

## Secure Provider Portal

IlliniCare Health is dedicated to supporting our valued network of behavioral health providers. Use our Secure Provider Portal for fast and easy access to helpful information and tools.

### Access these tools on the Secure Provider Portal:

- Access your patient panel
- Check member eligibility
- Submit and manage claims
- Submit and view prior authorizations
- Review and download payment history
- View member gaps in care
- Secure message IlliniCare Health
- Manage multiple accounts



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### Registration

1. To create an account, go to [Provider.IlliniCare.com](https://Provider.IlliniCare.com).
2. Click the “**Create an Account**” button at the bottom right of the page.
3. Complete the require information in four easy steps and allow up to one business day for your account to be verified.

*Refer to the resources on the bottom right corner of the homepage for step-by-step instructions on how to register.*

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### User Management

- Create an unlimited number of accounts per Tax ID number.
  - *For HIPAA and reporting purposes, each user should create their own account.*
- Add an unlimited number of Tax ID numbers per account.
- Manage user permissions for accounts associated with a given Tax ID number.
- Disable / Enable user accounts as needed.
- Invite other users to create an account.
- To access User Management, click **Username** → **User Management**.

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### Member Eligibility

- View member demographic data & eligibility spans.
- Member eligibility history is available regardless of the member’s current coverage status.
- View coordination of benefits information.
- Authorizations are available within the member’s record for 12 months (where available).
- Claims history is available within the member’s record for 18 months.
- To access, click **Eligibility** or use the **Quick Eligibility Check** tool in the welcome page.

## Authorizations

- View Inpatient and Outpatient authorization requests that have been approved or denied for the past 90 days.
  - Create authorization requests for specific Outpatient services.
  - Upload additional clinical documentation with each authorization request as needed.
  - To access, click **Authorizations** or view from the member's eligibility record.
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## Claims

- View claim history for up to 18 months regardless of the submission method:
    - Paper
    - Clearinghouse
    - Electronic
    - And more
    - Direct EDI submission
  - Create single claim submissions for both Professional and Institutional claims.
  - Correct processed claims regardless of the submission method.
  - Copy claims that are pending, paid, or denied regardless of the submission method.
  - View payment history for the past 18 months regardless of the payment method (paper check or EFT).
  - Explanation of Payment per check are available to view and download in an Excel spreadsheet.
  - To access, click **Claims** or view from the member's eligibility record.
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## Secure Messaging

- Fully encrypted messaging system prevents the risk of HIPAA violations.
  - Communicate directly with the Provider Services team.
  - Request support for any web-related issues.
  - Receive a response within one business day of your submission.
  - To send a Secure Message, click **Messaging** → **Create Message**.
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## Provider Portal Training

- IlliniCare Health is pleased to offer trainings on the Secure Provider Portal for all behavioral health providers.
- To register to attend an IlliniCare Health Secure Provider Portal webinar:
  1. Go to EnvolveU ([www.envolveu.com](http://www.envolveu.com)).
  2. Click Secure Provider Portal.
  3. Select Web Portal Overview, Web Claims Training and/or Web Authorizations Training.
  4. Review and follow the on-screen step-by-step instructions.