Provider Portal

El Paso Health

Training Guide

Table of Contents

The following processes in this training guide are to be followed by El Paso Health Plan Providers. This training guide details how to access and navigate the EPH Provider Portal and view EPH member information as needed.

8/29/2024

Section 1.A: How to Log in to El Paso Health's Provider Portal

Scenario: You want to access El Paso Health's Provider Portal from the internet.

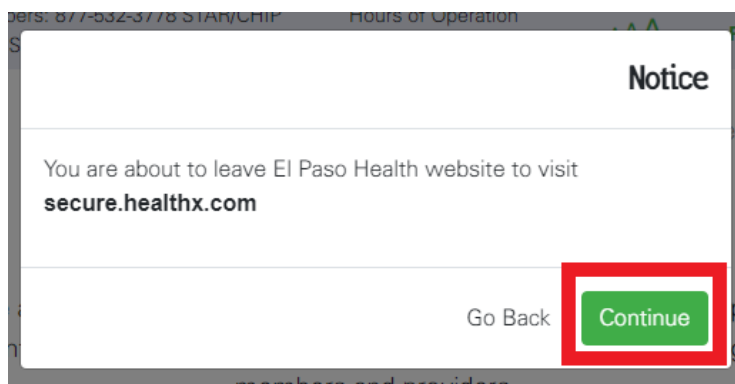**Application(s):** Internet browser to EPH Provider Portal web page

Role: Provider User

Start: Begin to access the portal from the EPH website

1. Go to: https://www.elpasohealth.com/

2. Click on **Provider Login** located at the top your screen

3. Click **Continue** on the pop-up notification

4. Enter your **Username** and **Password**
5. Click **Submit**

*If you forgot or do not have your login credentials select the appropriate option below the login window

8/29/2024

Welcome to the El Paso Health provider portal!

Log in to:

- View patient's eligibility status and benefit information
- Verify patient claims
- Download reports
- Request prior authorizations
- And more!

Login

Username

Password

SUBMIT

Forgot your username or password?

Need a username and password?
Proceed to our sign up process.

Contact Us

If you have questions or need assistance, contact the Provider Relations Department at:

915-532-3778
Toll-Free: 1-877-532-3778

Our customer service hours are Monday through Friday between 8:00 am and 5:00 pm MST.

Section 1.B: How to Navigate the Portal Dashboard for Service Coordination Information

Scenario: Upon logging in to the Provider Portal you are presented with numerous options and would like to navigate to the portals service coordination information.

Application(s): EPH Provider Portal

Role: Provider User

**START:** From El Paso Health Provider Portal Login

1. Click on the **Service Coordination** tab

You will find yourself in the Portal Dashboard. From here, you can navigate to member information needed.
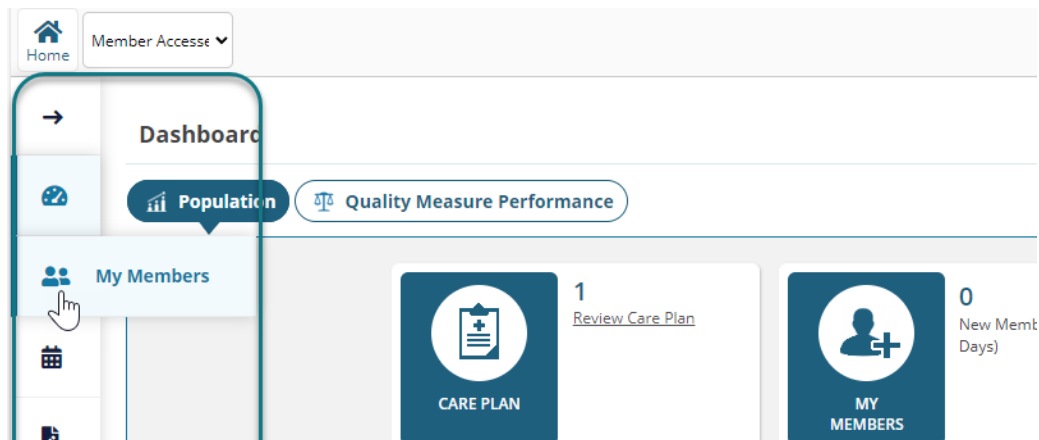
The Dashboard will display three Dashboard Tiles. Each tile is configured to show the following information for a 30-day period. They include the following:

- **Care Plan**
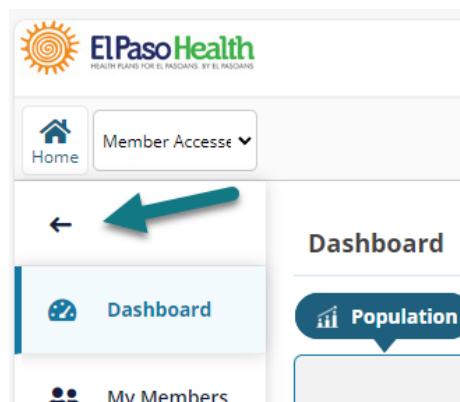
- **My Members**

- **Assessments**
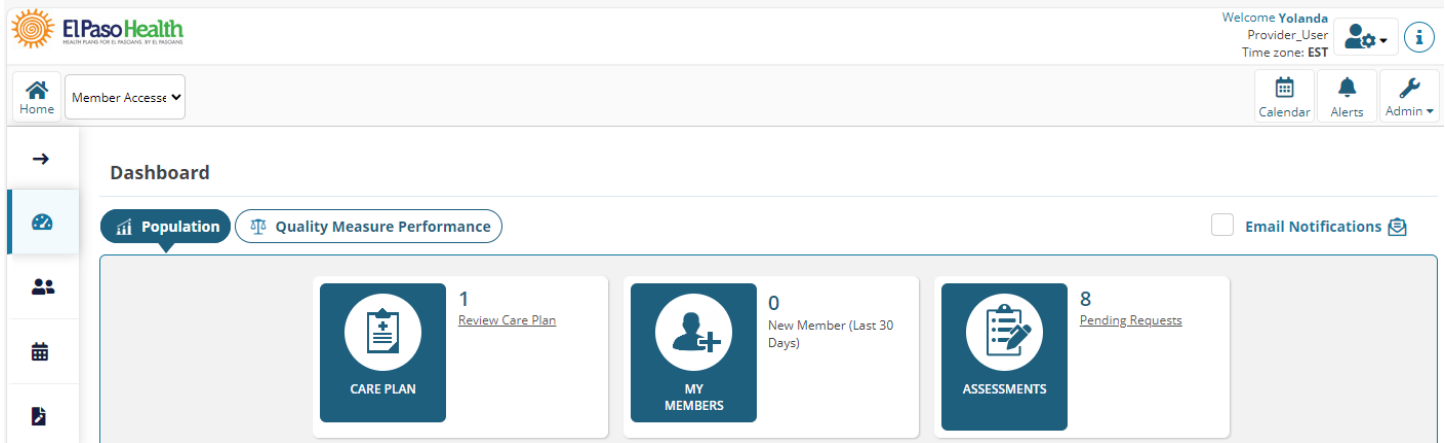
To the left of the Dashboard is the Navigation Menu.

2. Hover over navigation **menu icons** for each tab name and information access point.

Or

2. Click on the top **arrow** to expand the navigation menu to view all of the names at once.

3. Click the **arrow** again to collapse the menu.

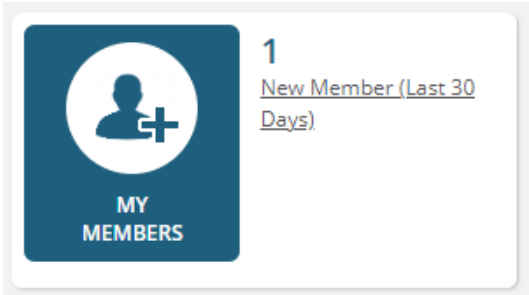## Section 1.C: How to View New Members Assigned to You

Scenario: You will receive notification when new members have been assigned to you.

Application(s): EPH Provider Portal

Role: Provider User

START: Dashboard Tiles

The **My Members** tile displays the number of new members that have been assigned to the Provider User **within the past 30 days.**

1. Click the **New Member hyperlink** in the **My Members** tile to display new members assigned

Section 1.D: How to View All Members Assigned to You

Scenario: You may want to view all members under your care in the Provider Portal.

Application(s): EPH Provider Portal

Role: Provider User

START: My Members

To view all members assigned to the Provider,

1. Click **My Members** from the side navigation menu

Section 1.E: How to View Member's Service Coordinator

Scenario: You may want to know who the Primary Service Coordinator (also known as Primary Care Manager in OICS) for a member is so that you may contact them for information.

Application(s): EPH Provider Portal

Role: Provider User

START: My Members

By default, the **My Members** display list does **not** show the **Primary Care Manager** column. To include the Primary Care Manager column,

1. Click on the **Select** dropdown menu,

2. Select "**Primary Care Manager**" from the list

3. Next click on the "**Show**" button

|		Eligibility		ne	Altruista ID	DOB	Risk	Risk Score	Client Name	Next Contact	Assigned Date/Attribute Date
⋮	☐	✅ Active	A		QMXM		N/A	N/A	El Paso Health Plan	N/A	N/A
⋮	☐	✅ Active	A		QMXM		N/A	N/A	El Paso Health Plan	N/A	N/A
⋮	☐	✅ Active	ALVIDREZ		QMXM		N/A	N/A	El Paso Health Plan	N/A	N/A
⋮	☐	✅ Active	AVILA		QMXM		N/A	N/A	El Paso Health Plan	N/A	N/A
⋮	☐	✅ Active	AVILA		QMXM		N/A	N/A	El Paso Health Plan	N/A	N/A
⋮	☐	✅ Active	BARRAZA		QMXM		N/A	N/A	El Paso Health Plan	N/A	N/A
⋮	☐	✅ Active	BARRAZA		QMXM		N/A	N/A	El Paso Health Plan	N/A	N/A
⋮	☐	✅ Active	BRYNER		QMXM		N/A	N/A	El Paso Health Plan	N/A	N/A

Scenario: When a new or updated Care Plan for a member was made available for you to review and acknowledge.

Application(s): EPH Provider Portal

Role: Provider User

START: Dashboard Tiles

The **Care Plan** tile displays an alert that a care plan has been sent to the Provider to review and acknowledge.
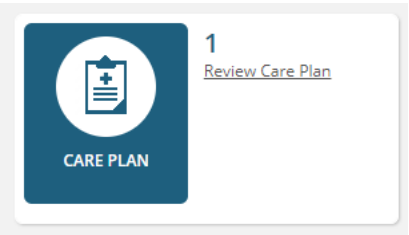
- If a care plan is pending review, a number will display above "Review Care Plan."
- A zero will display if there are no plans pending review or that have been sent in the past 30 days.

1. Click the **Review Care Plan hyperlink** in the tile to view a care plan pending review

The **Requests Received widget** will open and display care plans pending review

2. Click on the **Care Plan Review hyperlink** to display the member's care plan

View Care Plan

The Care Plan includes the following information:

- Member Primary Information
- Medical Conditions
- Medications
- Care Team, including the name and phone number of the Primary Care Manager
- Targeted Interventions
- Clinical Interventions

3. Once review of the care plan is complete, the user can optionally **Acknowledge** their review of the care plan

4. Add **Notes** on the review

Acknowledge Review Care Plan

Primary Care Manager : Sara (⬚⬚)

Request From : Sara (⬚⬚)

Care Member : Olivia Bosa

Notes :

I concur with this care plan.

Send **Close**

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5. Click **Send** to complete the review process

Request Received

	Member Name	Care Plan Review	Referred Date ↓	Referred By	Acknowledged By	Acknowledged Date	Last Updated Date	Status	View Notes
⋮ ☐	▓▓ ▓▓	Care Plan Review	07/02/2024	▓▓	Yolanda Lagunas	07/02/2024	07/02/2024 07:24 PM	Acknowledged	👁
⋮ ☐	▓▓ ▓▓	Care Plan Review	06/27/2024	▓▓	N/A	N/A	N/A	Pending	N/A
⋮ ☐	▓▓ ▓▓	Care Plan Review	04/15/2024	▓▓	N/A	N/A	N/A	Pending	N/A

Once a care plan has been reviewed, the Care Plan dashboard will update to reflect the number of care plans remaining to be reviewed.

Section 2.B: How to View a Previously Reviewed Care Plan

Scenario: If you want to go back and look at a previously reviewed Care Plan again, you can.

Application(s): EPH Provider Portal

Role: Provider User

START: Dashboard Tiles

1. To view previously reviewed care plans, click **Requests** on the Navigation menu

2. Set the filter to **Care Plan Review**

3. Choose the desired **hyperlink** to review

Section 2.C: How to View the Full Care Plan for Any of your EPH Members

Scenario: You may choose to view Care Plan information available for any of your EPH members.

Application(s): EPH Provider Portal

Role: Provider User

To view Care Plans for all members,

1. Click **My Members** from the navigation menu

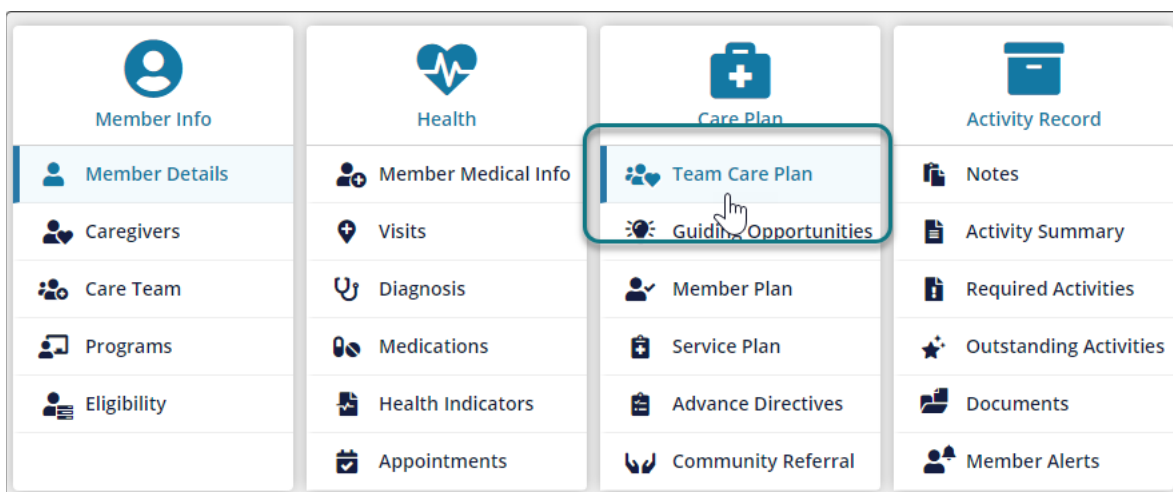2. Click on the member's **Last Name hyperlink** to open the member record.

3. Click on the "hamburger" icon in the top left of your screen to open the navigation menu
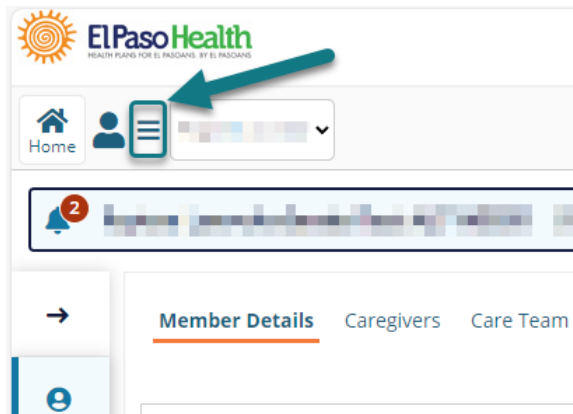
4. Select "**Team Care Plan**"

5. Select "**Full Care Plan**" from the options in the section

6. The **Full Care Plan** will display with **Clinical Interventions**

Full Care Plan   ✕

Clinical Interventions

Category	Status	Search Criteria	Date Range	From Date	To Date	LOB	Active ○ Inactive View Full Eligibility
Select	Select	Select Search Text	Select	From Date 📅	To Date 📅	○ LOB **Medicaid** Code **Medicaid**	🔍 ↻

☑	Priority	Condition	Goal Group	Goal	Member Goal	Member Plan	Intervention	Status	Sign Off	Start Date	Target Date	Term
☑	High	'Social Determinant'	Community & Social Support	Behavioral Health needs met	N/A	I will work with my care coordination to obtain behavioral health services	Make referral, as appropriate, to behavioral health team to assist member access BH services	Member Agrees to Goal - In Progress ⌄	Yes	05/01/2024	05/30/2024	Long Term

|◀ ◀ **1** ▶ ▶| | 10 ⌄ | items per page | | | | | | | | | 1 - 1 of 1 items |

7. Scroll further below to also view:

- **Approved Service Opportunities**
- **Barriers**
- **Strengths**
- **Care Team**
- **Signature Log**

Full Care Plan   ✕

|◀ ◀ **1** ▶ ▶| | 10 ⌄ | items per page | | | | | | | | 1 - 1 of 1 items |

Approved Service Opportunities

	Approved Date	Service Description	Co...	From Date	To Date	Provider	Approved Units	Unit Type	Frequency	Total Units	Status	Benefit Limit
❯	05/10/2024	PAS Protective Supervision (SRO)	ℹ	05/01/2024	03/31/2025		956	Units	Weekly		Approved	
❯	04/26/2024	(StatePlan) PAS (SRO) (CFC)	ℹ	04/22/2024	03/23/2025		2688	15 Minutes	Daily		Approved	
❯	04/26/2024	SPW Home Delivered Meals	ℹ	04/22/2024	03/21/2025		334	Service	Daily		Approved	

Section 3.A: How to View and Acknowledge Newly Completed Member Assessments

Scenario: A new or updated Care Plan for a member was made available for you to review.

Application(s): EPH Provider Portal

Role: Provider User

START: The **Assessments tile** displays completed assessments that have been sent to the Provider to review and acknowledge

1. Click the **Pending Requests hyperlink** in the **Assessments** tile

2. Click the **hyperlink** under the **Review Assessments** column to view the selected assessment that was sent to the Provider user

Member Name	Review Assessments	Referred Date ↓	Referred By	Acknowledged By	Acknowledged Date	Last Updated Date	Status	View Acknowledgement
	⚠ TX H2060-B	06/24/2024		N/A	N/A	N/A	Pending	N/A
51	⚠ TX H2060	06/03/2024		N/A	N/A	N/A	Pending	N/A
51	⚠ TX H1700-3	05/31/2024		N/A	N/A	N/A	Pending	N/A
	⚠ TX H1700-1 V1	05/14/2024		N/A	N/A	N/A	Pending	N/A
	⚠ TX MNLOC	04/30/2024		N/A	N/A	N/A	Pending	N/A
	⚠ TX H1700-3	04/30/2024		N/A	N/A	N/A	Pending	N/A
	⚠ TX H2060	04/30/2024		N/A	N/A	N/A	Pending	N/A
	⚠ TX H6516 V1	04/30/2024		N/A	N/A	N/A	Pending	N/A

1 - 8 of 8 items

Form H2060
November 2014-E

TEXAS Health and Human Services

Needs Assessment Questionnaire and Task/Hour Guide

Applicant/Member Name	Medicaid ID No.	Assessment Date	Impairment
	N/A	05/20/2024	0=None
Companion Case Name	Companion No.	Respondent	1=Mild
			2=Severe
			3=Total

Service Arrangement
C=Caregiver   P=Purchased   N/A=Not Applicable
PA=Purchased/AgencyPC=Purchased/Caregiver
PS = Purchased/Self   S=Self   A=Other Agency

Support Score (PAS) 1=Good thru 4=Very Poor

Part B – Task/Hour Guide

Part A -Functional Assessment (Boxes related to priority factors are in bold.)

Question					Minutes Per Day	X	Days Per Week	=	Total Minutes Per Week
1. Do you have any problems taking a bath or shower? ...Bathing	1	C			(Max =45) 15	x	3	=	45
2. Can you dress yourself? ...Dressing	1	C			(Max =30) 15	x		=	
3. ...Exercise (walking only)		C			(Max =30) 15	x		=	
4. Can you feed yourself? (0-3) [1] Enter score of 3 if individual requires total assistance (If tube fed/gastrostomy feeding, Do not purchase.)...Feeding, Eating		C	3		(Max =30/meal) 30	x	(Meals/Week) 21	=	630
5. Can you shave yourself, brush your teeth, shampoo and comb your hair? ...Grooming	1								
Enter the higher score of 5a or 5b. 5a...Shaving, Oral Care, Nail Care		C			(Max =30) 15	x	1	=	15
5b...Routine Hair and Skin Care		C			(Max =45) 15	x	1	=	15
6. Do you have any problems getting to the bathroom and using the toilet? ...Toileting	1	C	2		(Max =30) 30	x	7	=	210
7. Do you have trouble cleaning yourself after using the bathroom? ...Hygiene in Toileting	1								
8. Can you get in and out of your bed or chair? ...Transfer	1	C	2		15	x	7	=	105
9. Are you able to walk without help? ...Walking	1	C			15	x	7	=	105

[Acknowledge] [Close]

3. The user has the option to verify review of the assessment by clicking **Acknowledge** button

4. Type in **Comments** as needed.

5. Click in the **Signature** box to enter an **electronic signature.**

6. Click **Send** to save.

Acknowledge Accessment ✕

Primary Care Manager	:	Eric_MobileC Mobile Tester Schroeder
Request From	:	John Ernste
Care Member	:	F_NAME51 ISABELLA L_NAME51

Comments :
H6516 reviewed

Signature :

[Send] [Close]

The **Requests Received** widget will update with the Acknowledgement information, including:

- Acknowledged By
- Acknowledged Date
- Last Updated Date
- Status
- View Acknowledgement

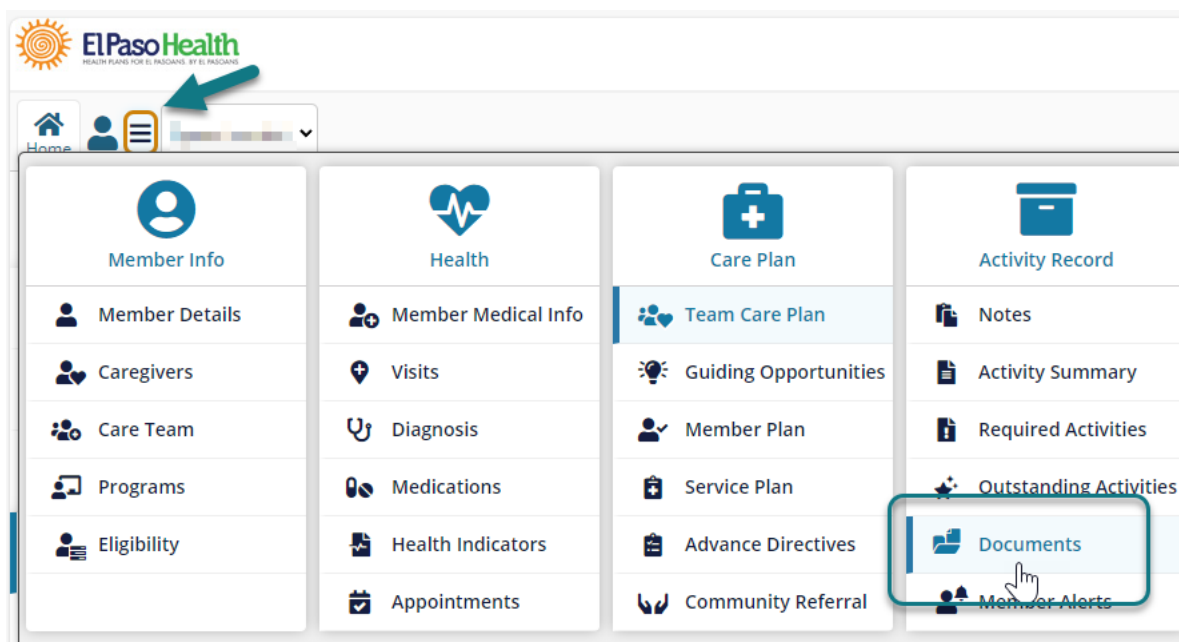## Section 3.B: How to View a Member's Completed Forms & Assessments

Scenario: You may want to review a member's forms or assessments, like an MNLOC.

Application(s): EPH Provider Portal

Role: Provider User

Start: From an accessed member

1. Click on the "hamburger" ☰ **icon** from the member record

2. Select **Documents**

3. Click the **eye icon** to view the form or assessment in a pop-up window

Example of an MNLOC view pictured below