

HTA

Provider Portal User Guide

Last Updated: December 2024

You can access all your provider information through the Provider Portal.
To begin, please click htaprd-provider.nirvanahealth.com to login.

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Activating Your Provider Portal Account

Providers must first activate their Provider Portal account before they can access the Provider Portal.

1. You will receive two emails about the Provider Portal. The first email (example below) contains information about the Provider Portal login process.

Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.

From:

donotreply@nirvanahealth.com

Subject: HealthTeam Advantage

Provider Portal Access

Hi <Provider Name>,

This e-mail includes important information you will need to access <Health Plan Name> Provider Portal.

You will be receiving a separate email from nirvanahca.microsoft.com with an invitation link, once you accept the invitation on that email you will be able to access your Provider Portal.

Please use <provider email> as the sign in email once you have accepted the invitation.

If you have any concerns or problems accessing your account, please contact provider support at 1-844-806-8217.

Thank you!

HealthTeam Advantage

2. The next email will be an invitation from Microsoft on behalf of Nirvana HCA.

Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.

3. Click the '**Accept invitation**' button to activate your Provider Portal account.

NirvanaHCA invited you to access applications within their organization



Microsoft Invitations on behalf of NirvanaHCA

To: You



Fri 11/18/2022 7:42 AM

! Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. **If you were not expecting this invitation, proceed with caution.**

Organization: NirvanaHCA
Domain: [nirvanaHCA.onmicrosoft.com]nirvanaHCA.onmicrosoft.com

If you accept this invitation, you'll be sent to [The Health Plan Broker URL](#)

[Accept invitation](#)

[Block future invitations](#) from this organization.

This invitation email is from NirvanaHCA ([nirvanaHCA.onmicrosoft.com]nirvanaHCA.onmicrosoft.com) and may include advertising content. NirvanaHCA has not provided a link to their privacy statement for you to review. Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

Microsoft respects your privacy. To learn more, please read the [Microsoft Privacy Statement](#).
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052



[Reply](#)

[Forward](#)

4. You may now log into the Provider Portal.

Logging Into the Provider Portal

- The Provider Portal uses Microsoft to give providers a simple and secure way to log in.
- All providers will be able to log into their Provider Portal account using a One Time Password (OTP) that is sent to their registered email. A new OTP will be sent each time a provider logs in. They will need to enter that new OTP to access their Provider Portal account.
- If the provider’s registered email is a Microsoft account (office365.com, outlook.com, live.com, or hotmail.com) or is connected to a Microsoft Azure account, they will also be able to log in using their email credentials.

Login Instructions

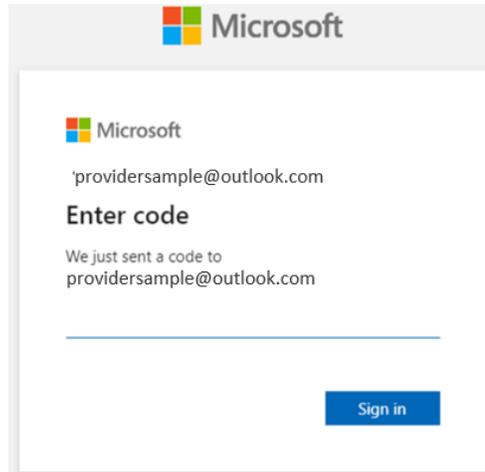
1. Your username will be your registered email you activated the Provider Portal with.
2. **If the registered email is not a Microsoft account or is not connected to a Microsoft Azure account**, a One Time Password (OTP) will be automatically sent to your registered email. A new OTP will be sent each time you log in. Follow the instructions to [log in with OTP](#) on pages 3-5.
3. **If the registered email is a Microsoft Account or is connected to a Microsoft Azure account**, you will have the option to log in using OTP or log in using your email password.
 - a. To log in using an OTP, click the “Send Code” button, and follow the instructions to [log in with OTP](#) on pages 3-5.
 - b. To log in using the email password instead, click “Use your password instead” and follow the instructions to [log in with password](#) on pages 6-7.



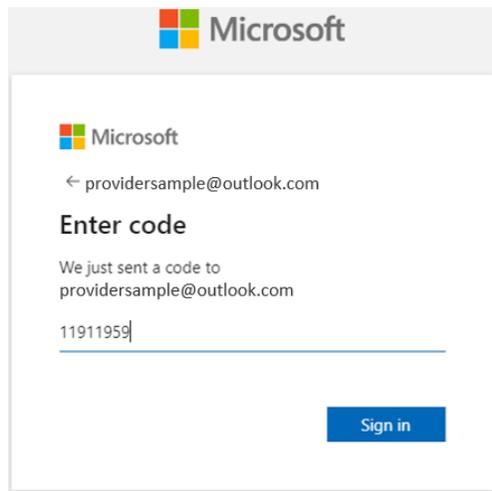
Logging in with OTP

All providers will be able to log in using a One Time Password (OTP). A new OTP will be sent every time a provider logs in.

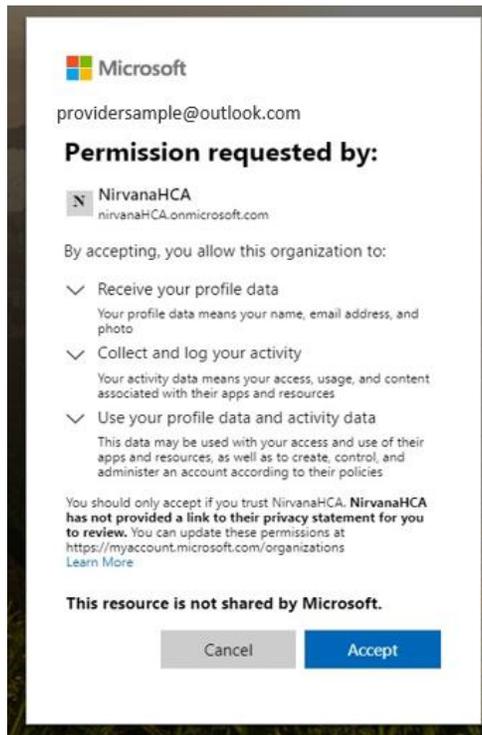
1. A new OTP will be sent to your email.



2. In a different window, open your email to get your OTP code.



3. Once you have received your OTP code, return to the login window, and enter the code that was sent to you.
4. Click the “Sign in” button.
5. If it is your first-time logging in, a Permissions screen will pop up.

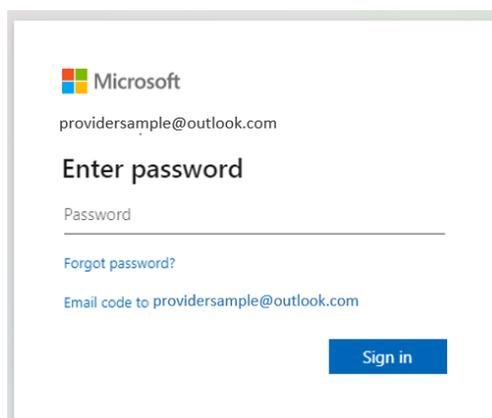


6. Click the “Accept” button to access the Provider Portal.
7. You have successfully logged in and will be taken to the Provider Portal homepage. You will remain logged in for 7 days, or until you sign out.
8. To log in again, you will have to complete the login process again.

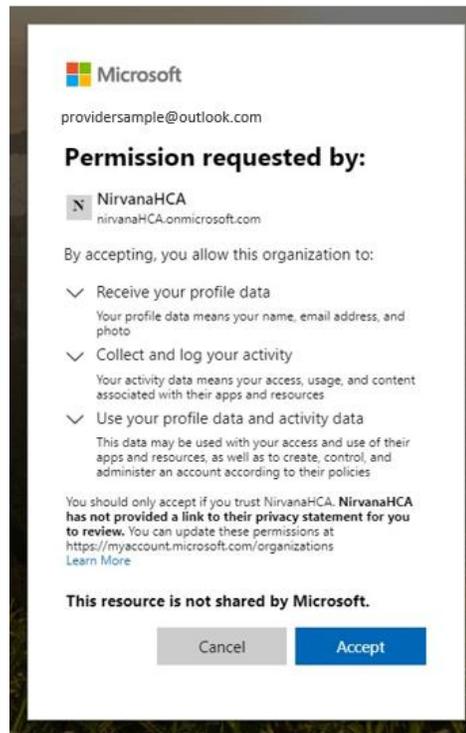
Logging in with Email Password

If your registered email is a Microsoft (office365.com, outlook.com, live.com or hotmail.com) email and/or is connected to a Microsoft Azure account, you can choose to log in using your email password.

1. After clicking “Use your password instead”, you will be able to enter your password. This should be the same password you use to log into your registered email account.
2. Enter your registered email account’s password.



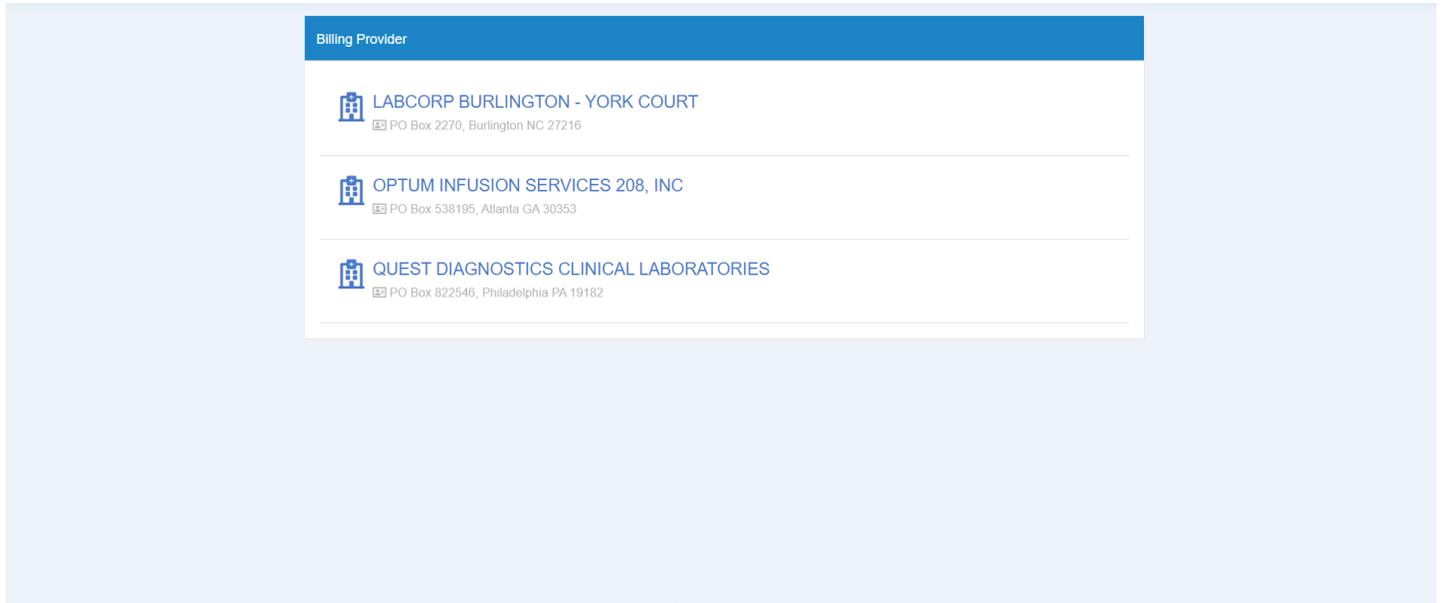
3. Click the “Sign in” button.
4. If it is your first-time logging in, a Permissions screen will pop



5. Click the “Accept” button to access the Provider Portal.
6. You have successfully logged in and will be taken to the Provider Portal homepage. You will remain logged in for 7 days, or until you sign out.
7. To log in again, you will have to complete the login process again and select whether you want to log in with OTP or with your password instead.

HOME PAGE

Upon logging on to the provider portal, users will be able to view all facilities associated with the account.



The screenshot displays a 'Billing Provider' section with a blue header. Below the header, three billing providers are listed, each with a building icon, the provider name, and a PO Box address. The providers are: LABCORP BURLINGTON - YORK COURT (PO Box 2270, Burlington NC 27216), OPTUM INFUSION SERVICES 208, INC (PO Box 538195, Atlanta GA 30353), and QUEST DIAGNOSTICS CLINICAL LABORATORIES (PO Box 822546, Philadelphia PA 19182).

Billing Provider	
	LABCORP BURLINGTON - YORK COURT PO Box 2270, Burlington NC 27216
	OPTUM INFUSION SERVICES 208, INC PO Box 538195, Atlanta GA 30353
	QUEST DIAGNOSTICS CLINICAL LABORATORIES PO Box 822546, Philadelphia PA 19182

MY INFORMATION

Users can view provider information under the “My Information” tab.

- **Provider Details**
 - NPI
 - TIN
 - Provider First, Middle, Last Name and Suffix
 - Gender
 - Date of Birth
 - Entity Type (Individual or Organization)
 - Type (Hospital, Skilled Nursing, etc)
 - Status (Active, Inactive, In Review)
 - Professional Title
 - Entity Name
 - Languages
 - Ethnicity

Home BillingProvider My Provider Benefits and Eligibility Claims & Payment Administration Documents

Provider Details

DETAIL SPECIALTY & TAXONOMY ID(s) PRECLUSIONS ADDRESSES NETWORK PLANS DOCUMENTS

NPI*	Entity Type *	Type
<input type="text" value="900000000000"/>	<input type="text" value="Individual"/>	<input type="text" value="1P - 1P-Provider"/>
TIN	Status *	Professional Title
<input type="text" value="800000000000"/>	<input type="text" value="Active"/>	<input type="text" value="Dr."/>
First Name	Middle Name	Last Name*
<input type="text" value="John"/>	<input type="text"/>	<input type="text" value="Doe"/>
Suffix	Gender	Date of Birth
<input type="text" value="--Select--"/>	<input type="text" value="M - Male"/>	<input type="text" value="06/13/1995"/>
Ethnicity	Prefix	DBA
<input type="text" value="--Select--"/>	<input type="text" value="P - Individua..."/>	<input type="text"/>
	Custom Provider ID	
	<input type="text" value="83166"/>	

- **Taxonomy Information**
 - Taxonomy Code
 - Description (i.e. what provider office)

[BillingProvider](#)
[My Provider](#)
[Benefits and Eligibility](#)
[Claims & Payment](#)
[Administration](#)
[Documents](#)

Provider Details

[DETAIL](#)
[SPECIALTY & TAXONOMY](#)
[ID\(s\)](#)
[PRECLUSIONS](#)
[ADDRESSES](#)
[NETWORK](#)
[PLANS](#)
[DOCUMENTS](#)

Select Quick Filter

Action	Specialty Code	Specialty Description	Specialty Sub Code	Specialty Sub Description
No items to display				

15 items per page 1 - 1 of 1 Items

- **Provider IDs (e.g. TIN etc.)**

[BillingProvider](#)
[My Provider](#)
[Benefits and Eligibility](#)
[Claims & Payment](#)
[Administration](#)
[Documents](#)

Provider Details

[DETAIL](#)
[SPECIALTY & TAXONOMY](#)
[ID\(s\)](#)
[PRECLUSIONS](#)
[ADDRESSES](#)
[NETWORK](#)
[PLANS](#)
[DOCUMENTS](#)

Select Quick Filter

ID Type	ID
TIN	562095486

15 items per page 1 - 1 of 1 Items

- **Preclusions**

[BillingProvider](#)
[My Provider](#)
[Benefits and Eligibility](#)
[Claims & Payment](#)
[Administration](#)
[Documents](#)

Provider Details

[DETAIL](#)
[SPECIALTY & TAXONOMY](#)
[ID\(s\)](#)
[PRECLUSIONS](#)
[ADDRESSES](#)
[NETWORK](#)
[PLANS](#)
[DOCUMENTS](#)

Select Quick Filter [] [] [] []

Preclusion Type	Start Date	End Date	Claim Reject Date
No items to display			

15 items per page
 No Items to display

- **Provider Addresses (e.g. billing, mailing etc.)**

[BillingProvider](#)
[My Provider](#)
[Benefits and Eligibility](#)
[Claims & Payment](#)
[Administration](#)
[Documents](#)

Provider Details

[DETAIL](#)
[SPECIALTY & TAXONOMY](#)
[ID\(s\)](#)
[PRECLUSIONS](#)
[ADDRESSES](#)
[NETWORK](#)
[PLANS](#)
[DOCUMENTS](#)

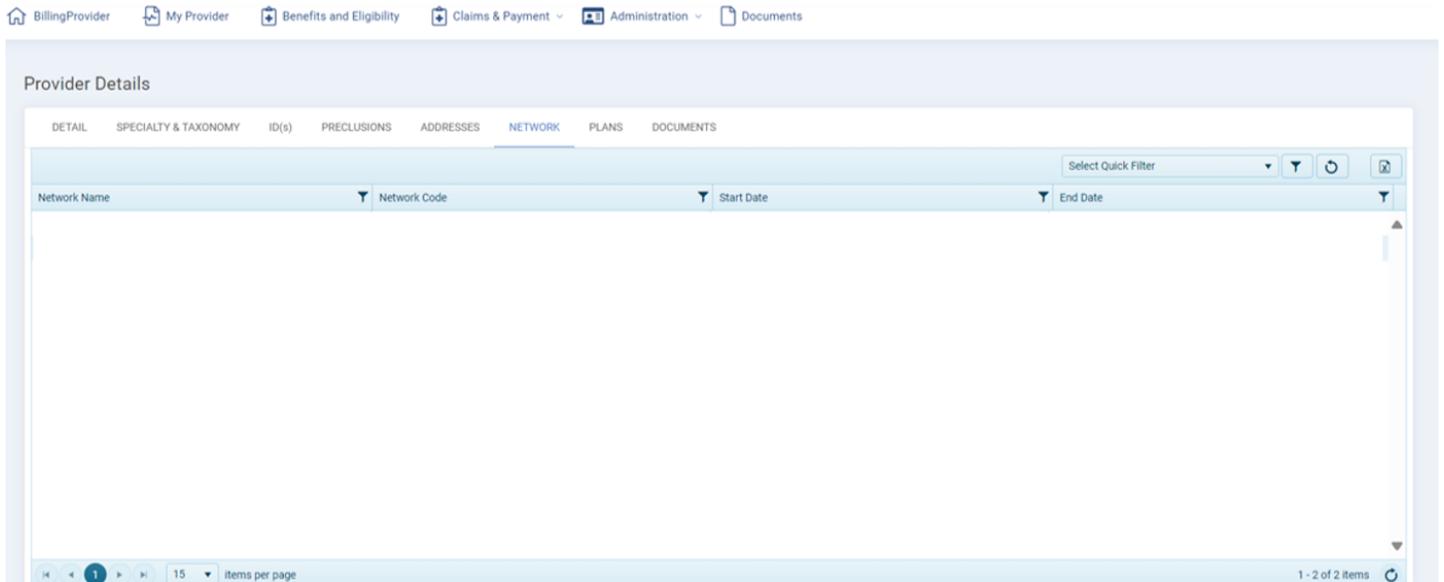
Select Quick Filter [] [] [] []

Address Type	Address Line 1	Address Line 2	City	State	Zip	Country	County
Mailing	1507 Westover Ter	Ste C	Greensboro	NC	27408	US	Guilford
Billing	PO Box 4835		Greensboro	NC	27404	US	

15 items per page
 1 - 2 of 2 Items

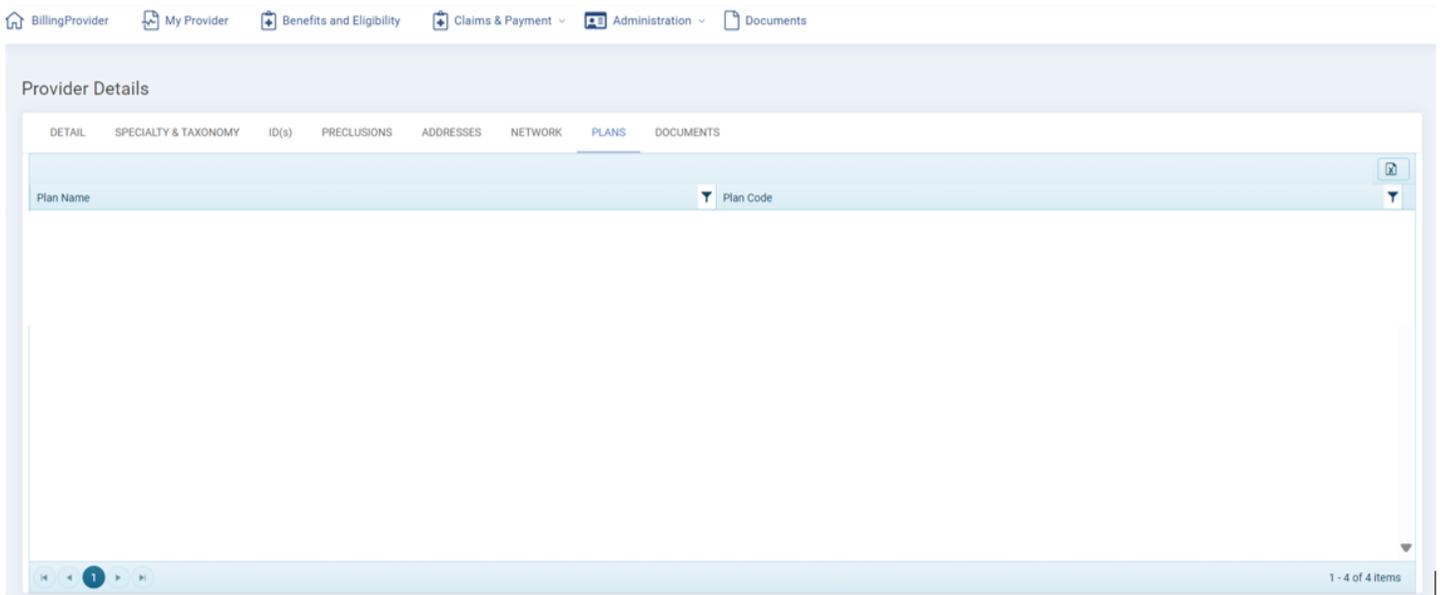
- **Network Information**

- Network Name
- Network Code
- Start Date
- End Date



- **Plans**

- Plan Names
- Plan Codes



CLAIMS & PAYMENTS

Users can view their claims submission history on the “Claims & Payments”. This includes Claim ID, Claim Source, Claim Type, Subscriber ID, Stage of the Claim (e.g. submitted, draft), Total Payment, and Member Payment.

The screenshot displays the 'Claims' interface with a search bar for 'Claim ID' and a filter set to 'Last Week'. Below the search bar are tabs for 'CLAIMS', 'DENTAL', 'VISION', and 'HISTORY'. A table lists various claims with columns for Claim ID, Process Claim, Summary, Claim Source, Claim Type, Stage, Status, Adjusted/Reversed, MCP Member ID, Name, and Subscriber ID. The first row is highlighted in blue. A 'Select Quick Filter' dropdown is visible above the table. At the bottom, there is a pagination control showing '15' items per page and '1 - 15 of 80 items'.

Claim ID	Process Claim	Summary	Claim Source	Claim Type	Stage	Status	Adjusted/Reversed	MCP Member ID	Name	Subscriber ID
202209200000155	Show Summary			Professional	Processing Complete			260555		M101869
2022091800006190	Show Summary			Professional	Processing Complete	PAID		200097	Demo - Test	MBI12345
2022091800006153	Show Summary			Professional	Processing					MBI12345
2022091800006152	Show Summary			Professional	Processing					MBI12345
2022091800006151	Show Summary			Professional	Processing					MBI12345
2022091800006150	Show Summary			Professional	Ready For Processing					MBI12345
2022091800006149	Show Summary			Professional	Processing					MBI12345
2022091800006148	Show Summary			Professional	Ready For Processing					MBI12345
2022091800006147	Show Summary			Professional	Ready For Processing					MBI12345
2022091800006146	Show Summary			Professional	Ready For Processing					MBI12345
2022091800006144	Show Summary			Professional	SUSPEND	SUSPEND		200078		MBI12345
2022091800006143	Show Summary			Professional	Ready For Processing					MBI12345
2022091800006142	Show Summary			Professional	Processing Complete	PAID				MBI12345
2022091800006139	Show Summary			Professional	Processing Complete	PAID		200078		MBI12345

Claims Information

After users click on the button under “Action”, they are able to view all the information that has been submitted for that claim.

The screenshot shows the 'Claims Information' form for Claim ID 2022092000006155, which is in a 'PROCESSING COMPLETE' state. The form includes fields for Business (2/3/2021 - 3/3/2021), Claim ID, Submitted Date (09/29/2022), and Receipt Date (09/29/2022). There are 'Expand All' and 'Print' buttons. The 'Billing Provider' section contains fields for Entity Type (1 - Person), Org Name (LODI PHARMACY), First Name, Middle Name, Suffix, NPI (1083746336), Taxonomy, and Currency Code (USD). The 'Address' section includes Address1, Address2, City (SOUTHBOROUGH), State (Massachusetts), and Zip Code (01772). The 'Contact Details' section has fields for Contact Name, Email, Telephone, Telephone Ext, Fax, and URL. At the bottom, there are fields for Supplemental ID and Supplemental Value.

When clicking the “Show Summary” button, users are able to view each claim at a detailed level.

Claim ID	Process Claim	Summary	Claim Source	Claim Type	Stage	Status	Adjusted/Revised	MCP Member ID	Name	Subscriber ID
2022081800006165	Show Summary			Professional	Processing Complete			200055		MI101869
2022081800006168	Show Summary			Professional	Processing Complete	PAID		200057	Demo - Test	MI12345
2022081800006163	Show Summary			Professional	Processing					MI12345
2022081800006162	Show Summary			Professional	Processing					MI12345
2022081800006151	Show Summary			Professional	Processing					MI12345
2022081800006150	Show Summary			Professional	Ready For Processing					MI12345
2022081800006149	Show Summary			Professional	Processing					MI12345
2022081800006148	Show Summary			Professional	Ready For Processing					MI12345
2022081800006147	Show Summary			Professional	Ready For Processing					MI12345
2022081800006146	Show Summary			Professional	Ready For Processing					MI12345
2022081800006144	Show Summary			Professional	SUSPEND	SUSPEND		200078		MI12345
2022081800006143	Show Summary			Professional	Ready For Processing					MI12345
2022081800006142	Show Summary			Professional	Processing Complete	PAID				MI12345
2022081800006138	Show Summary			Professional	Processing Complete	PAID		200078		MI12345

After clicking “Show Summary”, the top of the page includes the billing and rendering provider details, as well as cost share information.

CLAIM#: [Redacted]

Claim Source: EDI| MHP: M
 Received Date: 06/16/2022 | Entry Date: 12/15/2022 | Processed Date: 12/15/2022

FREQUENCY CODE: 1
 CLAIM TYPE: PROFESSIONAL
 CLAIM STAGE: PROCESSING COMPLETE
 CLAIM STATUS: PAID

PATIENT: [Redacted]
 DOB: 08/14/1940
 Gender: F
 MCP Member Id: [Redacted]
 Group: [Redacted]
 Patient Account Number: [Redacted]

PROVIDER:
 BILLING PROVIDER: [Redacted]
 REFERRING PROVIDER: [Redacted]
 NPI: [Redacted]
 117 E KINGS HWY., EDEN NC.
 272885201

SERVICE LOCATION/PROCESS CODES/DIAGNOSIS CODES:
 SERVICE LOCATION: [Redacted]
 NPI: [Redacted]
 PROCESS CODES:
 1: VCE.55201 - Claim contains ICD-10 diagnosis code in ...
 DIAGNOSIS CODES:

COST SHARE:

BILLED AMOUNT	ALLOWED AMOUNT	PLAN PAID
\$294.00	\$97.45	\$97.45
MIPS AMOUNT: \$0.00	SEQUESTRATION AMT: \$0.00	
OTHER PAYER PAID AMOUNT: \$0.00		

Member:

DEDUCTIBLE	COFAY	CONS	MEMBER LIABILITY
\$0.00	\$0.00	\$0.00	\$0.00
TOTAL PAID: \$0.00			

Payment:

PAYMENT DATE	PAYMENT NUMBER
CHECK CLEARING DATE	CHECK/ACH AMOUNT

Service Lines (1)

Claim Status: [Redacted] Service Line: [Redacted] Search by CPT Code, Modifiers, Revenue Code, Plan Name, Service Category, Contract

SERVICE LINE: 1

CPT Code: 99211
 Modifiers: FS | A4
 Service From: 02/05/2022
 To: 02/05/2022
 Diagnosis Pointer: 1 | 2 | 3 | 4
 Auth1 # on Claim:
 Auth2 # on Claim:
 Place of Service: 21
 Rendering Provider: [Redacted]
 Name:
 NPI:
 Taxonomy:

Cost Share:

Billed Units:	1
Amount Billed:	\$294.00
Paid Units:	1
Allowed Amount:	\$97.45
Amount Paid:	\$97.45
MIPS Amount:	\$0.00
Sequestration Amt:	\$0.00

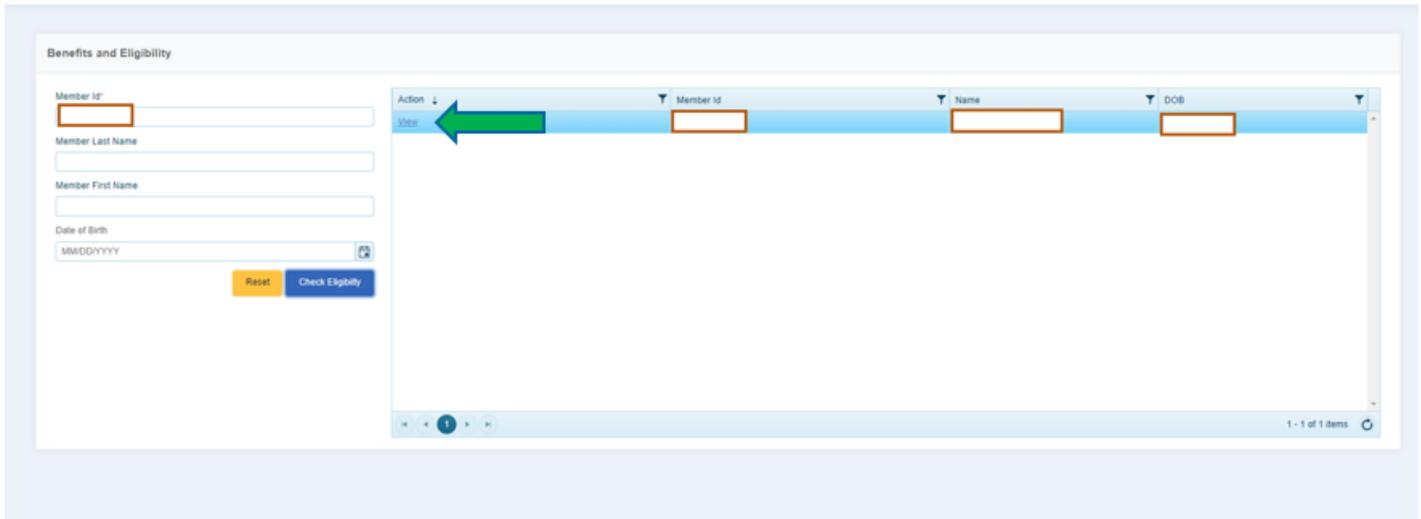
Member Paid:

Deductible:	\$0.00
Co-pay:	\$0.00
Coins:	\$0.00
Total:	\$0.00

BENEFITS AND ELIGIBILITY

The “Benefits and Eligibility” tab is available so users can search specific member details.

Once a user has entered the member information, they can click the “View” button next to their member ID.



This will bring the user to a page where the member details, current coverage details, Accumulators and Plan Benefits are listed.

Member Details

The member details include the member ID, Medicare ID, Primary Language, Date of Birth, Age, Address etc. This will also include the member’s Primary Care Physician information.

Current Coverage Details

The current coverage details include the Plan name along with the start and end date of coverage.

Accumulators

The accumulators include the members out of pocket details, for both in network and out of network. It will also list how much the member has paid towards their maximum out of pocket.

Plan Benefits

The plan benefits section has information that has been saved from our Customer Service Representative module.

Benefits and Eligibility X Close

Name: Date of Birth: Member ID:

DETAILS CLAIMS ENROLLMENT HISTORY

Name:

Member ID:

Medicare ID:

Primary Language: English

Date Of Birth:

Age: 74

Phone: N/A

Email: N/A

Address:

PCP:

PCP Start Date: 01/01/2022

PCP End Date: 12/31/2022

Current Coverage Details

Plan Name:

PBP Number: N/A

Start Date: 01/01/2022

End Date: 12/31/2022

Status: Active

Accumulators

In-network (Member)

Out of Pocket

Paid \$ 4715.537 out of \$ 5150

Deductible

Paid \$ 0 out of \$ 0

Out-network (Member)

Out of Pocket

Paid \$ 4715.537 out of \$ 5150

Deductible

Paid \$ 0 out of \$ 0

Plan Benefits

Claims

When clicking the “Claims” button, users can view the members claims for the active year.

Benefits and Eligibility X Close

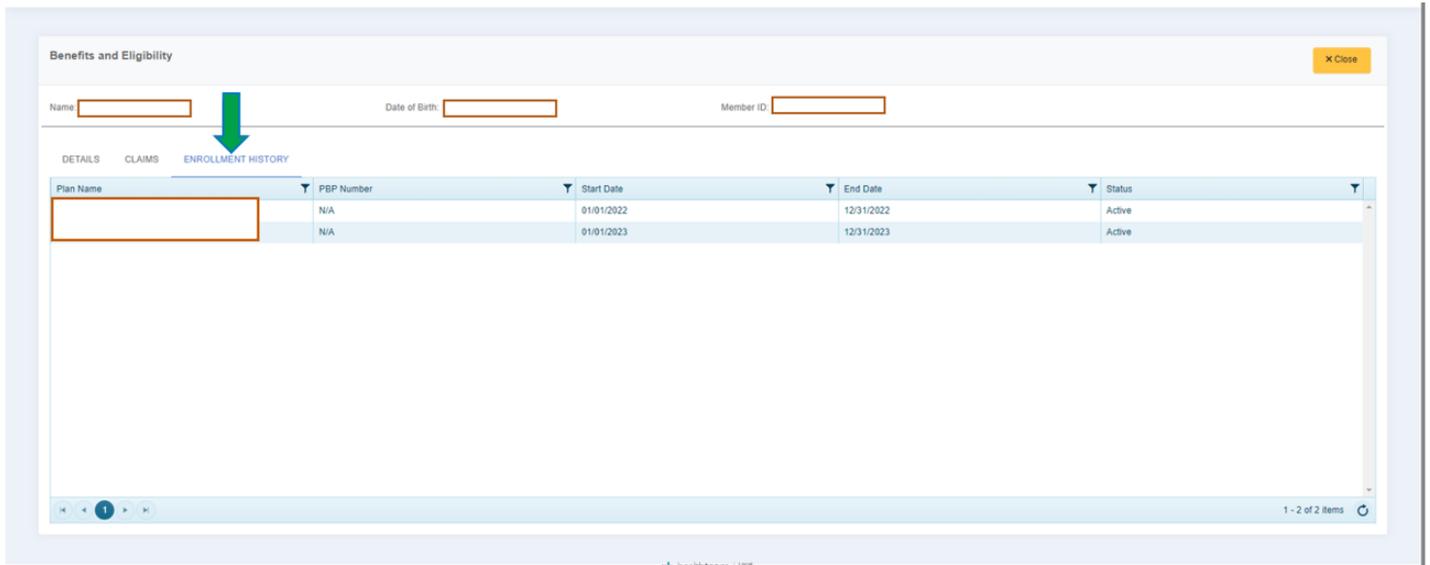
Name: Date of Birth: Member ID:

DETAILS **CLAIMS** ENROLLMENT HISTORY

Claim Number	Status	Claim Type	Received On	Member	Billed Amount
<input type="text"/>	SUSPEND	U		<input type="text"/>	\$19650
	SUSPEND	U	12/13/2022		\$10400
	DENY	U	12/14/2022		\$10400
	SUSPEND	U	12/14/2022		\$12000
	SUSPEND	U	12/14/2022		\$10400
	DENY	U	12/14/2022		\$10400
	PAID	U	12/19/2022		\$19650
	PAID	U	12/19/2022		\$15600
	SUSPEND	U	12/19/2022		\$15000
		U	12/19/2022		\$19650
	PAID	U	12/19/2022		\$10600

Enrollment History

When clicking the "Enrollment History" button, users can view all plans the searched member has been enrolled in.



The screenshot displays the 'Benefits and Eligibility' interface. At the top, there are search fields for 'Name', 'Date of Birth', and 'Member ID'. Below these fields are three tabs: 'DETAILS', 'CLAIMS', and 'ENROLLMENT HISTORY'. A green arrow points to the 'ENROLLMENT HISTORY' tab. The table below shows two enrollment records.

Plan Name	PBP Number	Start Date	End Date	Status
	N/A	01/01/2022	12/31/2022	Active
	N/A	01/01/2023	12/31/2023	Active

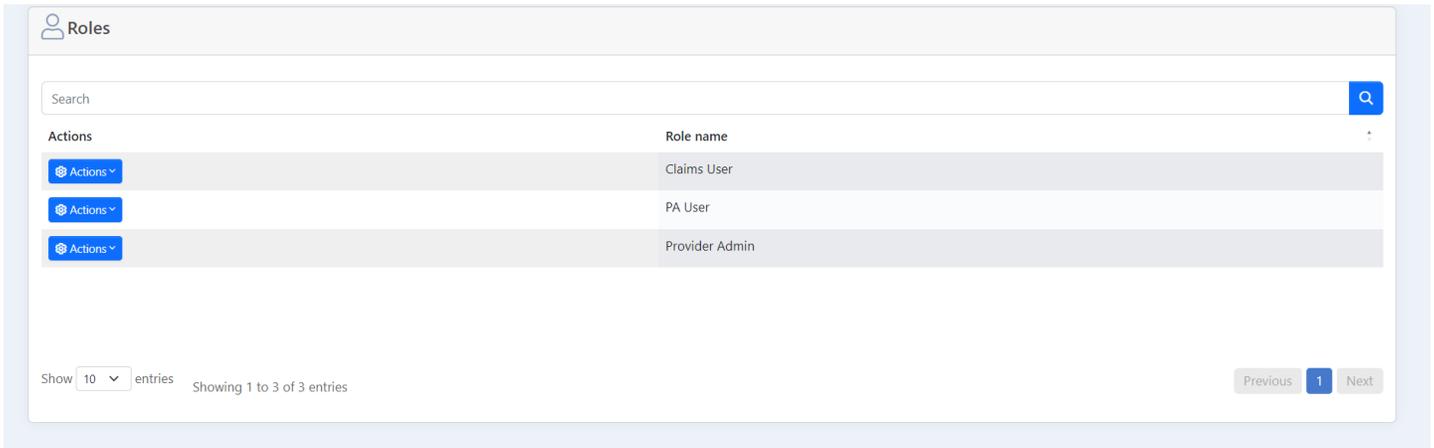
At the bottom of the table, there is a pagination control showing '1' and '1 - 2 of 2 items'.

ADMINISTRATION

The “Administration” tab will only be visible to admin roles. Hover over the tab to see the two options of “Roles” and “Users”.

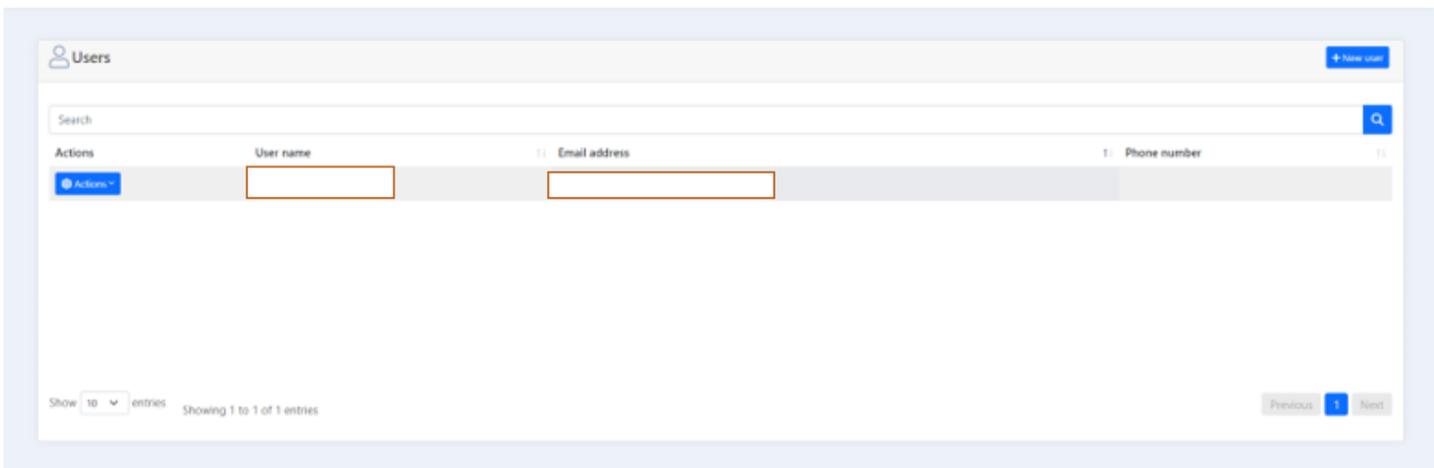
Roles

Under the “Roles” tab, admins will be able to view all roles that are currently available for that plan.



Users

Under the “Users” tab, admins will be able to view all users currently registered on the portal under the same NPI.



DOCUMENTS

When the “Document” tab is selected, it redirects to the <https://healthteamadvantage.com/members/2025-plan-documents/#toggle-id-4> which contains all the resources and documents for providers.

