PROVIDER PORTAL

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PROVIDER WEB PORTAL

OVERVIEW

The Provider Web Portal serves as your resource for detailed information on payments and configuration settings for day-to-day business operations.

- **Security**
  - Data security is of the highest importance at Pay-Plus®. All data is secured via SSL encryption and each request for information requires a username and password. We have put each of these security measures in place to guarantee that your information is safe, encrypted and secure.

- **Upgrades and New Releases**
  - You will be notified of any changes or updates via email. PPS performs routine releases that will include enhancements and address any issues from previous rollouts.

PROVIDER PORTAL ACCESS URL

- To access your Provider portal, securely visit [https://www.ppsonline.com](https://www.ppsonline.com)
- Use your login credentials and begin accessing your secured information

PROVIDER PORTAL SUPPORT

For support or questions regarding your Provider portal, please contact PPS Support at:

  - [support@ppsonline.com](mailto:support@ppsonline.com) or (877) 828 - 8770
PROVIDER PORTAL SCREEN REVIEW

CREATING AN ACCOUNT

To create a Provider Portal account, simply visit www.PPSonline.com and click “Join Now” in the middle of the screen.

Did You Know...

An estimated 82% of all claims are submitted electronically, but only an estimated 25% are settled electronically.

Many providers do not receive electronic payments because of the complexity of connecting with multiple payors. Pay-Plus™ has an easy, cost-effective solution for transitioning to electronic payments!

Pay-Plus Solutions™ HANDLES IT ALL!
SIGN UP

After clicking “Join Now”, follow the instructions to create an account:

- **Request User Registration**: If you are interested in signing up for Pay-Plus® payments, but have not received a payment from us in the past, click “Continue” next to “Request User Registration”.

- **Verified User**: If you have received a Pay-Plus® payment and have a registration code, click “Continue” next to “Verified User”.
  
  - To have a registration code reset, please contact the PPS Member Services Team at (877) 828 - 8770.

![Sign Up Page](payplus-sign-up.png)
REQUEST USER REGISTRATION

Requesting a new user registration is simple.

- Enter basic practice information, including the Practice TIN and Corporate NPI
- Choose how you would like to receive your registration code: via phone, fax or email
- When you receive your registration code, follow the instructions as a Verified User
VERIFIED USER
Creating an account is expedited when you have already received a Pay-Plus® payment.

- Enter basic practice information, including the Practice TIN and Corporate NPI. Additionally, you will be prompted to enter your Registration Code, which can be found on the cover page of your Pay-Plus fax payment.

- When you click “Next Step” a screen will appear with pre-populated Provider information. Verify this information is correct and confirm.
PROVIDER DASHBOARD

After successful registration and account set up, the dashboard provides a high level overview of all electronic payments that Pay-Plus® has processed.

- **Account Verification**: This step is only applicable to those Providers who wish to receive their payments via ACH. If you are utilizing Select or SelectPlus, our virtual credit card products, ignore this.

- **Processed Funds**: Your dashboard is updated in real time with your recently processed funds, providing you a high level view of payments processed electronically by Pay-Plus® in the last 30 days.

- **Download Manager**: Towards the bottom of the screen, your Download Manager displays recent payment batches that have not been downloaded. You can download the 825, Excel file, or PDF directly from this screen. As you download the batches, this screen will update.
CLAIM SEARCH

The Claim Search screen allows you to search for a specific claim based on a number of criteria including a date range, claim number, member information, and much more.

- The associated Explanation of Payment (EOP) can be viewed from this page.
PAYMENT SEARCH

The Payments screen allows you to view and filter all payments made by PPS. This screen is similar to the Claim Search screen, however, it allows you to see the details of the aggregated payment.

- The associated Explanation of Payment (EOP) can be downloaded from this page into an 835, PDF, or excel file.
PROVIDER SETTINGS - BANK SETUP

The Bank Setup screen allows you to easily enroll in Pay-Plus® Direct, in which all future payments will be direct deposited into your bank account.

- Enter basic banking information in the fields available
- Confirm that you are an authorized representative of your practice by checking the box
- After submission Pay-Plus® will perform a pre-note, in which we make a $0 deposit and $0 withdrawal to confirm the accuracy of the account information
- You will be notified when the process is complete, traditionally in less than 48 hours

![Setup Depository Bank Account Information](image-url)

By checking this box, I affirm that I am a corporate representative of NEW JERSEY SPINAL CARE and authorized to sign the proceeding Pay-Plus Direct Debit and Credit Authorization and Network Agreement on behalf of the Member.
PROVIDER SETTINGS – NOTIFICATIONS SETTINGS

The Notifications screen allows you to manage all notifications configured for your account. Automated notifications assist users who request automated file receipts, payment confirmations, etc.

To create an additional notification, select the “+ Add Alert” button and follow the instructions.
PROVIDER SETTINGS – PAYMENT METHOD

The Payment Method screen allows you to change the way in which you receive payments from Pay-Plus®. Simply click “Get Started” under the option you wish to pursue, and follow the on screen instructions.

Choose your automated Pay-Plus™ Payments Solution

Select the option that’s right for you. Don’t worry, you can change at any time at no cost.

You are currently a PayPlus Direct Member

Pay-Plus Direct
Receive Payment Directly To Your Bank Account
- Receive Payment 10 Days Quicker
- Automatic Notifications of Payment via Email, Fax, or Text message
- Immediate access to Multiple Payors EOP (Explanation of Payment) via web portal.
- Download statements directly into your accounting system. We also offer PDF, CSV, Excel and more.
- Learn More

Pay-Plus Select
Receive Payment Directly Via Your Fax Machine
- Receive Payment 10 Days Quicker
- Fax Delivery of Explanation of Payment
- Eliminate Lost EOBs.
- Instant Setup - No Additional Information Required.
- Learn More

GET STARTED

Why use Pay-Plus™ for your business?

Improve Cash Flow
Get paid an average of 10 days faster than check-based processing and payment. Faster primary payment also speeds up secondary collections.

Eliminate Keying of Remittance Data
With Direct & Select you eliminate the need for data entry into your accounting systems, and avoid errors from miskeying or misunderstanding EOPs.

Reduce Your Costs
Eliminate banking & lock box fees. Allow your administration staff to spend their time on more important activities.

Eliminate lost EOBs
Gain 24/7 Access to your Explanation of Payment Statements. Pay-Plus QuickPay gives you fast and accurate access to your payments.
USERS—MANAGE USERS

The Manage Users screen allows you to manage all users who have access to your Pay-Plus® Solutions Provider Web Portal.

- Users may be assigned role based permissions and can be enabled/disabled by any administrator on the account.
USERS – ACTIVITY LOG

The Users’ Activity Log screen allows you to view and filter all activity performed within your account.
USERS - CREATE A USER

The Create a User screen allows you to add additional users to have access to your Pay-Plus® Web Portal.

- Each user can be created with unique roles and permissions
- Once a user is added, an email confirmation is sent to the specific user with instructions, including a temporary password, on how to access the portal and update their password.
MY PROFILE

The Profile screen allows you to update your personal information associated with your Pay-Plus® Provider Portal Account. You may also download a copy of your signed contract with Pay-Plus® and update your password.
CUSTOMER SERVICE

When logged into the Provider Portal, the bottom of each screen provides information to contact Pay-Plus® should you have any questions or concerns:

- Call Us: (877) 828-8770
- Email Us: info@ppsonline.com
- Live Support: live chat online with a Pay-Plus® representative