

Provider Portal

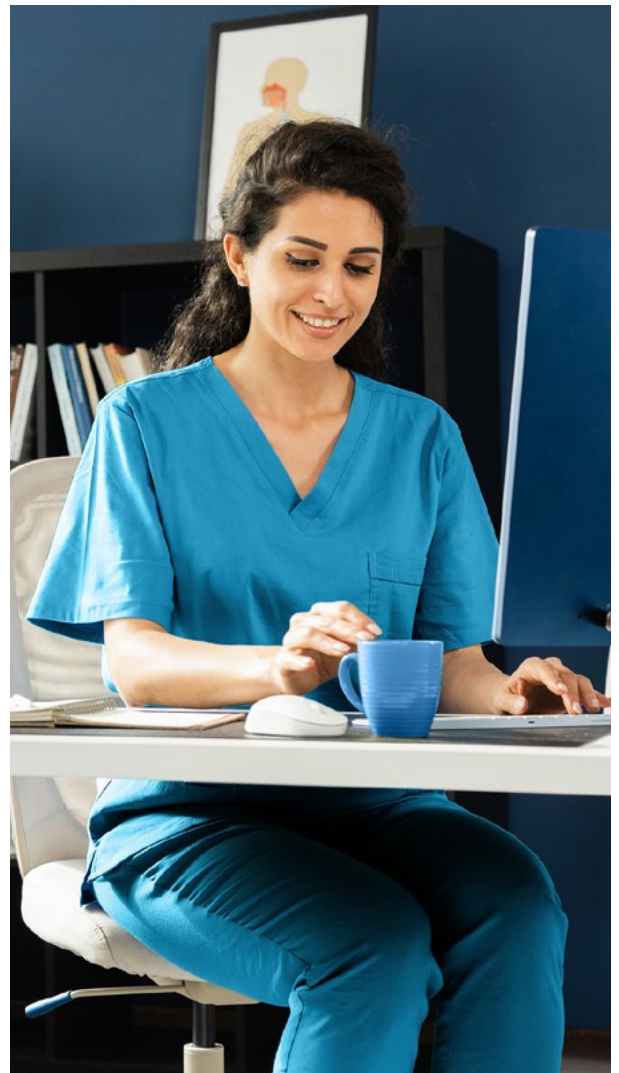
Quick Reference Guide

FROM *HealthTeam Advantage*

The Provider Portal makes it easy for you and your staff to quickly find the information you need—no phone call required. Get real-time updates 24/7 on claims, eligibility, benefits, and more.

What You Can Do in the Portal

- ◆ **Verify Benefits & Eligibility:**
 - Get up-to-date benefit and eligibility details for your patients, members of HealthTeam Advantage.
- ◆ **Track Claims:**
 - Check processing and payment status
 - Download Explanation of Payments (EOPs) within 2 business days of a check run
- ◆ **Manage Provider Information:**
 - View all providers linked to your group's Tax ID (TIN)
- ◆ **Manage User Access:**
 - See all users and emails linked to your group's TINs
 - Administrators can create and manage user accounts:
 - Claims User - view claims and prior authorizations
 - PA User - create prior authorizations (coming soon!)
- ◆ **Access Plan Documents:**
 - Provider Manual
 - Plan Key Contacts
 - Prior Authorization Lists



Provider Portal Quick Reference Guide

Getting Started

If you received an invite email, save the portal link to your browser favorites for each access: <https://htaprd-provider.nirvanahealth.com>.

Need Help Logging In?

Refer to the Provider Portal User Guide or Login Guide for step-by-step instructions.

User Guide

Login Guide

Need access or have questions?

Email your Provider Concierge team with:

- ◆ Your Name
- ◆ Group Name
- ◆ TIN and group/facility NPI

We'll help you:

- ◆ Confirm whether you already have an account
- ◆ Identify your group's assigned Administrator (if one exists)
- ◆ Submit a portal enrollment form (required for account creation)

Note: Only one Administrator can be assigned per TIN. That person will manage user access for your group.



We're Here for You



Your Provider Concierge team is here to help! Just call or email for fast, friendly assistance.

844-806-8217, Option 5

providerconcierge@htanc.com

8 a.m.–5 p.m., Monday–Friday

