

VA Financial Services Center (FSC)

Check Elimination/Explanation of Benefits Web Portal

Provider User Guide



Version 2.0

October, 2011

VA Healthcare Claims Processing System

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1. Check Elimination/Explanation Of Benefits Provider Portal Overview

The CE/EOB Portal gives medical providers access to Explanation of Benefits (EOB) information sent by the VA through the Financial Management System (FMS) in Austin, Texas. Through this portal, providers will have online access to EOBs to search and view the Fee payment and EOB information as soon as the payment files are sent to the Treasury from the FMS. **Note:** There is a 2-business day delay from the time the payments are sent from the Treasury and their availability for viewing in the Portal. All EOB information that providers view can be printed, saved to an individual computer, or network hard drive.

This document provides step-by-step instructions for using the CE/EOB Portal for External Providers.

To begin using the CE/EOB Provider Portal, you will need to create a new user account by completing the registration process and logging in to the system.

For additional issues and information about the functionality of, or access to the CE/EOB Portal, please refer to the Frequently Asked Questions (FAQ), which are located in Section 9 in this User Guide. You can also view the FAQs at any time by clicking the **Help** link at the top of any screen in the Portal and selecting **FAQs** from the drop-down menu.

If you can't find the answer to your question in the FAQ, you can contact the VA Financial Services Center (FSC) Customer Service Help Desk (CSHD) by phone at 877-353-9791 or by e-mail at vafscshd@mail.va.gov.

1.1. Requirements

Ensure you meet the following requirements prior to creating an account on the CE/EOB Provider Portal:

- Internet Explorer Version 7.0 or later
- Windows XP or later
- A valid email address
- A current business relationship with the VA, which includes a Tax ID number and a check/trace number from existing transactions with the VA medical facilities.

2. Create a New Account

To obtain claim payment information and view EOB information for Fee Basis and CHAMPVA claims, you will need to create an account by following these steps:

1. Open Internet Explorer 7 or later and go to <https://www.vahcps.fsc.va.gov/>.

The system displays the CE/EOB Provider Portal login screen.

U.S. Department of
Veterans Affairs
Financial Service Center

Provider Portal
Authorized Use Only

VA systems are intended to be used by authorized VA network users for viewing and retrieving information only; except as otherwise explicitly authorized for official business and limited personal use under VA policy. Information from this system resides on and transmits through computer systems and networks funded by the VA. All access or use constitutes user understanding and acceptance that there is no reasonable expectation of privacy in the use of Government networks or systems. All access or use of this system constitutes user understanding and acceptance of these terms and constitutes unconditional consent to review and action including (but not limited to) monitoring; recording; copying; auditing; inspecting; investigating; restricting access; blocking; tracking; disclosing to authorized personnel; or any other authorized actions by all authorized VA and law enforcement personnel. Unauthorized user attempts or acts to (1) access; upload; download; change; or delete information on this system; (2) modify this system; (3) deny access to this system; (4) accrue resources for unauthorized use; or (5) otherwise misuse this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal; civil; or administrative penalties.

Email Address:

Password:

Not already a user? [Click here to create a new account.](#) 
Forget your password? [Click here for help.](#)

[Privacy](#) | [Disclaimer](#) | [Freedom of Information Act](#) | [Webmaster](#) | Version: 2.0.0.15503

Figure 1 Provider Portal Login Screen—Create a New Account

- Click the link to create a new account.

The system displays the **User Registration** form:

User Registration

All fields below are required

First Name:

Last Name:

Title:

Employer or Company Name:

Address 1:

Address 2:

City:

State:

Zip code:

Phone: ()

Email:

Password:

Confirm Password:

First Password Question:

First Password Answer:

Second Password Question:

Second Password Answer:

Figure 2 Provider Portal User Registration

- Populate all fields except for Address 2**, which is optional.
- In the **First Name** and **Last Name** fields, enter the name of the person from your facility who will be the registered user of the Portal.
- In the **Title** field, enter the title of the person from your facility who will be the registered user of the Portal.
- In the **Employer or Company Name** field, enter the name of the facility where the registered user of the Portal works.
- Enter the address of the facility in **Address 1** and in **Address 2**, if a second line for the address is necessary. **Address 2** is an optional field.
- Choose the state where the facility is located from the **State** drop-down list.

9. Enter the zip code of the facility in the **Zip code** field.
10. Enter the 10-digit phone number of the facility in the **Phone** field.
11. In the **Email** field, enter the business email address of the person from your facility who will be the registered user of the Portal.
12. In the **Password** field, type a password that you will use for system access.
Your password must be at least eight characters in length and must contain the following:
 - 1 uppercase character
 - 1 lowercase character
 - 1 number
 - 1 special character (! @ # \$ %, etc.)
13. In the **Confirm Password** field, re-enter the password you created.

NOTE: *If you forget your password, the system provides a way for you to recover it by asking you two security questions and comparing your answers to the answers you provided during user registration. Your correct answers to these two questions are designed to confirm your identity and keep your password safe.*

14. Think of two questions that only you know the correct answer to.
15. In the **First Password Question** text box, type the first question.
16. In the **First Password Answer** field, type the answer to that question.
17. In the **Second Password Question** text box, type the second security question.
18. In the **Second Password Answer** field, type the answer to that question.
19. Click **Register**. The system displays a message that a confirmation e-mail has been sent to the e-mail address you entered during the user registration process.
20. Click **OK**.

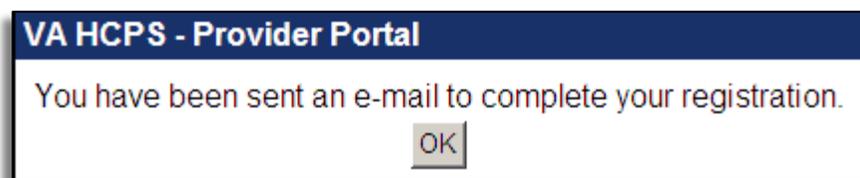


Figure 3 Successful Registration Confirmation

Important:	Per VA security guidelines, if you answer one or both of the password questions incorrectly three times when attempting to recover your password, your EOB Provider Portal account will be deleted and you will need to create a new account and re-register for access.
	If you enter your password incorrectly three times, your account will be locked. To unlock your account, contact the Customer Service Help Desk at (877) 353-9791 or vafscshd@mail.va.gov.

2.1. Complete Registration

You will receive an email message with the subject “Complete your registration of Provider Portal.”

NOTE: If you don't receive an email from the Provider Portal within 15 minutes, this email notification may be viewed as SPAM and can be blocked by your email provider. If your email address is up to date and you are still not receiving the registration confirmation, please check with your email service provider to ensure our address is not being blocked as SPAM. Please also check in your junk email folder or trash email folder, as it is possible that your SPAM filter routed the email there.

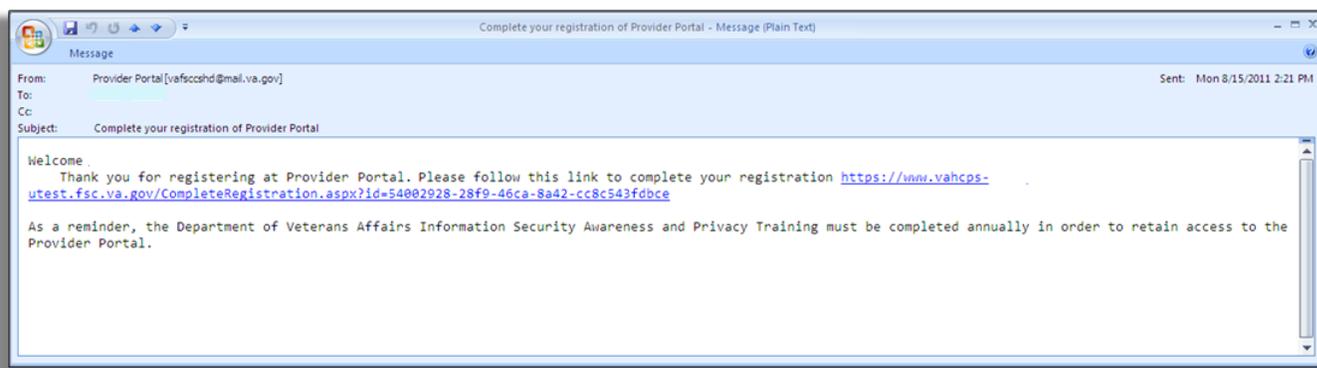


Figure 4 Registration Confirmation Email

To complete the registration process for access to the CE/EOB Provider Portal, follow these steps:

1. Click the URL included in the e-mail.
The system displays the Registration screen with the message “**Your registration is complete. Click here to login.**”

NOTE: If you click the URL in the email more than 30 minutes after you receive it, your time allowed to complete registration will expire. You are provided a link to click to resend the registration confirmation email to the email address you entered during the user registration process.

2. Click the link to log in.
The Provider Portal login screen opens where you can enter your email address and password.

Important:	Per VA security guidelines, accounts not used for 30 days will be deactivated. Accounts that have not been accessed in 60 days will be archived and you will need to re-register for access to the CE/EOB Provider Portal. To reactivate your account, contact the Customer Service Help Desk at (877) 353-9791 or vafscshd@mail.va.gov.
	

3. Initial Provider Portal Login

3.1. Verify Security & Privacy Training

When you log in to the CE/EOB Provider Portal for the first time after you have registered for and received access, you will see the VA Security and Privacy Agreement screen. Before you can be granted complete access to the Portal to view payment information and EOBs, you are required to read two training modules to satisfy VA security and privacy requirements: *Information Security Awareness* and *VHA Privacy Training*.

U.S. Department of Veterans Affairs
Financial Service Center

Healthcare Claims Processing System
Hello, [redacted]
Click [here](#) to logout.

Provider Portal
My Profile

Authorizations EOB/Claims Information Help

VA Security and Privacy Agreement

VA Privacy and Security Awareness Training

You are seeing this page for one of the following three reasons:

1. You have logged onto the portal for the first time.
2. Your training certification has expired.
3. You clicked the "Click here to renew your training" link on the My Profile page.

For continued portal access, training certifications must be renewed annually.

Before access can be granted, you must complete two training modules to satisfy VA security and privacy requirements:

- [Information Security Awareness \(pdf\)](#)
- [VHA Privacy Training \(pdf\)](#)

When the modules are complete, check each box that states that the modules have been completed and understood, then click the "I have completed training" button below. You will need to re-certify that you have completed this training every 12 months.

I certify that I have completed and understand the Information Security Awareness training.

I certify that I have completed and understand the VHA Privacy training.

I certify that I understand the Electronic Health Records Rules of Behavior.

Please note: Accounts that have not been used for 30 days will be locked and require you to contact the customer service help desk at (877) 353-9791 or vafschd@mail.va.gov. Accounts that have not been accessed in 60 days will be archived and the Users will be required to register again.

Privacy | Disclaimer | Freedom of Information Act | Webmaster | Site Map | Version: 2.0.10.16519

Figure 5 VA Security and Privacy Agreement Screen

To satisfy VA security and privacy requirements and gain full access to the CE/EOB Provider Portal, follow these steps:

1. Click the links for the training module documents. You must open and complete both training documents before you can certify that you have completed training.

Both modules open as .pdf files for you to read with Adobe Reader. If you do not have the Adobe Reader software, you can [download the software free](#) from Adobe.

The VA Electronic Health Records Rules of Behavior module is part of the Information Security Awareness training module. At the end of each training module, you will be asked to sign and/or submit the completed module. As an external provider, you are not required to complete those steps; simply select the checkboxes on the screen instead.

2. When you have read both documents, select the checkboxes below the links and click the **"I have completed training"** button.

The system then displays a **Request Provider Access** form for you to complete.

NOTE: *The system records the date of your training. You will need to re-certify that you have completed this training every 12 months. If you do not complete this training on an annual basis prior to the due date for re-certification, you will be presented with a VA Security and Privacy Agreement screen upon login. You must recertify the training has been reaccomplished before you can continue into the portal. If you have any questions, you can contact the Customer Service Help Desk at (877) 353-9791 or vafscshd@mail.va.gov.*

3.2. Request Provider Access

Use the **Request Provider Access** form to request access to view Medical Payments and EOBs. You will need to enter the Tax ID, Check/Trace Number, billing contact information, and billing address information.

NOTE: All fields in **bold** are required.

The screenshot shows the 'Request Provider Access' form within the VA Provider Portal. The form is titled 'Request Provider Access' and includes the following sections:

- Access Request Type:** Two radio button options: 'I am requesting access to medical payment and explanation of benefits information.' (selected) and 'I am requesting access to medical authorizations.'
- Billing Information:** A 'Tax Id:' field (bolded) and a 'Check/Trace Number:' field (bolded). Instructions specify that the Tax ID must be the legal social security number (SSN), federal employer id number (EIN), or federal taxpayer id number (TIN). The Check/Trace Number is for account validation.
- Billing Contact:** Fields for 'Contact Name:', 'Contact E-mail:', and 'Phone Number:'. Instructions state this is the person who can verify authorization to view records.
- Billing Addresses:** Fields for 'Legal Name:', 'Doing Business As Name:', 'Address 1:', 'Address 2:', 'City:', 'State:' (dropdown), and 'Postal Code:'. A note indicates that all fields in bold are required. A 'Add Another Billing Address' button is located below these fields.

At the bottom of the form, there are 'Cancel' and 'Submit' buttons. The footer of the page contains links for Privacy, Disclaimer, Freedom of Information Act, Webmaster, Site Map, and the version number 2.0.3.15773.

Figure 6 Request Provider Access for Medical Payment and EOB Information

3.2.1. Access Request Type

For access to medical payment and EOB information, select the option button beside “**I am requesting access to medical payment and explanation of benefits information.**”

3.2.2. Billing Information

In this section of the **Request Provider Access** form, you will enter the Tax ID and Check/Trace numbers.

1. Enter the legal Social security number (SSN), federal Employer ID Number (EIN), or federal Taxpayer ID number (TIN) of your facility in the **Tax ID** field. The Tax ID must be nine numeric digits, **DO NOT include dashes between the numbers.** If you use dashes you will receive an error message.
2. Enter the check or trace number for a payment made for medical services within the last six months in the **Check/Trace Number** field. This payment must be for the account associated with the Tax ID you just entered and it must be for either a Fee or CHAMPVA program.

3.2.3. Billing Contact

Provide the contact information of the person who can verify that you are authorized to view records for this provider. This would either be your supervisor or a contact who can verify you are required to access this information.

1. Enter the first and last name of the contact in the **Contact Name** field.
2. Enter the email address of the contact in the **Contact E-mail** field.
3. Enter the 10-digit phone number of the facility in the Phone Number field.

3.2.4. Billing Addresses

You will populate this section of the **Request Provider Access** form with the billing address information for the EOB information you want to view.

NOTE: All fields in **bold** are required and you must provide at least one billing address.

1. In the **Legal Name** field, enter the legal business name associated with the Tax ID you entered. This must be the legal name of the vendor on file with the IRS.
2. If the billing or remit- to name on your invoices is different than the legal name, enter that business name in the **Doing Business As Name** field. This field is optional and if the Legal Name that is on file with the IRS matches the billing or remit-to name on your facility’s invoices, you do not need to put anything in this field.
3. Enter the address of the facility in the **Address 1** field. This is the billing or remit-to address of your business.
4. In the **Address 2** field, enter the second line of your business address, if needed. **Address 2** is an optional field.
5. In the **City** field, enter the name of the city in which your business operates.
6. In the **State** field, select the name of the state from the drop-down list.
7. In the **Postal Code** field, enter the postal or zip code for your billing address.
8. If you want to add another billing address, click the button labeled **Add Another Billing Address.**
9. Enter any additional billing addresses that are associated with the Tax ID, Postal Code, and Check/Trace Number you entered.
10. You have the option while entering another billing address to delete the previous address you entered before submitting your request.

11. To delete the previous address you entered, click **Remove this address**.

Billing Addresses

Legal Name: John Smith, MD
DBA Affiliated Dialysis
- 1234 Main Street
Suite A4
Clay Center, NE 68933

This must be the legal name for the vendor as on file with IRS.

If invoice billing or remit to name is different from the legal name, also provide this as a doing business as (DBA) name.

Doing Business As Name:

Address 1:

Address 2:

City:

State:

Postal Code:

[Remove this address](#)

Figure 7 Remove Address—Request Provider Access

12. When you have completed entering billing addresses, click **Submit**.

13. Click **Cancel** to exit from this form.

After you submit your request for access to medical payment and EOB information, the system displays a screen confirming your request for access has been submitted. Your request will be processed within 24 hours.

To view the status of your request, click the **here** link on the confirmation screen. The system displays your profile with the status of any pending, processed, or denied requests. You can also view the status of your request(s) by clicking the **My Profile** link at the top of any screen in the Provider Portal. Below your profile information you will see a **Request History** section that displays all pending and granted requests for access to view Medical Payment and Explanation of Benefits.

U.S. Department of Veterans Affairs
Financial Service Center

Healthcare Claims Processing System
Hello,
Click [here](#) to logout.

Provider Portal

Authorizations EOB/Claims My Profile Information Help

Provider Request Submitted

Your request for access has been submitted for processing and is pending approval.

Please allow at least 24 hours for your request to be processed.

You can view the status of your request from your "My Profile" page [here](#).

Privacy | Disclaimer | Freedom of Information Act | Webmaster | Site Map | Version: 2.0.3.15773

Figure 8 Provider Request Submitted

U.S. Department of Veterans Affairs
Financial Service Center

Healthcare Claims Processing System
Hello, Click [here](#) to logou

Provider Portal

Authorizations EOB/Claims My Profile Information Help

My Profile

My Personal Information

User Name: _____
Name: _____
Last Training Certification: 8/24/2011

Profile Tasks

VA Privacy and Security Awareness Training

To be granted access to VA data, you are required to stay current on your rules of behavior, cyber security and privacy training. Our records show that you last completed your annual training on 08/24/11 and are due to complete it again on 08/24/12. Click [here](#) to renew your training.

Please note: Accounts that have not been used for 30 days will be locked and require you to contact the customer service help desk at (877) 353-9791 or vafschd@mail.va.gov. Accounts that have not been accessed in 60 days will be archived and the Users will be required to register again.

Provider Access

You have not yet been granted access to the EOBs and Claim Status.

Request History

[Request access for additional tax id/billing address...](#)

Requested Date	Status	Request	Granted To	Staff Comments	Actions
8/25/11	Pending	Request Type: Request to view EOBs by TAX ID: Tax ID: Contact: Billing Addresses:			<input type="button" value="Withdraw"/> <input type="button" value="Modify"/>

1 (1 record(s) total)

Privacy | Disclaimer | Freedom of Information Act | Webmaster | Site Map | Version: 2.0.3.15773

Figure 9 Request History

NOTE: You can modify the information—except for the Tax ID and Check/Trace Number—in your access request until request has been granted. You cannot modify any information once access has been granted.

When your request for access has been processed, you will receive an email with the subject, “VAHCPS Access Request Status” notifying you that your request for access to view payment information and EOBs has been granted.

3.2.5. Request Access for Additional Tax IDs/Billing Addresses

1. If you’re using multiple Tax IDs you can complete another **Request Provider Access** form for each unique Tax ID your company uses.
2. Each request will show in the **Request History** of your profile.

4. Password Management

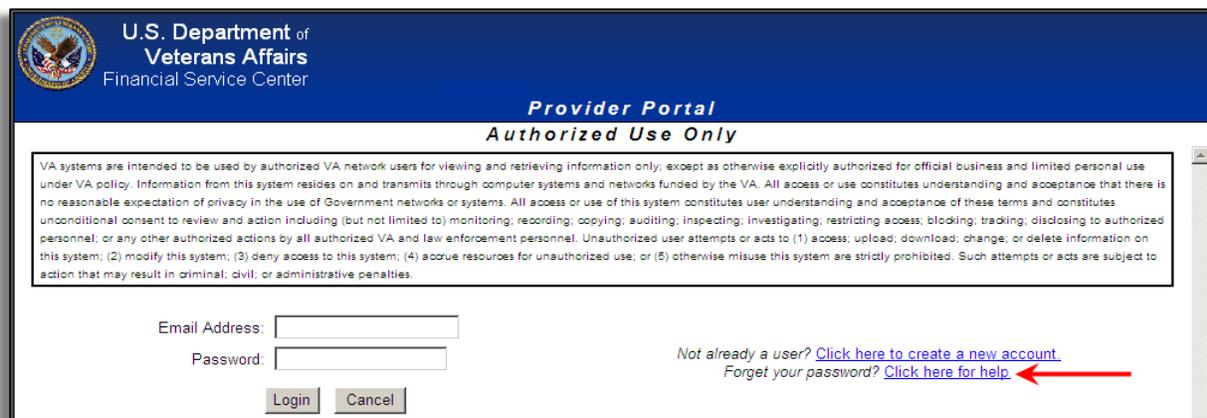
If you forget your password or you want to change it, you can do so from within the CE/EOB Portal.

4.1. Reset Password

If you forget your password, you can submit a request to reset it. You will need to know the answers to the two password security questions you created when you registered for access to the Portal. You will not be able to reset your password without this information.

To reset your password, follow these steps:

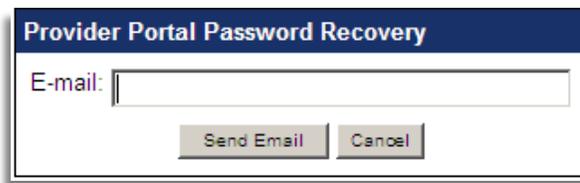
1. From the Provider Portal login screen, click the link beside “Forget your password?”



The screenshot shows the Provider Portal login interface. At the top left is the U.S. Department of Veterans Affairs logo and the text "U.S. Department of Veterans Affairs Financial Service Center". The main header reads "Provider Portal Authorized Use Only". Below this is a large text box containing a disclaimer about system use. Underneath the disclaimer are two input fields: "Email Address:" and "Password:". To the right of these fields, there are two links: "Not already a user? [Click here to create a new account.](#)" and "Forget your password? [Click here for help.](#)". A red arrow points to the second link. At the bottom left are "Login" and "Cancel" buttons.

Figure 10 Password Reset Link

The system displays a Provider Portal Password Recovery display window.



The screenshot shows a "Provider Portal Password Recovery" dialog box. It has a title bar with the text "Provider Portal Password Recovery". Inside the dialog, there is a label "E-mail:" followed by a text input field. Below the input field are two buttons: "Send Email" and "Cancel".

Figure 11 Password Recovery Display Window

2. Enter your email in the text field. The system displays a message confirming an email has been sent to the email address you entered during the user registration process.

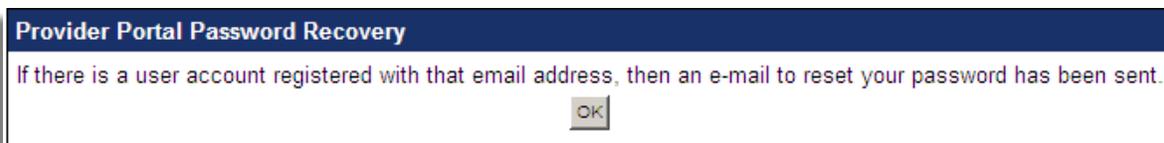


Figure 12 Provider Portal Password Recovery Confirmation

You will receive an email with the subject “Reset your password for Provider Portal.”

NOTE: If you don't receive an email from the Provider Portal within 15 minutes, check your junk mail or spam folder. Some email providers route messages from this address to these folders.

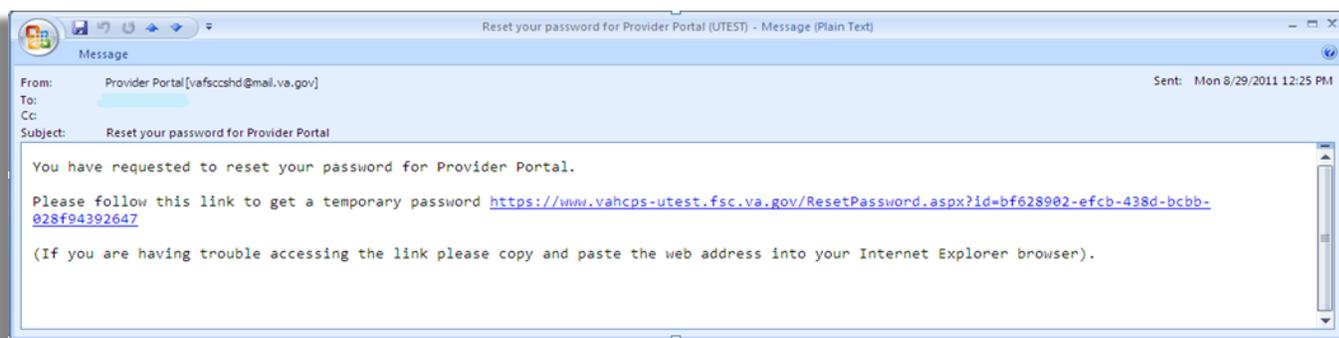


Figure 13 Password Reset Email

3. Click the URL included in the e-mail.

NOTE: If you click the URL in the email more than 30 minutes after you receive it, your time allowed to complete registration will expire. You are provided a link to click to resend the registration confirmation email to the email address you entered during the user registration process.

The Provider Portal Reset screen opens where you will enter the answers to the two password questions you created during the registration process.

Figure 14 Reset Password Screen

Important:	Per VA security guidelines, if you answer one or both of the password questions incorrectly three times, your Provider Portal account will be deleted. You will need to create a new account and re-register for access.
	

4. Enter the answers to the two password questions in the text fields.
The system will then provide you with a temporary password, which you must change.

Figure 15 Temporary Password Screen

Note: You can cut and paste the password to your clipboard should you choose to store it there for ease of use.

5. Click **Ok**.

You will be redirected to the Provider Portal main login page where you will enter your email address and temporary password. You will use the form on the following screen to change your password.

The screenshot shows the 'Provider Portal' interface. At the top left is the U.S. Department of Veterans Affairs logo and 'Financial Service Center'. At the top right is 'Healthcare Claims Processing System' and a user greeting 'Hello, Click here to logout.'. Below the header is a navigation bar with 'Authorizations', 'EOB/Claims', 'My Profile', 'Information', and 'Help'. The main content area is titled 'Change Password Required' and contains a form with three input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. Below the fields are two buttons: 'Change Password' and 'Cancel'.

Figure 16 Change Password Form

6. Enter your temporary password in the **Password** text field

7. Choose a new password and enter it in the **New Password** field.

Your password must be at least eight characters in length and must contain the following:

- 1 uppercase character
- 1 lowercase character
- 1 number
- 1 special character (! @ # \$ %, etc.)

8. In the **Confirm Password** field, re-enter the password you created.

9. Click Change Password. Your password has been changed. Use your new password to log in to the Provider Portal.

4.2. Change Password

To change your CE/EOB Provider Portal password, follow these steps:

1. Log in to the Provider Portal using your current password.
2. Click the **My Profile** link at the top of any screen in the Portal and choose **My Profile** from the drop-down menu.

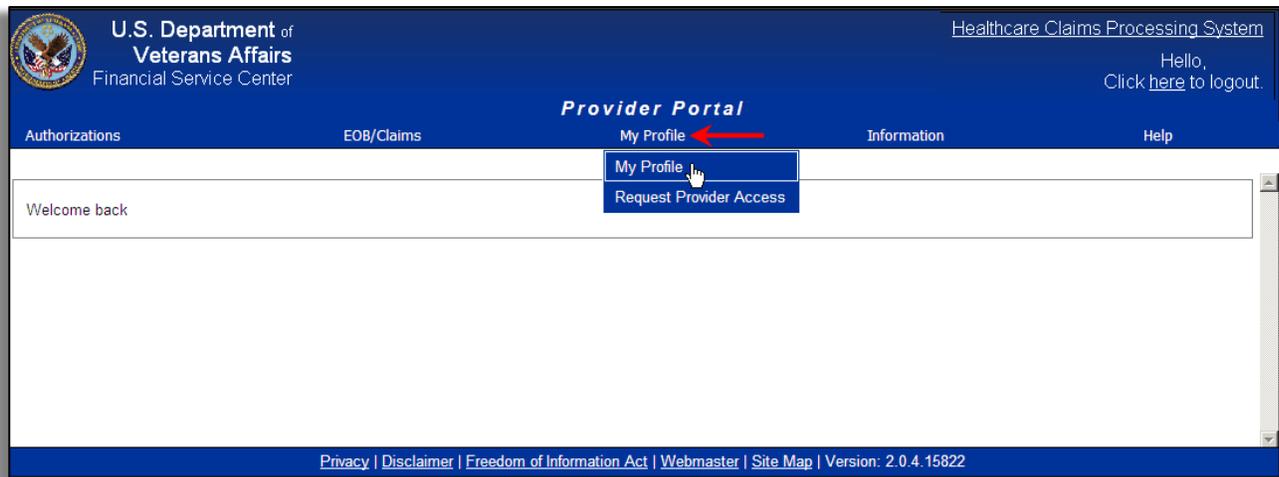


Figure 17 My Profile Drop-Down Menu Item

3. Click the **Change Password** button.

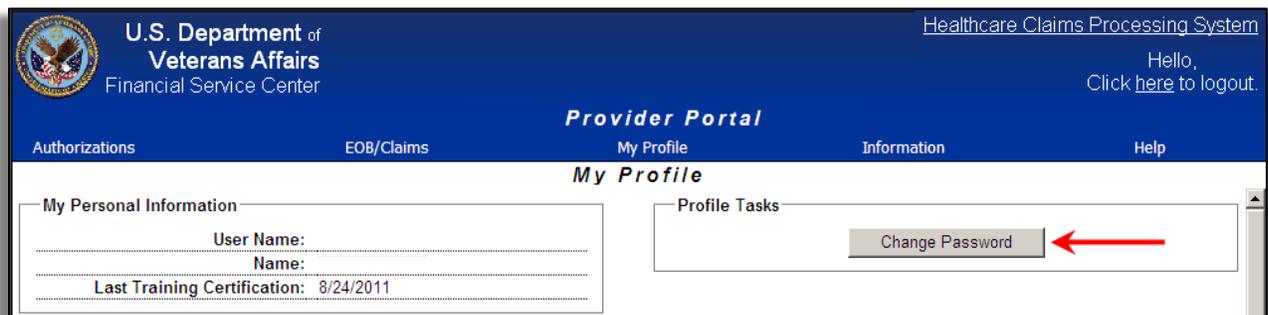


Figure 18 Change Password Button

You will be redirected to the **Change Password** form on the following screen to change your password.

The screenshot shows the 'Change Password Required' form within the Provider Portal. The header includes the U.S. Department of Veterans Affairs logo and the text 'U.S. Department of Veterans Affairs Financial Service Center'. The page title is 'Change Password Required'. The form contains three input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. Below the fields are two buttons: 'Change Password' and 'Cancel'.

Figure 19 Change Password Form

4. Enter your current password in the **Password** text field
5. Choose a new password and enter it in the **New Password** field.
 - Your password must be at least eight characters in length and must contain the following:
 - 1 uppercase character
 - 1 lowercase character
 - 1 number
 - 1 special character (! @ # \$ %, etc.)
6. In the **Confirm Password** field, re-enter the password you created.
7. Click **Change Password**.

Your password has been changed. Use your new password to log in to the Provider Portal.

4.3. Password Expiration

Due to security requirements your password must be changed every 90 days. On the 85th day you log into the Provider Portal after you create your current password, you will see a pop-up window alerting you your password will be expiring in five days and you must change it. If you do not change your password at that time, you will continue to receive this pop-up warning every time you log in up until the 90th day. If you have not changed your password by the 90th day, you will see the **Change Password** form when you try to log into the Provider Portal using your current password. You must change your password at that time or you will not be able to log in. Ensure that the new password you create meets the security requirements.

5. Profile Management

The system provides a way for you to see your current profile, change your password, and to request additional access.

5.1. View Your Profile

To view your profile, follow these steps:

1. Log in to the Provider Portal using your current password.
2. Click the **My Profile** link at the top of any screen in the Portal and choose **My Profile** from the drop-down menu.

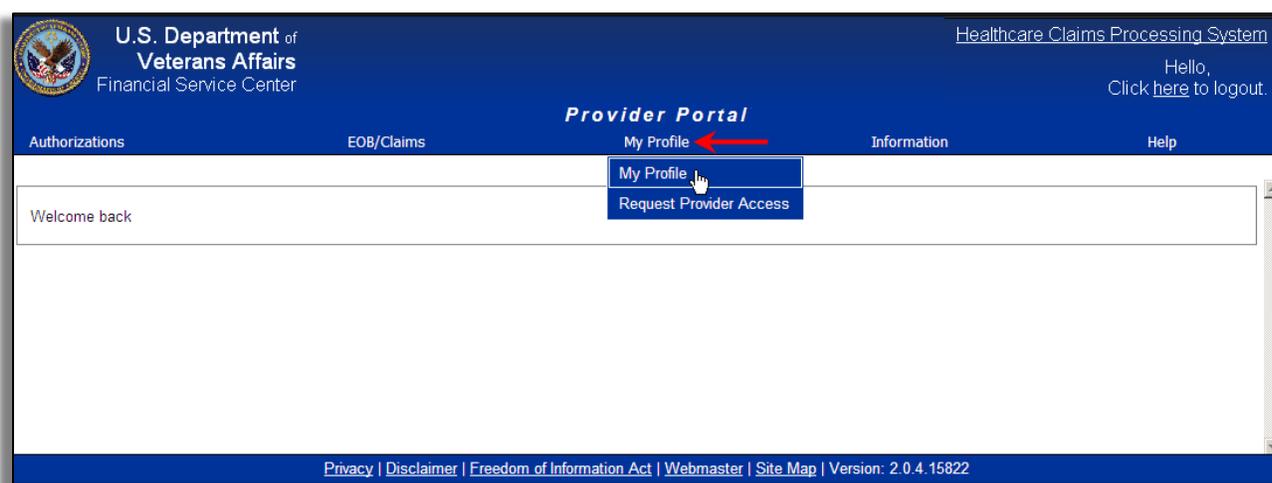


Figure 20 My Profile Drop-Down Menu Item

You will see your current profile, which contains the following sections:

- **My Personal Information**—This section contains the User Name (e-mail address), full name of the person who submitted the access request, and the date of the last training certification.
- **Profile Tasks**—This section contains a **Change Password** button, which you can use to change your password.

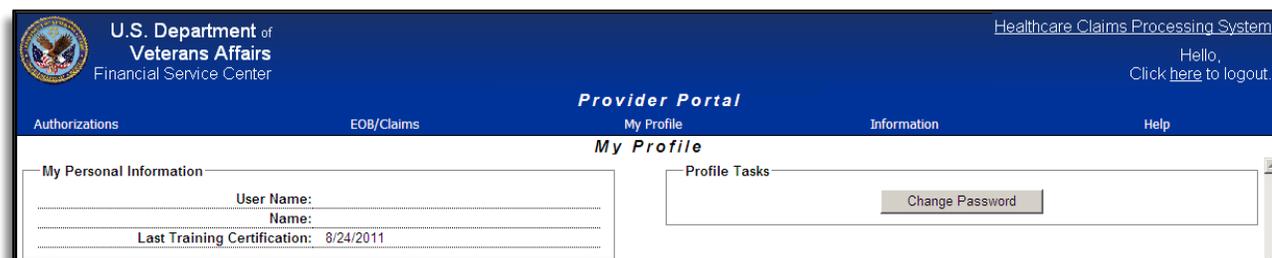


Figure 21 My Personal Information and Profile Tasks Section, My Profile

- **VA Privacy and Security Awareness Training**—This section contains the date that you last completed your mandatory privacy and security training and the due date for renewing your training. You will need to re-certify that you have completed this training every 12 months. If you do not complete this training on an annual basis prior to the due date for re-certification, your account will be locked. To unlock your account, contact the Customer Service Help Desk at (877) 353-9791 or vafscshd@mail.va.gov. You can renew your training by clicking the **here** link to renew your training.

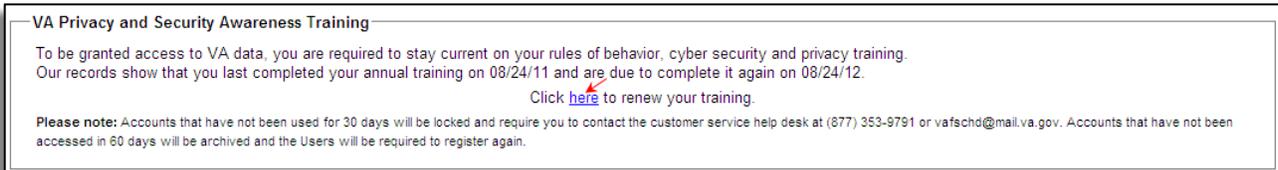


Figure 22 VA Privacy and Security Awareness Training Section, My Profile

- **Provider Access**—This section contains the providers you have access to for viewing EOBs and Claim Status information.



Figure 23 Provider Access Section, My Profile

- **Request History**—This section contains a history of all requests that are pending and granted for all providers you have requested access to for viewing EOBs and Claim Status information.

6. Portal Navigation

After you log in to the CE/EOB Provider Portal, you can click the links at the top of any screen to access features for searching EOBs, managing your profile, requesting access to a provider, viewing additional information and reading the FAQs or this User Guide.

6.1. EOB/Claims

To search, view, save, or print EOBs, click the **EOB/Claims** link at the top of any screen in the Provider Portal after you log in.

To access the EOB/Claims features, follow these steps:

1. Click the **EOB/Claims** link at the top of any screen in the CE/EOB Provider Portal.
2. Choose **All Others** from the **EOB Search** drop-down menu.

For additional information about EOB/Claims features, please see **Section 8, Working With EOBs**.



Figure 24 EOB/Claims Links

6.2. Profile Management

To view and manage your profile, click the **My Profile** link at the top of any screen in the Portal and choose **My Profile** from the drop-down menu. For additional information about EOB/Claims features, please see **Section 5, Profile Management**.



Figure 25 My Profile Link

6.3. Request Provider Access

To request access to a Provider, click the **My Profile** link at the top of any screen in the Provider Portal after you log in and select **Request Provider Access** from the drop-down menu. You will be directed to the **Request Provider Access** form where you can request access to view Provider Medical Payment and EOBs. You will need to enter the Tax ID, Check/Trace Number, billing contact information, and billing address information. For additional information about requesting Provider access, please see **Section 2**,

Request Provider Access

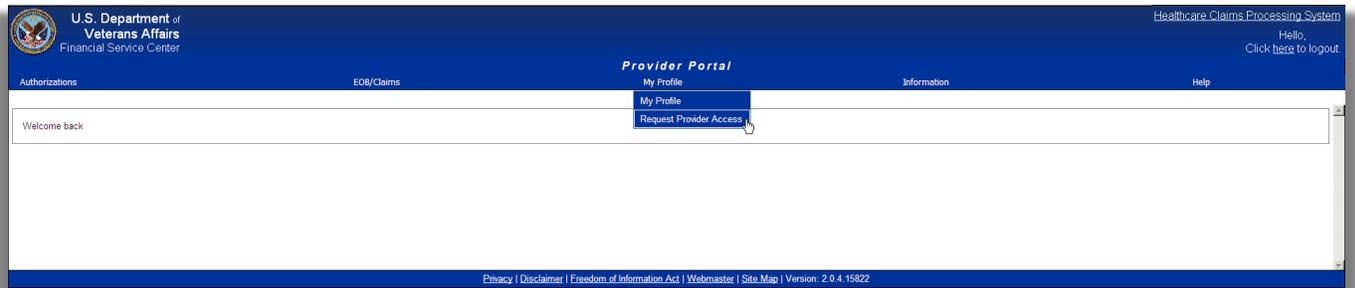


Figure 26 Request Provider Access Link

6.4. Information

The **Information** link provides quick access to additional resources. To view information about the VA FSC, click the **Information** link at the top of any screen in the Provider Portal after you log in and select **Financial Services Center** from the drop-down menu. To view contact information for the VA Customer Service help Desk, click the **Information** link at the top of any screen in the Provider Portal after you log in and select **Contact Us** from the drop-down menu.



Figure 27 Information Link

6.5. Help

To view the FAQs or this User Guide while working in the CE/EOB Provider Portal, click the **Help** link at the top of any screen in the Provider Portal after you log in and select either **FAQs** or **User Guide** from the drop-down menu. The FAQs are also available in this User Guide, in **Section 9, Frequently Asked Questions (FAQ)**.



Figure 28 Help Link

7. EOB Search

The EOB Search screen is your main entry for locating claims and their associated Explanation of Benefits (EOB) statements. It is in this screen you enter as much information as you can to locate specific claims and EOBs.

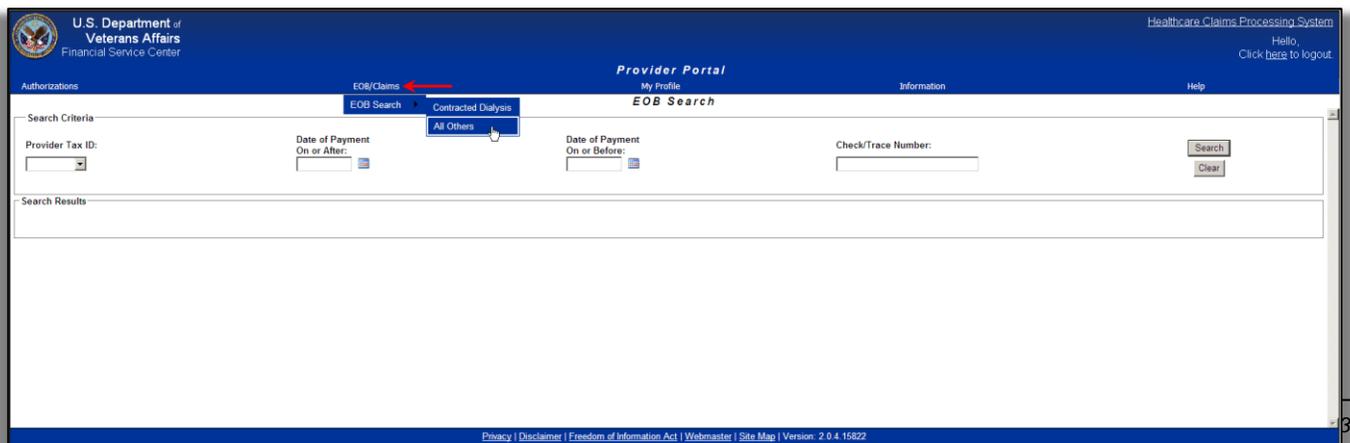


Figure 29 EOB Search Screen

To search for a claim and its associated EOB(s), follow these steps:

3. Click the **EOB/Claims** link at the top of any screen in the CE/EOB Provider Portal.
4. Choose **All Others** from the **EOB Search** drop-down menu.
5. Select the tax ID for the provider claim/EOB you want to search from the **Provider Tax ID** drop-down list.
***NOTE:** You will only see tax IDs for those providers you have been granted access to when you registered.*
6. If you want to see all EOBs associated with this Provider tax ID, you can leave the remaining fields blank and click the **Search** button.

You will then see a list of all EOBs for the Provider whose tax ID you selected.

***NOTE:** This could potentially be a very long list depending on the number of EOBs associated with this Provider Tax ID. You may want to narrow down your search by using the **Date of Payment** and **Check/Trace Number** fields.*

The screenshot shows the 'EOB Search' interface. At the top, there are four input fields: 'Provider Tax ID' (a dropdown menu), 'Date of Payment On or After:' (with a calendar icon), 'Date of Payment On or Before:' (with a calendar icon), and 'Check/Trace Number:' (a text box). To the right of these fields are 'Search' and 'Clear' buttons. Below the search criteria is a 'Search Results' section containing a table with the following data:

Provider	EOB Date	Patient	Date of Payment	Payment Type	Check/Trace Number	Amount of Payment	Action
COUNTY HLTH DEPT	5/25/11		5/27/11	Check	1	\$120.00	View Eob

At the bottom left of the table, it says '1 (1 record(s) total)'.

Figure 30 EOB Search Results

7. To narrow down your search by date of payment, enter a specific date in the **Date of Payment On or After** and/or in the **Date of Payment On or Before** field(s) in mm/dd/yyyy format. You can also use the calendar icons to search for and select a date. You do not need to enter a date in both fields, but keep in mind the less information you enter, the longer the list of returned results will be.
8. Click the **Search** button.
9. To narrow down your search by date of payment, enter a specific check or trace number in the **Check/Trace Number** field after selecting the Provider tax ID. You do not need to enter any dates in the **Date** fields, but for more precise results you should enter as much information as possible.

The search results are initially displayed in ascending alphabetical order by Provider name. You can sort the information in any column, except for the **Action** column, by clicking the column heading. Your results will display in ascending order.

8. Working With EOBs

After you open the EOB, you will be able to view the EOB and print it, or save it to your PC or network hard drive.

EOB Search

Search Criteria

Provider Tax ID:

Date of Payment On or After:

Date of Payment On or Before:

Check/Trace Number:

Search Results

Provider	EOB Date	Patient	Date of Payment	Payment Type	Check/Trace Number	Amount of Payment	Action
█ COUNTY HLTH DEPT	5/25/11	█	5/27/11	Check	█	\$120.00	View Eob

1 of 1 record(s) total

Figure 31 View EOB Link

8.1. Viewing EOBs

To view an EOB, follow these steps:

1. Locate the claim you want, and then click the **View Eob** link on the right-hand side of the claim row under the **Action** column.
2. Click the **Open** button in the **File Download** pop-up window.

The system displays the EOB in a separate window in Adobe Reader. If you do not have the Adobe Reader software, you can [download the software free](#) from Adobe.

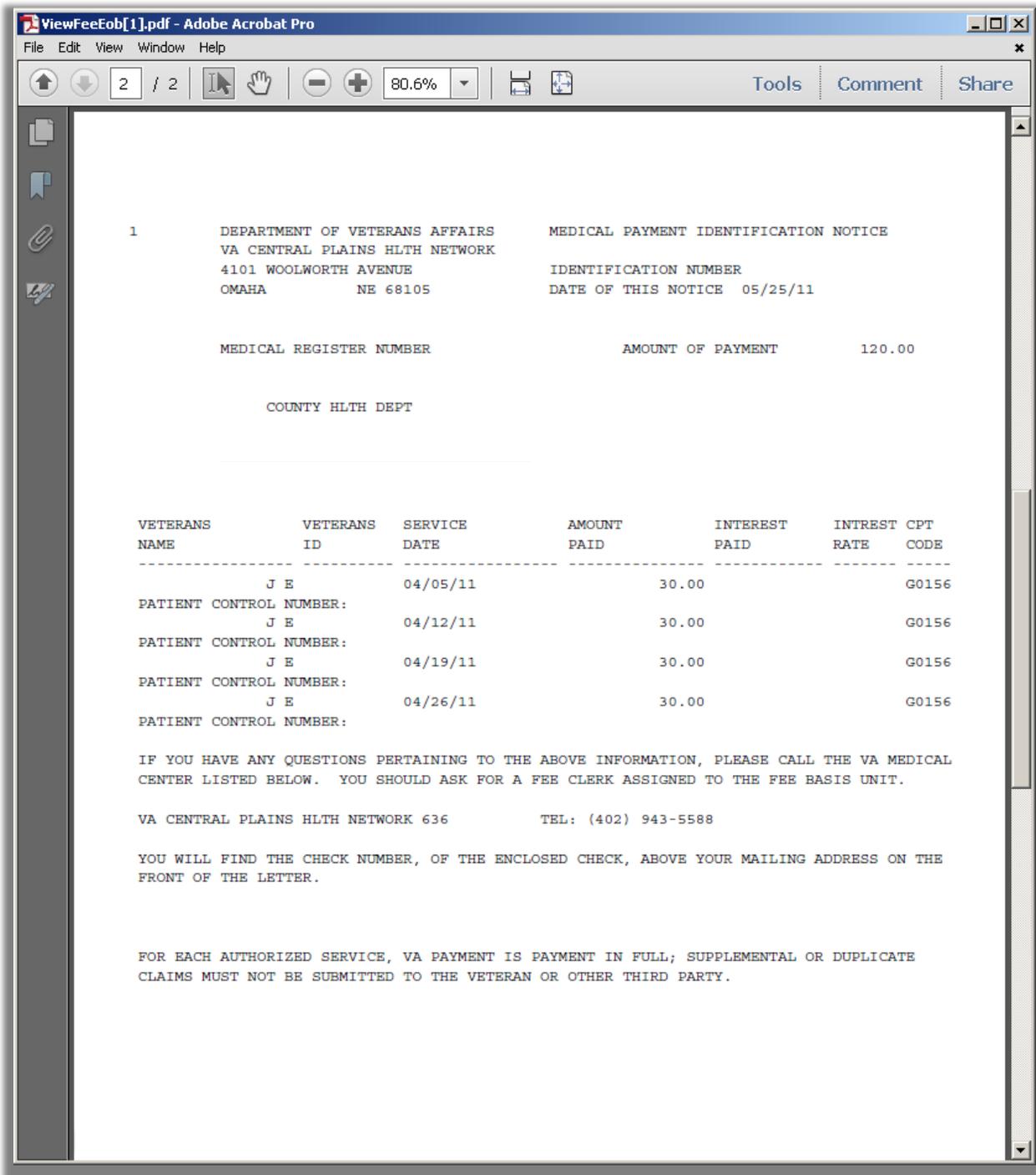


Figure 32 EOB PDF File

8.2. Saving EOBs

To save an EOB, follow these steps:

1. Locate the claim you want, and then click the **View Eob** link on the right-hand side of the claim row under the **Action** column.
2. Click the **Save** button in the **File Download** pop-up window.
3. Choose the location where you want to save the EOB from the dialog box that opens.
4. Click the **Save** button.

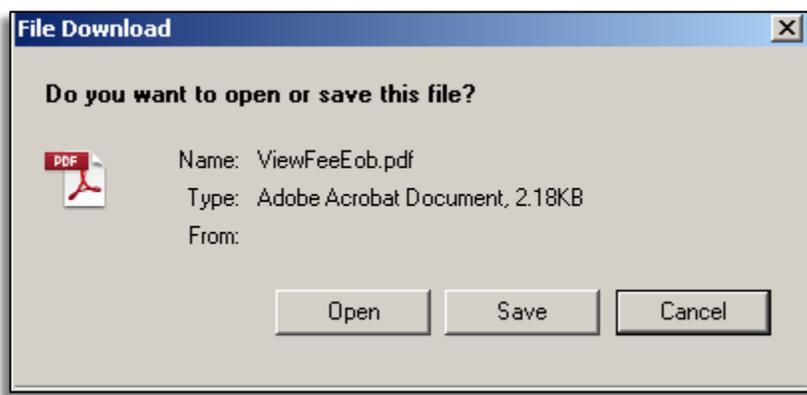


Figure 33 EOB File Download Pop-up Window

NOTE: You can also save an EOB after you have opened and viewed it by choosing **Save As** from the **File** menu in Acrobat Reader.

8.3. Printing EOBs

To print an EOB, follow these steps:

1. Locate the claim you want, and then click the **View Eob** link on the right-hand side of the claim row under the **Action** column.
2. Click the **Open** button in the **File Download** pop-up window.
3. Choose **Print...** from the **File** menu or click the Printer icon in the Acrobat Reader toolbar.

Depending on the version of Acrobat Reader you have, the Printer icon may look something like this:



9. Frequently Asked Questions (FAQ)

Before calling or sending an email to the VA Customer Service Help Desk, read through the questions and answers to determine if you are able to resolve your issue. You can also view a copy of the FAQ by clicking the **Help** link at the top of any screen in the Portal and selecting **FAQs** from the drop-down menu.

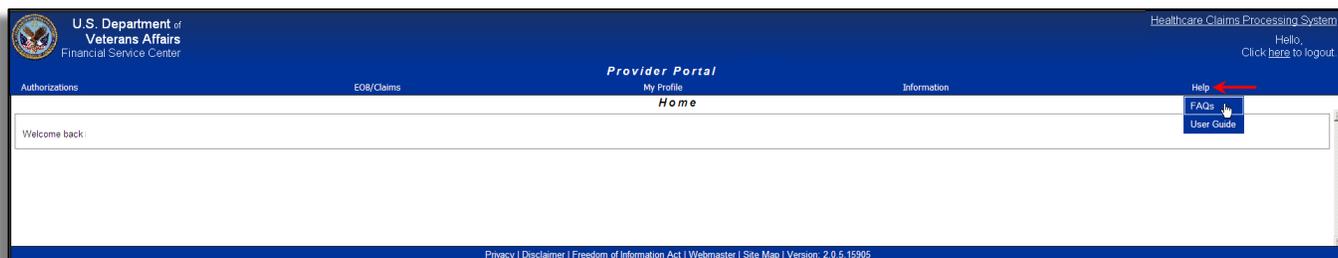


Figure 34 View FAQs

Q. I have just signed up for access to the CE/EOB Provider Portal. How long will it take before I am granted access?

A. The registration turnaround time is generally 24 hours. After you complete the registration process on the Provider Portal, you will receive an email message with the subject “Complete your registration of Provider Portal.” Click the URL included in the email to complete the registration process.

Q. I never received a confirmation email after registering for access to the CE/EOB Provider Portal. What should I do?

A. Check your junk mail or spam folder. Some email providers route messages from this address to these folders. If the confirmation email is not in a junk mail or spam folder, re-register for access. If you don’t receive a confirmation email after registering for a second time, contact the Customer Service Help Desk at (877) 353-9791 or vafscshd@mail.va.gov.

Q. How do I add more Tax IDs to my profile?

A. From your Profile page, click the Request Another Tax ID link. This link is located in the Request History section of your Profile page

Q. Can more than one person in my office log into my CE/EOB Provider Portal account?

A. No, that is strictly prohibited. Sharing of email addresses or passwords is in violation of VA Policy. If more than one person in your office needs access to EOB data, then that person will have to register as a separate user under their own email address and create their own password. There is no limit as to how many users can be registered. The key is that they must all be registered separately.

Q. The CE/EOB Provider Portal says that my password has expired. Why?

A. Due to security requirements, your password will expire after 90 days and must be changed. Your password must be a minimum of eight characters in length, and must contain at least one uppercase letter, at least one lowercase letter, at least one number, and at least one special character, such as !@#%&*.

Q. I requested a password reset—why didn't I get an email with my new password?

A. These email notifications may be viewed as SPAM and can be blocked by your email provider. If your email address is up to date and you are still not receiving a new password, please check with your email service provider to ensure our address is not being blocked as SPAM. Please also check in your junk email folder or trash email folder, as it is possible that your SPAM filter routed the email there. If you still cannot locate that e-mail, then please call us at 877-353-9791.

Q. Can I access the CE/EOB Provider Portal on my iPad?

A. No. The CE/EOB Provider Portal is not compatible with Apple's Safari Internet Browser.

Q. What Internet Browsers are compatible with the CE/EOB Provider Portal?

A. Microsoft Internet Explorer Version 7 or later is the preferred browser. Google's Chrome and Apple's Safari Internet Browsers are not compatible with the CE/EOB Provider Portal. PC Users using Windows Software may encounter problems if they try to use Mozilla Firefox.

Q. What is the difference between a check number and a trace number?

A. A check number is eight digits long; a trace number is seven digits long.

Q. What is the turnaround time to have an email question answered?

A. E-mails sent to vafscshd@va.gov will be answered within 24 hours, or the next available business day.

Q. What are the hours of the Customer Support Help Desk (CSHD)?

A. CSHD phone lines are open from 7:15 am to 4:15 pm Central Time Zone.