

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

ACCOUNT HOME	POLICIES & GUIDELINES -	OFFICE MANAGEME		DER DIRECTORY	NEWS 👻	DOCUMENT MANAGER
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	Search docume	ch for Policie	es and Do	ocuments		
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From Document Manager, within "category" drop-down, select **My Reports.** From the "subcategory" dropdown, select **Physician Enrollment Rosters.** *See figure 2*.

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Figure 2: Locating Rosters within Document Manager

Date Range to mm/dd/yyyy - mm/dd/yyy	IV IV				
Search Keywords	Category My Reports	Su •	ubcategory 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

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Jones, Jody	456 Oak Street	987654321	BROWN	JAMES	W	1/1/1950	M	987 Perwinkle Circle			Lewiste

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

File Home Insert [Draw Page Layout	Formulas	Data Review	View Add-ins	Help Acrobat			Ŕ	Share 🖓 Comments
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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.

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

Figure 6: QMB Status (Column R)



Patient Status

Member Totals

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)



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

	Α	В	С	D	E
1					
2	Tax ID: 55-5555555				
3	Smith Medical			_	
4	Provider 🔹	Provider Location	Member ID 🛛 💌	Member Last	Member First 🔹
5	Smith, John	1 Maple Road	123456789	DOE	JANE
6	Jones, Jody	456 Oak Street	987654321	BROWN	JAMES
7			1		
8					
9					
10					
11			1		
12					
13			1	1	
14					
15			-		
16					
17		1	1	1	
18					
19					
20					
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22					
23					
	Roster	Totals 🕂			

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*

	Α	В	С	D	E	F	G	Н	1
1	Commercial: 149 Medica		re: 30	State	nded: 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.