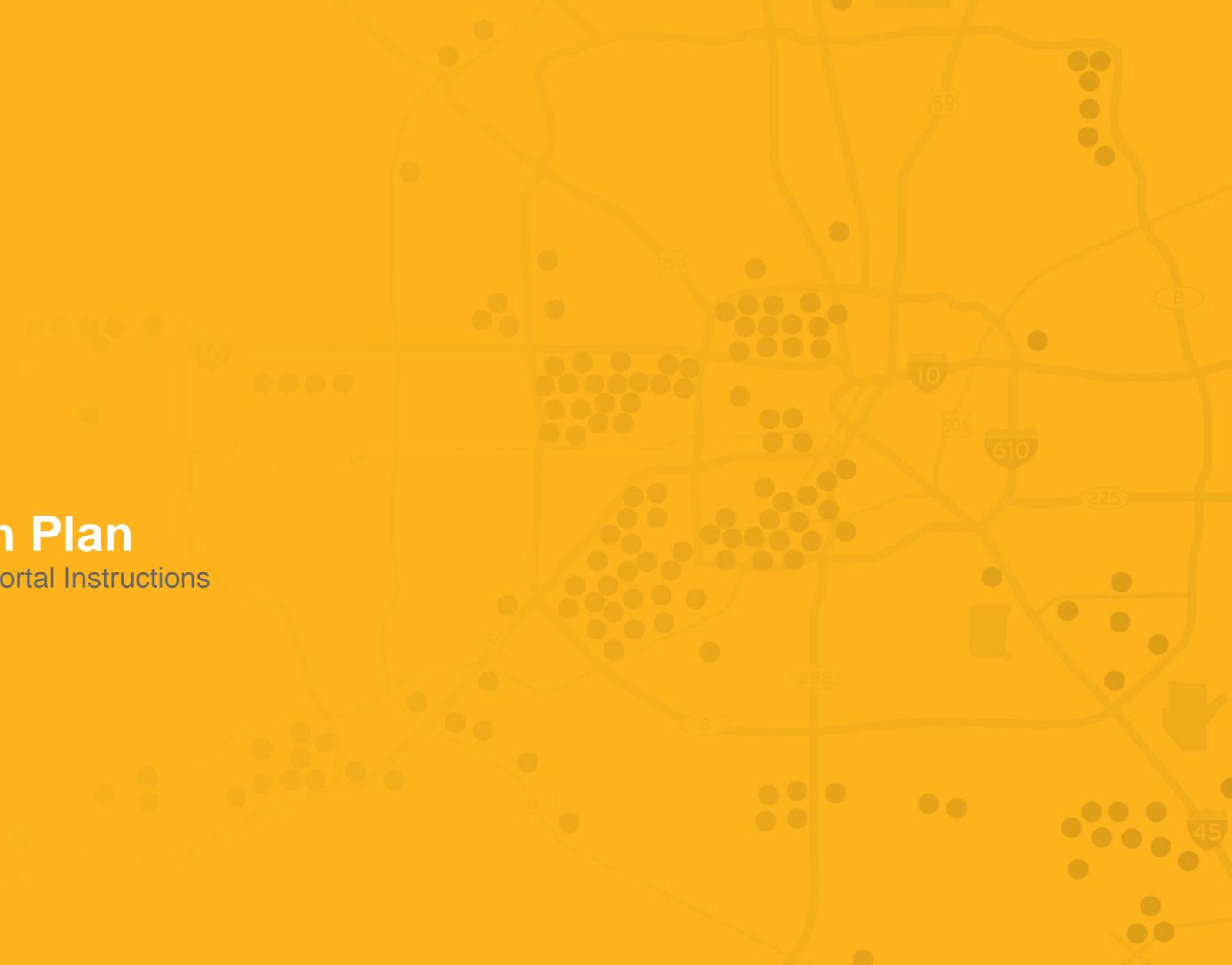


# Health Plan

Provider Portal Instructions



# Provider Portal Access

- To access the website, follow the link from MH Resource Center under “Provider Portal”:  
<https://healthplan.memorialhermann.org/providers/resource-center>
- Once you are on the page, you can access the Provider Portal by logging in with your MH credentials:
  - 1. Username
  - 2. Password



Welcome to Memorial Hermann Health Plan. Let's get you signed in.

Username

Password

Remember Me

Log In

Register

[Forgot username?](#) | [Forgot password?](#)

Welcome to  
Memorial Hermann  
Health Plan –  
EngageProvider  
Portal

Log in to get started.

# Portal Dashboard

## • 1. Menu Bar

– Each can be accessed by clicking each individual category.

## • 2. Account Necessities

– Specific to messaging, specific notification, profile information and preferences.

## • 3. Carousel

– Here is where Providers will be able to see latest information regarding the health plan and information tips.

## • 4. Member Search

– Here is where you can conduct a member search utilizing the Member ID, Member Name or Subscriber ID.

The screenshot displays the Memorial Hermann Health Plan Portal Dashboard for user Christopher Pickett. The interface is organized into several key sections:

- Top Navigation Bar (2):** Contains utility links for Messages, Notifications, My Profile, Preferences, Logout, and Help.
- Left Navigation Menu (1):** A vertical list of menu items including Home, Eligibility, Claims, Utilization management, Member management, Additional links, Documents, Notifications, Message center, Find a Doctor, and User management.
- Main Content Area:**
  - Dashboard Header:** Displays the user's name and the title "Supporting More Focused Care".
  - Carousel (3):** A featured announcement from NAVITUS Health Solutions regarding a "New Prescription Benefit Manager" effective January 1, 2021, with a "Show More" link.
  - Search Member (4):** A section for searching members, including a "Reset Search" button and radio buttons to select the search criteria: Member ID (selected), Member Name, or Subscriber ID.

# Portal Dashboard Continued...

- 5. Claim Status

- Claim status for providers will show here.

- 6. Additional links

- Here providers can find links that may be useful.

The screenshot displays a dashboard with three claim status cards and a section for additional links. The 'PENDING CLAIMS' card shows 0 total claims. The 'RECEIVED CLAIMS' card shows 0 total claims and has a notification badge with the number 5. The 'FINALIZED CLAIMS' card shows 0 total claims. Each card includes a table with columns for STATUS and DATE, and a PROVIDER section. Below each card is a 'View Details' button. The 'Additional Links' section, which has a notification badge with the number 6, lists two links: 'Memorial Hermann Resource Center' and 'Centers for Medicare & Medicaid Services', with a 'View All Additional Links' button below.

STATUS	DATE
Pending	Last 30 Days

PROVIDER  
Acute Medical Services LLC (100000013722)

[View Details](#)

STATUS	DATE
Received	Last 90 Days

PROVIDER  
Acute Medical Services LLC (100000013722)

[View Details](#)

STATUS	DATE
Finalized	Last 60 Days

PROVIDER  
Acute Medical Services LLC (100000013722)

[View Details](#)

### Top Additional Links

- [Memorial Hermann Resource Center](#)
- [Centers for Medicare & Medicaid Services](#)

[View All Additional Links](#)

# Eligibility

- Eligibility Check

- Allows providers to complete and run an eligibility check for their patient.
- Information provided such as “Active”, “Non-Active”, active date ranges, etc.

The screenshot displays the 'Eligibility Check' interface. At the top, there are tabs for 'Eligibility Check' (selected) and 'Bulk Eligibility'. Below this is the heading 'Run Individual Eligibility Inquiry' with a 'Reset Search' button. A search instruction states: 'Check for patient eligibility by entering information or making selections in all fields'. The search criteria are set to 'Subscriber ID' (selected), with options for 'Member ID' and 'Member Name'. The search form includes a text input for 'Subscriber ID' (labeled '(Required)') containing 'Enter subscriber ID', a dropdown for 'Category' (labeled '(Required)') set to 'Medical', and a 'Search' button. Below the search form is the 'Member Overview' section, which includes an 'Export To PDF' and 'New Inquiry' button. The 'Member Overview' displays the 'Eligibility Status' as 'Active' (indicated by a green checkmark). To the right, a table lists member details: Member Name, Date of Birth, Member ID, Gender, Plan Name (MHHS: 1/1 Select Gold 1500 HMO S-2019), Network Name, Product Type (Commercial HMO), Remaining Deductible (\$0.00), and Coverage Dates (From 10/01/2019 To N/A). Below this is the 'Member Information' section, which is currently collapsed. It lists fields for Name, Member ID, Gender, Date of Birth, Address, Home Phone, Mobile Phone, Relationship to Insured, and Handicapped. A 'Collapse All' button is visible in the top right of this section.

# Claims

- Providers can utilize the Claims module to get a status update.
  - Single claims
  - All claims (Snap Shot) as a collective

### Search Claims

[Search](#)  
Search for a claim to view details and status (at least one field must be selected) ↺ Reset Search

Search by (Required)

Claim or Estimate Reference ID

Provider (Required)

Claim or Estimation Reference ID (Required)

Enter claim or estimation reference ID

---

### Quick View

Select a quick view below to view details in a customized view set up with your specifications.

#### PENDING CLAIMS

**0**

TOTAL CLAIMS

STATUS	DATE
Pending	Last 30 Days

**PROVIDER**  
Acute Medical Services LLC (ID: 100000013722; NPI: 1164747465; Tax ID: 264411188; Address: 5719 Edward Dr. Houston, TX 77032-2611)

#### RECEIVED CLAIMS

**0**

TOTAL CLAIMS

STATUS	DATE
Received	Last 90 Days

**PROVIDER**  
Acute Medical Services LLC (ID: 100000013722; NPI: 1164747465; Tax ID: 264411188; Address: 5719 Edward Dr. Houston, TX 77032-2611)

#### FINALIZED CLAIMS

**0**

TOTAL CLAIMS

STATUS	DATE
Finalized	Last 60 Days

**PROVIDER**  
Acute Medical Services LLC (ID: 100000013722; NPI: 1164747465; Tax ID: 264411188; Address: 5719 Edward Dr. Houston, TX 77032-2611)



# Member Management

- Providers are able to search members within module and discover more detailed information in reference to their patients' health plan.

### Search Member

[Reset Search](#)

Please provide the necessary details below to begin your search.

Search by

Member ID  Member Name  Subscriber ID

---

Subscriber ID (Required)

[SEARCH](#)

---

3 Members Found

Member ID ↕	Last Name ↕	First & Middle Name ↕	Date of Birth ↕	Gender ↕	Group Name ↕	Details

[Export To PDF](#)[Export To Excel](#)

# Additional Links

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- Here is where providers can access additional useful links that they may find helpful.
  - Please feel free to share your thoughts what providers may benefit from and we can possibly have links added.

## Additional Links

### Explore Helpful Healthcare Related Links

#### RESOURCES

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Memorial Hermann Resource Center

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Centers for Medicare & Medicaid Services

# Documents

- Providers are able to access patient specific/essential documents when it comes to the patients' health plan here.

- Claims Inquiry
- PCP Panel Report
- Provider Manual
- Online Form

**Essential Documents**  
Download Important Healthcare Documents

View Essential Documents

Provider Name (Required)

[Redacted]

Document Categories (Required) From date (Required) To date (Required)

All Selected

- Select All
- Claims Inquiry
- PCP Panel Report
- Provider Manual
- Online Form

1/1/2019 2/3/2021

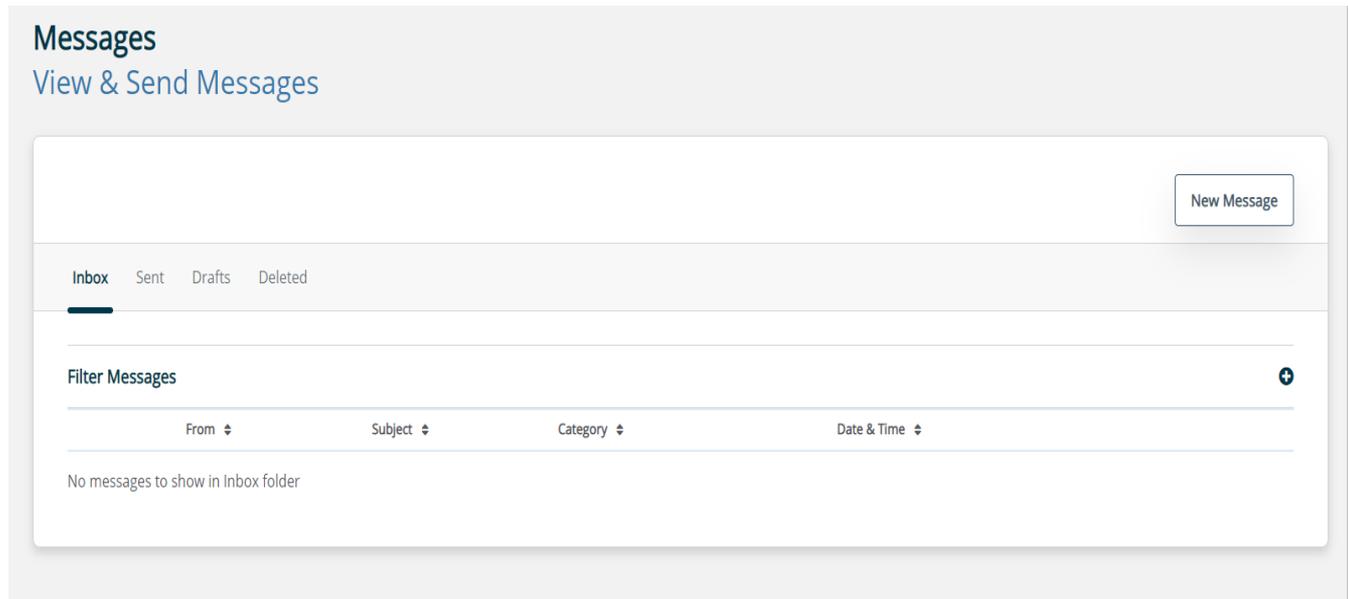
# Notification Center

- Providers are able to utilize the notification module to view when exports to PDF and Excel files are complete for retrieval.
  - Messages can be filtered if needed.

The screenshot displays the Notification Center interface. At the top, it says "Notification Center" and "View Announcements, Updates, and Actions Needed". Below this, it indicates "Showing 0 Notifications" and includes a "Hide All" button. A "Filter Messages" section is visible with a plus sign icon. A message box contains the text: "⚠ No notifications were found based on the filter criteria. Please modify the filter criteria and try again. Please refine your search."

# Message Center

- Providers have the capability to communicate with the health plan from the Message Center.
  - Correspondents goes to: [MHHPProviderPortal@memorialhermann.org](mailto:MHHPProviderPortal@memorialhermann.org)  
Managed by Provider Relations



# Find a Doctor

- Providers can assist patients or look for referrals by clicking the “Find a Doctor” module.
  - This will reroute providers to [Provider Directory](#)

The screenshot displays the Memorial Hermann Health Plan website's "Find a Doctor" page. At the top, there is a navigation bar with links for "CONTACT US", "FOR BROKERS", "FOR PROVIDERS", and a "Search" button. Below this is a secondary navigation bar with links for "Members", "Employers", "Medicare Advantage", "Find a Doctor" (which is highlighted), "Find a Location", and "Find Other Services".

The main content area features a "Find a Doctor" heading and a sub-heading: "You are viewing services for **Select HMO (Employer Provided)** Coverage". There are links for "Change Network" and "View Medicare Advantage HMO Services".

On the left side, there is a search bar with the placeholder text "Enter name, location, specialty, or condition" and a search icon. Below the search bar is a "Filters" section with a "Clear All (1)" link. The filters include: "My Location" (set to Houston, TX 77084), "Specialty", "Clinical Interest", "Availability", "Location Type", "Gender", and "Language".

On the right side, there is an "Important Message About Hospital-Based Providers" section. The message states: "Memorial Hermann Health Plan makes every effort to contract with hospital based providers that regularly provide services at network facilities. Reference our [HMO network hospital based provider grid](#) or [PPO network hospital based provider grid](#) to help you decide which facility has contracted hospital based providers in an effort to minimize any out-of-pocket expenses you may incur. When using anesthesiologists, neonatologists, pathologists, radiologists and/or emergency medicine providers that do not participate in your network, your out-of-pocket expenses may be greater than if you were to use a provider in network."

Below the message, there is a "1-10 of 3845 Results" indicator and an "Appointment For" section with radio buttons for "New", "Existing", and "Either".

At the bottom, there is a preview of a search result for a "Pediatrics" provider. The preview shows a profile icon, the specialty "Pediatrics", the "UT\*Physicians" logo, and a "Call to make an appointment" button.

# User Management

- Providers are able to add users under their organization and assign specific role to what each employee can view/create.

## User Management

### View/Edit User & Access Role Permissions

User Management   User Role Access   Audit

### View or Edit User

Expand a user to view affiliations associated with users. Click on a user to edit. [Create New User Account.](#)

Filter Users +

3 User(s) Found + Expand All

Last Name	First Name	User Role	Email ID	User ID	Status
[REDACTED]					Pending   <a href="#">Resend</a> ⓘ
[REDACTED]					Pending   <a href="#">Resend</a> ⓘ
[REDACTED]				[REDACTED]	Active

# FAQs

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For all Frequently asked questions, please visit the resource page at:

<https://healthplan.memorialhermann.org/for-providers/resource-center/faq>

Or

Contact Provider Services to schedule a training: [MHHPProviderPortal@memorialhermann.org](mailto:MHHPProviderPortal@memorialhermann.org)

Memorial Hermann Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

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