

## Payer - Provider Portals

Provider portals are secure web based applications that exchange information between Payers, Health Plans and other medical service providers.

Provider Portals can improve clinic efficiency and is valuable to the revenue cycle process.

### The Benefits and Features of Provider Portals

- **Insurance eligibility verification**
- **Member benefit information**
- **Pre-authorization requests**
- **Direct claims submission**
  - Send claims directly to the payer
  - Claim edits
  - Claim tracking
  - Claim appeals
  - Retrieve and print remittance advices (ERA)
- **Update clinic/practice information**
- **Reporting**
- **Updated patient demographic information**

*For information on how to register and use a specific payer's provider portals please refer to Chapter VI in this manual – Maryland Payers, or go on-line to the payer's website. Please note that some payers only permit in-network participating providers to access their portal.*