Healthsmart Online Portal

Healthsmart Portal Address:  www.healthsmart.com

You can also use the link:  https://secureedi.healthsmart.com/TPM

This will take you directly to the log on page.

Once you are on this home page please scroll down until you see

Boxes that say

Members> Employers> Provider> Payers> Brokers>

Please go to the Payer link double click it.

We take care of a company's most valuable resource. Its people.
HealthSmart is the premier provider of customizable and scalable solutions for self-funded employers.

I am a...

MEMBER  |  STUDENT  |  BROKER  |  EMPLOYER  |  PAYER  |  PROVIDER

It will direct you to the below window: click on EDI Clearinghouse
This will direct you to the Healthsmart Logo log in page. You will need to use the username and password that was provided when you enrolled with the clearinghouse. If you do not have this or remember what it is, please contact support. 888-744-6638 or email support support.his@healthsmart.com
If this is the first-time logging in you may see a HIPPA terms of service page. Please read and acknowledge the statement. If you do not acknowledge the statement you will not be able to move on from this point.
HIPAA Privacy Statement  Date Effective: February 17, 2005

This statement describes CareVu Corporation's privacy practices in regards to the online transmission of data through the CareVu Clearinghouse. CareVu understands the importance of privacy and strives to achieve the highest standards possible. Please read this statement thoroughly and accept it to continue.

Note: CareVu Corporation reserves the right to change this information at any time without notice. Please be sure to check back for any changes.

Cookies

What are cookies? They are small files used by internet websites to store information for that site's use. Some websites use permanent cookies to track internet usage, while others just use temporary cookies in order to make navigation easier for their users. These temporary cookies are what we use in order to give our customers the best experience possible on our website. The Clearinghouse application uses session variables which install temporary cookies on the client's computer. No personal information is collected from these cookies and they are automatically removed upon your termination of the current browser session.

Note: If you have your browser set to not accept cookies, the Clearinghouse application will not be accessible.

Links

Our website has many links that direct you to other websites we feel may benefit our members in some way. Having these links on our website does not imply endorsement of these sites by CareVu. Since these websites are not under the control of CareVu Corporation, we cannot guarantee the accuracy of the information presented on these non-CareVu websites. After leaving the CareVu website, your privacy will be administered by the site you visit. We encourage anyone leaving the CareVu website to review the privacy statement of the website they visit.

Complaint Procedure

If you feel that your protected health information has been improperly used please contact our Administrative Assistant at (806) 473-2513. You also have the right to file a complaint with the Health and Human Services Secretary; in doing so, there will not be any retaliation for this filing.

If you do not wish to accept this privacy policy/statement, please DO NOT check the box below and you will not be able to enter the CareVu Clearinghouse.

☐ I have read and agree to the CareVu privacy statement above.

Statement Last Updated: February 17, 2005
The first screen of the portal will show any announcements related to the clearinghouse. We will post any outages we may have or issues with payers.

Under the Action Tab:

You will see several options.
Upload a file: you will upload your claim files here

You will need to know how to locate the claim files you have generated from your Software. We cannot provide training on how to do this; you will need to contact your vendor.
Retrieve a File: you will be able to retrieve the ERA (electronic remittance advice), locate files you sent to HS clearinghouse as well as any files HS clearinghouse sends that are not response report files to download on to your software or to your computer.

You also have the option to look at the files that were sent to the clearinghouse

<table>
<thead>
<tr>
<th>Partner Name</th>
<th>File Name</th>
<th>File Type</th>
<th>File Creation Date</th>
<th>Status</th>
<th>Transaction Count</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>3/1/2016 7:51:09 AM</td>
<td>parsed</td>
<td>1</td>
</tr>
</tbody>
</table>

Due to HIPPA I could not provide any information in the Partner name, File Name or File Type sections: On your end you will see this information completed.
Retrieve Response files: you will be able to retrieve your initial and secondary response (contractor or payer) response reports.

5 Response Files for 3/10/2016 through 3/10/2016

To view a file click on the link for the file name. The file will be visible in your browser. To save the file, go to ‘File’ and ‘Save As’ in the browser that contains the file, or simply right click the link and choose the option to save the target or link to disk.
Due to HIPPA I could not provide any information in the Partner name, File Name or File Type sections: On your end you will see this information completed.

Find a claim: you can search for a claim you are needing to locate:

You can also search by the CVICV # that is on your response report.
Professional Claim and Institutional Claim Editing:

You can search for claims that have the following status:

- Edited
- Rejected
- Pending
- Resolved
- Printed
- Hold

We strongly discourage editing the claims on the portal. When you edit the claims on the portal you will not receive an initial response report. The initial response report is sent out in case the claims failed to process though the clearinghouse and is in an error or failed rules status. We allow limited information to be edit on the portal. When you edit claims via the portal, it does not fix the issue in your software, so you run the risk of submitting another bad claim.
Change my Profile: you can update your passwords on this section

Under the Real-Time Trans Tab:

You will see several options.
Submit Eligibility Request: No longer offered with this site

List Eligibility Responses: No longer offered with this site

Submit Claim Status Request: No longer offered with this site

List Claim Status Responses: requires enrollment

Submit Services Review Request: requires enrollment

List Service Review Responses: requires enrollment

List Payment Advice: you can see a human readable format for 835 ERAS electronic repentance advice

You would see something like this:
Due to HIPPA I could not provide any information in the check Amount or check number: On your end you will see this information completed.

When you click on the blue file id you will see the ERA.

When you hover over the Group Code and Reason code (in blue) with your mouse it will show the claim adjudication reasons for the codes listed.

<table>
<thead>
<tr>
<th>Rendering Provider Date</th>
<th>Units of Service</th>
<th>Proc Code</th>
<th>Proc Mod</th>
<th>Control #</th>
<th>Charge Amount</th>
<th>Payment Amount</th>
<th>Remark Code</th>
<th>Adjustment Amount</th>
<th>Group Code</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/21/2016</td>
<td></td>
<td>90934</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$20.00</td>
<td>PR</td>
<td>2</td>
</tr>
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<td>7/21/2016</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$35.83</td>
<td>CO</td>
<td>45</td>
</tr>
</tbody>
</table>

Due to HIPPA I did remove the patient information.

Under the Reports tab:
You will see several options

- **Reports**
  - Transactions by Partner
  - Rejected Claim Count
  - Claim Status Report

You can run reports by Transactions by Partner
You can run a report that lists all rejected claims. Since this is a test provider it will not show any rejected claims.
Rejected Claim Count (for Submitted Claims only)

Both Begin Date and End Date are required for a search.

Begin Date: 08/28/2016
End Date: 09/30/2016

Report Type: Rejected Claims

Search
You can also search by edit claims as well