Provider Portal Information

Viewing Information
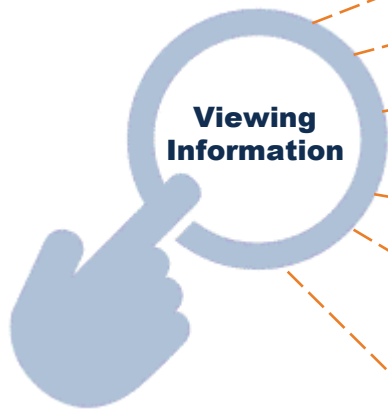
Accessing the Provider Portal
- Login to the portal with your ID.ME credentials.

User Registration (ePP Provider Administrator)
- Register the provider organization with the portal.

Add Providers and Users (ePP Provider Administrator)
- Add new provider domain(s), add new users, manage user profiles, associate providers and users to domain(s), and associate provider(s) to users.

Claims Search
- Find individual claims by VA Claim ID or Authorization Number.
- Access lists of claims by Provider or Claimant.

Payments and Explanation of Payment Search
- Find individual payments by VA Claim ID, Authorization Number, or Check Number.
- Access lists of payments by Provider or Claimant.
- Access the Explanation of Payment letter.

Annual Verification (ePP Provider Administrator)
- Revalidate the Domain.
- Reauthorize Provider Users.

Accessing the Provider Portal

ID.ME CREDENTIALS

ePP Provider Administrators and ePP Provider Users access the Provider Portal using their ID.ME credentials.

User Registration

Before registration with the eCAMS HCE provider portal, your organization must be registered with SAM.gov.

SETTING UP ACCESS

1. Reference the Welcome email, sent to the Accounts Receivable point-of-contact (POC) email address, for the URL to the portal login page where you will access the eCAMS HCE Provider Portal.
2. Select **No** to the first question about whether you have received the Temporary Key.
3. Enter your organization's **Tax ID**, **Accounts Receivable POC Email**, **UEI**, and, if assigned, **EFT Indicator**.
4. Select **Submit**.

Once the information is validated, a Temporary Key is sent to the Accounts Receivable POC email. The Temporary Key is valid for 15 minutes. If the 15 minutes expires, select **No** in step 2, then repeat steps 3 and 4.

SETTING UP ACCESS (cont.)

5. Select **Yes** to the previous question and enter the Temporary Key in the **Temporary Key** field.
6. If your organization has a Billing Provider NPI, answer **Yes** to that question and enter the **NPI**.
7. Enter the **Billed Amount** and **VA Claim ID**, or the **Patient Control Number** associated with the **NPI.**
8. To further validate this claim information, enter one of the following:
   - **Check/EFT Number** and **Check/EFT Trace Date** of the check or EFT payment received for this claim.
     OR
   - **Submitted Client Identifier Last 4**. From the next drop-down field, select **Authorization Number**, **Diagnosis Code**, or **Procedure Code** and enter the value for the selection.
9. Select **Submit**.

Upon verification of the entered information, the registration of your organization is successful, and the provider domain for your Tax ID is set up. You will be assigned the ePP Provider Administrator and ePP Provider User profiles for this registered domain. Your **My Inbox** page in the Provider Portal now displays.

Add Providers and Users

ADDING A PROVIDER DOMAIN

As an ePP Provider Administrator or an ePP Provider User, you can add a provider domain to the portal. To do so, you must have your organization's **Tax ID**, **Accounts Receivable POC Email**, **UEI**, and **EFT Indicator**.

1. Select the **Admin** tab, then select **Domain List** from the menu.

ADDING A PROVIDER DOMAIN

2. Select the **Add Provider Domain** button.

3. Answer **Yes** or **No** to the Temporary Key question. If **No**, then enter the following information to receive your Temporary Key: **Tax ID**, **Accounts Receivable POC Email**, **UEI**, and **EFT Indicator** information for the provider organization. Then select **OK**.

4. When you receive the Temporary Key, select **Yes** to the previous question and enter the Temporary Key in the **Temporary Key** field.
5. As you did on the **User Registration** page, enter the Billing Provider's NPI, if applicable, and enter the details in the appropriate fields for a paid claim submitted by the organization to the VA. Then select **OK**.

The **Manage Domains** page now displays the new provider domain.

ADDING A PROVIDER TO A DOMAIN

1. Select the **Admin** tab, then select **Domain List** to navigate to the **Manage Domains** page.
2. Select the link under the **Domain Name** column for the domain to which you want to add the provider.

3. Select the **Associated Providers List** from the **Show** drop-down menu.

The **Add Provider To Domain** page displays.
4. Select **Add Provider**.

ADDING A PROVIDER TO A DOMAIN (cont.)

5. As you did on the **Add Provider to Domain** page, enter the Billing Provider's NPI, if applicable, and enter the details in the following fields:
    - **Check/EFT Number** and **Check/EFT Trace Date** of the check or EFT payment received for this claim;
    OR
    - **Submitted Client Identifier Last 4**. From the drop-down field, select **Authorization Number**, **Diagnosis Code**, or **Procedure Code**. Then select **OK**.

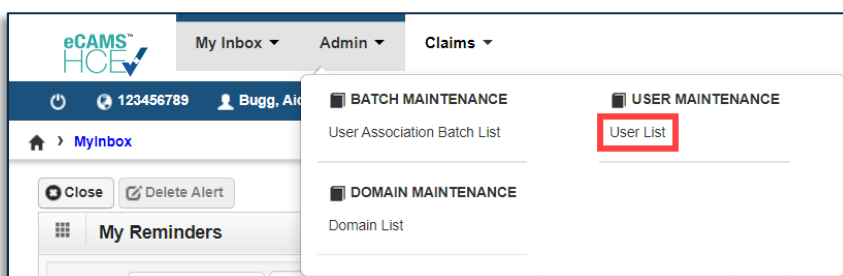The **Providers Association List** page now displays the associated provider's **NPI/Tax ID**.

ADDING PROVIDER USERS

Provider Users must be registered using their ID.ME email address.

1. Select the **Admin** tab, then select **User List** from the menu.

ADDING PROVIDER USERS (cont.)

2. At the **Manage Users** page, select the **Add Provider User** button.

3. At the **Add Provider User** page, enter the user's **First Name, Last Name, Email, From** and **To Dates**, and then select **OK**.

The **Manage Users** page now displays the new provider user.

ASSOCIATING A USER TO A PROFILE

1. Select the **Admin** tab, then select **User List**.
2. At the **Manage Users** page, select a user hyperlink to display the **User Details** page.

ASSOCIATING A USER TO A PROFILE (cont.)

3. Select the **Show** drop-down menu, then select **Associated Profiles.**

4. At the **Manage User Profile** page, select **Add**.

5. Select the profile from the **Available Profiles** selection box, select the double right arrow button to move the profile to the **Associated Profiles** selection box, then select **OK.**

The **Manage User Profiles** page now displays the associated profile.

ASSOCIATING A PROVIDER TO A USER

Associating a provider to a user enables the user to access claims information for the associated provider.

1. Navigate to the **User Details** page as described in "Associating a User to a Profile," then select **Provider User Association List** from the **Show** drop-down menu.

2. Select the **Add** button.

ASSOCIATING A PROVIDER TO A USER (cont.)

3. At the **Associate Provider to User** page, select the provider(s) in the **Available Providers** selection box that you want to associate, select the double right arrow button to move these to the **Selected Providers** selection box, then select **OK.**

The **Provider Association List** page now displays the associated Billing Provider's NPI or Tax ID.

ADDING MULTIPLE PROVIDERS TO A DOMAIN VIA BATCH FILE UPLOAD

1. Select the **Admin** tab, then select **User Association Batch List** from the menu.

2. Select **Download Provider Association Template** and save the template to your local drive.

ADDING MULTIPLE PROVIDERS TO A DOMAIN VIA BATCH FILE UPLOAD (cont.)

3. Open the saved file and see the instructions on the first sheet for completing the template.

	The Batch file name of the uploaded file for Provider Association Batch Upload must begin with "Provider Association Batch Upload" **NPI Association:** •Please mark all the cells in "Text" format before entering the values •Only up to 100 records per sheet are allowed •Please do not delete any sheet/column or change the name of the sheet/column
Column	**Notes**
Tax ID	User must enter a value for this field •User must be associated with the entered Tax ID •Entered Tax ID must be same as the logged-in Tax ID •Accepts 9 digits (numeric values only) e.g. 123456789
NPI	•User must enter a value for this field •Only BILLING Provider NPI is permitted •NPI must be associated with the entered Tax ID •Accepts 10 digits (numeric values only) e.g. 1915161218
VA Claim ID	•User must enter a value for either VA Claim ID or Patient Control Number •User must enter VA Claim ID associated with the entered NPI and Billed Amount •VA Claim ID is not required to enter if Patient Control Number is entered •Accepts 18 digits (numeric values only) e.g. 302128449124589000
Patient Control Number	•User must enter a value for either Patient Control Number or VA Claim ID •User must enter Patient Control Number associated with the entered NPI and Billed Amount •Patient Control number is not required to enter if VA Claim is entered •Accepts up to 80 Alphanumeric Characters •Accepts Space e.g. 2.1.5 2STL
Billed Amount	•User must enter a value for this field •User must enter Billed Amount associated with the entered NPI and VA Claim ID or Patient Control Number •Dollar sign is not required •Accepts 15 digits including the decimal and 2 digits after the decimal •Valid Characters are integers, Decimal Point and Sign Characters + OR - •Decimal is allowed only once •Sign Character is allowed once as the first character. e.g. -125.57 or 125.57
Check/EFT Trace Number	•User must enter a value for either (Check/EFT Trace Number and Check/EFT Trace Date) OR (Submitted Client Identifier Last 4 and Authorization Number/Diagnosis Code/Procedure Code) •User must enter a complete Check/EFT Trace Number(including leading zeros if any) associated with the entered NPI, Billed Amount and VA Claim ID/Patient Control Number •Accepts up to 30 Alphanumeric Characters •No space allowed
Check/EFT Trace Date	•Data Entry for this field is required only if the Check/EFT Trace Number has been entered else it must be left blank •User must enter Check/EFT Trace Date associated with the entered Check/EFT Trace Number •Future date is not allowed •No space allowed •Date must be entered only in the format of MM/DD/CCYY e.g. 12/31/2019
Submitted Client Identifier Last 4	•User must enter a value for either (Check/EFT Trace Number and Check/EFT Trace Date) OR (Submitted Client Identifier Last 4 and Authorization Number/Diagnosis Code/Procedure Code) •User must enter Submitted Client Identifier Last 4 associated with the entered NPI, Billed Amount and VA Claim ID/Patient Control Number •Accepts 4 digits (numeric values only) •No space allowed e.g. 1234
Authorization Number	•User must enter Authorization Number/Diagnosis Code/Procedure code only if the Submitted Client Identifier Last 4 have been entered else it must be left blank •User must enter Authorization Number associated with the claim •Accepts up to 50 Alphanumeric Characters and special characters_ and - •No space Allowed e.g. 1703_PH-T
Diagnosis Code	•User must enter Authorization Number/Diagnosis Code/Procedure code only if the Submitted Client Identifier Last 4 have been entered else it must be left blank •User must enter Diagnosis Code associated with the claim •Accepts up to 10 Alphanumeric Characters •No space allowed e.g. T6101XA
Procedure Code	•User must enter Authorization Number/Diagnosis Code/Procedure code only if the Submitted Client Identifier Last 4 have been entered else it must be left blank •User must enter Procedure Code associated with the claim •Accepts up to 10 Alphanumeric Characters •No space allowed e.g. 0232T

The template appears on the second sheet.

	A	B	C	D	E	F	G	H	I	J	K
1	Tax ID	NPI	VA Claim ID	Patient Control Number	Billed Amount	Check/EFT Trace Number	Check/EFT Trace Date	Submitted Client Identifier Last 4	Authorization Number	Diagnosis Code	Procedure Code
2											
3											

Instructions **NPI Association** (+)

4. Fill in the providers you want to add, one per row, as outlined in the instructions.
5. Save the file with a meaningful name, such as "Provider Batch 7-29-2021.xlsx."

ADDING MULTIPLE PROVIDERS TO A DOMAIN VIA BATCH FILE UPLOAD (cont.)

6. On the **User Association Batch History List**, select **Upload Batch.**

7. Select **Provider Association Batch Upload** from the **Template Type** drop-down. Then, select **Choose File** and locate the file you just created. Select **Ok**.

The **User Association Batch History List** page displays the file upload status.

8. To check the status of the batch file upload, select the **Batch File ID** hyperlink.

9. Select the **Status** hyperlink for the Provider on the **Batch Association List** page.

ADDING MULTIPLE PROVIDERS TO A DOMAIN VIA BATCH FILE UPLOAD (cont.)

The **Provider Association Detail** page displays.

ADDING MULTIPLE USERS/ASSOCIATING PROVIDERS TO USERS VIA BATCH FILE UPLOAD

Using the **User Association Template**, you can add multiple users to the current domain as well as associate a list of providers to a list of users via batch file upload. The batch file template provides worksheets for each action, and you can complete both worksheets, or you complete one worksheet while leaving the other blank.

1. Navigate to **User Association Batch History List** page as described in "Adding Multiple Providers to a Domain via Batch File Upload," then select **Download User Association Template**.

ADDING MULTIPLE USERS/ASSOCIATING PROVIDERS TO USERS VIA BATCH FILE UPLOAD (cont.)

2. Open the saved file and read the instructions on the first sheet for completing the template.

> The Batch file name of the uploaded file for User Association Batch Upload must begin with "User Association Batch Upload"
>
> **Add User:**
> • This sheet must be completed to add the users to the logged-in Tax ID
> • This sheet can be left blank if the users are not required to be added
> • Please mark all the cells in "Text" format before entering the values
> • Only up to 100 records per sheet are allowed
> • Please do not delete any sheet/column or change the name of the sheet/column
>
> **User Provider Association:**
> • This sheet must be completed to associate the users to single/multiple NPI or to the logged-in Tax ID
> • This sheet can be left blank if such associations are not required
> • User association will be permitted only if the user has an existing association with the entered NPI or Tax ID
> • Please mark all the cells in "Text" format before entering the values
> • Only up to 100 records per sheet are allowed
> • Please do not delete any sheet/column or change the name of the sheet/column

Column	Notes
Tax ID	• User must enter a value for this field • User must be associated with the entered Tax ID • Entered Tax ID must be same as the logged-in Tax ID • Accepts 9 digits (numeric values only) e.g. 123456789
NPI/Tax ID	• User must enter a value for this field • Only BILLING Provider NPI or the logged-in Tax ID is permitted • NPI must be associated with the entered Tax ID • Accepts 9 or 10 digits (numeric values only) e.g. 1915161218
Email	• User must enter a value for this field in a standard email format • Accepts up to 100 characters e.g. jsmith21_pt@example-inc.com
First Name	• User must enter a value for this field • Allowed characters for this field are a-z A-Z 0-9 (Alphanumeric) '(Single quote) "(Double quote) .(Full stop) -(Hypen) |(Vertical Bar) and Space in between • Accepts up to 50 Alphanumeric Characters e.g. John23'
Middle Name	• Data entry for this field is not mandatory • Allowed characters for this field are a-z A-Z 0-9 (Alphanumeric) '(Single quote) "(Double quote) .(Full stop) -(Hypen) |(Vertical Bar) and Space in between • Accepts up to 50 Alphanumeric characters e.g. JohnSr23'
Last Name	• User must enter a value for this field • Allowed characters for this field are a-z A-Z 0-9 (Alphanumeric) '(Single quote) "(Double quote) .(Full stop) -(Hypen) |(Vertical Bar) and Space in between • Accepts up to 50 Alphanumeric Characters e.g. Smith23'
Work Phone Number	• Data entry for this field is not mandatory • If entered, this field will only accept 10 digits e.g. 3016344600

The templates appear on the second and third sheets.

	A	B	C	D	E	F	G	H
1	Tax ID	Email	First Name	Middle Name	Last Name	Work Phone Number		
2								
3								

Instructions | **Add User** | User Provider Association ⊕

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Tax ID	Email	NPI/Tax ID											
2														
3														

Instructions | Add User | **User Provider Association** ⊕

3. On the **Add User** sheet, enter the Tax ID for the current domain and fill in the users you want to add, one per row, as outlined in the instructions.
4. On the **User Provider Association** sheet, enter the Tax ID for the current domain, then list the users and providers you want to associate to one another on a separate row each.
5. Save the file with a meaningful name, such as "User Batch 7-29-2021.xlsx."

ADDING MULTIPLE USERS/ASSOCIATING PROVIDERS TO USERS VIA BATCH FILE UPLOAD (cont.)

6. On the **User Association Batch History List**, select **Upload Batch.** The **User Association Batch History List** page will show if the file successfully uploaded.

7. To check the status of the batch file upload, select the **Batch File ID** hyperlink.

The **Batch Association List** page shows the status.

8. Select the **Status** hyperlink to view the **User Association Detail** page.

The **User Association Detail** page displays.

Claims Search

SEARCHING FOR CLAIM INFORMATION

1. Select the **Claims** tab and select **Provider Claim Inquiry** from the menu. The **Provider Claim Inquiry** page displays.

SEARCHING FOR CLAIM INFORMATION

2. Enter the **VA Claim ID** and select **Submit** to find an individual claim.
   OR Select **Submit** to see all claims from all associated providers.
   OR Enter search criteria, such as **Provider ID**, **Claim Status**, and so forth, to see claims that meet those criteria.

3. From the list displayed, select the **VA Claim ID hyperlink** to view the claim details.

SEARCHING FOR CLAIM INFORMATION (cont.)

The claim details are displayed on the **Claims Details** page.

4. Select **View Correspondence** to view the explanation of payment and vendor letter details.

5. Select the **E2 VAULT KEY** hyperlink to review the vendor letter.
   OR Select **SaveToCSV** to save the vendor letter section.

The vendor letter is displayed.

Payments and Explanation of Payment Search

SEARCHING FOR PAYMENT INFORMATION

1. Select the **Claims** tab and select **Remittance Advice Inquiry** from the menu.
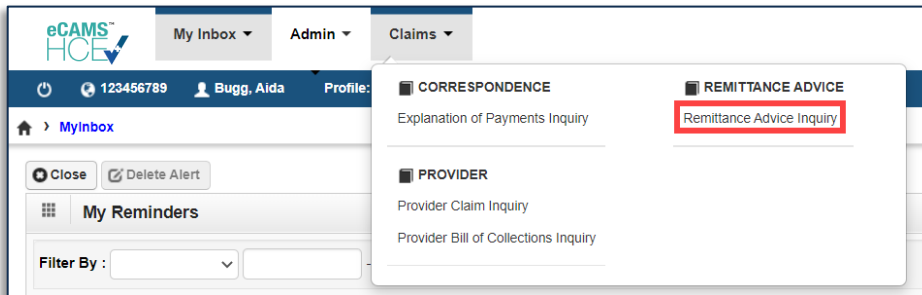
The **Remittance Advice Inquiry** page displays with the **Tax ID** field auto-populated.

2. Enter one of the following: **Check/EFT Trace Number**, **Check/EFT Trace Date, Remittance Advice Number**, or **Remittance Advice Date**.

3. Select **Submit**.

The **Remittance Advice Payments List** page shows the Remittance Advice record(s) matching your inquiry.

4. Select the **Remittance Advice Number** hyperlink to view the **Remittance Advice Payments Detail**.

SEARCHING FOR PAYMENT INFORMATION (continued)

The Payments Detail page is displayed.

OR

1. Open the Claim Details page as described in "Searching for Claim Information."
2. Select the **Remittance Advice Number** hyperlink to view the Remittance Advice details for claims already processed.

SEARCHING FOR PAYMENT INFORMATION (cont.)

The payment details are displayed on the **Payments Detail** page.

SEARCHING EXPLANATION OF PAYMENTS

1. Select the **Claims** tab and select **Explanation of Payments Inquiry** from the menu.

The **EOP Inquiry** page shows a list of Provider IDs and other search criteria.
2. Select the Provider ID or enter other search criteria, then select **Submit**.

SEARCHING EXPLANATION OF PAYMENTS (cont.)

3. Select the **EOP File Name** hyperlink to view the letter explaining the payment.

The letter explaining the payment is displayed.

OR

1. Select the **VA Claim ID** hyperlink to view the claim details associated with this payment.

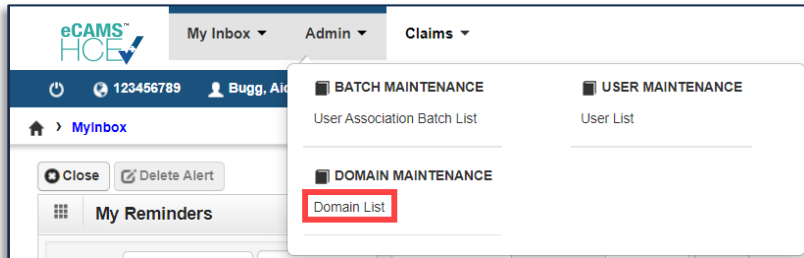

The **Claim Details** page displays with details of the payment.
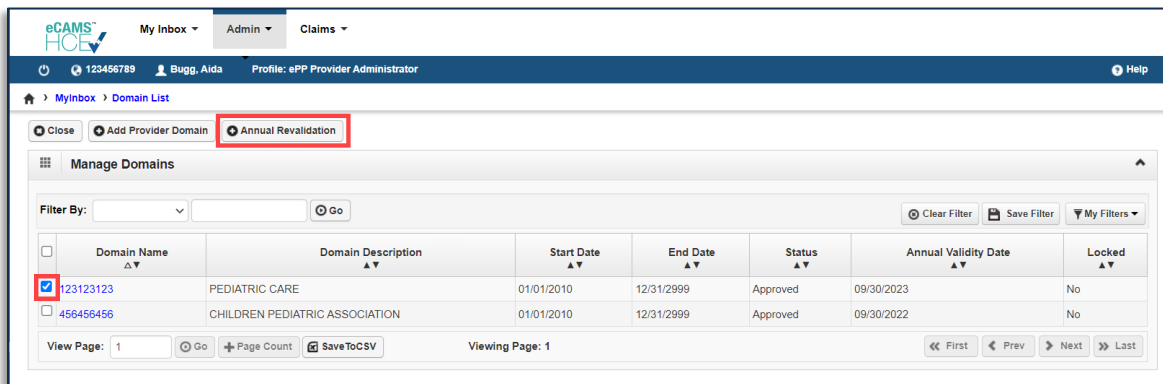
Annual Verification

The ePP Provider Administrator completes the annual verification process by 09/30. Domain validation must be complete before users of the domain can be reauthorized.

DOMAIN REVALIDATION

1. Select the **Admin** tab and select **Domain List** from the menu.

2. Select the checkbox for the current domain and select the **Annual Revalidation** button.

3. On the **Domain Revalidation** page, select **No** to the first question about whether you have received the Temporary Key.
4. Enter the provider's **Unique Entity Identifier (UEI)** number, **Accounts Receivable POC Email**, and, if applicable, the provider's **EFT Indicator** number.
5. Select **Submit**.

If successful, ePP displays a message that a one-time use/unique Temporary Key has been sent to the ePP Provider Administrator's Accounts Receivable POC email address. The Temporary Key expires in 15 minutes. If the Temporary Key is invalid or expires before registration is complete, repeat the preceding steps.

DOMAIN REVALIDATION (cont.)

6. When you have the Temporary Key, select **Yes** to the first question to display the **Temporary Key** field.
7. Enter the Temporary Key in the **Temporary Key** field.
8. Select **Submit**.

The **Manage Domains** page displays with the new annual validation date shown in the **Annual Validity Date** column.

USER REAUTHORIZATION

Only the ePP Provider Administrator can reauthorize users. Domain validation must be complete before the ePP Provider Administrator can reauthorize users of the domain. The domain's ePP Provider Administrator is reauthorized automatically when the domain is revalidated.

1. Select the **Admin** tab and select **User List** from the menu.
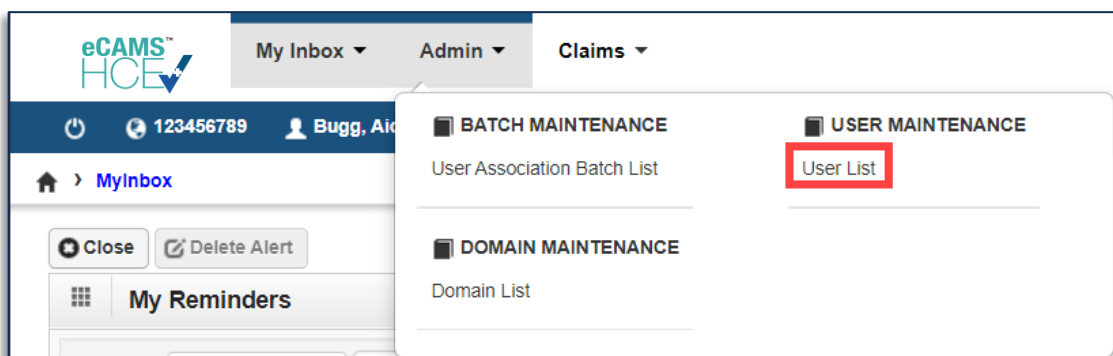
USER REAUTHORIZATION (cont.)

2. On the **Manage Users** page, use the **Filter By** fields to search for the user you want to reauthorize.

3. Select the checkbox for the user you want to reauthorize and select the **Annual Reauthorization** button.
   Note: You can reauthorize multiple users on one page.

4. On the **User Reauthorization** page, enter the optional comment regarding the reauthorization.
5. Select **Submit**.

USER REAUTHORIZATION (cont.)

6. The **Manage Users** page displays the new annual reauthorization date for the user in the **Annual Validity Date** column.

Version History Log

Sprint Cycle	Date	Summary of Changes
22.2	May, 2024	Page 6: • Replaced screenshot in both instances of the **Manage Users** page. Page 23: • Replaced screenshot in both instances of the **Manage Users** page. • Step 3: Updated note to reflect multiple users being reauthorized. • Step 4: Updated step to reflect adding comments is optional. Page 24: • Replaced screenshot of the **Manage Users** page.