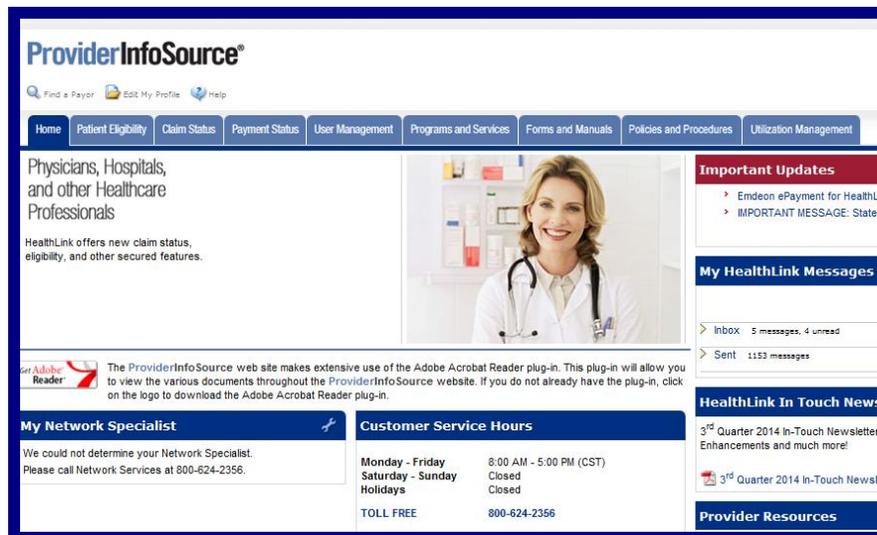


Figure 2. Secured Home Page.

### 1.3 **Field Descriptions**

Following are brief descriptions of the options located on *ProviderInfoSource's* Secured Home Page. Not all fields are available on the Public Home Page.

**a. Contact Us**

Includes contact information for you to find out about HealthLink networks, verify benefit coverage, or certify hospitalizations and outpatient procedures.

**b. Edit My Profile**

Allows you to change your account information (Name, Address, Phone Number, Email Address, Tax ID Number) as well as reset your password and security information.

**c. Fee Schedule Inquiry**

As an Ohio provider contracted with HealthLink, Inc. (HealthLink), you have the right to request your fee schedule(s) as outlined in Ohio House Bill 125.

**d. Find a Payor**

HealthLink's Find a Payor search engine provides online access to Payor information such as telephone number and website address (if available). You may search by name or by clicking on the first letter of the Payor's name.

**e. Forms and Manuals**

Includes go green with HealthLink, physician/facility information change forms; and more. Some forms may be completed online, with electronic submission directly to the appropriate HealthLink department.

**f. HealthLink Customer Service Hours**

<b>Customer Service – ProviderInfoSource</b>	
Hours:	8:00 to 5:00 CST, open business days
Phone:	toll-free 800-624-2356
	Recorded messages after 5:00 PM CST

**g. Help**

The Help section includes useful tips and tools to help you maximize *ProviderInfoSource* and all of its features. Included in the Help section are: this User Guide separated into individual sections, and Frequently Asked Questions (F.A.Q.) listed at the end of each user guide section.

1. The User Guide sections contain detailed instructions on how to use *ProviderInfoSource*, including: overviews, field descriptions and frequently asked questions in each section.
2. The Frequently Asked Questions (FAQ) are located at the end of each user guide section, and include questions and answers, as well as page references to more detailed information.

**h. Home**

This is the Home Page of *ProviderInfoSource*.

1. Home for Non-Registered Users

If you are not registered to use *ProviderInfoSource*, clicking this menu option displays the Public Home Page, which contains only certain features and information available to the public.

2. Home for Registered Users

If you have already completed the registration process and have successfully logged into *ProviderInfoSource*, clicking this menu option displays the Secured Home Page, which allows you access to *ProviderInfoSource*'s key features such as patient eligibility and claim status information.

i. **Important Updates**

This is your link to the latest information about HealthLink, including upcoming HealthLink-sponsored seminars, training and events. You can access this information by clicking any of the links in the Important Updates section of the Secured Home Page. Check often and stay up-to-date on the latest from HealthLink!

j. **Logout**

For security purposes, it is important to logout when you are finished using *ProviderInfoSource*. Simply click the *Logout* link. Your requests and information will be available the next time you login.

k. **My HealthLink Messages**

My HealthLink Messages gives you the ability to send secure, electronic messages regarding any topic to Customer Service, the Claims or Eligibility/Benefits Departments or your Network Specialist. You will receive a response within 24 hours. We look forward to hearing from you!

l. **My Network Specialist**

The My Network Specialist feature enables instant access to your Network Specialist's contact information and a link for sending a secure message.

m. **Policies and Procedures**

The Policies and Procedures menu option contains a wealth of information and documents, including: HIPAA updates; current and archived editions of the *In-Touch* newsletter.

n. **Programs and Services**

The Programs and Services menu option is your link to information about HealthLink core network programs, specialty network programs, health improvement programs and other services available to your patients who access a HealthLink network program.

**o. Provider Login**

Logging into *ProviderInfoSource* is easy – The Provider Login window is conveniently located on the Public Home Page. Logging in gives you access to patient eligibility and claim status information.

**p. Provider Resources**

Includes provider communications and information related to HealthLink's policy and procedures, standards and requirements.

**q. Provider Satisfaction Survey**

Your feedback is important to us in how we can better improve our service to the provider community.

**r. User Management**

The User Management function enables you to customize and manage access to your information. This online feature allows you to create new Users, manage your Users and reset User Passwords. You also may assign other Users as Provider Administrators and delegate the appropriate access for each User. User Management is only available to Provider Administrator level access types.

**s. Utilization Management**

The Utilization Management (UM) option gives you access to key resources such as precertification fax forms, Interactive Voice Response (IVR) phone access, and vendor contact information. Also included are behavioral health medical guidelines, HealthLink standard precertification listings, medical policies and clinical UM guidelines.

## 1.4 **Frequently Asked Questions (FAQ)**

This section answers commonly asked questions about *ProviderInfoSource* and its features. Thank you for your participation and interest in *ProviderInfoSource*!

**Question:**

What is the website address for *ProviderInfoSource*?

**Answer:**

*ProviderInfoSource* is located at <http://ProviderInfoSource.healthlink.com>

**Question:**

Is there any cost associated with the use of *ProviderInfoSource*?

**Answer:**

The use of *ProviderInfoSource* is free for each registered physician, hospital and health care professional.

**Question:**

What are the benefits of *ProviderInfoSource*?

**Answer:**

*ProviderInfoSource* allows interactive, one-stop access to Patient Eligibility and Claim Status information, with secure messaging capability, online form accessibility, program service information and access to HealthLink's Administrative Manual for Providers, *In-Touch* newsletters and other HealthLink publications.

*ProviderInfoSource* is designed to provide you with real-time, online access to information pertinent to your office.

**Question:**

I have a friend in the medical profession who is interested in accessing *ProviderInfoSource*. How does he or she sign up?

**Answer:**

HealthLink is excited about the provider community's interest in *ProviderInfoSource*.

*ProviderInfoSource* can be accessed by navigating to the Public Home Page at <http://ProviderInfoSource.healthlink.com> and selecting the [Not registered? Register today](#) link to create a User ID and password, or contact *ProviderInfoSource* Customer Service toll-free at 800-624-2356.

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Recorded messages after 5:00 PM CST

**Question:**

What hardware and system requirements do I need to access *ProviderInfoSource*?

**Answer:**

You will need a computer with an Internet connection to access *ProviderInfoSource*. *ProviderInfoSource* is best viewed using the newest version of Internet Explorer. Also, *ProviderInfoSource* makes extensive use of the Adobe Acrobat Reader plug-in. This plug-in is completely free, and will allow you to view the various documents throughout the site. If you do not already have the plug-in, the Public Home Page contains a link.

**Question:**

Where can I find a copy of the *ProviderInfoSource* User Guide and the quick reference guide?

**Answer:**

The user guide and quick reference guide are available within the *ProviderInfoSource* help feature.