FLORIDA® COMMUNITY CARE

January 2020: Provider Portal Quick Reference Guide

As we begin the New Year, we want to remind our Florida Community Care providers about the convenience of the Provider Portal. This tool makes it easier for you to work with us 24 hours a day/ 7 days a week. The Portal is a quick, convenient, and secure way to verify member eligibility, review claim status, obtain authorization status and much more. Providers must complete the registration process to receive access to the portal.

How do I sign up?	Registration is quick and easy! o Visit the provider page of our website at https://fcchealthplan.com/for-providers/ and click on the link for Provider Web Portal Access o On the right side of the web portal homepage, click Provider User Account Sign-Up and follow the step-by-step instructions to complete your one-time registration. Please enter your Tax ID & NPI (without dashes) to register.
Features of the Portal	Once registered, providers have instant access to: o Member/Participant Eligibility Status o Authorization Status o Claims Status o Claim inquiry request
Using the Eligibility, Benefits, Claims, and Authorizations Searches	
How do I verify eligibility?	Click on the Eligibility link. Here, you can search for member eligibility, which may be downloaded to your computer.
How do I check claim status?	Click on the Claims link. Here you can search for a member's claim by entering their Member ID or Claim Number. To narrow your search, enter start and end dates of service. Once you locate your claim, select to view the claim details (date claim received, payee name, payment address, bulk check amount and more).
How do I check authorization status?	Click on the Authorizations link. Here you may search for member's authorizations by entering their Member ID or Authorization Number. To narrow your search, enter start and end dates.
How do I submit a claim inquiry?	You can also submit a claim inquiry by simply clicking on *"click here to ask a question about this claim"* at the top of Claim Detail screen. Your inquiry will be reviewed and responded to by the Provider Services Claims Department within the required timeframes.

If you have any questions, please call the Provider Services Department at **1-833-322- 7526 option**

FCC200124PROBUL002

Thank you for partnering with Florida Community Care!