**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.

**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.
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.
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.
1. Select the **Admin** tab, then select **Domain List** to navigate to the **Manage Domains** page.
2. Select the link in 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.
4. Select **Add Provider**.

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

1. Select the **Admin** tab, then select **User List** from the menu.
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.
3. Select the **Show** drop-down menu, then select **Associated Profiles**.

4. At the **Manage User Profile** page, select **Add**.
ASSOCIATING A USER TO A PROFILE (continued)

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.
ASSOCIATING A PROVIDER TO A USER (continued)

2. Select the Add button.

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.

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

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.

![Batch Association List](image1)

The **Provider Association Detail** page displays.

![Provider Association Detail](image2)

**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**.

![User Association Batch History List](image3)
2. Open the saved file and read the instructions on the first sheet for completing the template.

<table>
<thead>
<tr>
<th>Column</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax ID</td>
<td>User must enter a value for this field. The Tax ID must be the same as the logged-in Tax ID. Accepts 9 digits (numeric values only). Format: 123456789.</td>
</tr>
<tr>
<td>NPI/Tax ID</td>
<td>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 11 digits (numeric values only). Format: 12345678901.</td>
</tr>
<tr>
<td>Email</td>
<td>User must enter a value for this field. Format: <a href="mailto:example@email.com">example@email.com</a>. Accepts up to 100 characters.</td>
</tr>
<tr>
<td>First Name</td>
<td>User must enter a value for this field. The characters for this field are [A-Z, a-z, 0-9, (alphanumeric)]. Accepts up to 50 Alphanumeric characters. Format: JaneDoe</td>
</tr>
<tr>
<td>Middle Name</td>
<td>Data entry for this field is not mandatory. The characters for this field are [A-Z, a-z, 0-9, (alphanumeric)]. Accepts up to 50 Alphanumeric characters. Format: JohnDoe</td>
</tr>
<tr>
<td>Last Name</td>
<td>User must enter a value for this field. The characters for this field are [A-Z, a-zA-Z, 0-9, (alphanumeric)]. Accepts up to 50 Alphanumeric characters. Format: Doe</td>
</tr>
<tr>
<td>Work Phone Number</td>
<td>Data entry for this field is not mandatory. Format: 123-456-7890.</td>
</tr>
</tbody>
</table>

The templates appear on the second and third sheets.

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 and 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.”
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.

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**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.
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 Claim ID link to view the claim details.
The claim details are displayed on the **Claims Details** page.

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

   ![View Correspondence](image)

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

   ![SaveToCSV](image)

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 link to view the Remittance Advice Payments Detail.
OR

1. Open the Claim Details page as described in “Searching for Claim Information.”
2. Select the Remittance Advice Number link to view the Remittance Advice details for claims already processed.
SEARCHING FOR PAYMENT INFORMATION (continued)

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 and select Submit.
3. Select the **EOP File Name** link to view the letter explaining the payment.

The letter explaining the payment is displayed.

**OR**

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

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