



# IntegraNet Provider Portal User Guide

How to submit claims - receive remittance advice – ask for help

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*So, you have arrived at [inetclaims.com](http://inetclaims.com) and are wondering what to do next*

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Firstly, you are in the right place if ...

- You are a registered user of this provider portal, or
- You are a provider of medical services to eligible members of Amerivantage health plans, and
- You participate in IntegraNet Health Services Networks - or not – and
- You wish to submit a claim for payment of services rendered as of August 1<sup>st</sup>, 2019, and
- You intend to submit your claim only in standard paper or electronic form.

## Your First Visit?

If this is your first visit to the Provider Portal, welcome, and here is a list of things you can do:

- Learn where to send paper claims. You would drop to paper if:
  - You do not want to enroll as a Provider Portal user and submit claims electronically
  - Your claim requires attachments as a condition for approval
- Learn how to enroll on the Provider Portal and submit claims electronically, receive remittance advice notices electronically, and receive EFT payments.
- Learn how to contact IntegraNet Health Claims Department staff.
- Learn where to get additional services such as an Authorization.

## What is in this Guide?

This document guides you through using the portal home and user pages.

On the Portal Home Page registered providers can login, and instructions are presented for registering as a new portal user, submitting paper claims, and contacting other services.

On the Portal User Page registered users can submit electronic claims online and download electronic remittance advice notices online for claims processed and paid/denied.

## Contact Us

Don't forget you can always reach the IntegraNet Health Claims Department 8 am to 5 pm CT by email at [edi@abctservices.com](mailto:edi@abctservices.com) or by phone at (541) 464-6296



## Portal Home Page



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**Please Enter Your Username and Password.**

User Name:

Password:

**Forgot your password?**

**Login Help:**

For login help, please email username and phone number to [edi@abctservices.com](mailto:edi@abctservices.com) or call the IntegraNet Health EDI Department at [\(541\) 464-6296](tel:541-464-6296).

Please include in the body of the email, the user name you are accessing the site with and a telephone number you can be reached at.

For security reasons do not include any present or past passwords.



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**Provider Portal and EFT Registration:**

- For access to the Provider Portal and to register for EFT, the [Enrollment Package](#) must be completed and returned.
- For questions or assistance in completing the forms within the Enrollment Package, please contact the IntegraNet Health Claims Department : [edi@abctservices.com](mailto:edi@abctservices.com) or [\(541\) 464-6296](tel:541-464-6296).

**Paper Claims:**

- Claims must be submitted on original, red and white CMS1500 or CMS1450 (UB-04) claim forms with black, machine printed text.
- Attachments must be printed on 8.5" x 11" paper and must accompany a valid claim form.
- Send your paper claims to:  
IntegraNet Health Claims Department  
1813 W. Harvard Avenue Suite 204  
Roseburg, OR 97471

**Additional Services:**

- [Appeals and Grievances](#) or contact IntegraNet Health Appeals Department at [\(832\) 320-7220](tel:832-320-7220).
- Authorizations and Referrals: Please refer to the auth/referrals page on the [integranethealth.com](http://integranethealth.com) website or call the IntegraNet UM department at [\(281\) 591-5289](tel:281-591-5289) or [888-292-1923](tel:888-292-1923)

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**NOTICE:**

*This web site contains confidential or privileged information. It is intended only for the use of legitimate IntegraNet Health providers. Any disclosure, distribution, forwarding, or copying of the information, or the taking of any action based on this information, is strictly prohibited. If you have accessed this site in error, please exit now. Thank you for your cooperation in this matter.*

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For more information, call Claims Department  
at [1-541-464-6296](tel:1-541-464-6296) or email [edi@abctservices.com](mailto:edi@abctservices.com).

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The portal home page contains the following sections:

- Logon section for enrolled portal users
  - Enrolled users can submit electronic claims and receive electronic remittance advice notices. ANSI X12 formats apply throughout – see Portal User Page below.

**Please Enter Your Username and Password.**

User Name:

Password:

**Forgot your password?**

**Login Help:**  
For login help, please email username and phone number to [edi@abctservices.com](mailto:edi@abctservices.com) or call the IntegraNet Health EDI Department at [\(541\) 464-6296](tel:5414646296).

Please include in the body of the email, the user name you are accessing the site with and a telephone number you can be reached at.

For security reasons do not include any present or past passwords.

- Portal user enrollment instruction section
  - For each billing point, represented by one TIN, download the Enrollment Package and
    - Complete and sign the trading partner agreement
    - Complete and return the EDI registration form
    - Complete and mail the EFT agreement form
  - Approved users will receive accounts and passwords to login to the portal
  - If you bill claims for multiple providers with different TINs then call the IntegraNet Health Claims Department to review and receive detailed instructions

***Provider Portal and EFT Registration:***

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- Paper claim submission instruction section
  - Defines the acceptable claim forms and specifies mailing instructions
  - Both portal users and non-users can submit paper claims
  - Submit in paper form if attachments are required



- Paper claims are scanned and converted to electronic formats with 48 hours

***Paper Claims:***

- Claims must be submitted on original, red and white CMS1500 or CMS1450 (UB-04) claim forms with black, machine printed text.
- Attachments must be printed on 8.5" x 11" paper and must accompany a valid claim form.
- Send your paper claims to:  
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- Help section listing additional services information
  - For services not provided by IntegraNet Health Claims department

***Additional Services:***





- [Appeals and Grievances](#) or contact IntegraNet Health Appeals Department at [\(832\) 320-7220](#).
- Authorizations and Referrals: Please refer to the auth/referrals page on the [integranethealth.com](http://integranethealth.com) website or call the IntegraNet UM department at [\(281\) 591-5289](#) or [888-292-1923](#)



## Portal User Page



You are logged on as  
**i.colvin@abctsoftware.com**  
[Logout](#)

 <a href="#">Claim Upload</a>	Upload Electronic Claims <b>Online</b> .
 <a href="#">835 File Download</a>	Download 835 - Heath Care Claim Payment (Notification) File And Report
 <a href="#">Password Change</a>	Change Your Password
 <a href="#">Member Profile</a>	Update Your Profile

For more information, call IntegraNet Health Claims Department  
at [1-541-464-6296](tel:1-541-464-6296) or email [edi@abctservices.com](mailto:edi@abctservices.com).

Portal Users, upon login, are presented with the portal user page where they can:

- Upload 837 claims files
  - A file explorer dialog allows you to select the claim file
  - Once selected the file is saved to a secure drive
  - The saved file is immediately processed to confirm it is in a valid format and that the patient is an eligible member of one of the supported health plan products
  - Log files are generated to record the outcome of the validation process and made available for download by the portal user



- 837 files that are successfully uploaded are queued for in-loading to the claims processing system within 24 hours.

Your are logged on as  
**i.colvin@abctsoftware.com**  
[Logout](#)

[← Back](#)

Claim File:

Browse...

UpLoad

Select a 837 compliant file on your computer,  
then click the Upload buttons.

**Claim Standards:** For IntegraNet Health EDI Claims Submission, please refer to the [IntegraNet Health Claims Submission Companion Guide for 837 Professional and 837 Institutional Claims](#).

The Companion Guide contains ANSI ASC X12N data clarifications derived from specific business rules that apply exclusively to IntegraNet Health EDI Submitted files.

**More Information:** EDIFICS  
[\[http://www.edifecs.com/healthcare\\_solutions/edifecs\\_services/compliance\\_online/\]](http://www.edifecs.com/healthcare_solutions/edifecs_services/compliance_online/) provides a service for HIPAA compliant transaction set testing. The Edifecs Compliance Online tool provides a testing platform which ensures HIPAA compliancy.

We would recommend that for initial compliancy testing you use this tool or some other HIPAA compliancy tool to validate your transactions before you attempt to send us files, to ensure that the information you are sending meets HIPAA compliancy guidelines.

- Download 835 remittance advice files
  - The most recent check run cycles are presented as a selection criterion
  - The 835 file is generated for the selected check run and made available for download
- Review and update user account contact information in their profile page
- Reset their password