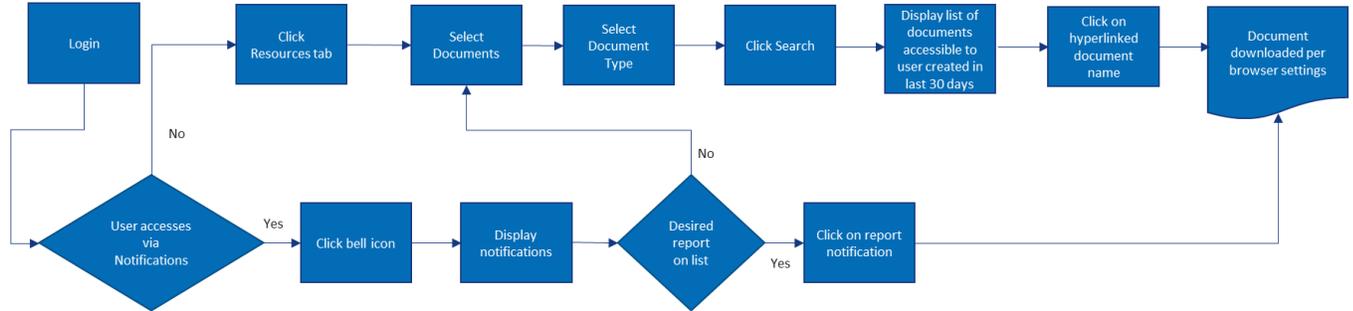


Provider Portal Documents – Export Report to Document

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the Provider Portal – Documents.



Let us look at the process for finding, creating, and managing documents on the Provider Portal.

The below table shows the types of reports that can be downloaded and then displayed in the documents page.

Type of Report	Export Location
Claim Bulk Export Report	Claims Tab
Concurrent Review Status Report	Preauthorization Tab
Home Health Statue Report	Preauthorization Tab
Member Bulk Eligibility	Member Management Tab
PCP Member Panel Report	Member Management Tab
Preauthorization Bulk Eligibility Report	Preauthorization Tab
Referrals Bulk Export Report	Referrals Tab

For this example, we will review the **Generate Bulk Eligibility Report**.

Purpose: Export reports to documents.



Step 1:

1. Login to the Provider Portal, Click **Member Management Tab**.
2. From the dropdown Select **Bulk Eligibility Check**.

The screenshot shows the ConnectiCare Provider Portal interface. At the top, the ConnectiCare logo is on the left, and a user profile for Allison Richards is on the right. A navigation bar contains several tabs: Home, Member Management (highlighted with a red box), Claims, Referrals, Preauthorization, Provider Profile, Create ER Notification, User Management, and Resources. A dropdown menu is open under Member Management, with 'Bulk Eligibility Check' highlighted by a red box. Below the navigation bar is a large banner with the text 'Welcome to the Connecticare Provider Portal' and 'Verify member eligibility, submit and view preauthorizations, referrals, claims, payments, and more.' Below the banner are sections for 'Updates and Reminders' and 'Take action'. The 'Take action' section contains four search buttons: 'Check Member Eligibility', 'Search Claim/Payment Status', 'Search EOP', and 'Search Preauthorization'.



Step 2:

1. The **Generate Bulk Eligibility** page will display. Select **Member ID** in the **Search By** field.

ConnectiCare

Home Member Management Claims Referrals Preauthorization Provider Profile Create ER Notification User Management Resources

Generate Bulk Eligibility

You can download up to 10,000 records at a time. If you want to export your data to Excel, make sure you narrow your results to 10,000 records or less.

Export To Excel

Search By *
Member ID

Member ID *

Reset Search Search



Step 3:

1. Enter the member ID numbers you want to include in the search.
Note: The member IDs you can enter in this field is limited to 25.
2. Click **Search**.

ConnectiCare

Home Member Management Claims Referrals Preauthorization Provider Profile Create ER Notification User Management Resources

Generate Bulk Eligibility

You can download up to 10,000 records at a time. If you want to export your data to Excel, make sure you narrow your results to 10,000 records or less.

Export To Excel

Search By *
Member ID

Member ID *
K6020289701, K1013601804, K4034662801

Enter the Member ID exactly as shown on the Member ID Card. Enter up to 25 member IDs separated by comma.

Reset Search Search



Step 4:

1. Click **Export To Excel**.

Generate Bulk Eligibility

You can download up to 10,000 records at a time. If you want to export your data to Excel, make sure you narrow your results to 10,000 records or less.

Export To Excel

Search By*
Member ID

Member ID*
K6020289701, K1013601804, K4034662801

Reset Search

Search

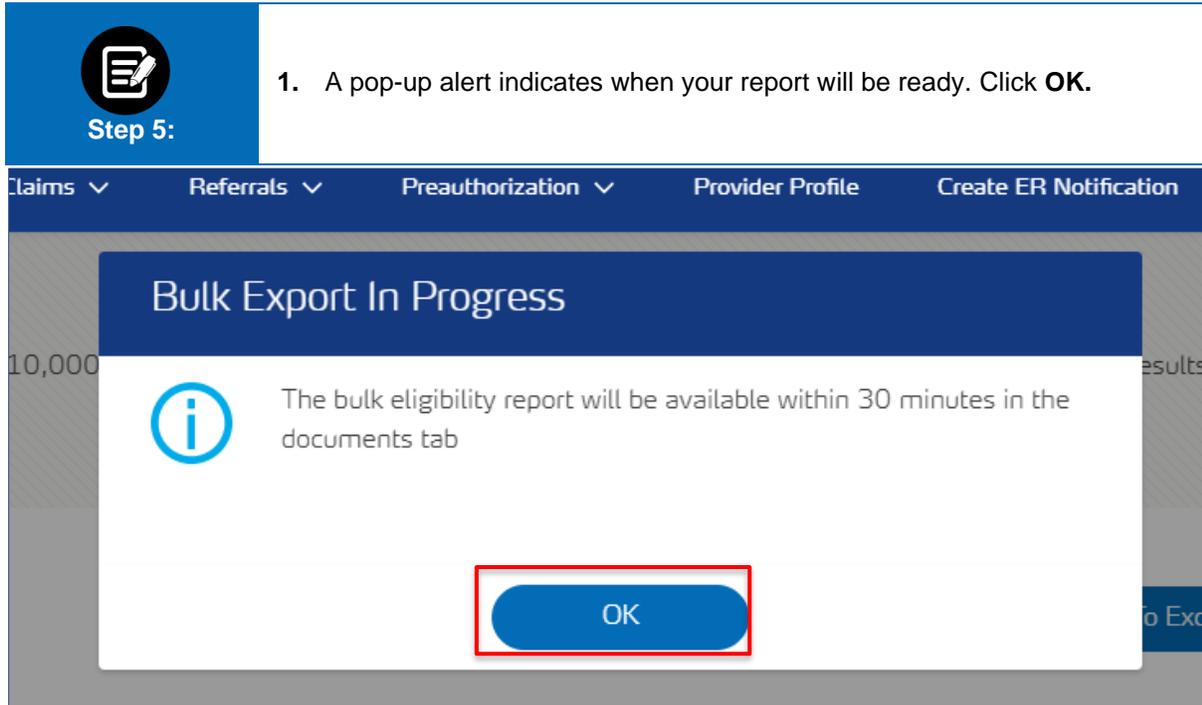
Filter By



Member Id	Member Name	Coverage Start Date	Coverage End Date	Status	Date of Birth	Gender	Plan Type	Coverage Type
K1013601804	Harley, Linda	01/01/2019	12/31/9999	Active	08/08/1976	Female	HMO	Medical
K4034662801	Davis, John W	01/01/2021	12/31/9999	Active	07/02/1943	Male	CCI	Medical
K4034662801	Davis, John W	01/01/2020	12/31/2020	Inactive	07/02/1943	Male	CCI	Medical
K6020289701	KAFF, ELI	12/01/2019	12/31/9999	Active	11/09/1982	Male	PPO	Medical

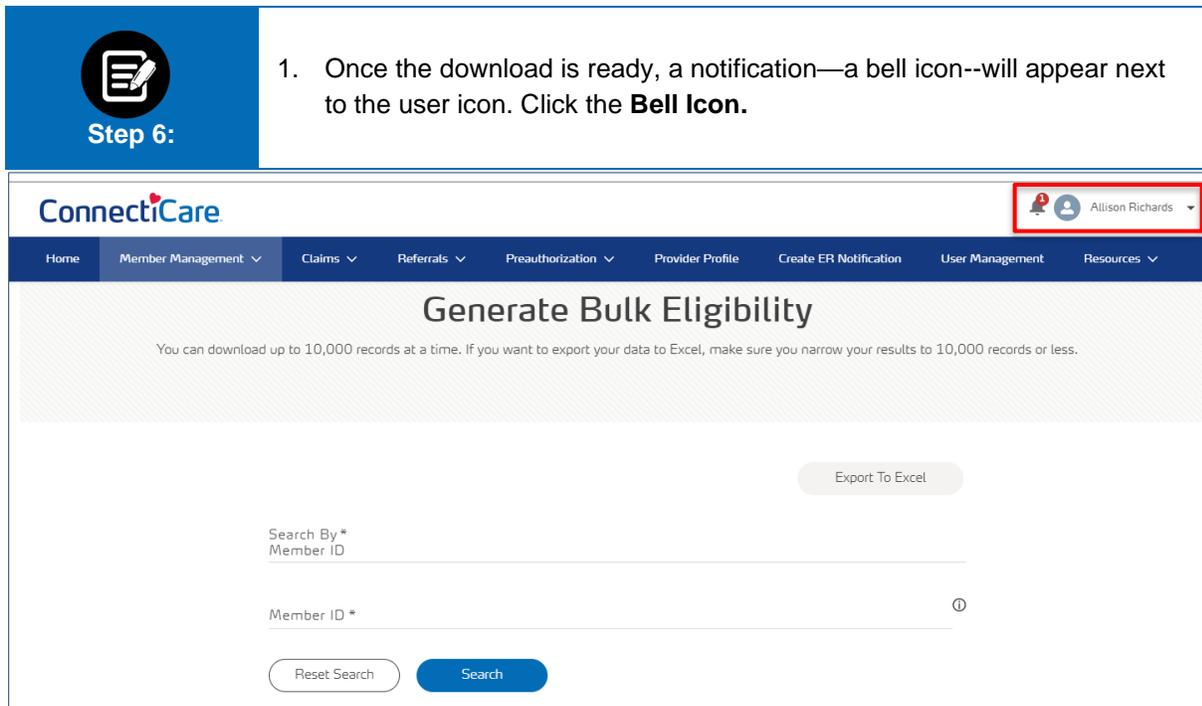
Step 5:

1. A pop-up alert indicates when your report will be ready. Click **OK**.



Step 6:

1. Once the download is ready, a notification—a bell icon--will appear next to the user icon. Click the **Bell Icon**.





Step 7:

When you click the bell icon, a drop-down box will list the available notifications.

1. Click the **Document**.

Note: The Downloaded document will be available for 30 days within the documents page.

The screenshot shows the ConnectiCare web application interface. At the top, there is a navigation bar with the ConnectiCare logo and a user profile for Allison Richards. Below the navigation bar, there is a main header with the title "Generate Bulk Eligibility" and a sub-header "You can download up to 10,000 records at a time. If you want to export your data to Excel, make sure you narrow". A notification box is open, displaying a message: "Your requested report is ready", "Your MemberEligibility_Allison_Richards_04192021_122022.csv is available", and "a few seconds ago". Below the notification, there is a search section with a "Search By*" dropdown menu set to "Member ID", a "Member ID*" input field, and "Reset Search" and "Search" buttons. An "Export To Excel" button is also visible.

Thank
You