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**EZ-NET Introduction**

This document provides instructions for logging in and out, site disclaimer, and accessing requests and contact information in the EZ-NET system. EZ-NET is a secured, web-based provider portal which delivers a fast, accurate, and controlled method that enables selected provider offices and organizations access to healthcare information, including claims, eligibility, benefits, authorization, and provider directories in a secure nature which protects the HIPAA privacy of the members.

**Browser Requirements**

1. Internet Explorer Version 11 (run in full mode instead of compatibility mode), Chrome (build 63.0.3239.132 or higher), Mozilla Firefox, Safari
2. Pop-up blocker is turned OFF or DISABLED.
3. Delete temp-files (browsing history, cookies etc...) often – preferably on exit.

**WORKSTATION System Requirements**

<table>
<thead>
<tr>
<th>Processor type and speed</th>
<th>Memory (RAM)</th>
<th>Disk capacity</th>
<th>Optical device</th>
<th>Operating Systems</th>
<th>LAN Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd Generation Intel® Core™ i5 – 2500 Processor (3.30 GHz with 6 MB)</td>
<td>Minimum: 8 GB Dual Channel DDR3 SDRAM RAM at 1600 MHz</td>
<td>500 GB 3.0 GB/S Hard Drive with Native Command Queuing</td>
<td>DVD Drive</td>
<td>64 bit Microsoft Windows® 7 Professional (Service Pack 1) with I.E 9</td>
<td>Gigabit (1000 Mbits/sec) LAN</td>
</tr>
<tr>
<td>Or Higher</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intel® Core™ 2 QUAD Q6600, 2.40 GHz, Intel DG31PR</td>
<td>4GB DDR2 RAM minimum</td>
<td>SATA 160 GB Hard Drive or higher</td>
<td>DVD Drive</td>
<td>Microsoft Windows® XP Professional (Service Pack 3) with I.E 8</td>
<td>Gigabit (1000 Mbits/sec) LAN</td>
</tr>
<tr>
<td>Or Higher</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EZ-NET Benefits to Business Partners**

Being an EZ-NET user provides many benefits including:

1. Search for network providers
2. Submit authorizations requests and claims into the EZ-CAP system
3. Inquire on authorization status
4. Verify health plan eligibility
5. View member authorization history
6. Check status of claim/encounter information
7. Providers can access member info and member lists
8. Look up procedure codes, diagnosis codes, and other general reference information
System Navigation
Basic system navigation functions, such as logging into and out of the system, requesting access, etc., are described in the following subsections.

Log In
The example of pre-login window is shown below:

Reset / Retrieve Password / Retrieve Username
For a forgotten username or password, click on ‘I Forgot My Username/Password’ – you will be taken to a new screen where you will enter your User Name and Email Address. Click “Clear” to clear all entries or click “Next” to submit request to Reset Your Password.

Note: Click on hyperlink ‘Forgot your Username’ to retrieve your username (Note - this will only work if the Password Recovery Question and Answer Setup has been created).
New User Registration
The user can register a new user through the New User Registration screen.

After registering as a New User, a confirmation message will appear asking you to verify your account with the confirmation email which will be sent to the email address provided. To confirm, click on the confirmation link provided in the email. Once the EZ-CAP Administrator verifies the Provider account in EZ-CAP, the user will be notified when the EZ-NET login is fully activated and directions on how to access EZ-NET will be sent.
Provider

Search for a Provider

Click on **Provider Search** in the *Providers* section of the Main Menu to search for providers. To search for a particular provider, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL providers) and then click on the button. EZ-NET will display the search result in the window below, sorted in your specified order (“Sort By” drop-down list). If the system does not locate any records that meet your search criteria, a message stating that **“NO RECORDS FOUND”** will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.
**Provider Detail**

To display provider details, select a provider from the search results list by clicking on the provider name (in **BLUE** text) in search result screen.

By clicking on a provider name, the user can view the Provider Details screen which contains buttons to also view Assigned Members (Eligibility List), Health Plan Affiliations, and Office Locations.
Member

Search for a Member

Click on Member Search in the Members section in the Main Menu to search for members. To search for a particular member, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL members) and then click on the button.

EZ-NET will display the search result in the window below, sorted in your specified order (“Sort By” drop-down list). If the system does not locate any records that meet your search criteria, a message stating that “NO RECORDS FOUND” will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.
Eligibility - Member Information
To display member detail, click on a member ID in the “Member ID” column (in **BLUE** text) within the Member Search Results window. The Notes and Memos are displayed based on EZ-NET Company Configurations. Quick links at the bottom of the page allow you to view PCP History, Auth History, Referral History, and Plan History for the member selected.
Authorization / Referral Inquiry and Submission

Authorization / Referral Inquiry

An EZ-NET user can inquire about an authorization / referral status and view an authorization / referral history. Whether originally submitted via EZ-NET, phone, or facsimile, EZ-NET enables a user to view all authorizations submitted. To begin an inquiry, select the **Inquiry** option under the **Authorization** section of the Main Menu to display the “Authorization/Referral Search” screen. EZ-NET will display the search result(s) in the window below, sorted in your specified order (“Sort By” drop-down list). If the system does not locate any records that meet your search criteria, a message stating that “NO RECORDS FOUND” will display. Either replace/adjust selection criteria or click Clear and re-enter criteria.
**Authorizations (We do not currently utilize Referrals)**

From the Authorization and/or Referral search window, the user can access additional **authorization details, referral details, member details,** and **Referring Provider details** (in **BLUE** text in the screen below) by clicking on one of the items listed in the Authorization Search and Referral results window.

When the Authorization and/or Referral Details page is displayed, the user may add documents, notes, and memos (using icons in upper right of screen) if this has been enabled in EZ-NET Company Configuration (Authorization Details screen shot shown below).
Authorization Submission

(Refer to screen shot in the next page)

Authorization requests can be submitted by the user directly through the EZ-NET system. Prior to submitting an authorization and/or referral, the user may add documents (using icon in upper right of screen) if this has been enabled in EZ-NET Company Configuration. To begin a submission, click **Submission** in the **Authorization** section of the Main Menu to display the Authorization or Referral Submission window (Referral Submission screen shot shown below). Fill in all the required fields and click on the button to submit the request.
Once all of the information has been entered and selected, review the data entered into the Authorization or Referral Submission Entry form. Submit the form by clicking the button at the bottom of the page. The notification dialog box will display the submission status. To review details of an authorization, click on the line that says “Your authorization or referral number is: ####################” to display the Authorization/Referral Details screen.

**To enter another authorization or referral** click the button on the 'Submit Another Auth’ button.

When you want to go back to the Authorization or Referral Submission window, use the navigation tool in the top right of the screen by clicking on the name of the screen you want.
Claims Inquiry and Submission

Claim Inquiry

The Claim Inquiry screen is where a user can look up claim to inquire on the status of a submitted claim. This will provide claim submission details when the user clicks on one of the claims listed in the table at the bottom of the screen once a search is performed. To begin an inquiry, click **Inquiry** in the **Claims** section of the Main Menu to display the Claim Search window.

![Claim Search Window](image)

**NOTE:** The Search Results list can be printed by clicking on the browser’s Print button. To display claim detail, click on the selected claim in the “Claim #” column (in **BLUE** text) in the Search Results window.

When you want to go back to the **Claim Search Results** or **Claims** window, use the navigation tool in the top right of the screen by clicking on the name of the screen you want.
### Claim / Encounter Details

#### Status Information
- **Claim #:** 2011071100001100000
- **Company ID:** HZHC
- **Auth/Referral #:** 2011071100001100000
- **Status:** IN PROCESS
- **Date Received:** 07/11/2011
- **Provider Claim #:**
- **Payment Status:**
- **Vendor:** 300100701
- **Provider:**
- **Check:** 0
- **Claim Type:** PROFESSIONAL
- **Payer:** VENDOR

#### Patient Information
- **Name:** JANUARY-JONES, JANET
- **DOB:** 01/25/1984
- **Gender:** FEMALE
- **Age:** 29 YEARS
- **Health Plan:** BLUE OF CALIFORNIA
- **Member ID:** 2000012301
- **Benefit Plan:** BLUE WHO OPTION W 25 / 215 / 275
- **Prov Pat ID:**
- **Address:** 2011 EASTERN

#### Diagnosis Information
- **Code:** V22.2
- **Version:** PREG STATE, INCIDENTAL

#### Provider Information
- **Name:** CATHERINE CARE MD
- **Specialty:** OBSTETRICS & GYNECOLOGY
- **Provider ID:** 301101301
- **Place Of Service:** OFFICE
- **From Date:** 01/01/2010
- **Through Date:**

#### Additional Information

### Services
<table>
<thead>
<tr>
<th>Details</th>
<th>Service...</th>
<th>Description</th>
<th>CPT M..</th>
<th>Qty</th>
<th>Billed Amt</th>
<th>Crtc Amt</th>
<th>Copay</th>
<th>Coin...</th>
<th>WH A...</th>
<th>Adj Amt</th>
<th>Net P...</th>
<th>Adj Code</th>
<th>Adj Desc</th>
<th>Place Of Serv</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/15/2011</td>
<td>98715</td>
<td>OFFICE/O..</td>
<td>1.0</td>
<td>$300.00</td>
<td>$0.00</td>
<td>$0.00</td>
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<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Claim Submission

Claim requests can be submitted by the user directly through the EZ-NET system. To begin a submission, click **Submission** in the **Claims** section of the Main Menu to display the Claim Submission Entry window. Fill in all the required fields and click on the button to submit the request.
Review data entered into the Claim Submission Entry form and then submit the form by clicking the button at the bottom of the page.

The notification dialog box will display the submission status. To review details of a claim, click on the line that says "Your claim number is: # ####################" to display the Claim/Encounter Details screen.

To enter another claim, click the 'Submit Another Claim’ button.

References

Reference Codes & Contacts

To access EZ-NET system references select one of the following options from within the “References” section on the Main Menu: Procedures, Diagnosis, Place of Service, CPT Modifiers or Contacts. When you select any of these, a search criteria dialog box will be displayed. For Contacts, use Contact Type = Customer Service.

Enter requested search information in the reference code dialog box (such as ‘250’ in the Diagnosis Code field below), and click the Search button.
Favorites

Provider Favorites Menu

This feature allows a Provider to add other Providers to a favorites list. This will allow ease of use when selecting a Requested or Servicing Provider to use in an Authorization or Referral.

Add Provider record(s) to the Favorites list by searching for applicable criteria (see example for Place of Service below) and moving the records from the left hand side to the right hand side, click SAVE:
## Place Of Service Code Favorites

<table>
<thead>
<tr>
<th>Place Of Service</th>
<th>Description</th>
<th>Place Of Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>UNKNOWN</td>
<td>11</td>
<td>OFFICE</td>
</tr>
<tr>
<td>1</td>
<td>INPATIENT HOSPITAL</td>
<td>22</td>
<td>OUTPATIENT HOSPITAL</td>
</tr>
<tr>
<td>12</td>
<td>HOME</td>
<td>21</td>
<td>INPATIENT HOSPITAL</td>
</tr>
<tr>
<td>2</td>
<td>OUTPATIENT HOSPITAL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>ER/ICU ROOM HOSPITAL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>AMBULATORY SURG CENTER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>BIRTHING CENTER</td>
<td>26</td>
<td>MILITARY TREATMENT FACILITY</td>
</tr>
<tr>
<td>3</td>
<td>DR'S OFFICE</td>
<td>31</td>
<td>SKILLED NURSING FACILITY</td>
</tr>
<tr>
<td>32</td>
<td>NURSING FACILITY</td>
<td>33</td>
<td>CUSTODIAL CARE FACILITY</td>
</tr>
</tbody>
</table>

[Save]