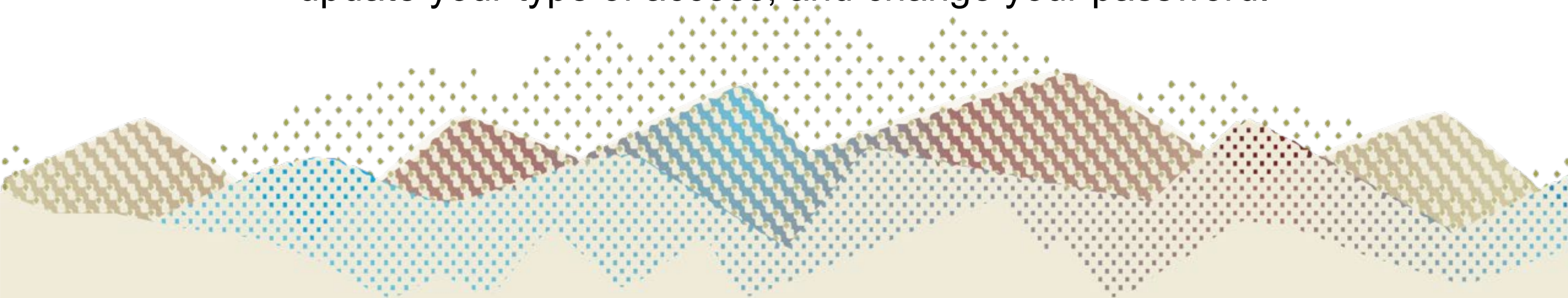


Types of access: eAdmin and Normal User

How to gain access to the online portal, create user accounts, update your type of access, and change your password.



Type of Access: eAdmin vs Normal User

Each organization will designate one or more eAdmin users.

eAdmin roles and responsibilities	Normal user access
• Create and manage accounts • Grant and disable employee access • Audit user accounts • Primary point of contact for portal • Coordinate organization needs related to the portal • Ensure individuals are HIPAA compliant	Access to modules depending on each organization needs: • Eligibility module • Authorizations module • Claims module • Clinical module *For normal user access, contact your eAdmin or esystems inbox for eAdmin contact information.

It is recommended there be more than one eAdmin in case of staff turnover.

Online Provider Portal Access

How to gain eAdmin access and create
normal user accounts.

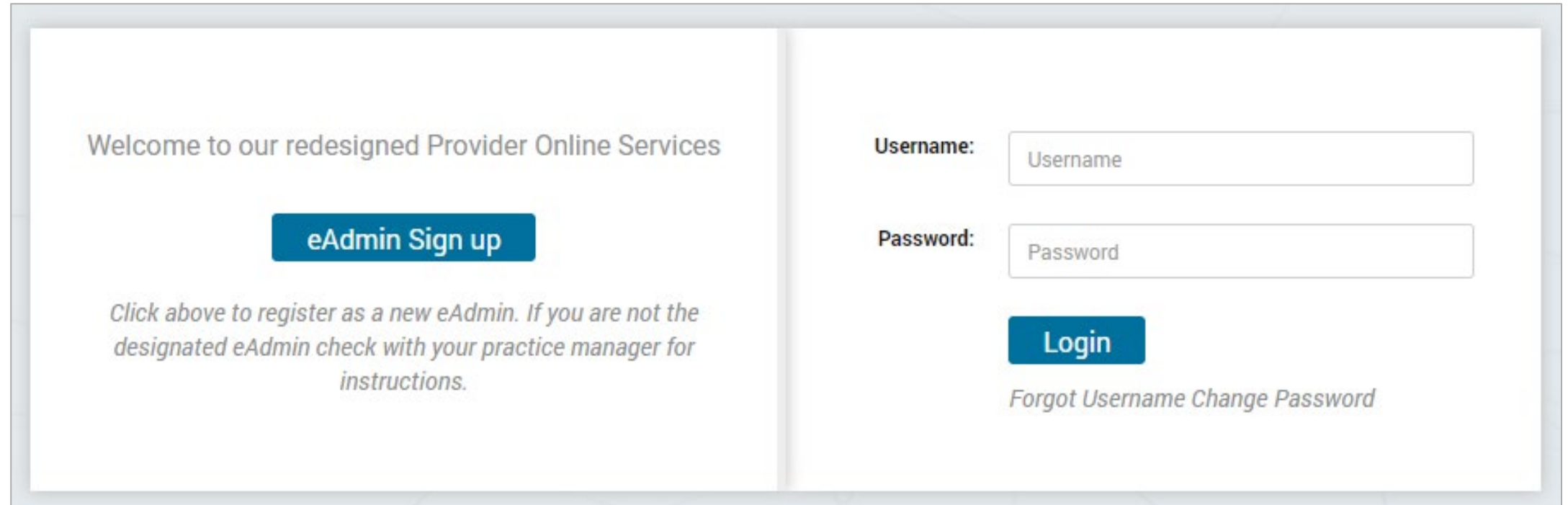


How to Get eAdmin Access

Partnership website: PartnershipHP.org

The screenshot displays the Partnership HealthPlan of California website. At the top, a navigation bar includes links for [Miembros](#), [Участники](#), [Miyembro](#), [Member Portal](#), [Language Assistance](#), and [Provider Online Services](#). A hand icon points to the [Provider Online Services](#) link. Below the navigation bar is the Partnership HealthPlan of California logo, with the tagline "A Public Agency". To the right of the logo is a search bar with a magnifying glass icon and a link to [Advanced Search](#). Below the search bar are three buttons labeled "Enlarge Font Size" with "A" icons. A main navigation bar below the logo contains links for [HOME](#), [MEMBERS](#), [PROVIDERS](#), [ABOUT US](#), and [COMMUNITY](#). The main content area features a banner titled "Introducing Partnership's New Texting Program!". The banner text reads: "We're excited to connect with members through secure text messages, sharing benefits info, health tips, and updates. Look out for our texts, and for more about member benefits, click 'Read More.'" A "READ MORE" button is located below the text. To the right of the text is a smartphone graphic displaying a text message. The message content is: "Hello! This is Partnership HealthPlan of California. Welcome to our texting program... Please use the secure link below to continue." The Partnership HealthPlan of California logo is visible in the top left corner of the message. At the bottom of the banner, there are three small blue squares. Below the banner is a blue bar with the text: "OUR MISSION: TO HELP OUR MEMBERS, AND THE COMMUNITIES WE SERVE, BE".

eAdmin Sign-Up



The screenshot shows a web interface for eAdmin Sign-Up. It is divided into two main sections by a vertical line. The left section contains a welcome message, a prominent 'eAdmin Sign up' button, and a paragraph of instructions. The right section contains input fields for 'Username' and 'Password', a 'Login' button, and a link for 'Forgot Username Change Password'.

Welcome to our redesigned Provider Online Services

eAdmin Sign up

Click above to register as a new eAdmin. If you are not the designated eAdmin check with your practice manager for instructions.

Username:

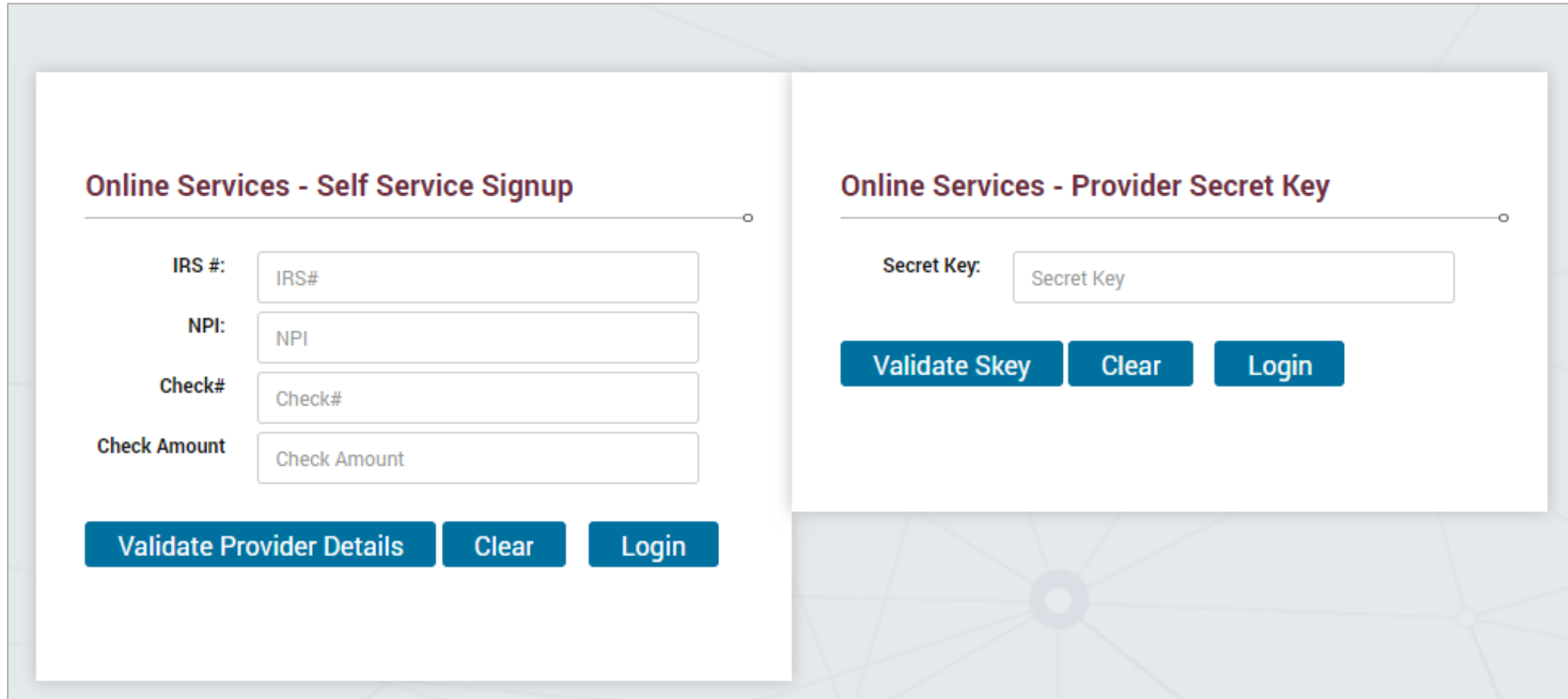
Password:

Login

Forgot Username Change Password

1. Go to <https://provider.partnershiphp.org/UI/Login.aspx>
2. Click on eAdmin Sign up

Self-Service Sign-Up or Provider Secret Key



The image shows two side-by-side web forms. The left form is titled 'Online Services - Self Service Signup' and contains four input fields: 'IRS #' with placeholder 'IRS#', 'NPI' with placeholder 'NPI', 'Check#' with placeholder 'Check#', and 'Check Amount' with placeholder 'Check Amount'. Below these fields are three buttons: 'Validate Provider Details', 'Clear', and 'Login'. The right form is titled 'Online Services - Provider Secret Key' and contains a single input field labeled 'Secret Key:' with placeholder 'Secret Key'. Below this field are three buttons: 'Validate Skey', 'Clear', and 'Login'. Both forms are set against a light gray background with a subtle geometric pattern.

Online Services - Self Service Signup

IRS #:

NPI:

Check#:

Check Amount:

Validate Provider Details Clear Login

Online Services - Provider Secret Key

Secret Key:

Validate Skey Clear Login

Note: If you have not received a payment, please contact esystemssupport@partnershiphp.org and we will provide a secret key for you.

New User Registration eAdministrator

User Name:

First Name:

Last Name:

User Email:

Password:

Confirm Password:

Phone Number:

☐ Change password after login?

eAdmin Roles and Responsibilities:

☐ I am responsible for creating accounts for this organization

☐ I am responsible for managing permissions of users for various online services applications (includes granting and revoking)

☐ I am responsible for auditing user accounts periodically

☐ I am a primary point of contact for PHC online services

☐ I am responsible for coordination of online services for this organization

☐

I am responsible for ensuring that individuals of this organization only have permissions that are in accordance with the HIPPA minimum use standards set forth in 45 CFR 164.502(b) and 164.514(d)

Username Help!

At least 8 characters long

No special characters

Password Help!

At least 8 characters long

At least 1 number

Use one of the special characters @\$!%*?&

An upper and lower case letter

4. Fill out New User Registration and select **Create User**.

*You will receive an email from online services to verify your email.

5. Once verified, go to [log in page](#)

Username:

Password:

[Forgot Username](#) [Change Password](#)

Provider Portal Home Page

PARTNERSHIP ONLINE SERVICES

Effective January 1, 2024, Partnership HealthPlan has renamed the Claims electronic CIF system to the Provider Dispute Resolution System (eCIF). Claim inquiries and disputes can continue to be submitted electronically via this system.

Partnership's regional medical directors, with contact information, can be found [here](#).



Access member eligibility details

Eligibility Modules



Search Claims, PDRs/CIFs, Status check search, EOP - Remittance advice

Claim Modules



Clinical Modules



(eAdmin only) Manage user profiles, add users, grant and edit access to modules

User Management



Access Advice Nurse reports, ER Notifications

Authorizations (RAFs and TARs)

Access authorization information, submit and correct authorizations

Telephone Interpretation Services



Your eAdmin Details:

User Name:

eAdmin Name:

Email:

Phone Number:

Status: Active

[Click here to view your Provider Profiles](#)

Your eAdmin Details:

User Name:

eAdmin Name:

Email:

Phone Number:

Status: Active

[Click here to view your Provider Profiles](#)





Creating Normal User Profiles

Select **User Management** Module → select **eAdmin** Submodule → Select **Add New User**

PARTNERSHIP ONLINE SERVICES

Home

Claim Modules

Eligibility Modules

Clinical Modules

User Management

Authorizations(RAFs and TARs)

eAdmin - User Management

User Details

Name:

Email:

Login Username:

Group Code:

Last Login:

IRS Numbers:

IRS Number	IRS Name
0	

+ Add New User

Refresh

Username	First Name	Last Name	User Email	Phone Number	User Type	Is Active	Is Locked	LastLogin		
									Enable	Edit

User Management Allows Employee Access

Add / Edit User Details:

User Name:	Partner4665
First Name:	John
Last Name:	Smith
Email:	Test@testing.com
Phone Number:	(123)-485-9645
Account Active:	☒
Lock Account:	☐

Features:

☒ CAP Report	☒ Monthly Eligibility Download
☒ eEligibility	☐ Patient in Acute Hospital
☒ Claim Search	☐ User Impersonation
☒ Set Up ERNotification Alerts	☐ PCP AI - Remittance Advice
☒ ACA – Remittance Advice	☐ CIF or Re-CIF Status Inquiry
☒ Advice Nurse Reports	☐ ER Notifications
☒ Check Search	☐ EOP - Remittance Advice
☒ Code Lookup	☒ Prop 56 - Remittance Advice
☒ RAF Entry	☒ RAF Status Check
☒ TAR Entry	☒ TAR Status Check
☒ TAR Corrections	☒ Provider Attestation
☒ CalOMS	☒ Member Redetermination
☒ TRI Payments	

- Online services will send an email to account member to verify email

The eAdmin, must update the account for each employee, as needed. Check the box next to each feature the employee needs, then select **Add New Profile**.

How to Change Your Password



PARTNERSHIP HEALTHPLAN OF CALIFORNIA ONLINE SERVICES



Welcome to our redesigned Provider Online Services

eAdmin Sign up

Click above to register as a new eAdmin. If you are not the designated eAdmin check with your practice manager for instructions.

Username:

Password:

Login

[Forgot Username](#) [Change Password](#)



Online Services - Forgot Password

User Name:

User Email:



Send Email

Clear

Forgot Username

Return to login

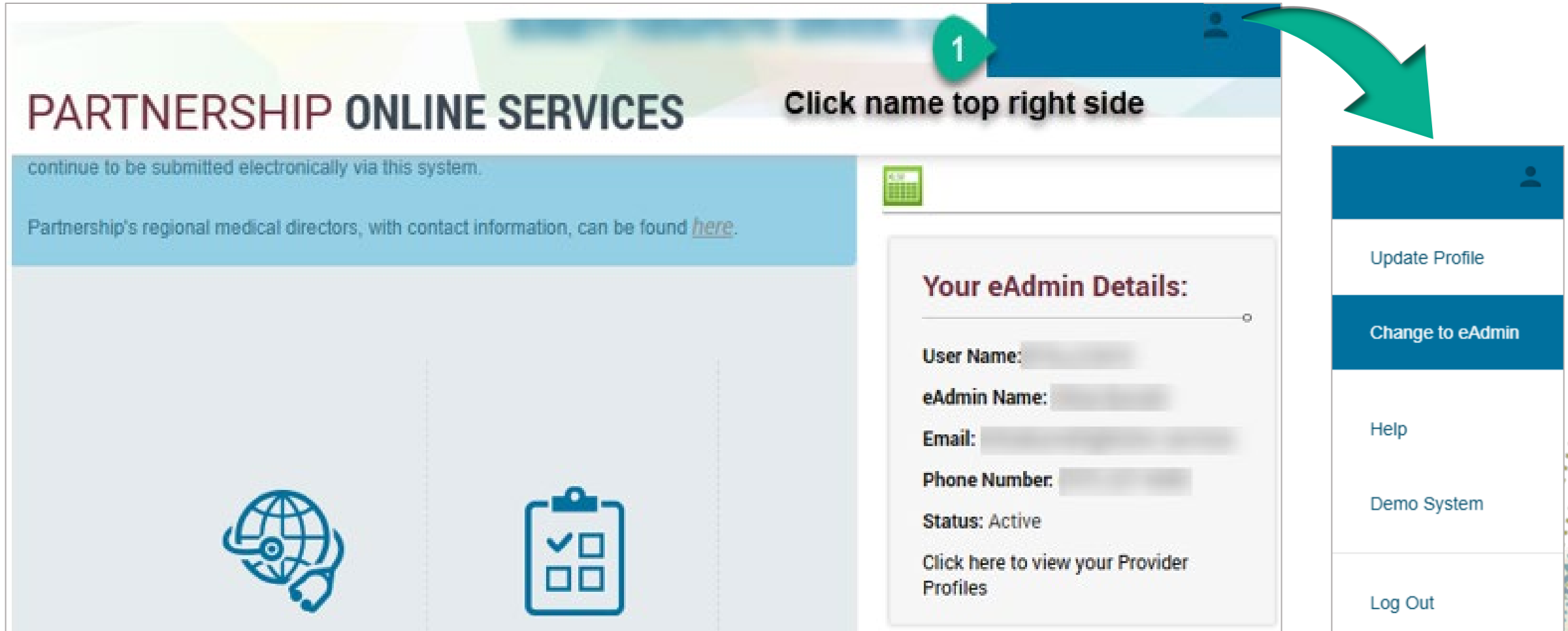
For questions, contact eSystemsSupport@partnershiphp.org.

How to Change Your Type of Access

Normal User $\longleftrightarrow$ eAdmin



How To Change a Normal User to eAdmin



The screenshot shows the 'PARTNERSHIP ONLINE SERVICES' dashboard. At the top right, a green circle with the number '1' highlights a user profile icon. A large green arrow points from this icon to a dropdown menu on the right side of the image. The dropdown menu contains the following options: 'Update Profile', 'Change to eAdmin' (highlighted in blue), 'Help', 'Demo System', and 'Log Out'.

PARTNERSHIP ONLINE SERVICES

Click name top right side

continue to be submitted electronically via this system.

Partnership's regional medical directors, with contact information, can be found [here](#).

Your eAdmin Details:

User Name: [redacted]

eAdmin Name: [redacted]

Email: [redacted]

Phone Number: [redacted]

Status: Active

[Click here to view your Provider Profiles](#)

- Update Profile
- Change to eAdmin**
- Help
- Demo System
- Log Out

Home



Claim Modules



Eligibility Modules



Clinical Modules



User Management



Authorizations(RAFs and TARs)

User Management - Change User To eAdmin



2 Online Services - Change User To eAdmin

IRS #:

IRS#

NPI:

NPI

Check#

Check#

Check Amount

Check Amount

**ENTER:
Tax ID
NPI**

**Check #/payment from PHC
Check amount**

3 eAdmin Roles and Responsibilities:

- ☐ I am responsible for creating accounts for this organization
- ☐ I am responsible for managing permissions of users for various online services applications (includes granting and revoking)
- ☐ I am responsible for auditing user accounts periodically
- ☐ I am a primary point of contact for PHC online services
- ☐ I am responsible for coordination of online services for this organization
- ☐

**Check mark all
roles/responsibilities**

I am responsible for ensuring that individuals of this organization only have permissions that are in accordance with the HIPPA minimum use standards set forth in 45 CFR 164.502(b) and 164.514(d)

4

Change User To eAdmin

Clear



Thank you!