Healthsmart Online Portal

Healthsmart Portal Address: www.healthsmart.com

You can also use the link: <u>https://secureedi.healthsmart.com/TPM</u>

This will take you directly to the log on page.

Once you are on this home page please scroll down until you see

Boxes that say

Members> Employers> Provider> Payers> Brokers>

Please go to the Payer link double click it.



We take care of a company's most valuable resource. Its people.

HealthSmart is the premier provider of customizable and scalable solutions for self-funded employers.



It will direct you to the below window: click on EDI Clearinghouse



Find providers in HealthSmart's networks SmartInquiry Log in to initiate an appeal or check its status



Log in to view non-standard provider-to-payor contract language

This will direct you to the Healthsmart Logo log in page. You will need to use the username and password that was provided when you enrolled with the clearinghouse. If you do not have this or remember what it is, please contact support. 888-744-6638 or email support support.his@healthsmart.com

Clearinghouse Po Please User ID:	rtal
Please User ID:	riai
In: Password:	
Sign In	

If this is the first-time logging in you may see a HIPPA terms of service page. Please read and acknowledge the statement. If you do not acknowledge the statement you will not be able to move on from this point.

	HIPAA Privacy Statement Date Effective: February 17, 2005
	THIS STATEMENT DESCRIBES CAREVU CORPORATION'S PRIVACY PRACTICES IN REGARDS TO THE ONLINE TRANSMISSION OF DATA THROUGH THE CAREVU CLEARINGHOUSE. CAREVU UNDERSTANDS THE IMPORTANCE OF PRIVACY AND STRIVES TO ACHIEVE THE HIGHEST STANDARDS POSSIBLE. PLEASE READ THIS STATEMENT THOROUGHLY AND ACCEPT IT TO CONTINUE.
	NOTE: CAREVU CORPORATION RESERVES THE RIGHT TO CHANGE THIS INFORMATION AT ANY TIME WITHOUT NOTICE; PLEASE BE SURE TO CHECK BACK FOR ANY CHANGES.
	<u>Cookies</u>
	What are cookies? They are small files used by internet websites to store information for that site's use. Some websites use permanent cookies to track internet usage, while others just use temporary cookies in order to make navigation easier for their users. These temporary cookies are what we use in order to give our customers the best experience possible on our website. The Clearinghouse application uses session variables which install temporary cookies on the client's computer. No personal information is collected from these cookies and they are automatically removed upon your termination of the current browser session.
	NOTE: If you have your browser set to not accept cookies, the Clearinghouse application will not be accessible.
	Links
	Our website has many links that direct you to other websites we feel may benefit our members in some way. Having these links on our website does not imply endorsement of these sites by CareVu. Since these websites are not under the control of CareVu Corporation, we cannot guarantee the accuracy of the information presented on these non-CareVu websites. After leaving the CareVu website, your privacy will be administered by the site you visit. We encourage anyone leaving the CareVu website to review the privacy statement of the website they visit.
i	
	Complaint Procedure
	If you feel that your protected health information has been improperly used please contact our Administrative Assistant at (806) 473-2513. You also have the right to file a complaint with the Health and Human Services Secretary; in doing so, there will not be any retaliation for this filing.
	If you do not wish to accept this privacy policy/statement, please DO NOT check the box below and you will not be able to enter the CareVu Clearinghouse.
	□ I have read and agree to the CareVu privacy statement Accept

The first screen of the portal will show any announcements related to the clearinghouse. We will post any outages we may have or issues with payers.

<u>File E</u> dit <u>V</u> iew Hi <u>s</u> tory <u>B</u> ookr	marks Iools Help
🙇 ADP 🔹	🗴 Clearinghouse Admin: Ma 🗴 Clearinghouse Admin: Ma 🗴 🎢 Providers Service Loca 🗴 Clearinghouse Portal - We 🗴 🕂
A https://secureedi.	Lhealthsmart.com/TPM/default.aspx
1 HealthSmart Portal Lo	Clearinghouse Admin: 🖸 Capario Paver List Sear 🦳 Healthsmart Client Dat 🦳 Welcome to HealthSm 📄 cVCH reports billing
	HOME CORPORATE SITE CUSTOMER SERVICE LOGOUT
<i>HealthSn</i>	Nart Systems
	Clearinghouse Portal
Welcome TestProvider	Pecent Appouncements
Actions	Recent Announcements
Upload a File	
Retrieve a File	
Retrieve Response Files	
Find a Claim	
Find Attachments	
Professional Claim Editing	
Institutional Claim Editing	
Dental Claim Editing	
Change My Profile	
Download User Guide	
Submit Eligibility Request	
List Eligibility Responses	
Submit Claim Status	
Request	
List Claim Status Responses	
Submit Services Review Request	
List Service Review	
Kesponses	I

Under the Action Tab:



You will see several options.

Clearinghouse Portal

Welcome, TestProvider	
Actions	
Upload a File	
Retrieve a File	
Retrieve Response Files	
Find a Claim	
Find Attachments	
Professional Claim Editing	
Institutional Claim Editing	
Dental Claim Editing	
Change My Profile	
Download User Guide	

Recent Announcements

Upload a file: you will up load your claim files here

	Clearinghouse Portal
Welcome, TestProvider	Upload a File
Actions Upload a File	To unload a transaction file:
Retrieve a File	1. Calet the desired partner is the deep down list
Retrieve Response Files	2. Select the transaction type
 Find a Claim	3. Browse to the file's location on your PC 4. Click the "Upload File" button
Find Attachments	It is very important that you select the proper transaction type. Otherwise the file will be rejected.
Professional Claim Editing	Select Partner:
Institutional Claim Editing	■ 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Dental Claim Editing	Transaction Type:
Change My Profile	
Download User Guide	File Location: Browse No file selected.
Real-Time Trans Submit Eligibility Request	Upload File
List Eliaibility Responses	

You will need to know how to locate the claim files you have generated from your Software. We cannot provide training on how to do this you will need to contact your vendor.

Retrieve a File: you will be able to retrieve the ERA (electronic remittance advice), locate files you sent to HS clearinghouse as well as any files HS clearinghouse sends that are not response report files to download on to your software or to your computer.

	olounighoudo i ollui
Welcome, TestProvider	Retrieve a File
Actions Upload a File Retrieve a File	*:Both Begin Date and End Date are required for a search. Select Partner: Test Provider File Selection: Received Files
Find a Claim	Begin Date: * End Date: * File Date:
Professional Claim Editing	Search
Institutional Claim Editing	

You also have the option to look at the files that were sent to the clearinghouse

Clearinghouse Portal

Clearinghouse Portal



Retrieve a File

16 Sent Files for 03/01/2016 through 03/01/2016

To view a transaction click on the link for the file name. The transaction will be visible in your browser. To save the transaction, go to 'File' and 'Save As' in the browser that contains the transaction, or simply right click the link and choose the option to save the target or link to disk.

<u>Partner</u> <u>Name</u>	<u>File Name</u>	<u>File Type</u>	File Creation Date	<u>Status</u>	<u>Transaction</u> <u>Count</u>
t .			3/1/2016 7:51:09 AM	parsed	1

Due to HIPPA I could not provide any information in the Partner name, File Name or File Type sections: On your end you will see this information completed. Retrieve Response files: you will be able to retrieve your initial and secondary response (contractor or payer) response reports.

	Clearinghouse Portal
Welcome, TestProvider	Retrieve a Response File
Actions Upload a File	*:Both Begin Date and End Date are required for a search.
Retrieve a File	Select Partner: Test Provider
Retrieve Response Files	
Find a Claim	Begin Date: End Date: File Date: 3/10/2016 3/10/2016 3/10/2016
Find Attachments	
Professional Claim Editing	Search
Institutional Claim Editing	
Dental Claim Editing	
Change My Profile	
Download User Guide	

Clearinghouse Portal

Retrieve a Response File



5 Response Files for 3/10/2016 through 3/10/2016

To view a file click on the link for the file name. The file will be visible in your browser. To save the file, go to 'File' and 'Save As' in the browser that contains the file, or simply right click the link and choose the option to save the target or link to disk.

<u>Partner</u> <u>Name</u>	<u>File Name</u>	<u>Response</u> <u>Type</u>	<u>File Type</u>	<u>Date</u> <u>Time</u>	<u>Last</u> Download
l		Initial	I	3/10/2016 9:05:49 AM	
		Initial	-	3/10/2016 9:05:49 AM	
	1	Secondary	1	3/10/2016 1:44:59 AM	

Due to HIPPA I could not provide any information in the Partner name, File Name or File Type sections: On your end you will see this information completed.

Find a claim: you can search for a claim you are needing to locate:

	Clearinghouse Portal
Welcome, TestProvider	Find a Claim
Actions	Advanced Search
Upload a File	
Retrieve a File	*: Either the Dates of Submission or the Dates of Service are required for a search.
Retrieve Response Files	I General Information:
Find a Claim	Transaction Type: All V Begin Date: * End Date: *
Find Attachments	Submission Date:
Professional Claim Editing	Batch Id:
Institutional Claim Editing	Claim Reference Number:
Dental Claim Editing	III Claim Information:
Change My Profile	Payer
	Payer Name: ID:
Download User Guide	Providers
	Billing Provider Id:
Real-Time Trans	Billing Provider Name:
List Eligibility Responses	Other Provider Id:
Submit Claim Status Request	Last: First: Other Provider Name:
	Insured
List Claim Status Responses	Insured Id:
Submit Services Review Request	Last: First: Insured Name:
	Patient
List Service Review Responses	Last: First: Patient Name:
List Payment Advice	Others
List Payment Advice	Charge Amount(\$):
Reports	Service Date:
Transactions by Partner	
Rejected Claim Count	Search
Claim Status Report	

You can also search by the CVICV # that is on your response report.

Professional Claim and Institutional Claim Editing:

You can search for claims that have the following status:

Edited

Rejected

Pending

Resolved

Printed

Hold

Clearinghouse Portal

Rejected Professional Claims Work Queue

*Both Begin Date and End Date	are required for a search. Begin Date: *	End Date: *
	Reject Statuses:	
	Edited Rejected	
	Pending Resolved	
	Printed 🗹 Hold	
	Search	

We strongly discourage editing the claims on the portal. When you edit the claims on the portal you will not receive an initial response report. The initial response report is sent out in case the claims failed to process though the clearinghouse and is in an error or failed rules status. We allow limited information to be edit on the portal. When you edit claims via the portal, it does not fix the issue in your software, so you run the risk of submitting another bad claim.

Change my Profile: you can update your passwords on this section

e to esta	Clearinghouse Portal
User Profile	
First Name:	TestProvider
Last Name:	Provider
User Name:	testprovider
Reset Password is op	otional:
Password:	
Confirm Password:	
Email (optional):	
Partner:	F

Submit

Under the Real-Time Trans Tab:



You will see several options.

Real-Time Trans Submit Eligibility Request List Eligibility Responses Submit Claim Status Request List Claim Status Responses Submit Services Review Request List Service Review Responses List Payment Advice

Submit Eligibility Request: No longer offered with this site List Eligibility Responses: No longer offered with this site Submit Claim Status Request: No longer offered with this site List Claim Status Responses: requires enrollment Submit Services Review Request: requires enrollment List Service Review Responses: requires enrollment

List Payment Advice: you can see a human readable format for 835 ERAS electronic repentance advice You would see something like this:

Welcome,	List P	aymen	t Adv	/ice							
Actions	Begin Date: 08/01/2016 End Date: 08/31/2016										
Upload a File											
Retrieve a File	Show Date Range										
Retrieve Response Files	List Previously Viewed Transactions										
Find a Claim			-	-							
Find Attachments		ID	<u>Paver</u> Name	Date Date	<u>Check</u> <u>Amount</u>	Advice Type	Check #	<u>Claims</u>			
Professional Claim Editing											
Institutional Claim Editing	Delete	445863021	Capario	7/29/2016		СНК		2			
Dental Claim Editing											
Change My Profile	Delete	446042161	Canada	7/20/2016		NON					
Download User Guide	Delete		Capario	//30/2010		NON		1			
Real-Time Trans	Delete	446042175	Capario	7/27/2016		СНК		1			
Submit Eligibility Request											

Due to HIPPA I could not provide any information in the check Amount or check number: On your end you will see this information completed.

				_									
Welcome,	Display	y Payı	men	t Ad	dvi	се							
Actions Upload a File Retrieve a File Retrieve Response Files Find a Claim Find Attachments	Payn Check	Payer Tax nent Amou Advice Ty /EFT Numb Check Da	er: UN ID: nt: pe: (ner: te:)	IITED H	EALT	HCARE INSUR	ANCE COMPAI	NΥ		Cla A Paio	aim Charges Adjustments Allowed Patient Resp I to Provider Interest		
Professional Claim Editing	Show All	Details					Return to Lis	t					
Dental Claim Editing	Page:1 Of 1												
Change My Profile Download User Guide	Pati Accou Claim Contr	Name: ent ID: nt No.: ol No.:						Total Adjus Patier	harge: ments: llowed: t Resp:				
Submit Eligibility Request	Claim	Status: -						Paid to P	ovider: iterest:				
List Eligibility Responses	Show De	tails											
List Claim Status Responses	Rendering Provider	Service Date	Units of Service	Proc Code	Proc Mod	Control #		Char Amo	nt Amount	Remark Code	Adjustment Amount	Group Code	Reason Code
Submit Services Review Request		7/21/2016	1	90834		1		\$			-	CO PR	45 3

When you click on the blue file id you will see the ERA

When you hover over the Group Code and Reason code (in blue) with your mouse it will show the claim adjudication reasons for the codes listed.

rment ount	Remark Code	Adjustment Amount	Group Code	Reason Code					
1.17		\$20.00	PR	2					
		\$35.83	со	45					
Contractual Obligation									

Due to HIPPA I did remove the patient information.

Under the Reports tab:



You will see several options



You can run reports by Transactions by Partner

Clearinghouse Portal: Rep X	→ NPPES NPI Registry × C CareVu Clearinghouse Po ×	
🗲 🤿 C 🔺 🔒 https://	secureedi.healthsmart.com/TPM/reports/partnertransactiontypes.aspx	☆ 🗡
🛅 Managed bookmarks 📘 Clear	inghouse Admin 🛛 🚽 NPPES NPI Registry 👔 Client Database 📗 https://cvreports.heali 💼 Bills 🗖 ADP 👔 TEST PROVID	ERS Clea
HealthSm	Art Information	
	Clearinghouse Portal	
Welcome, TestProvider	Partner Transaction Types	
Actions Upload a File	*Both Begin Date and End Date are required for a search.	
Retrieve a File	Begin Date: * End Date: * Claim Submission Date: 08/28/2016 123	
Retrieve Response Files		
Find a Claim	Report Type: Submitted Claims	
Find Attachments		
Professional Claim Editing	Search	
Institutional Claim Editing		
Dental Claim Editing		
Change My Profile		
Download User Guide		
Real-Time Trans		
List Fligibility Responses		
Submit Claim Status Request		
List Claim Status Responses		
Submit Services Review		
Request		
ist Service Review Responses		

Clearinghouse Portal: Rep		eqistry		CareVu	L Clearingh	ouse Po		-		alast a	Nicole —	□ X
	://secureedi.hea	thsmart.	com/TF	PM/rep	orts/part	nertran	sactionty	pes.aspx	1.12.35 622	100-40 Aug 100-73	<u>ح</u> رج	1 =
Managed bookmarks	earinghouse Admin	VPPES	NPI Regi	istry 💾	Client Data	base 📘	https://cvr	eports.heal	🛅 Bills 📈	ADP 📄 TEST P	ROVIDERS Clea	»
	Infe	reactio				ном	IE CORPOR	ATE SITE C	USTOMER SERVICE	LOGOUT	X AX	
HealthSn	nart Svs	stems	0[1									- 1
, ,				С	lea	rin	gho	use	e Por	tal		
Welcome, TestProvider	Partne	er Tra	nsad	ction	Туре	es						- 1
Actions	~											- 1
Detrieve a File	🍕	earch Anai	in									- 1
Retrieve a File	Search	Dates: 08	/20/201	6 - 08/3	1/2016							
Retrieve Response Files	Scarch	Dates. 00,				_						
Find a Claim	Repor	t of Sul	omitte	ed Clair	ms by T	ransad	ction Ty	ре				
Find Attachments	Partne	PaverId	Total	Total	Rejected	Rejected	Accepted	Accepted	Rejected by	Rejected by	Accepted by	Accept
Professional Claim Editing	Name	Fayeriu	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amour
Institutional Claim Editing		·		+0.00		+0.00						
Dental Claim Editing	TOTAL		0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	
Change My Profile												
Download User Guide												
Real-Time Trans												
Submit Eligibility Request												
List Eligibility Responses												
Submit Claim Status Request												
List Claim Status Responses												
Submit Services Review Request												
List Service Review Responses												▼

You can run a report that lists all rejected claims. Since this is a test provider it will not show any rejected claims

Clearinghouse Portal: Rep	🗸 🛃 NPPES NPI Registry 🗙 🎦 CareVu Cleaninghouse P: 🗙	Nicole I – 🗆 X
🗲 🔿 C 🔺 🔒 https:	//secureedi.healthsmart.com/TPM/reports/partnerrejectcount.aspx	☆ 😕 🔳
🛅 Managed bookmarks 📋 Cle	aringhouse Admin 🛛 🛃 NPPES NPI Registry 👔 Client Database 📔 https://cvreports.heal 📋 Bills 🚾 ADP 🥼 TES	ST PROVIDERS Clea
HealthSm	HOME CORPORATE SITE CUSTOMER SERVICE LOGOUT	A
	Clearinghouse Portal	
Welcome, TestProvider	Rejected Claim Count (for Submitted Claims only)	
Actions Upload a File	*Both Begin Date and End Date are required for a search.	
Retrieve a File	Begin Date: * End Date: * Claim Submission Date: 08/28/2016 [13]	
Retrieve Response Files		
Find a Claim	Report Type: Rejected Claims	
Find Attachments		
Professional Claim Editing	Search	
Institutional Claim Editing		
Dental Claim Editing		
Change My Profile		
Download User Guide		
Real-Time Trans Submit Eligibility Request		
List Eligibility Responses		
Submit Claim Status Request		
List Claim Status Responses		
Submit Services Review Request		
List Service Review Responses		-

Clearinghouse Portal: Rep		eqistry	× P Care	Vu Clearing	house Po	X			alest a	Nicole –	□ X
← → C ☆ A https:	://secureedi.heal	thsmart.c	om/TPM/re	ports/par	tnertran	sactionty	pes.aspx			57	1. =
Managed bookmarks	earinghouse Admin		NPI Registry	Client Dat	abase 📔	https://cvr	eports.heal	🗖 Bills 📈	ADP P TEST P	ROVIDERS Clea	
	Line.				но		ATE SITE C	USTOMER SERVICE	LOGOUT		
HealthSm		tems									
,	1-7-		C	lea	rin	gho	ous	e Por	tal		
Welcome, TestProvider	Partne	r Trai	nsactio	n Typ	es						
Actions	67										
Retrieve a File	🧼 🎺 s	earch Again	1								
Retrieve Response Files	Search	Dates: 08/2	29/2016 - 08,	/31/2016							
Find a Claim	Repor	t of Sub	mitted Cla	ims by	Transa	tion Ty	ре				
Find Attachments	Partner		Total Total	Rejected	Rejected	Accepted	Accepted	Rejected by	Rejected by	Accepted by	Accept
Professional Claim Editing	Name	PayerId	Count Amoun	t Count	by CVCH Amount	by CVCH Count	by CVCH Amount	Vendor/Payor Count	Vendor/Payor Amount	Vendor/Payor Count	Vendo Amour
Institutional Claim Editing											
Dental Claim Editing	TOTAL		0 \$0.0	0 0	\$0.00	0	\$0.00	0	\$0.00	0	
Change My Profile											
Download User Guide											
Real-Time Trans											
Submit Eligibility Request											
List Eligibility Responses											
Submit Claim Status Request											
List Claim Status Responses											
Submit Services Review Request											
List Service Review Responses											

You can also search by edit claims as well

Clearinghouse Portal: Rep	🗸 🛃 NPPES NPI Registry 🗙 🎦 CareVu Cleaninghouse P: 🗙	Nicole I – 🗆 X
🗲 🔿 C 🔺 🔒 https:	//secureedi.healthsmart.com/TPM/reports/partnerrejectcount.aspx	☆ 😕 🔳
🛅 Managed bookmarks 📋 Cle	aringhouse Admin 🛛 🛃 NPPES NPI Registry 👔 Client Database 📔 https://cvreports.heal 📋 Bills 🚾 ADP 🥼 TES	ST PROVIDERS Clea
HealthSm	HOME CORPORATE SITE CUSTOMER SERVICE LOGOUT	A
	Clearinghouse Portal	
Welcome, TestProvider	Rejected Claim Count (for Submitted Claims only)	
Actions Upload a File	*Both Begin Date and End Date are required for a search.	
Retrieve a File	Begin Date: * End Date: * Claim Submission Date: 08/28/2016 [13]	
Retrieve Response Files		
Find a Claim	Report Type: Rejected Claims	
Find Attachments		
Professional Claim Editing	Search	
Institutional Claim Editing		
Dental Claim Editing		
Change My Profile		
Download User Guide		
Real-Time Trans Submit Eligibility Request		
List Eligibility Responses		
Submit Claim Status Request		
List Claim Status Responses		
Submit Services Review Request		
List Service Review Responses		-