



Dear Providers,

Please use the links below to watch the recorded webinars. There are two sessions, each with different topics.

Session 1 - Working Through Claims

Recorded Webinar Session 1

Suspensions and Denials

What Does Suspend Mean to a Provider

What Could Cause a Suspension

Why Did the Claim Deny

Where Are the Error Codes

How To Fix a Denied Claim

How to Adjust a Claim

How to Read a Remittance Advice

Common Errors Seen for Claims Submissions

[Click here to watch Session 1](#)

Session 2 - Working Through the Provider Web Portal

Recorded Webinar Session 2

Enrollment Requirements

Correct Enrollment/Provider/Specialty Types

Providing Supporting Documentation

Credentials for Application Access

Registration/Logins/Password

What Numbers to Use and When

Delegation

Who Can See/Do What

Member Verification


What Information Is Available

Updating Affiliations

What Changes Can Be Made

[Click here to watch Session 2](#)

Provider Web Portal Cheat Sheets & FAQs



**Questions about the
Provider Web Portal?**
You're not the only one!
Please review these
FAQs and Cheat Sheets!

[Take me there!](#)

[Click here to go to Provider Web Portal FAQs](#)

Want More Provider Web Portal Training?



Provider Web Portal Training

Webinar recordings and FAQs are available now!

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Have you Reviewed the new Billing Manuals?



New Billing Manuals

New instructional guides to assist enrolled providers with claims submission and more!

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