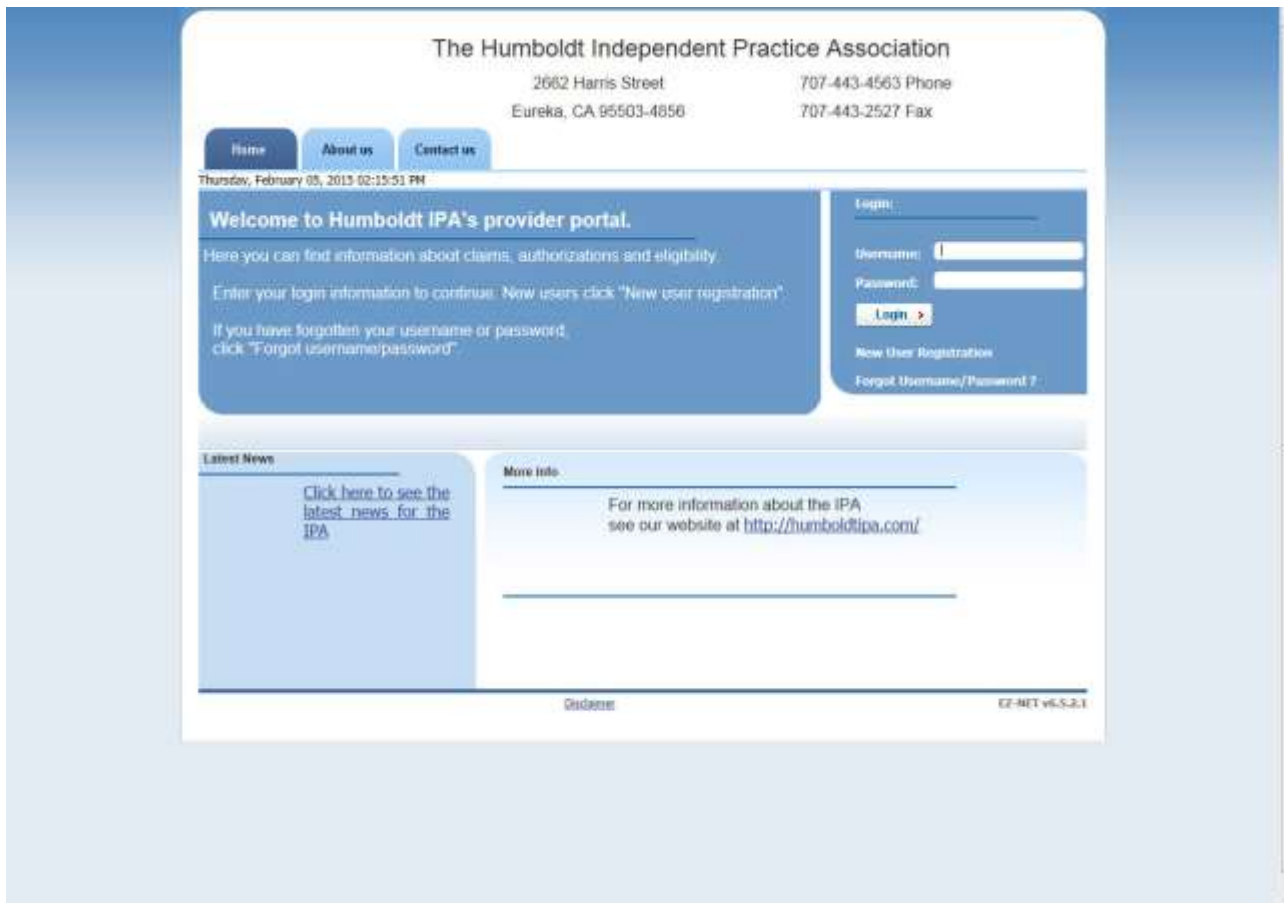


EZ-NET Claim Appeal Inquiry

Claim appeals appear in the Authorization module of EZ-NET

1. Go to portal.humboldtipa.com You will see a login screen that should look similar to this:



The screenshot shows the login page for The Humboldt Independent Practice Association (IPA). The header includes the organization's name, address (2662 Harris Street, Eureka, CA 95503-4856), and contact information (707-443-4563 Phone, 707-443-2527 Fax). Navigation links for Home, About us, and Contact us are present. The main content area features a welcome message, instructions for login, and a login form with fields for Username and Password, a Login button, and links for New User Registration and Forgot Username/Password. A 'Latest News' section and a 'More Info' section are also visible at the bottom.

The Humboldt Independent Practice Association
2662 Harris Street
Eureka, CA 95503-4856
707-443-4563 Phone
707-443-2527 Fax

Home About us Contact us

Thursday, February 05, 2015 02:15:51 PM

Welcome to Humboldt IPA's provider portal.
Here you can find information about claims, authorizations and eligibility.
Enter your login information to continue. New users click "New user registration".
If you have forgotten your username or password, click "Forgot username/password".

Login:
Username:
Password:

[Forgot Username/Password ?](#)

Latest News
[Click here to see the latest news for the IPA](#)

More Info
For more information about the IPA see our website at <http://humboldtipa.com/>

[Disclaimer](#) EZ-NET v6.5.2.1

2. Go to the Login area and type in the Username and Password you were provided with. You may be prompted to change your password the first time you login. Please remember that passwords are case sensitive. Your password must be at least 8 characters long and contain at least 1 uppercase character, 1 lowercase character and 1 number.

The Humboldt Independent Practice Association

2662 Harris Street
Eureka, CA 95503-4856

707-443-4563 Phone
707-443-2527 Fax

[Home](#)[About us](#)[Contact us](#)

Thursday, February 05, 2015 02:17:39 PM

Welcome to Humboldt IPA's provider portal.

Here you can find information about claims, authorizations and eligibility.

Enter your login information to continue. New users click "New user registration".

If you have forgotten your username or password,
click "Forgot username/password".

Login:

Username:

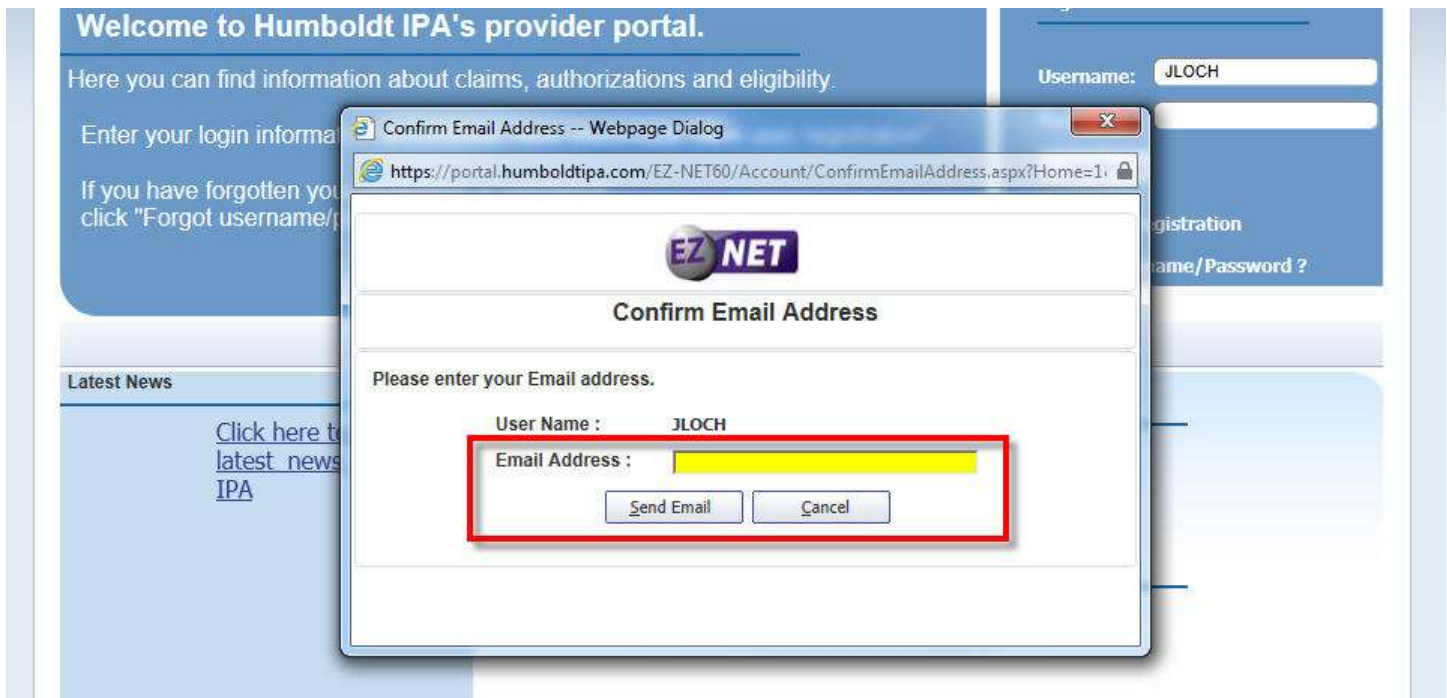
Password:

[New User Registration](#)

[Forgot Username/Password ?](#)

3. Click Login after typing your Username and Password in the boxes provided.

Note: You may receive a pop-up like the one below, enter your email address and click "Send Email". You will receive an email with a link to confirm your address. Be sure to log out of EZ-NET before clicking the confirmation link. Once you have confirmed your address, you will no longer receive the pop-up. If you have trouble logging in, please go to the FAQ page at the end of this document.



4. Click on the Main tab to see options for authorizations, claims, and eligibility.



5. The Main tab is where you will find all of your search and submission options available through EZ-NET.



6. Place your mouse over the Auth/Referrals tab to see the list of options:



7. Click Inquiry to search for an authorization that has already been submitted for consideration.



8. This will take you to the authorization search page of EZ-NET:

The Humboldt Independent Practice Association

2062 Harris Street
Eureka, CA 95503-4856

707-443-4563 Phone
707-443-2527 Fax

Dashboard Main EZ-EDI My Profile Settings Logout

Friday, February 06, 2015 01:05:05 PM Welcome JLOCH

Providers Members Auth/Referrals Claims References Favorites

Home >> Main Menu >> Auth/Referrals >> Inquiry

Auth/Referral Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: ALL COMPANIES

Auth/Referral #:

Requested Date From: To:

Auth Action Date From: To:

Auth Exp Date From: To:

HP Authorization #:

REQUEST TYPE
☐ Authorization ☐ Referral ☒ Both

Member ID:

Status: NONE SELECTED

Performing Provider ID:

Referring Provider ID:

Auth Priority Status:

Sort By: AUTH #

Search Clear

Auth/Referral Number	Request Type	Status	Mem ID	Mem Name	Gender	DOB	Healthplan	Referring Provider
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JLOCH Disclaimer EZ-NET v6.5.2.1

9. Select the health plan the member belongs to using the drop down menu available under Company ID. Depending on your access level, you may only see one option.

Auth/Referral Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: **HBS - CALPERS BLUE SHIELD HMO**

Auth/Referral #:

Requested Date From: To:

Auth Action Date From: To:

Auth Exp Date From: To:

HP Authorization #:

REQUEST TYPE
☐ Authorization ☐ Referral ☒ Both

Member ID:

Status: NONE SELECTED

Performing Provider ID:

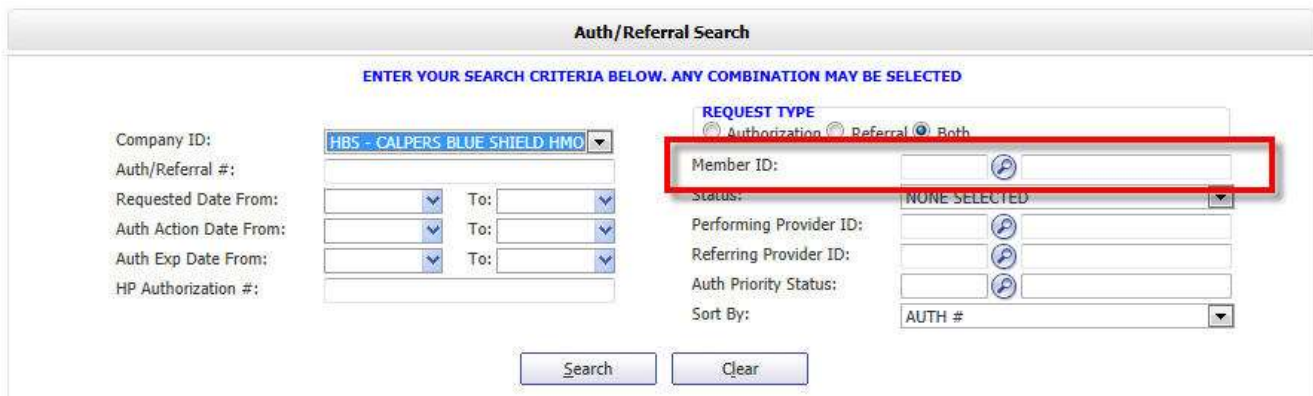
Referring Provider ID:

Auth Priority Status:

Sort By: AUTH #

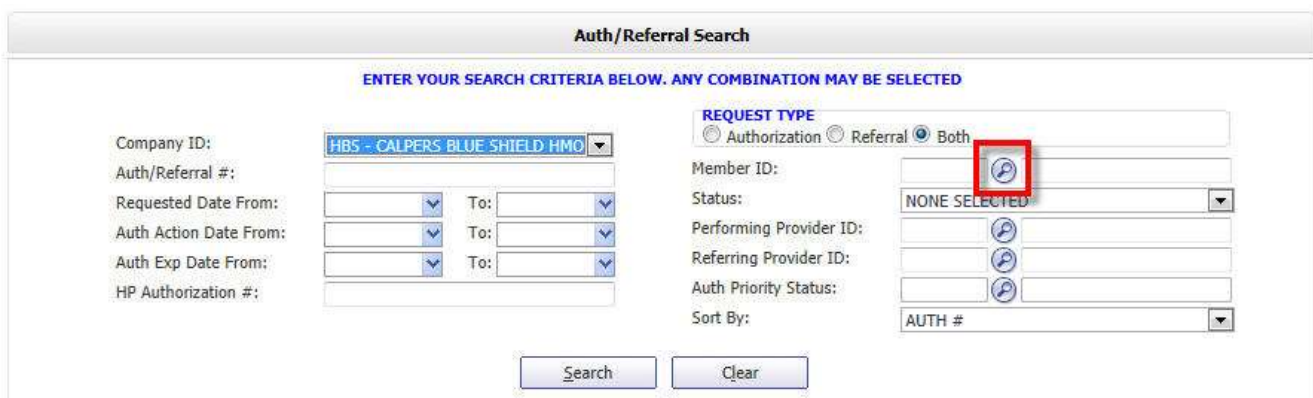
Search Clear

10. There are several search options available to assist you in locating the appeal needed. The recommended search option is to search by either member name or ID number using the field highlighted below.



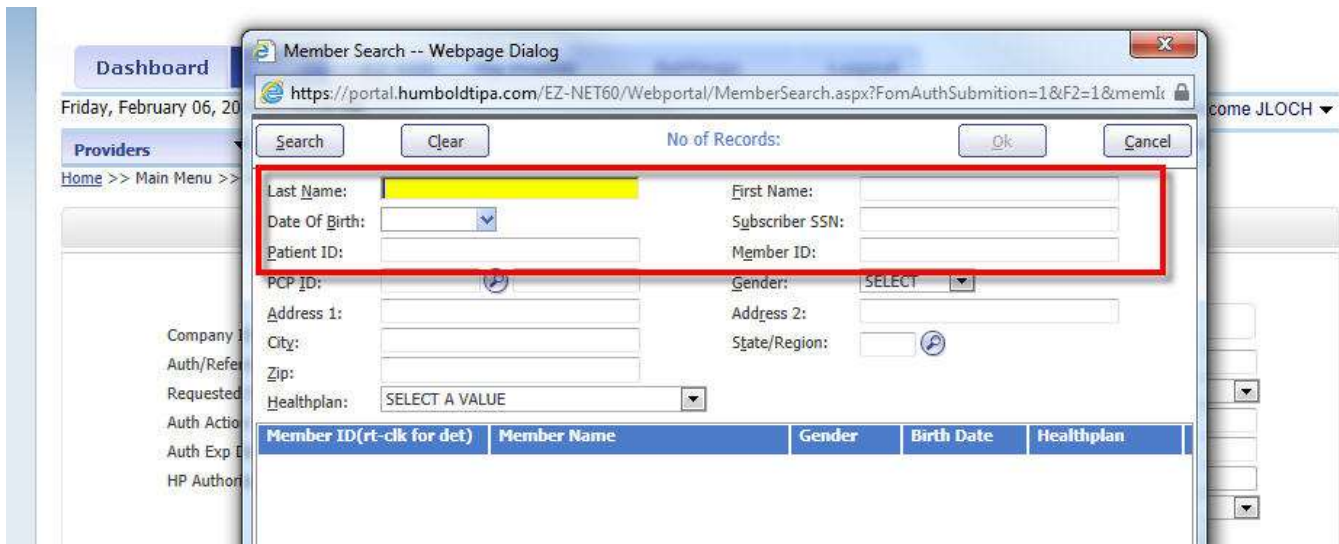
The image shows the 'Auth/Referral Search' form. The title is 'Auth/Referral Search'. Below the title is the instruction 'ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED'. The form is divided into two main sections. The left section contains fields for 'Company ID' (a dropdown menu showing 'HBS - CALPERS BLUE SHIELD HMO'), 'Auth/Referral #', 'Requested Date From' and 'To' (date pickers), 'Auth Action Date From' and 'To' (date pickers), 'Auth Exp Date From' and 'To' (date pickers), and 'HP Authorization #'. The right section is titled 'REQUEST TYPE' and has three radio buttons: 'Authorization', 'Referral', and 'Both' (which is selected). Below this are several input fields: 'Member ID' (highlighted with a red rectangle and a magnifying glass icon), 'Status' (a dropdown menu showing 'NONE SELECTED'), 'Performing Provider ID', 'Referring Provider ID', 'Auth Priority Status', and 'Sort By' (a dropdown menu showing 'AUTH #'). At the bottom are 'Search' and 'Clear' buttons.

11. Click the Magnifying Glass icon next to Member ID in order to search by member name or ID number:



This image is identical to the previous one, showing the 'Auth/Referral Search' form. In this version, the magnifying glass icon next to the 'Member ID' field is highlighted with a red rectangle, indicating where to click to expand the search options.

12. Type in either the last name and first name, or Member ID numbers in the appropriate search boxes. You can use a partial name or ID number using these search fields.



The image shows a 'Member Search -- Webpage Dialog' window. The title bar says 'Member Search -- Webpage Dialog'. The address bar shows 'https://portal.humboldtipa.com/EZ-NET60/Webportal/MemberSearch.aspx?FomAuthSubmission=1&F2=1&memId=...'. The dialog has a 'Search' button, a 'Clear' button, and a 'No of Records:' label. Below these are several input fields: 'Last Name' (highlighted with a red rectangle), 'First Name', 'Date Of Birth' (a date picker), 'Subscriber SSN', 'Patient ID', 'Member ID', 'PCP ID' (with a magnifying glass icon), 'Gender' (a dropdown menu showing 'SELECT'), 'Address 1', 'Address 2', 'City', 'State/Region' (with a magnifying glass icon), 'Zip', and 'Healthplan' (a dropdown menu showing 'SELECT A VALUE'). At the bottom is a table with the following columns: 'Member ID(rt-clk for det)', 'Member Name', 'Gender', 'Birth Date', and 'Healthplan'. The background shows a 'Dashboard' with a date 'Friday, February 06, 20...' and a 'Providers' section.

13. Click Search to see a list of members that match the criteria entered

The screenshot shows a web application interface with a sidebar menu on the left containing 'Dashboard', 'Providers', and 'Home >> Main Menu >>'. The main content area displays a 'Member Search -- Webpage Dialog' window. The dialog has a title bar with a close button and a URL bar showing 'https://portal.humboldtipa.com/EZ-NET60/Webportal/MemberSearch.aspx?FomAuthSubmission=1&F2=1&memId='. Below the URL bar are 'Search' and 'Clear' buttons, and a status 'No of Records: 1'. The 'Search' button is highlighted with a red arrow. The form contains several input fields: 'Last Name' (PATIENT), 'Date Of Birth' (dropdown), 'Patient ID', 'PCP ID' (with a magnifying glass icon), 'Address 1', 'City', 'Zip', 'Healthplan' (SELECT A VALUE), 'First Name', 'Subscriber SSN', 'Member ID', 'Gender' (SELECT), 'Address 2', and 'State/Region' (with a magnifying glass icon). At the bottom, a table lists search results:

Member ID(rt-clk for det)	Member Name	Gender	Birth Date	Healthplan
1234567891	PATIENT, TEST	FEMALE	1/1/1960	CALPERS BL

14. Double-click the correct member, or click the correct member once then click OK.

This screenshot shows the same 'Member Search -- Webpage Dialog' window. A red arrow points to the 'OK' button in the top right corner. Another red arrow points to the first row of the results table, which is highlighted in blue. The table data is as follows:

Member ID(rt-clk for det)	Member Name	Gender	Birth Date	Healthplan
1234567891	PATIENT, TEST	FEMALE	1/1/1960	CALPERS BL

15. This will automatically take you back to the main search screen and will populate the Member ID section of the screen.

The screenshot shows the 'Auth/Referral Search' interface. At the top, there is a navigation bar with tabs: Dashboard, Main (selected), EZ-EDI, My Profile, Settings, and Logout. Below this, a status bar shows the date and time 'Friday, February 06, 2015 01:39:46 PM' and a user greeting 'Welcome JLOCH'. A secondary navigation bar contains dropdown menus for Providers, Members, Auth/Referrals (selected), Claims, References, and Favorites. A breadcrumb trail reads 'Home >> Main Menu >> Auth/Referrals >> Inquiry'. The main section is titled 'Auth/Referral Search' and contains the instruction 'ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED'. On the left, there are input fields for Company ID (set to 'HBS - CALPERS BLUE SHIELD HMO'), Auth/Referral #, Requested Date From/To, Auth Action Date From/To, Auth Exp Date From/To, and HP Authorization #. On the right, under 'REQUEST TYPE', there are radio buttons for Authorization, Referral, and Both (selected). Below this, the 'Member ID' field is highlighted with a red rectangle and contains the text '123456789' and a magnifying glass icon. Other fields include Status (set to 'NONE SELECTED'), Performing Provider ID, Referring Provider ID, Auth Priority Status, and Sort By (set to 'AUTH #'). At the bottom are 'Search' and 'Clear' buttons.

16. Next, click Search to see a list of authorizations/claim appeals for the member:

This screenshot is identical to the previous one, showing the 'Auth/Referral Search' interface. However, a red arrow points to the 'Search' button at the bottom of the form, indicating the next step in the process.

17. Authorizations and Claim Appeals for the member will be displayed in the lower window. You can scroll to the right to see more information that will assist you in selecting the appeal you are looking for.

Dashboard Main EZ-EDI My Profile Settings Logout

Friday, February 06, 2015 01:28:38 PM Welcome JLOCH

Providers Members Auth/Referrals Claims References Favorites

Home >> Main Menu >> Auth/Referrals >> Inquiry

Auth/Referral Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: HBS - CALPERS BLUE SHIELD HMO

Auth/Referral #:

Requested Date From: To:

Auth Action Date From: To:

Auth Exp Date From: To:

HP Authorization #:

REQUEST TYPE

☐ Authorization ☐ Referral ☒ Both

Member ID: 123456789 PATIENT, TEST

Status: NONE SELECTED

Performing Provider ID:

Referring Provider ID:

Auth Priority Status:

Sort By: AUTH #

Search Clear

Auth/Referral Number	Request Type	Status	Memb ID	Memb Name	Gender	DOB	Healthplan	Ref
20150206700000200001	A	APPROVED	1234567891	PATIENT, TEST	FEMALE	1/1/1960	HBS	PR

18. Select the appropriate authorization by clicking on the Auth/Referral Number in the first column.

Auth/Referral Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: HBS - CALPERS BLUE SHIELD HMO

Auth/Referral #:

Requested Date From: To:

Auth Action Date From: To:

Auth Exp Date From: To:

HP Authorization #:

REQUEST TYPE

☐ Authorization ☐ Referral ☒ Both

Member ID: 123456789 PATIENT, TEST

Status: NONE SELECTED

Performing Provider ID:

Referring Provider ID:

Auth Priority Status:

Sort By: AUTH #

Search Clear

Auth/Referral Number	Request Type	Status	Memb ID	Memb Name	Gender	DOB	Healthplan	Ref
20150206700000200001	A	APPROVED	1234567891	PATIENT, TEST	FEMALE	1/1/1960	HBS	PR

EZ-NET FAQ's

1. EZ-NET will work with Internet Explorer 10 or 11 and Google Chrome. It will not work with Firefox. For Internet Explorer, you will need to turn on compatibility mode. To turn on compatibility mode press the Alt key to bring up the menu bar, choose Tools->Compatibility View Settings, then click the Add button, then the Close button.
2. Google Toolbar - EZ-NET is not compatible with the Google Toolbar. If you have the Google Toolbar it will need to be removed before EZ-NET will work.
3. Pop-up Blocker - Turn off the Internet Explorer Pop-up Blocker, EZ-NET may appear to be working with the Pop-Up Blocker turned on, but it will often cause errors when searching for information.
4. Passwords - Passwords are case sensitive. EZ-NET automatically converts the user name to all CAPS when entered, but will not alter passwords.
5. Magnifying Glass - Whenever you see a magnifying glass icon - It means there are further search options available. Click the icon to see all search options available for the selected field.
6. Search Options - If you are searching by name or by ID number, click the magnifying glass located in the Member ID field and then type your search criteria in the window that pops up.
7. Logout - When you have completed looking up the information you require, click the Logout tab located in the upper right side of the window. If you do not click Logout the system will lock you out. Do not close the window without clicking Logout first.