

Independent Health Provider Portal Physician Enrollment Roster User Guide

Independent Health has recently shifted Physician Enrollment Rosters out of Reveal and into the Independent Health Provider Portal. Beginning November 16, 2020, rosters will be uploaded on the 2nd and 15th of each month and will now be available as downloadable Excel files – offering the capability of sorting and filtering by various categories. This shift ultimately allows easier, more beneficial access to our providers - below are a few tips to get you started:

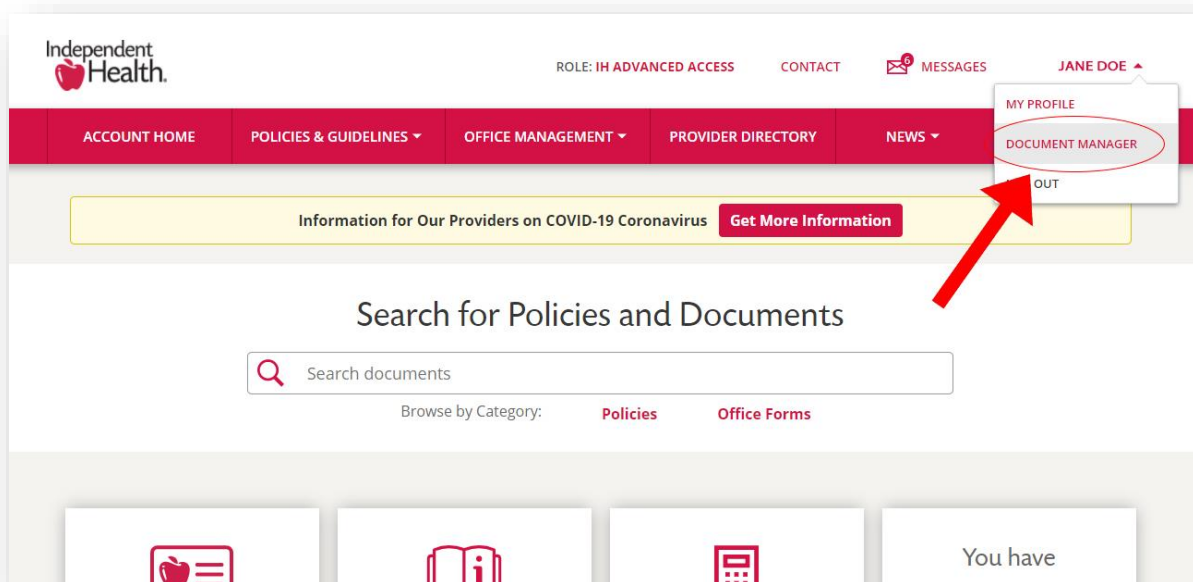
Please note: Independent Health allows members to list their ob/gyns of choice in our systems. If you have ob/gyns in your practice you may see their “roster” of patients. Please use the filter tool to assist you if you do not want to see them. See *Sorting and Filtering Rosters*.

Accessing Physician Enrollment Rosters

Please note: Rosters are available to all Provider Portal roles except Role 4 and Authorizations.

Physician Enrollment Rosters will be uploaded into the Document Manager of the Independent Health Provider Portal on the 2nd and 15th of each month. To access your rosters, login to your Provider Portal account. Once you are logged in and on your account home screen, navigate to Document Manager. See *figure 1*.

Figure 1: Navigating to Document Manager



From Document Manager, within “category” drop-down, select **My Reports**. From the “subcategory” drop-down, select **Physician Enrollment Rosters**. See *figure 2*.

Figure 2: Locating Rosters within Document Manager

Date Range

mm/dd/yyyy - mm/dd/yyyy

Search

Keywords

Category

My Reports

Subcategory

Physician Enrollment Roster

Search

Clear

Please note: Rosters will be displayed in Document Manager in ascending order, from oldest to newest. To adjust to descending order, simply select the "A-Z" button. See figure 3.

Figure 3: Set Sort Descending

Per Page

25

Sort by:

NAME

A Z

Downloading Rosters

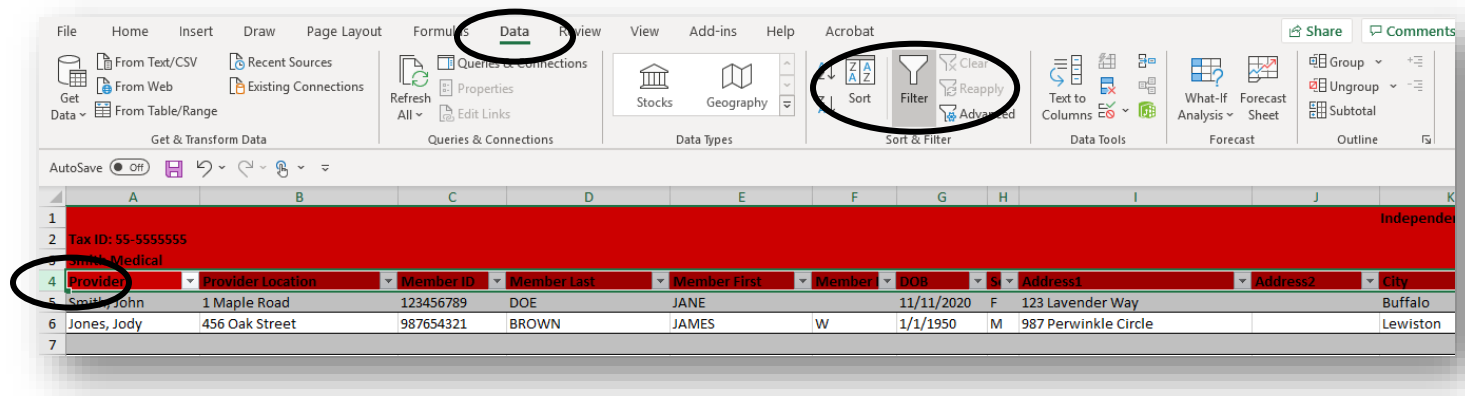
Physician Enrollment Rosters are now available as downloadable Excel files. To download a roster, simply select "**download**" next to the preferred roster. The file should automatically download and can be selected at the bottom left-hand corner of your browser.

Please note: If you do not automatically see the file at the bottom of your browser, you may need to check your browser's Firewall and security settings.

Sorting and Filtering Rosters

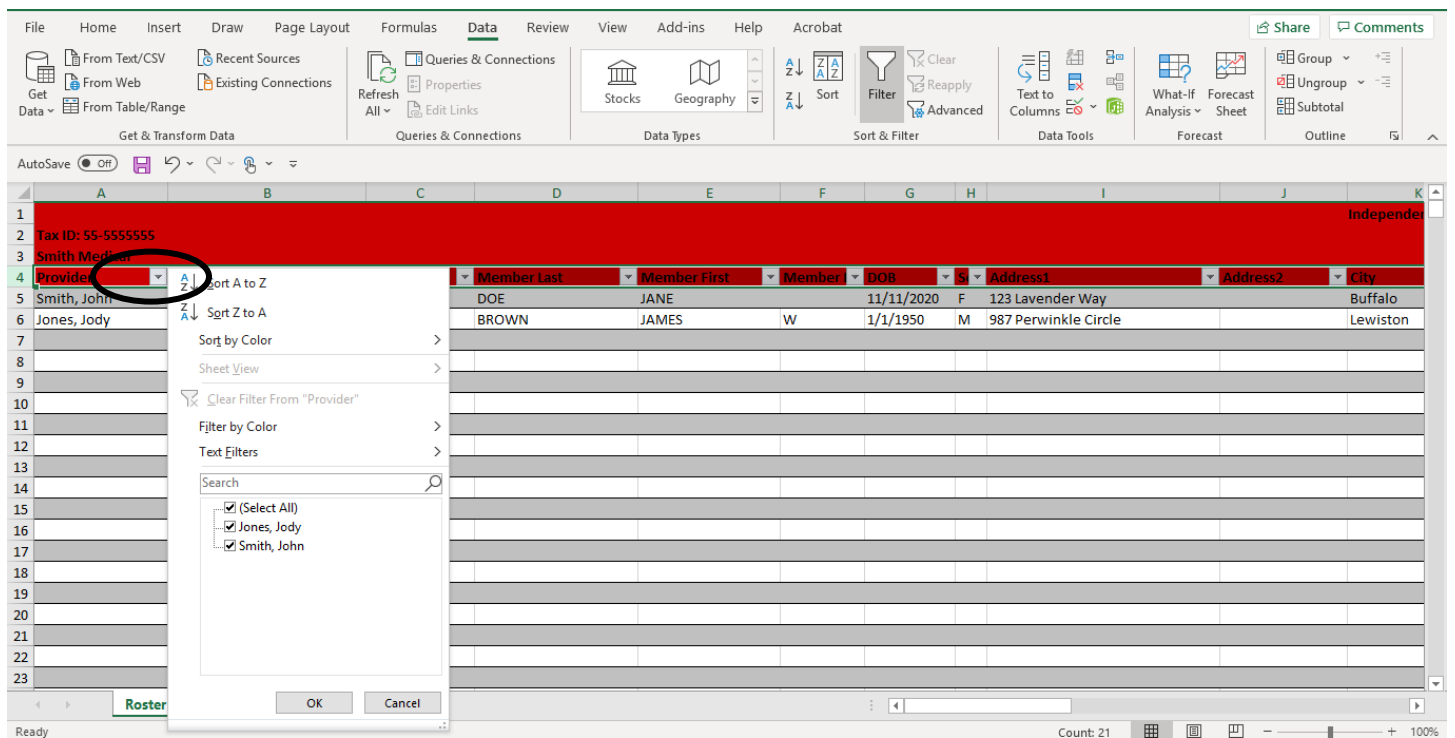
The new Excel format of these rosters allows a user to easily sort and filter by various categories. To add filters to a Physician Enrollment Roster, select **row 4** of your roster. Once selected, select the **data** tab at the top of the screen. Once data has been selected, select **filter** and filters will automatically be applied to the roster. See figure 4.

Figure 4: Applying Filters



From there, rosters can be filtered by selecting the arrows next to each category across row 4 (provider, provider location, etc.) *Figure 5* demonstrates that if the provider category is selected to filter, then a user can select and unselect as desired. Selecting “ok” will put filters into effect. To undo filters, simply select the arrow next to a category again and select “clear filter.”

Figure 5: Filtering Rosters



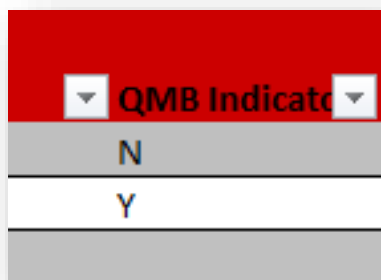
QMB Status:

Please note: Patients who have both Independent Health’s Medicare Advantage plan **and** Fee-for-Service Medicaid (known as “Qualified Medicare Beneficiaries,” (QMB) or “dually eligible) **must not be charged a cost share.**

If you are a Medicaid provider, you may bill New York State Medicaid for QMB/dually eligible member cost share amounts that are under their Independent Health Medicare Advantage plan.

Column R of Physician Enrollment Rosters shows the QMB status of a member. *See figure 6.*

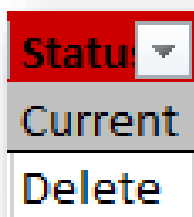
Figure 6: QMB Status (Column R)



Patient Status

The very last column of Physician Enrollment Rosters (column U) indicates the status of a member. Physician Enrollment Rosters show current members, recently added members (within the last 30 days), and recently deleted members (within the last 30 days). *See figure 7.*

Figure 7: Patient Status (Column U)



Member Totals

To view current member totals broken down by line of business (LOB), navigate to the "totals" tab in the bottom left-hand corner of the Excel file. *See figure 8.*

Figure 8: Navigating to Totals Page

Provider	Provider Location	Member ID	Member Last	Member First
Smith, John	1 Maple Road	123456789	DOE	JANE
Jones, Jody	456 Oak Street	987654321	BROWN	JAMES

Member totals are broken down by LOB (Commercial, State, Medicare, and Self-funded) across the top of the page. Underneath, members are broken up between **active** (includes both currently and members added within the last 30 days) and **deleted** (members who have been deleted within the past 30 days). See figure 9.

Figure 9: Member Totals Page

	A	B	C	D	E	F	G	H	I
1	Commercial: 149		Medicare: 30		State: 521		Self-Funded: 43		
2									
3	Active Members			743					
4	Deleted Members (Last 30 Days)			12					
5									

Still have questions?

For additional questions, please call Independent Health’s Provider Relations Department at (716) 631-3282 or 1-800-736-5771, Monday through Friday from 8 a.m. to 6 p.m. or e-mail providerservice@servicing.independenthealth.com.