



# Provider Portal Guide



# Permission Levels

Super Admin

- Manage users, Attestation, Eligibility Search, Prior Auth Link, Enroll Provider Link, Bulletin Messages, History (View Only), Claims Search and Provider Search

Admin

- Manage users, Attestation, Eligibility Search, Prior Auth Link, Enroll Provider Link, Bulletin Messages, History (View Only), Claims Search and Provider Search

Claims User

- Claims Search, Eligibility Search, Prior Auth Link, Bulletin Messages, History (View Only) and Provider Search

Eligibility User

- Eligibility Search, Prior Auth Link, Bulletin Messages, History (View Only) and Provider Search



# Provider Attestation – Lockdown Timeline

1 Month Prior to the Attestation Trigger

Email sent to all Super Admin Users and Admin Users informing them that Attestation will begin in 1 month

Attestation Triggered

Pop ups will begin each time the user logs into the system and an email will be sent to the Super Admin User and Admin User informing them they need to Attest

Due Date

Pop up stating they have 1 week left to Attest and an email sent to the Super Admin User and Admin User

Lockdown





# Provider Set Up



Once Alliant has setup the Super Admin, the Super Admin will receive the email below.

Welcome Independent Provider,  
You have now been registered for the Alliant Health Plans Provider Portal. [Click here](#) to create your password and gain access to the portal.

If you have questions about the portal, please contact your Provider Relations Representative at (706) 629-3744.

Sincerely,



Click on “Click here” to log into the system and create your password



Welcome Independent Provider,  
You have now been registered for the Alliant Health Plans Provider Portal. [Click here](#) to create your password and gain access to the portal.

If you have questions about the portal, please contact your Provider Relations Representative at (706) 629-3744.

Sincerely,



1. Enter the email address that was registered by the PR Rep
2. Enter a password
3. Re-enter the password the confirm
4. Click on Submit

Create New Password

<b>Registered email</b>	<input type="text" value="Your registered email address"/>	←
<b>New password</b>	<input type="text" value="Create your new password"/>	←
<b>Confirm password</b>	<input type="text" value="Create your new password"/>	←
	<input type="submit" value="Submit"/>	←

Your password must be at least:

1. 1 number and 1 special character
2. 1 lowercase and 1 uppercase letter
3. 8 charaters

You have successfully reset your password.





# Login to the Provider Portal






# Logging into the Alliant Provider Portal

1. Log into the Alliant “Provider” Portal by coping and pasting the following link into your web browser

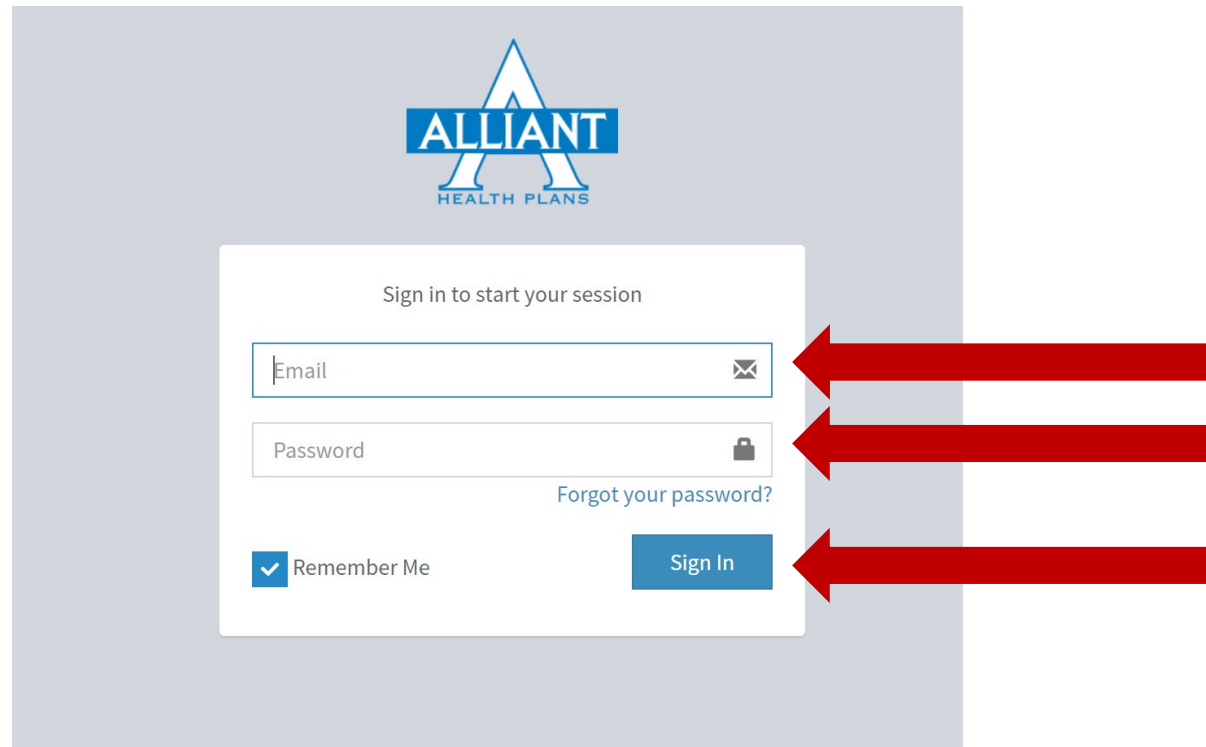
Please note: We recommend that users access using Chrome

<https://enrollment.alliantplans.com/ProviderWeb/Session/Login>

 Secure | <https://enrollment.alliantplans.com/ProviderWeb/Session/Login>



1. Enter the email address
2. Enter the password
3. Click on “Sign In”



The screenshot shows the Alliant Health Plans sign-in interface. At the top center is the Alliant Health Plans logo. Below it is a white sign-in box with the heading "Sign in to start your session". The box contains three main elements: an email input field with a placeholder "Email" and an envelope icon, a password input field with a placeholder "Password" and a lock icon, and a "Remember Me" checkbox with a checkmark. To the right of the password field is a link "Forgot your password?". At the bottom right of the box is a blue "Sign In" button. Three red arrows point from the right side of the image to the email field, the password field, and the "Sign In" button, corresponding to the steps in the list above.

Choose the TIN of the Group you wish to access by clicking on the enter button beside the TIN. If you have been given access to more than 1 TIN, click on the drop-down box to choose the TIN you want to access

Select the group you want to access

[Redacted] (Role: Super Admin) Enter

Don't have permission to access the group? Please contact with the administrator in your group.



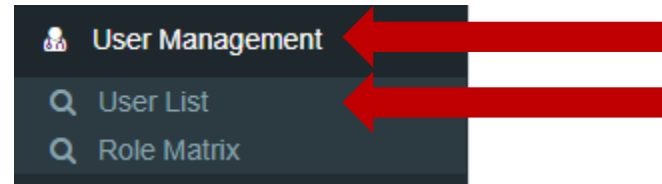


# Setting Up a New User



To set up a new user:

1. Click on User Management
2. Click on User List



This will bring up the listing of all users that have already been granted access to this TIN

Click on "Create New User".



Type in the email address and click on "Validation"

A screenshot of a web form titled "Set Up User for [redacted]". The form has a white background and a thin border. At the top, it says "Set Up User for" followed by a black redaction box. Below this is a text input field with the label "Email :" and the placeholder text "Type in your Email...". A red arrow points to the input field from the right. At the bottom right of the form is a blue button with a checkmark icon and the text "Validation". A red arrow points to this button from the right. An orange speech bubble is positioned to the right of the form, containing the text "TIN will appear here".


1. Choose the “Role” you want to assign to this user.
2. Type in the “First Name” and “Last Name” of the User. Phone number and Title are optional
3. Click on “Submit”

Set Up User for [REDACTED]

**Email :** testuser@test.com


This Email is available for new registration.

**Role:**


Admin 

**Title:**


**\* First Name:**



**\* Last Name:**

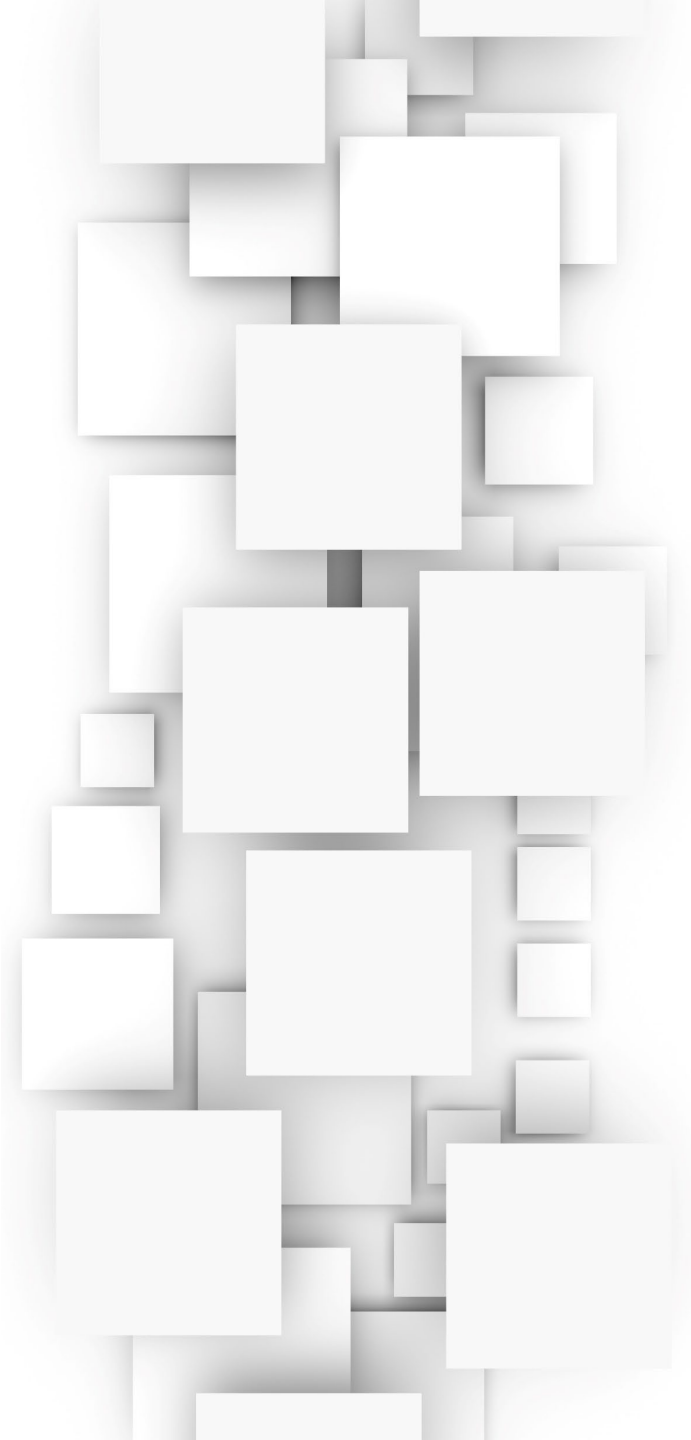


**Phone:**



TIN will appear here





The user will then receive an email with instructions to set up their password in the Provider Portal.

For additional registration questions, contact your Provider Relations Representative.



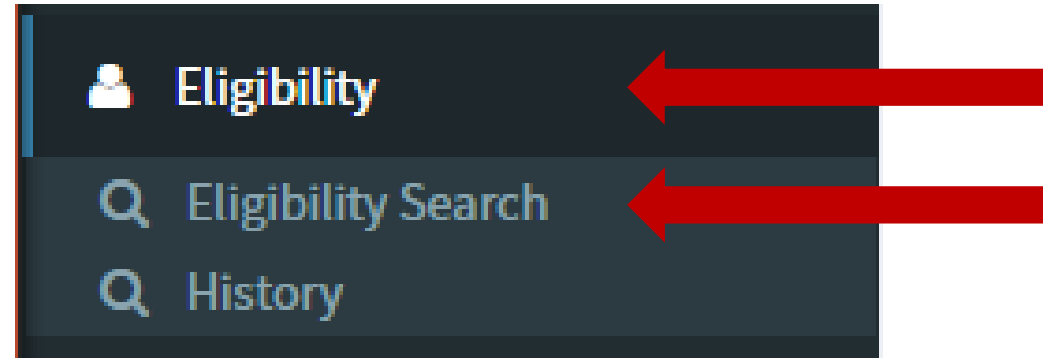




# How to Check Eligibility



1. Click on Eligibility
2. Click on Eligibility Search



1. Enter the Eligible Date – if left blank, the default will be today's date
2. Enter the Member ID number – This is a required field
3. Enter the Last Name – This is a required field
4. Enter the Date of Birth – This is a required field
5. Click on “Search”

**Eligibility Search Options**

+ Num	V	Eligible as of Date	Member ID *	Last Name *	First Name	DOB *	SSN	Provider	Service Location	Action
- 1	×	1	2	3		4		All ▼	All ▼	
- 2	×							All ▼	All ▼	
- 3	×							All ▼	All ▼	
- 4	×							All ▼	All ▼	

Search 5



Results will show in the second grid

**Eligibility Search Options**

+ Num	V	Eligible as of Date	Member ID *	Last Name *	First Name	DOB *	SSN	Provider	Service Location	Action
- 1	✓	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="text"/>	All <input type="text"/>	
- 2	✗	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="text"/>	All <input type="text"/>	
- 3	✗	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="text"/>	All <input type="text"/>	
- 4	✗	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="text"/>	All <input type="text"/>	

Search

[Download](#) [Print](#)

Num	Eligible as of Date	Member ID	DOB	Member Name	Effective Date	Plan ID	Provider	Service Location	Status
1	12/18/2018	<input type="text"/>	<input type="text"/>	<input type="text"/>	01/01/2018 -- 12/31/2018	A00950001	All	All	<span style="color: red;">Term</span>



Clicking on the Member ID will show you more information about the member

Policy Detail ID Card Home > Eligibility Search > Policy Detail

### Member Information

Name: [REDACTED]	Member ID: [REDACTED]	Home Phone: [REDACTED]	Fax:
DOB: 07/23/1964	Marital Status: I	Work Phone:	Email:
SSN: [REDACTED]	Relationship: Subscriber	Status:	Plan ID: 4138
Gender: F	Effective Date: 12/01/2013	Term Date: 12/31/2019	

Physical: [REDACTED] County: Murray  
Billing: [REDACTED] County: Murray  
Mailing: [REDACTED] County: Murray

### Policy History

MemberID	Effective Date	Term Date	Group #	Plan ID
[REDACTED]	01/01/2018	12/31/2018	A00950001	14CY2002
[REDACTED]	01/01/2017	12/31/2017	A00950001	14CY2002

### Benefits

Loading...

**Disclaimer**

Please note that the information provided is accurate as of today's date. Accumulations are dependent upon submitted and processed claims. Deductible amounts may not reflect outstanding claims.





# How to Search for Claims



1. Click on Claims
2. Click on Claims Status

