Provider Treatment Portal User Guide

PROCURA
MANAGEMENT INC.

An Optum™ Company

Provider Treatment Portal User Guide

OVERVIEW

Welcome to Procura's Provider Treatment Portal User Guide. This new portal provides a fast, secure and efficient way for medical providers treating patients injured in automobile accidents to submit and track APTP (Attending Provider Treatment Plan) forms and outcomes. In this guide, we're going to walk you through setting up your account and how to submit APTP forms and track the status.

LET'S GET STARTED!

To access the portal, enter the following address into your browser:

http://providerhub.procuranet.com

USER AGREEMENT

Please acknowledge the User Agreement by checking the box at the bottom of the screen.

A secondary dialog box will be displayed to verify that you are agreeing with the terms on the opening page.

If you have not created an account, please click the **"Create New Account"** link just below the "Log In" button.

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CREATING NEW ACCOUNT

By selecting this option, you will be able to create an account and start using the system. You will be asked to enter your contact information along with your provider's information.

NEW USER APPLICATION FOR THE PROVIDER PIP TREATMENT PORTAL

Required fields are labeled in red and marked with an asterisk (*).

Your information

Last Name* | First Name* | Phone Number* | Ext | Email Address* | Re-enter Email Address* | Create Username*

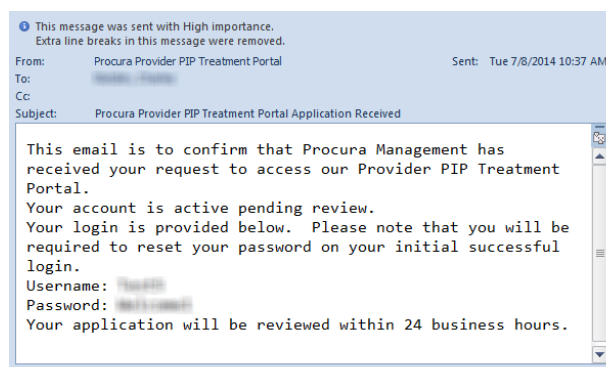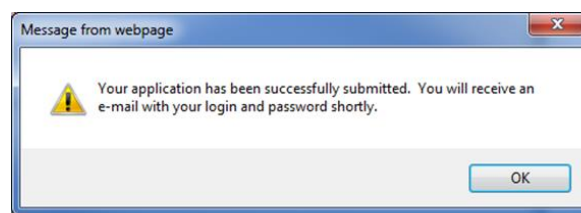**Provider information** [Copy From Above]

Last Name*: | First Name*: | Initial:

Tax ID*: | NPI*: | License Number*: | Primary Specialty*: | Secondary Specialty:

Facility/Office Name*: | Facility/Office Address*: | City*: | State*: | ZIP*:

Telephone # (include area code)*: | Email address*: | Fax # (include area code)*:

[Submit Application]

> **Any field identified in red or with an asterisk (*) is a required field.**

After pressing the **"Submit Application"** button, you will get a message stating you will receive an email with your credentials.

Message from webpage

⚠ Your application has been successfully submitted. You will receive an e-mail with your login and password shortly.

[OK]

ⓘ This message was sent with High importance.
Extra line breaks in this message were removed.

From: Procura Provider PIP Treatment Portal   Sent: Tue 7/8/2014 10:37 AM
To:
Cc:
Subject: Procura Provider PIP Treatment Portal Application Received

This email is to confirm that Procura Management has received your request to access our Provider PIP Treatment Portal.
Your account is active pending review.
Your login is provided below. Please note that you will be required to reset your password on your initial successful login.
Username:
Password:
Your application will be reviewed within 24 business hours.

> **After retrieving your emailed credentials, enter them into the login screen.**

FIRST TIME LOGIN

The first time you log in with your emailed credentials, you will be asked to enter a passcode. This double authentication ensures proper security, both for the provider and for Procura.

PASSWORD UPDATE FORM

Your password needs to be set. Please enter a password below satisfying the following rules:

1. Must be at least 8 characters.
2. Must contain at least one number.
3. Must contain at least one uppercase and one lowercase letter.
4. Must not contain your username.
5. Must be different than your previous password.

Password: [   ]

In order to verify your identity, Procura Management requires a secondary passcode. This has been sent to the email associated with your account which is: _____ .
If this email is incorrect or out of date, please contact Procura at XXX-XXX-XXXX. If you need it to be resent, click here: Resend Passcode.
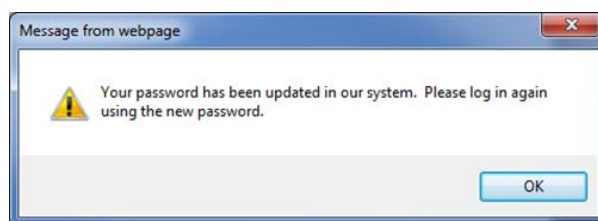
Passcode: [   ]

[Update Password]

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> ⓘ This message was sent with High importance.
> This message has extra line breaks.
>
> From: Procura Provider PIP Treatment Portal　　　　　　Sent: Tue 7/8/2014 11:03 AM
> To:
> Cc:
> Subject: Procura Provider PIP Treatment Portal Application Validation
>
> Please use the following code to validate your Provider PIP Treatment
> Portal login by 7/8/2014 at 13:00 ET: 803049

Follow the instructions on your screen and enter your new password along with the passcode that was emailed to you. If all is completed correctly, you will see a message that states your password has been updated.

> **Message from webpage**　　　　　　　　　　　　　　✕
>
> ⚠ Your password has been updated in our system. Please log in again using the new password.
>
> OK

LOGGING IN

All subsequent log-ins will only require you to enter your username and password to gain access to the site as shown in the **First Step** section.

FORGOT PASSWORD

If you forgot your password, please click the link labeled **"Forgot your Password?"** just below the **"Log In"** button. A new password will be sent to you via email. At this time, please follow the **First Time Login** instructions.

ENTERING YOUR FIRST APTP

After successful login, you will be prompted to select from the provider list you supplied when you created your account.

Please select a TIN associated with your account.			
TIN	**NPI**	**PROVIDER NAME**	
123456789	1234567899	Wellness Center	Choose Provider
112233445	1122334455	Wellness Center, Site 2	Choose Provider
123456789	123456789abc	Smith, Tom	Choose Provider

You will then have a listing of all Plans that are partially completed and not submitted and a list of Plans that are waiting acceptance. See **Active Plans** for more details. For the first time, you should not see any plans listed here.

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Current Provider

Provider Name:	[redacted] Change
Address:	Main
City/State/ZIP:	Warminster, PA 18974
Tax ID #:	123456789
NPI #:	1234567899
Specialty:	General Practice

Saved Treatment Plan Requests - Not Yet Submitted to Procura

PATIENT NAME	CLAIM #	DOI	INSURANCE COMPANY	DATE TX PLAN REQ STARTED	DATE TX PLAN REQ LAST UPDATED	

Treatment Plans Submitted to Procura - Pending Acceptance

PATIENT NAME	CLAIM #	DOI	INSURANCE COMPANY	DATE TX PLAN REQ SUBMITTED		

Create New APTP

If you want to switch Providers, clicking the **"Change"** link will display the providers again and you will be able to select another.

At the bottom of this display, you can click on the **"Create New APTP"** button or click the menu at the top labeled **NEW APTP**. This will display a new APTP form for your entry.

MENU TABS

The **HOME** tab at the top will always display the "Current Provider" screen as shown in **Entering Your First APTP**.

Pressing the **NEW APTP tab** will start a new APTP form as shown in section APTP Information Entry. The remaining menu tabs at the top will be explained later in this document.

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HOME	NEW APTP	HISTORY	MY ACCOUNT	HELP	LOGOUT

Welcome to the Procura PIP Treatment Application, [redacted]
Current provider: [redacted]   (TIN: 123456789, NPI: 3333210)

APTP INFORMATION ENTRY

As you enter your information into the APTP form, please be aware of the mandatory fields labeled in red and with an asterisk (*).

> All date fields can be manually entered or via the dropdown box when clicking in a date field. A **"Save Form"** button is available to save your work if not ready for submittal. These can be retrieved later on the Active Plans page after log in or by pressing the **HOME** tab

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ELECTRONIC SIGNATURE

At the bottom of the APTP form, you must check the **"completed and reviewed"** checkbox. In addition, you must type the provider's name as it was entered in the point of contact or **"My Provider's Info"** section when you created the account. Also, please enter today's date.
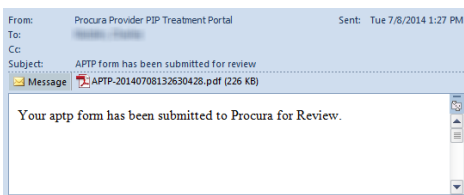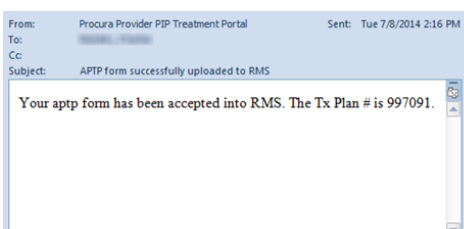

When pressing the **"Submit Form"** button, these fields act as an electronic signature and are the equivalent of a handwritten signature.

SUBMITTED APTP

When submitting your APTP, if the patient's name, DOB, and insurance company do not match the records within our case management system (RMS), the submission will be under review. You will receive a confirmation email with the APTP attached when the form has been successfully received within our system.

If all these fields match within our case management system (RMS), then you will receive an email showing the assigned treatment plan number.

ACTIVE PLANS

When you first login and select a Provider or press the **HOME** tab, a display will show all APTP forms that are partially completed, but not submitted, and submitted forms that are pending review.

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When entering a form, you can click the Save button for later retrieval. If you are missing a field or there was a data entry error, you can save the form for later retrieval. As you can see above, Jim Smith has been partially completed, but not submitted. If you click the **"Open Plan"** button, you will return to the data entry mode for these plans.

Once a form is submitted, it cannot be edited. In the example, John Doe's form was submitted, but the claim number was incorrect. The Procura Pre-cert Staff will review this submittal. If you click the **"Open Plan"** button, you will be in view-only mode since this was submitted and is requiring AIMS for review and final submittal.

HISTORY

The **HISTORY** tab will display all previously submitted forms. Any time that an APTP form is submitted to Procura and enters the case management system (RMS), it will be displayed on this screen.

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HISTORY (OUTCOMES)

One of the nice features of this system is relaying information back to the provider. First, click on the **"Show Treatment Plan Lines"** link to display CPTs for this plan. If you hover the mouse over a "Modified" Outcome, it will show you the change that was made.
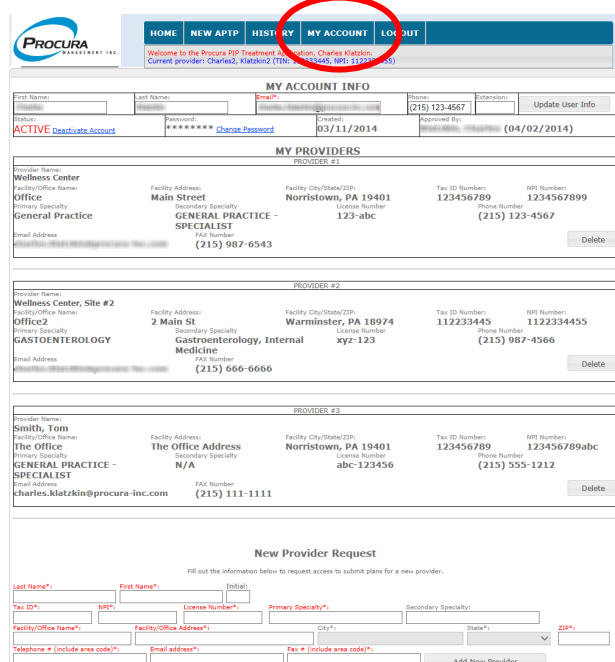

HISTORY (ATTACHED DOCUMENTS)

Another nice feature is to display all documents that have been attached to this submittal. Clicking on the **"RMS Docs"** button will display these.

If you click on one of the PDF links, this will display the selected document.

If you want to start another plan with the current information, clicking the "New APTP" button will create a Follow-up Submission.

MY ACCOUNT

In the event that the point of contact changes or you wish to add another provider that you support, click the MY ACCOUNT tab at the top.

If you wish to add another provider, that can be entered at the end of the page by clicking the **"Add New Provider"** button.

Another feature is changing your password. Even though the system requires you to change your password every 60 days, you can change it on this page at any time by clicking **"Change Password".**

LOGOUT

Clicking the **LOGOUT** tab at the top will end your session.

We hope you find this guide to be valuable in assisting you with submitting APTP forms with ease! Please be aware that this user guide is designed to assist you, but its accuracy, completeness, or suitability for any particular purpose are not guaranteed. Procura Management, Inc. reserves the right to make changes to any and all parts of this publication at any time, without any obligation to notify any person or entity of such changes.

If you have questions or feedback, please contact us at AIMSAdmins@procura-inc.com or 1-800-275-9485 – Precertification Option #1.