Secure Provider Portal Help Guide

Secure Provider Portal User's Guide

Welcome to Your HUSKY Health Secure Provider Portal!

From this page, you can see information regarding health measures, view patient reports, submit and view authorizations, fill out the member missed appointment form, register for the Obstetrical Pay for Performance Practice program (OBP4P), check eligibility on the State of Connecticut's Automated Eligibility Verification System (AEVS), find a doctor, and access the public HUSKY Health provider homepage. You can also visit the CultureVision™ website, your free access to an easy-to-use database that gives you information on culturally competent patient care.

Please Note: To return to this page at any time, click the "**Home**" button in the menu navigation.

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Health Measures:

CHNCT uses a comprehensive set of health measures to evaluate and assist the provider community and address population health concerns. Click on "**Health Measures**" to learn more about this process. You can also click on "**Health Measure Improvement**" to learn how to improve your scores, and "**HEDIS®**
Overview" for an introduction to HEDIS® and what to expect from the HEDIS® review. You can also visit the CultureVision™ website, your free access to an easy-to-use database that gives you information on culturally competent patient care.

Patient Reports:

If you are a primary care provider (PCP) or a usual source of care provider, you can view your patient-based reports, which provide valuable information to assist with the management of attributed HUSKY Health patients. Before you can access these reports for the first time, we need to verify your information. To request access, click the "**Subscribe to Reports**" button and complete the form. When all fields are completed, submit this form to Web Support for verification. Web Support will contact you to review and confirm your information. Once approved, you will be able to view reports about your attributed patients available on the secure provider portal under the "**Patient Reports**" tab.

Please note: it may take up to 10 business days to verify your information.

Patient Reports (cont.):

Once your information has been verified, you will have access to view and download the patient-based reports. You can access these reports by selecting the desired report from the "**Report Type**" dropdown list. "**Report Help Guides**" are also available for each report.

Report Type Dropdown Menu:

The dropdown menu provides you with a list of available reports.

Please note: You may see a blank report if your patients do not have any claims for the particular report type.

Report Help Guide Dropdown Menu:

The "**Report Help Guides**" provide you with explanations of the criteria for each of the reports.

Prior Authorization Portal:

To access the medical or radiology authorization portals, click the "**Authorizations**" tab. Then select the button for the type of authorization you are requesting.

You can also request access to authorization units used by clicking the "**Request Authorization Units Used**" button. Before you can access these reports for the first time, we need to verify your information. To get access, click the "**Request Authorization Units Used**" button.

Please note: It can take up to 10 business days to verify your information.

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Once your information has been verified, you will be able to view authorization units used for your HUSKY Health patients. To view this information, you will need to enter the authorization number, client ID number (HUSKY Health member ID number), patient date of birth, and date of authorization.

Member Missed Appointment Form:

To access the member missed appointment form, click on the "**Member Missed Appointment Form**" tab. Then click the "**Member Missed Appointment Form**" link and fill out the form in its entirety.

Obstetrical Pay for Performance Practice Registration:

To enroll in the Obstetrical Pay for Performance Practice program, please complete the form by clicking on the "**Request OBP4P Program**" link. Once approved, you can begin submitting notification forms. For questions regarding the program, please contact: obp4pquestions@chnct.org.

To access reference materials, click on the "**Reference Materials**" tab. Then click on the Academy of Pediatrics' (AAP) publication "Bright Futures," which provides a compilation of helpful forms and materials.

Quick Links:

The "**Quick Links**" tab is visible on every screen throughout the secure provider portal. This tab provides quick links to "**Eligibility Verification**," "**Find a Doctor**," "**HUSKY Health Provider Home Page**," and "**CultureVision**™."

Eligibility Verification:

The "**Eligibility Verification**" link will bring you to the State of Connecticut AEVS secure website.

Find a Doctor:

The "**Find a Doctor**" link will direct you to the Find a Doctor web page where you can search different provider directories.

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HUSKY Health Provider Homepage:

The "**HUSKY Health Provider Homepage**" link will bring you to the public HUSKY Health provider homepage.

CultureVision™:

The "**CultureVision™**" link will direct you to the CultureVision website. The CultureVision website gives you free access to an easy-to-use database with information on culturally competent patient care.

Contact Us:

For questions related to the HUSKY Health program and services, click the "**Contact Us**" menu item.