

Health Choice Arizona Health Choice Generations



On-Line Provider Portal Tutorial

Provider Portal Login Tutorial



Provider
Account Login

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Provider Portal Login Tutorial



Website Home Page

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Health Choice

Home // Members // Providers // Formulary // Resources & Links // Employment // About Us // Contact Us

Home

Providers

- Sign-Up New Account
- Provider Login
- Provider Directory
- Provider Resources
- Drug Formulary
- Network Services
- National Provider Identifier(NPI)
- Cultural Competency
- Why join HCA Network
- How to Become a HCA Provider
- Commonly Used Forms

PROVIDERS

Welcome to Health Choice Arizona's Provider Portal!

Health Choice Arizona (HCA) is excited to offer this new resource for our providers!

The HCA Provider Portal has been designed with you in mind. Our goal for the site is twofold.

We want to assist you with reducing administrative burdens by streamlining processes and providing a one-stop-"resource shop" saving you time and money.

We want to provide you with the tools you need so you can make the best decisions for your patients.

Included in this site, and accessed through a secure portal, is patient data such as claims history and prior authorizations. In addition, you will find forms, newsletters, the HCA Provider Manual, continuing education information and links to other medical and dental information.

Provider Portal
Click Here to Log In

Provider Portal
Sign-Up for an Account

- Provider access to HC Arizona web services
 - Visit <http://www.healthchoiceaz.com/generalproviders/>
 - Click "Provider Portal Login" icon on the provider page
 - Click "Provider Login" from the Menu at the left of provider web page

Provider Portal Login Tutorial



Website Home Page

Page 4

The screenshot shows the Health Choice Generations website. At the top, there is a navigation bar with three tabs: "Summary of Benefits", "Enrollment Instructions & Forms", and "Evidence of Coverage". Below the navigation bar is a sidebar with a green background containing links: "Provider/Pharmacy Directory", "Part D Plan Description", "Grievances and Appeals", "Rights and Responsibilities", "Member Newsletter", "Providers", and "Haga Clic Aqui Para Español". The main content area has a purple header with the text "Taking Care of Arizona, One Generation at a Time". Below this, there is a heading "Welcome to Health Choice Generations' Provider Portal!". The main text reads: "Health Choice Generations (HCG) is excited to offer this new resource for our providers! The HCG Provider Portal has been designed with you in mind. Our goal for the site is twofold. We want to assist you with reducing administrative burdens by streamlining processes and providing a one-stop-'resource shop' saving you time and money. We want to provide you with the tools you need so you can make the best decisions for your patients. Included in this site, and accessed through a secure portal, is patient data such as claims history and prior authorizations. In addition, you will find forms, newsletters, the HCG Provider Manual, continuing education information and links to other medical and dental information." On the right side, there are two buttons: "Provider Portal Click Here to Log In" and "Provider Portal Sign-Up for an Account".

- Provider access to HC Generations web services
 - Visit <http://www.hcgenerations.com/providers/>
 - Click "Provider Portal Login" icon on the provider page

Provider Portal Login Tutorial

Login / Registration



Provider
Account Login

- Creating a new Master Account pg 6
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- Master Account Information pg 12
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Provider Portal Login Tutorial



Provider Area
Access Login

Provider Login

Tax ID:
Enter Tax ID without dashes.

User ID:

Password:

[Forgot login information?](#)
[Create a master account?](#)





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- Access to the web services is protected by Login information, two way to create a new master account
 - Click "Provider Portal – Sign-Up an Account" icon on the provider page or
 - Click "Create a master Account" link on the Provider login page

Provider Portal Login Tutorial



Create a New
Provider Master
Account

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Create a Master Account

A master account holder: Is the main contact for the practice. Responsible for registering multiple users, creating user ID, making changes for users and terminating users. If you cannot register a new account, you may contact your master account holder to open a new account for you.

Enter Tax ID without dashes.

Tax ID:

[Provider Login](#)

[Forgot login information?](#)



- First-time Provider visitors must create a new Master Account (definition pg 54)
 - Provide either your UPIN/Medicare Number **OR** AHCCCS ID Number
 - Provide your Entity's Tax ID Number
 - Click the **Submit** button to continue with new account registration
- Registration of only **One** Master Account per Tax ID is allowed

Provider Portal Login Tutorial



Master Account
Registration
Error

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Sorry! But your Tax ID is not valid or not active. Please enter the correct Tax ID.

Create a Master Account

A master account holder: Is the main contact for the practice. Responsible for registering multiple users, creating user ID, making changes for users and terminating users. If you cannot register a new account, you may contact your master account holder to open a new account for you.

Enter Tax ID without dashes.

Tax ID:

[Provider Login](#)

[Forgot login information?](#)

- Registration errors will be shown in red (*similar to above*)
- If an error is received be sure to
 - Verify your UPIN/Medicare#, AHCCCS ID, or Tax ID
 - Ensure your Entity is an In-Network (Contracted) Provider with Health Choice

Provider Portal Login Tutorial



Master Account
Registration
Process Start

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No account has been registered with this Tax ID. Do you want to register a new account with this Tax ID: .

- Yes, I want to register an account for both HCA and HCG.
- Yes, I want to register in HCA.
- Yes, I want to register in HCG.
- No.

continue



- If no Master Account has been previously created you will be prompted to create one for the Tax ID previously provided
 - Click the **Yes, I want to register in HCG** option to enroll in HCG site only, or
 - Click the **Yes, I want to register an account for both HCA and HCG** to enroll in both HCG and HCA site (you can just enroll in one site and enroll in another site later in your account page)
 - Click the **Continue** button to proceed to the next step
 - *Only **One** Master per Tax ID is allowed*
- If a Master already exists, this message will be stated on screen

Provider Portal Login Tutorial



Master Account
Registration

Already Existing
Master Account

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This Tax ID has been registered as a Master account. No new account is allowed.

Please contact your Master account holder below for further information.

Master Account Holder of Tax ID: **860973895**

Name: **linda pili**

Phone: **8288226664**

[Go back](#) to new account registration.

- **Reminder:** Only one Master Account per Tax ID can be created
- If a Master already exists you will see a message, similar to the above, shown on screen

If you feel this is in error, contact Support via the contact information on Page 53

Provider Portal Login Tutorial



Master Account
Registration

Enrollment
Agreement

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Health Choice Master Account Enroll Agreement

HEALTH CHOICE ARIZONA/Health Choice Arizona ONLINE WEB APPLICATION AGREEMENT

The information provided through the Health Choice Arizona Online Web Application is confidential under state and federal law. Use and disclosure of this information is limited to purposes directly related to the business of Health Choice Arizona. The use and disclosure of this information is also subject to the privacy and security requirements of the Administrative Simplification provisions of the federal Health Insurance Portability and Accountability Act.

The Master Account Holder is responsible for ensuring the confidentiality of any information obtained from this web application by persons using the Master Account Holder user ID or any individual user IDs approved by the Master Account Holder.

The Master Account Holder is responsible for informing its

* Check here I agree with the above terms and conditions:

* Please enter your initials here:

Fields with * are required fields



- To continue the registration process you must agree to the Terms and Conditions of Enrollment
 - Place a Check in the Checkbox
 - Type your initials into the Textbox
 - Click the **Continue** button to proceed to the next step

Provider Portal Login Tutorial



Master Account
Registration

User
Information

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Health Choice Master Account Registration

Please complete the registration form.

Your personal information:

* Last Name:

* First Name:

* Provider Name:

Job Title:

Your contact information:

* Email Address:
example: joe@abc.com

* Confirm Email Address:
example: joe@abc.com

* Business Phone:
example: 123-456-7890

Extension 1:

* Master Account Holder Phone:
example: 123-456-7890

Extension 2:

Fax 1:
example: 123-456-7890

- For the new Master Account:
 - Fill in the User Information Form
 - All fields marked with "*" are required
 - Please provide information formatted as prompted
 - Click the **Submit** button to proceed to the next step
 - Errors encountered will be display in red, please fix if necessary

Provider Portal Login Tutorial



Master Account
Registration

Registration
Notice

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Registration Notice

Attention! Please look below:

Thank you for registering at Health Choice Arizona. However, you need to click on the URL below which links to the PDF file. Please also verify your registration information in the PDF file, sign and return it to Health Choice.

Once Health Choice has received the returned letter, validated the account information and activated the account, you will receive an email notification asking you to complete the new business line activation.

Registration Letter [Click here to download](#)

If you have any questions, please [contact us](#) for further assistance.

Please add HealthChoice-NoReply@IASISHealthCare.com to your address book to ensure delivery of Health Choice Provider Portal related emails.

If you do not receive an email regarding your account registration within 24 hours, please check your Junk Email folder before contacting us.

Health Choice Arizona

- After registering on-line it is necessary to download, fill out, and mail in a **Registration Letter**.
 - Click the "Download" link to receive the PDF letter
 - This letter will be filled in with the information previously provided
 - Review the form, make any changes necessary, sign and return to the address provided on the form
- You **Must** download this letter to finalize account registration

Provider Portal Login Tutorial



Master Account
Registration
Email Notice

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<input type="checkbox"/> Sender	Subject
<input type="checkbox"/> HealthChoice	Health Choice Master Account Registration Notice

Thank you for registering at Health Choice Arizona. However, your need to click on the URL below which links to the PDF file. Please print the PDF, validate your account information, sign and return it to Health Choice.

<https://dev-healthchoice/providerPortal/registration/RegistrationForm2.asp?uid=>

If you cannot click on the link above, copy and paste the entire URL to your browser address bar.

Once Health Choice has received the returned letter, validated the account information and activated the account, you will receive an email notification to complete the new business line activation.

Please add HealthChoice-NoReply@IASISHealthCare.com to your address book to ensure delivery of Health Choice Provider Portal related emails.

If you do not receive an email regarding your account registration within 24 hours, please check your Junk Email folder before contacting us.

Thank you!

Health Choice Arizona
1600 W Broadway Rd. Suite 110
Tempe, AZ 85282

- An email will be sent to the address provided during registration
 - The link in the email points to the same PDF Letter provided on the Notice page (previous slide)
 - Click this link if you did not download the letter from the website
 - Only one **signed** PDF Letter is required to be sent in
- If you do not receive this email within 24 hours, please contact Health Choice and a new email will be sent to you (*contact info on page 24*)
 - We can re-send the email to the same or different email address

Provider Portal Login Tutorial



Master Account
Registration
Registration
PDF Letter

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	Provided Information	Corrections (if necessary)
User Name		
• First Name:	ryan	_____
• Last Name:	sullivan	_____
Provider Name:	john boulet	_____
Service Address		
• Name	headquarters	_____
• Address Line 1		_____
• Address Line 2		_____
• City		_____
• State		_____
• Zip		_____
Mailing Address		
• Name		_____

- The above is a sample Registration Letter
 - The left column is the information provided during the registration
 - Make any necessary correction in the right-hand column
 - **Sign** and **Date** the form on page 2
 - Mail - **do not fax** - both pages of the PDF Letter to the address provided on page 2
- After the letter is received and processed an email will be sent to the Email on file

Provider Portal Login Tutorial



Master Account
Registration

Activation
Email

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Dear [REDACTED],

An account has been created for you at Health Choice Generations. However, you need to activate your email address before we send you your login information. To verify your email, click this link:

<https://Dev-HealthChoice/ProviderPortal/verify/?aid=123-115-120-122-124-115-126-118-122-118-121-1>

If you cannot click the above link, copy and paste the entire URL into your web browser address bar.

Within 14 days, you need to verify your email address, and then log into our website. Otherwise, the registered account will be disabled and you will need to ask your master account holder to re-create an account for you.

Thank you!

Health Choice Generations
1600 W Broadway Rd. Suite 110
Tempe, AZ 85282
Health Choice

Please do NOT respond this email.
For further assistance, please send email to
HelpDesk@IASISHealthCare.com

- The final step in Account Registration is Email Activation
 - You will receive an email (similar to the above sample) after successful processing of the Registration Letter
 - **Click the link** to verify we have the proper email address on file
 - This link will expire in 14 days from delivery
 - Once expired you must register all over again from scratch

Provider Portal Login Tutorial



Master Account
Registration

Activation
Email Cont.

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Email Activation

Congratulations! Your Health Choice account has been activated. You may now log into our website using the login information emailed to you. Please remember that you need change your password every 30 days, otherwise your account will be disabled. To change your password, just log into <http://www.HealthChoiceAZ.com/GeneralProviders/> and choose 'My Account' at the left side menu bar. Thank you.

If you have any questions, please use the [contact page](#) for further assistance.



- Clicking the link in the received Activation Email will bring you to the Provider Portal
 - The above (or similar) message announcing Account Activation will be displayed
 - Any errors encountered will be displayed in red, please correct as directed.
- You may now access on-line Provider Services using the account

Provider Portal Login Tutorial



Master Account
Registration

Account
Activation

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```
Congratulations! Your Health Choice Arizona account has been activated.
You are able to log into
http://www.HealthChoiceAZ.com/GeneralProviders/ by using your login
information listed below. Please remember that you need to change your
password every 30 days, otherwise your account will be disabled. To change
your password, just log into our website by using the link provided
above and choose 'My Account' at the left side menu bar. Thank you.
```

```
=====
Your Login Data
```

```
=====
Tax ID: ██████████
Login Name: ██████████
Password: ██████████
```

```
=====
Please do NOT respond this email.
For further assistance, please send email to
HelpDesk@IASISHealthCare.com
```

- After successful registration and activation of your Master Account you will receive one last email notification (similar to above sample)
- You may access your account through the Provider Portal on HCA or HC Generations website using the login information contained in the email

Provider Portal Login Tutorial



Provider
Account Login

Provider Services Area

- Logging in

pg 20

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Provider Portal Login Tutorial



Provider
Account Login

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20

Provider Login

Tax ID:
Enter Tax ID without dashes.

User ID:

Password:

[Forgot login information?](#)
[Create a master account?](#)



- Once your Account has been activated
 - Provide your Tax ID, User ID, and Password
 - Click the **Login** button to enter the Provider Services area
- If you require help or wish to contact us, please use the email/phone numbers provided on screen

Provider Portal Login Tutorial



Provider
Services Area

Provider Services Area Forgotten Password

- Reset your forgotten password pg 22
- Verify your identity pg 23
 - Provide Account Information
 - Password Reset
 - New password email

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Provider Portal Login Tutorial



Provider
Services Area

Forgotten
Password

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Provider Login

Tax ID:
Enter Tax ID without dashes.

User ID:

Password:

[Forgot login information?](#)

[Create a master account?](#)



- When/If you forget your account password
 - **Passwords will not be retrieved**, you must reset it to get a new one
 - Go to the Provider Area Login page
 - Click the "Forgot Login Information" link to proceed

Provider Portal Login Tutorial



Provider
Services Area

Password Reset
Process

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Forgot Login Information

Please enter your Tax ID (without dashes):

[Provider Login](#)

[Create a master account?](#)



- To reset your password, you must correctly answer a series of questions
 - Tax ID Number, Login ID, Email Address
 - Personal Question – **Master Account Only**
- An email will then be sent to the Email Address in the system with new login information and password
- At your next login, it is strongly advised you change your password

Provider Portal Login Tutorial



Contact
Information

Technical Contact Information

If you are having technical difficulties:

Call 1-800-322-8670 ext 4545

Or

FBenavides@iasishealthcare.com

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Provider Portal Login Tutorial



Contact
Information

Health Choice Arizona Member Services Contact Information

Health Choice Arizona Member Services: **480-968-6866** or **1-800-322-8670**

Health Choice Arizona (Pima County): **520-322-5564**

Member Services hours : 7 days a week, 8 am - 8 pm

By mail:

Health Choice Arizona
1600 West Broadway, Suite 260
Tempe, AZ 85282

Health Choice Arizona
326 S. Wilmot Rd., Suite B-220
Tucson, AZ 85711

By fax: **480-784-2933**

By email: HCH_comments@iasishealthcare.com

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Provider Portal Login Tutorial



Contact
Information

Health Choice Generations Member Services Contact Information

Health Choice Generations Member Services: **1-800-656-8991**
Member Services hours : 7 days a week, 8 am - 8 pm

You may also contact the Centers for Medicaid and Medicare Services at:
Medicare: **1-800-MEDICARE (1-800-633-4227)**
TTY: **1-877-486-2048**
24 hours a day, 7 days a week.

By mail:

**Health Choice Generations
1600 West Broadway, Suite 110
Tempe, AZ 85282**

By fax: **480-784-2933**

Health Choice Generations (Pima County): **520-322-5787**

By email: HCH_comments@iasishealthcare.com

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Provider Portal Login Tutorial



Provider
Services Area

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Definitions

■ Master Account

- The main contact for the practice. Responsible for registering multiple users, creating user IDs, make changes for users, and terminate users.
- A Master Account must be created to login to the Provider portion of the HCG website.
- There may only be one Master Account Holder per Tax ID.
- A Master Account holder has the ability to search for Member Eligibility and view all claims associated to the Tax ID used to create the account.

Provider Portal Login Tutorial



Provider
Services Area

Definitions

■ User Account

- A User Account is assigned by the Master Account Holder.
- A User has the ability to search for Member Eligibility and view Claims for the providers that the Master Account Holder gave them access to view.