

# Provider Portal

## Registration and Login

## To access the Portal



Go to: [www.iowatotalcare.com](http://www.iowatotalcare.com)

FOR MEMBERS	FOR PROVIDERS	ABOUT US	CONTACT US
<b>Login</b>	<b>Login</b> ←		
	Become a Provider		
Create your own online account	Prior Authorization Check		
Iowa Total Care offers you many ways to assist you. To enter our Secure Provider Web Portal, click on the login button. A new user will be created for you or register.	Pharmacy		
Creating an account is free and easy.	Provider Resources		
By creating an Iowa Total Care account, you will be able to:	Quality Improvement Program		
<ul style="list-style-type: none"><li>• Verify member eligibility</li><li>• View member health records</li><li>• View the PCP Panel (Patient List)</li><li>• View and Submit Claims and Adjustments</li><li>• Verify Claim Status</li><li>• Verify Proper Coding Guidelines</li><li>• View Payment History</li><li>• View and Submit Prior Authorizations</li><li>• Check Prior Authorization Requirements</li><li>• Verify Prior Authorization Status</li><li>• View Gaps in Member Care</li><li>• Contact Us Securely and Confidentially</li><li>• Add/Remove Account Users</li><li>• Determine Payment/Check Clear Dates</li><li>• Add/Remove TINS from a User Account</li><li>• View PCP Quality Incentive Report</li><li>• View and Print Explanation of Payment (EOP)</li></ul>	Provider News		
			<b>Login/Register</b> ←

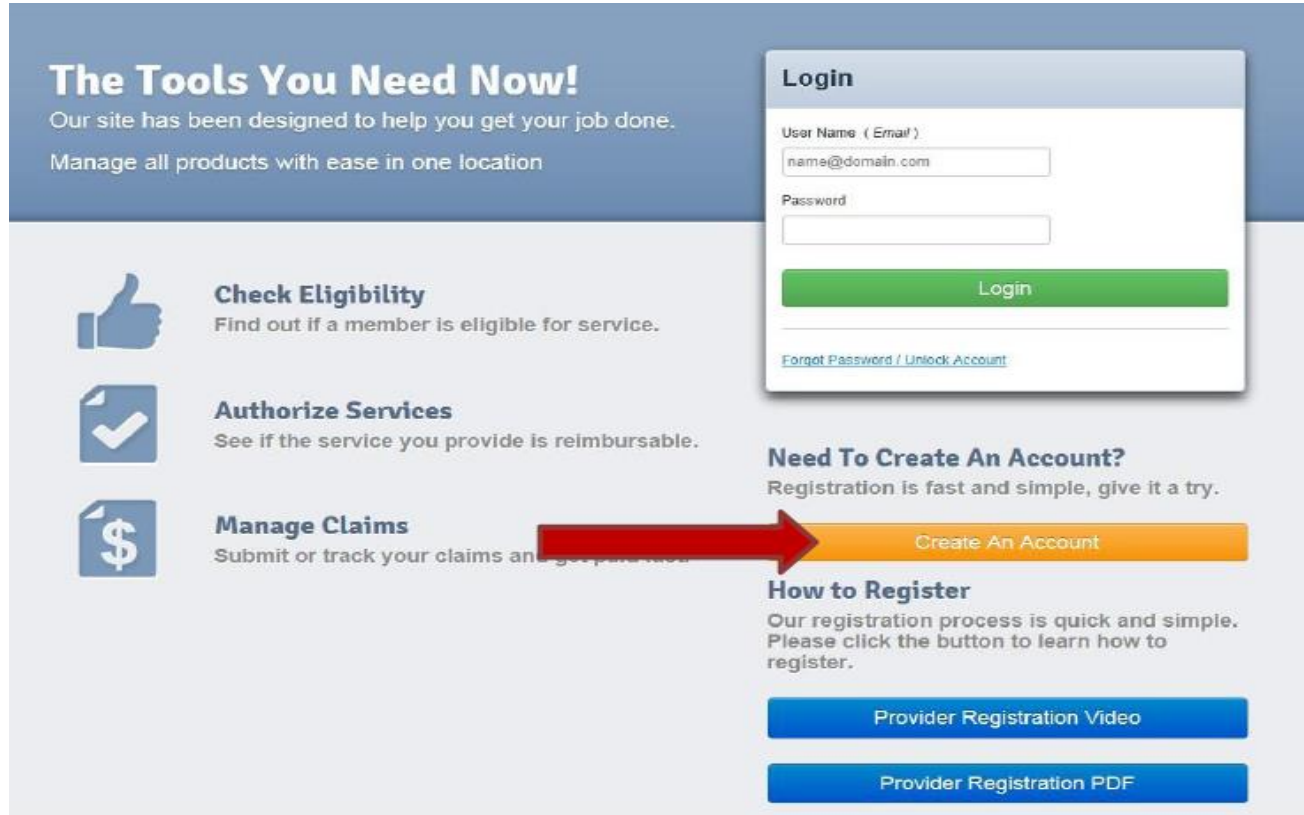
## To Register and/or Login

Click on:

- Providers
- Login
- Login/Register

The Portal provides 24/7 self-service convenience

Click on “Create An Account”



**The Tools You Need Now!**  
Our site has been designed to help you get your job done.  
Manage all products with ease in one location

- Check Eligibility**  
Find out if a member is eligible for service.
- Authorize Services**  
See if the service you provide is reimbursable.
- Manage Claims**  
Submit or track your claims and get paid.

**Login**

User Name ( Email )

Password

[Login](#)

[Forgot Password / Unlock Account](#)

**Need To Create An Account?**  
Registration is fast and simple, give it a try.

[Create An Account](#)

**How to Register**  
Our registration process is quick and simple. Please click the button to learn how to register.

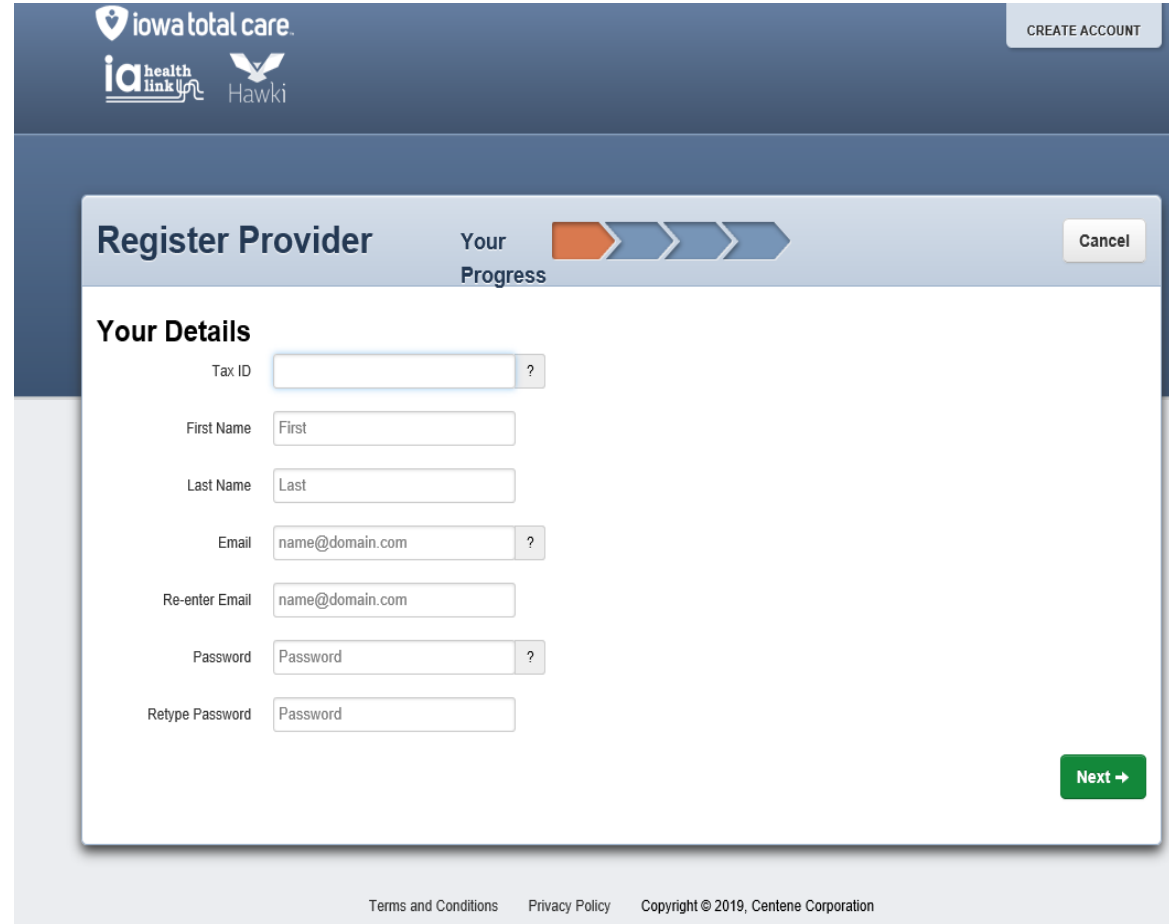
[Provider Registration Video](#)

[Provider Registration PDF](#)

Enter the following information

- Enter Tax ID
- Name
- E-mail address
- Create a password

**Note:** Passwords must be at least 6 characters in length, with at least one uppercase letter, and at least 1 number or symbol (@#\$%&\*)



Register Provider

Your Progress

Cancel

**Your Details**

Tax ID

First Name

Last Name

Email

Re-enter Email

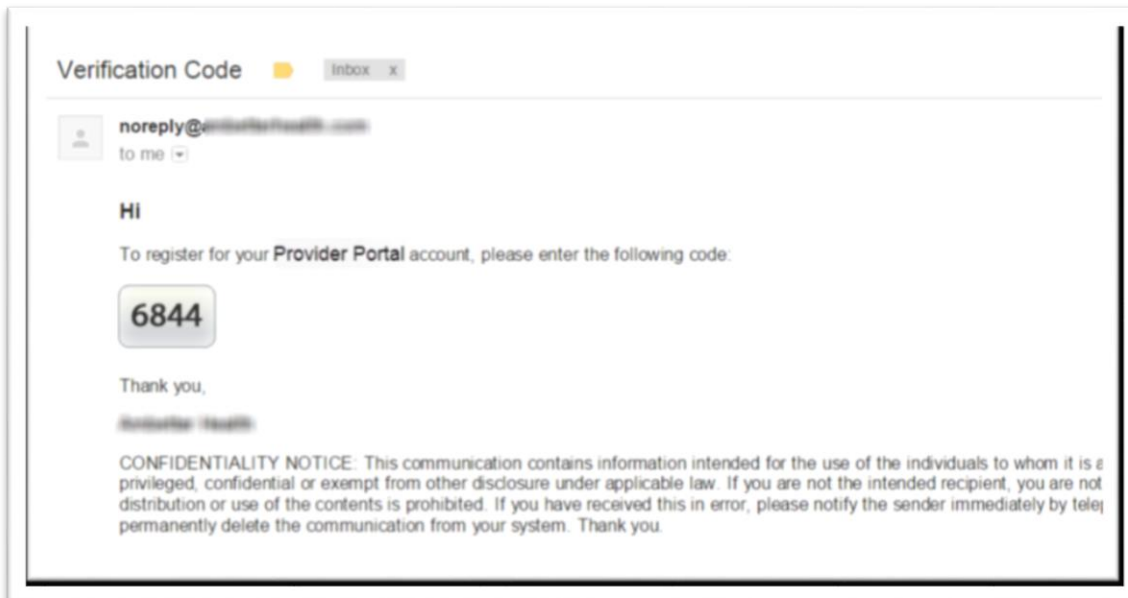
Password

Retype Password

Next →

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# Creating a Portal Account

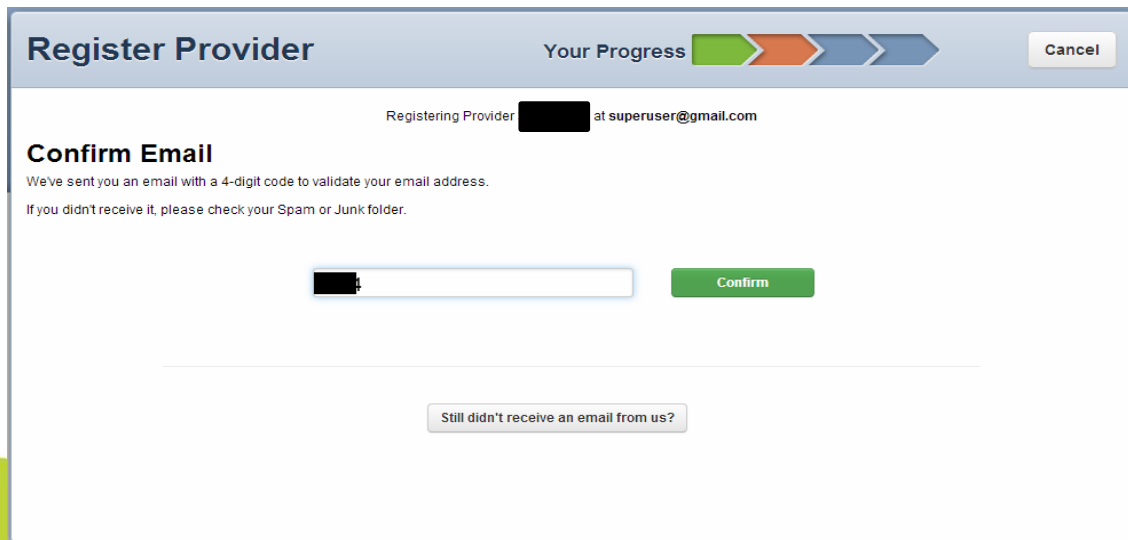


A confirmation email will be sent to the email address provided during registration



Please check Junk or Spam email folder if you don't see it in your inbox

Enter the verification code received in the confirmation email



# Creating a Portal Account

Complete your secret questions  
then  
Click on Submit

The screenshot shows a web form titled "Register Provider" with a progress indicator showing three steps, the second of which is active. The form is for "Account Setup" and includes the following sections:

- Secret Questions:** Three questions with dropdown menus and text input fields. All three questions have "Clayton" as the answer.
  - Question 1: What city were you born in?
  - Question 2: What is your favorite pet's name?
  - Question 3: What is your mother's maiden name?
- Contact Information:** Fields for Telephone Number and Fax Number, both with redaction boxes and question marks.

A "Submit" button is located at the bottom right of the form.

The screenshot shows a confirmation screen titled "Registration Complete!". It includes the following text:

Thank you for completing your registration! A First Iowa Health Plan provider services specialist will be sending you an email when your profile has been activated. Please allow up to 2 business days for processing.

If you do not receive an email within 2 business days, please log in and contact us using secure messaging or call (866) [redacted] for additional assistance.

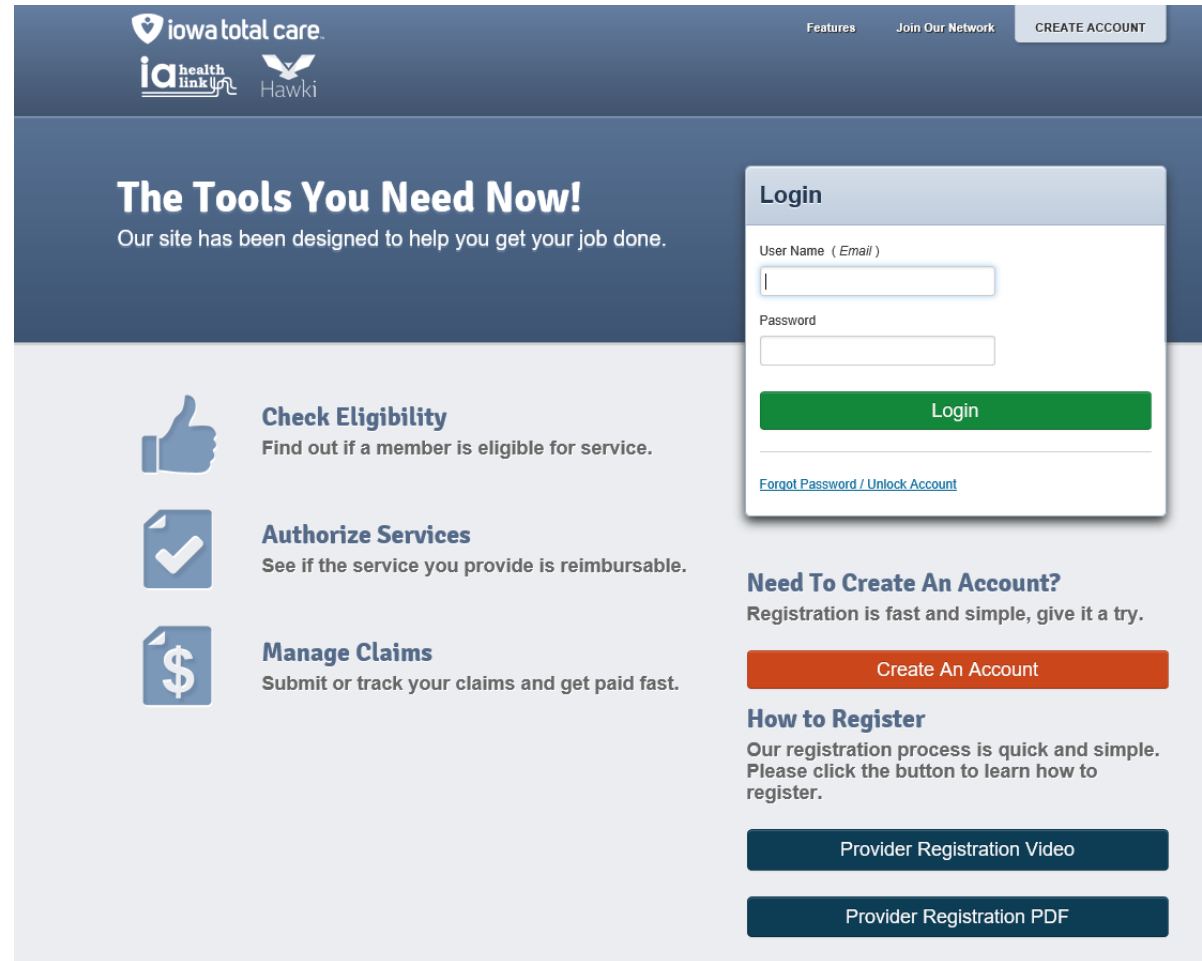
A "Login" button is located at the bottom left of the screen.

The following screen will appear

**Note:** It can take up to 48 hours for the account to be verified

Once an account is created,  
Login to the Portal by  
entering:

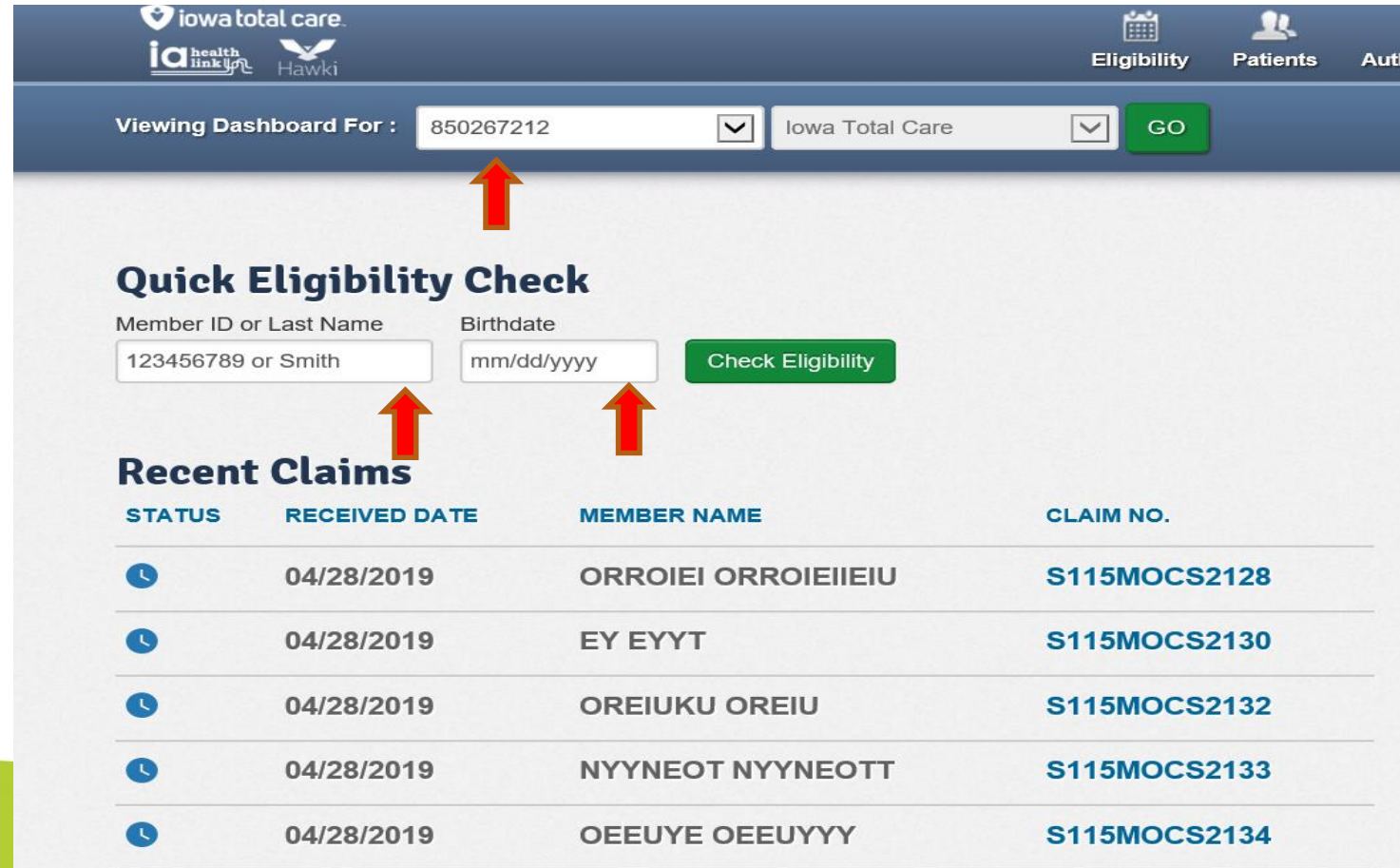
- **User Name**
- **Password**
- **Click Login**



The screenshot shows the Iowa Total Care Provider Portal. At the top, there are navigation links for 'Features', 'Join Our Network', and a 'CREATE ACCOUNT' button. The main header includes the 'iowa total care', 'ia health link', and 'Hawki' logos. Below the header, a dark blue banner reads 'The Tools You Need Now!' with the subtext 'Our site has been designed to help you get your job done.' The main content area is divided into three columns. The left column features three service cards: 'Check Eligibility' (with a thumbs-up icon), 'Authorize Services' (with a checkmark icon), and 'Manage Claims' (with a dollar sign icon). The middle column contains a 'Login' form with fields for 'User Name (Email)' and 'Password', a green 'Login' button, and a link for 'Forgot Password / Unlock Account'. The right column has a 'Need To Create An Account?' section with a red 'Create An Account' button, and a 'How to Register' section with buttons for 'Provider Registration Video' and 'Provider Registration PDF'.

Once logged into the Portal, the initial landing page will display:

- Select the TIN for viewing the desired records
- A search can be performed using a member ID or last name and date of birth
- Click Check Eligibility



**Quick Eligibility Check**

Member ID or Last Name:

Birthdate:

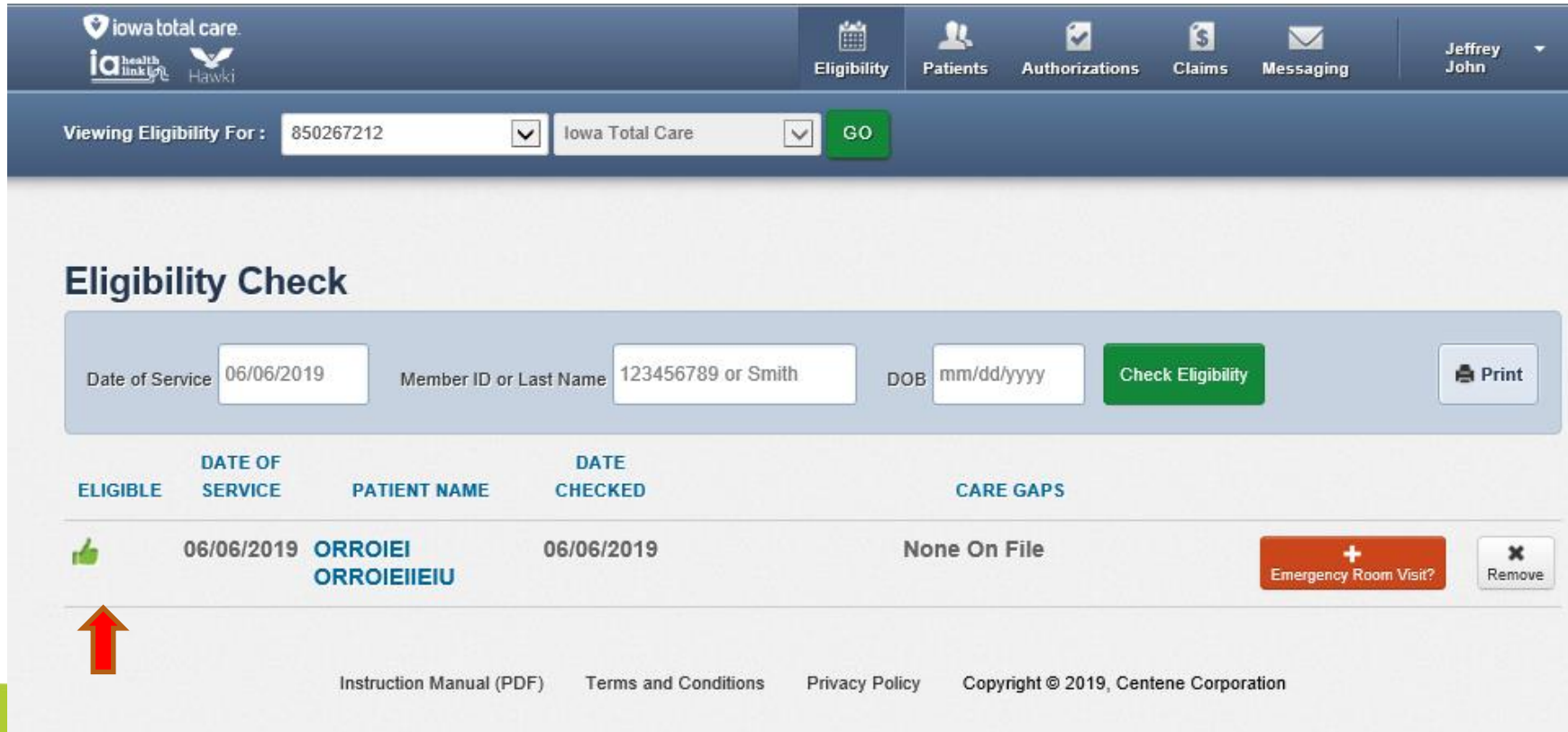
**Recent Claims**

STATUS	RECEIVED DATE	MEMBER NAME	CLAIM NO.
🕒	04/28/2019	ORROIEI ORROIEIIEIU	S115MOCS2128
🕒	04/28/2019	EY EYYT	S115MOCS2130
🕒	04/28/2019	OREIUKU OREIU	S115MOCS2132
🕒	04/28/2019	NYYNEOT NYNEOTT	S115MOCS2133
🕒	04/28/2019	OEEUYE OEEUYYY	S115MOCS2134



The eligibility screen will display the member status


- **Green** thumbs up reflects active Medicaid member
- **Red** thumbs down means the member is not eligible under Iowa Total Care



Viewing Eligibility For : 850267212 Iowa Total Care GO

### Eligibility Check

Date of Service: 06/06/2019 Member ID or Last Name: 123456789 or Smith DOB: mm/dd/yyyy Check Eligibility Print

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	CARE GAPS
	06/06/2019	ORROIEI ORROIEIIEIU	06/06/2019	None On File

Emergency Room Visit? Remove

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