

EZ-NET

TRAINING GUIDE

DECEMBER 2011

Thank you for being a Valued PUP Provider.

This guide will help you get started using EZ-NET through PUP's website.

With EZ-NET access, you'll be able to securely verify the following information online:

- PUP Member eligibility
- Claims status
- Authorization and Referral status
- How to submit Authorizations and Referrals for your patients

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PUP'S PROVIDER PORTAL

www.UaskPUP.com/Providers

Visit the PUP Provider Portal to access the following updated documents:

- Provider Directories
- Forms
- Quick Reference Guide
- Provider Manual
- Provider Newsletters
- Reference Tools

Enter PUP Provider Site.



PUP
Physicians United Plan

About PUP | Employment Opportunities | Report a Fraud | Contact PUP

Toll-Free: 1-888-U-ASK-PUP
TTY/TDD: 1-800-955-8771

Navigate your Medicare

Prospective Members & Guests

Learn about PUP and sign up today!

I am a physician or administrator | I am already a PUP Member

Enter PUP Provider site. | Enter PUP Member site.

At Physicians United Plan (PUP), we know learning about your Medicare options can be a lot to take in. Whether you're new to Medicare or just looking at the choices available to you, PUP is here to help guide you through the process. PUP offers multiple types of plans to fit your specific needs. By finding the PUP plan that's right for you, you can get benefits beyond Original Medicare, like:

- Prescription drug coverage
- 24/7 nurse hotline
- Worldwide emergency care
- Routine vision
- Routine hearing
- Routine dental
- Guaranteed limit on out-of-pocket expenses
- Silver Sneakers all-access gym membership

At the top of this page you'll find three links to help you get started. If you don't currently have PUP, click Prospective Member.

Get to know more about PUP and find the right plan for you by exploring our site. Or you can give us a call at the number below and find out why PUP's telephone customer service is rated 5 stars by the Centers for Medicare and Medicaid (CMS).

- Toll-Free: 1-888-U-ASK-PUP (827-5787)
- TTY/TDD: 1-800-955-8771

It's just another useful way PUP helps you Navigate Your Medicare.

Medicare Beneficiary Ombudsman

Medicare has a Medicare Beneficiary Ombudsman that can help you with complaints, grievances and information requests. Click [here](#) to go to the Medicare Beneficiary Ombudsman website.

You can also submit a complaint about our plan directly to Medicare. Please go to the Medicare website at www.medicare.gov. On the home page, under "Need Help?", click on Medicare Complaint Form. Fill out the form and click on the "Submit" button.

Click [here](#) for the Medicare complaint form.

PUP Provider Page

ABOUT EZ-NET

EZ-NET is the platform used by PUP participating physicians to check PUP Member Eligibility, Claims, Authorization and Referral status.

EZ-NET also allows Primary Care Physicians to:

- View PUP Members who are assigned to them
- Enter Authorizations and Referrals for Members
- Receive tracking numbers for Authorizations and Referrals (if all parameters are met)



The screenshot displays the PUP EZ-NET Main Page. At the top left is the PUP Physicians United Plan logo. Below it are three navigation buttons: Main, EZ-EDI, and Logout. A status bar shows the date and time (Monday, December 12, 2011 02:49:03 PM) and a welcome message (Welcome AMARTINEZ). A horizontal menu contains dropdowns for Providers, Members, Auth/Referrals, Claims, References, and Favorites. The main content area features the PUP logo, the text 'VERSION 6.3.1 Presented By', and the MZI HealthCare logo. A message states 'This page has been visited 6 times' and a disclaimer: 'This site contains confidential and privileged information. Only Physicians United Plan contracted providers will be awarded access to this site. Any unauthorized review, use, disclosure or distribution is prohibited.' The footer includes the user name AMARTINEZ, the same disclaimer, and the version number EZ-NET 6.3.1 - 20111209.

EZ-NET Main Page

REGISTERING FOR EZ-NET

1. On the PUP Provider Portal, click on the box title *"Claims Status, Eligibility, Check & Referral Requests"*
2. Click *"New User Registration"*
3. Enter the required information

Once you have received your User ID and password, you can begin to use EZ-NET as part of your daily process.

Please Note:

- An email address is required for confirmation/resetting
- There is a 24 hour window to activate

The image displays two screenshots of the PUP Provider Portal. The top screenshot shows the main navigation menu with a red callout box pointing to the 'Claim Status, Eligibility Check & Referral Requests' link. The bottom screenshot shows the 'EZ-NET Login and Registration Page' with a blue callout box pointing to the 'New User Registration' link.

Claim Status, Eligibility Check & Referral Requests

PUP Provider Portal

EZ-NET Login and Registration Page

New User Registration

EZ-NET Login and Registration Page

FAVORITES

By using the “Favorites” features, you can save the procedure codes, providers, place of service and diagnosis codes that you will use the most. This will ease your daily process by making the search option successful.

Discuss with your office manager the place of service, diagnosis codes and procedures codes used by your physician. Search for each code then add it to your “Favorites”.



The screenshot shows the EZ-NET Favorites Page for PUP Physicians United Plan. At the top left is the PUP logo. Below it are navigation buttons for 'Main', 'EZ-EDI', and 'Logout'. The date and time 'Monday, December 12, 2011 02:16:56 PM' are displayed on the left, and 'Welcome AMARTINEZ' is on the right. A horizontal menu contains 'Providers', 'Members', 'Auth/Referrals', 'Claims', 'References', and 'Favorites'. The 'Favorites' menu is expanded, showing 'Procedures', 'Diagnosis', 'Place Of Service', and 'CPT Modifier'. A mouse cursor is pointing at the 'Procedures' option. In the center of the page is the PUP logo, followed by 'VERSION 6.3.1' and 'Presented By' above the MZI logo. At the bottom, it says 'This page has been visited 6 times' and a disclaimer: 'This site contains confidential and privileged information. Only Physicians United Plan contracted providers will be awarded access to this site. Any unauthorized review, use, disclosure or distribution is prohibited.'

EZ-NET Favorites Page

PUP MEMBER SEARCH

To search for a PUP Member on EZ-NET:

- Enter PUP Member ID Card number *or*
- Enter the Member's last name and first letter of the first name
- Click on "Search"
- Your search results will display at the bottom of the page
- Click on the correct Member hyperlink to view Member details
- View the scroll bar to the right to see the data

PUP
Physicians United Plan™

Main EZ-EDI Logout

Monday, December 12, 2011 02:26:01 PM Welcome AMARTINEZ

Providers Members Auth/Referrals Claims References Favorites

[Home](#) >> [Main Menu](#) >> [Members](#) >> [Member Search](#)

Member Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: PUPP - PHYSICIANS UNITED PLAN

Member ID:

Last Name:

First Name:

Address 1:

City:

Zip:

Healthplan: SELECT HEALTHPLAN

PCP ID:

Birth Date:

Address 2:

State/Region:

Sort By: MEMBER NAME

Search Clear

Member ID	Member Name	Gender	Birth Date	Healthplan Name	Healthplan Option	From Date	Thru Date	PCP ID
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EZ-NET Member Search Page

Member Search Tips:

- You can view all current Members assigned to your PCP
- Members in **red** are inactive - they will display for up to 60 days after their termination date
- The PCP effective date can be found at the bottom of Member details
- Hyperlinks are either underlined or in red
- The Magnifying glass is a "look-up" tool
- Authorization history can be found in Member details
- Notes or Memos can be viewed

ELIGIBILITY INQUIRY

1. Log on to EZ-CAP through the PUP Provider Portal
2. Click on *“Expand”*
3. On the Main Menu, select *“Members and Member Search”*
4. Type in Member information (Member ID card number or last name)

Search Result Tips:

- Fields can be resized
- Members shown in red are inactive
- *“From Date”* is when the Member became effective with PUP, not when they were effective with the PCP
- Clicking on Member name hyperlink shows the Member’s details
- Clicking on the Provider name shows you the referring or servicing provider’s details

Member Details:

- Member mailing address (in some cases, this will be different from home address)
- Benefit information and co-pays
- Current records (by code)
- PCP information and PCP effective date
- Authorization/Referral history
 - Clicking on Auth/Referral number will show you the details of the request, including:
 - The status of the request
 - The expiration date
 - The referring provider
 - The services requested

Please Note: You can print a copy of each Authorization/Referral

CLAIM STATUS INQUIRY

1. Log on to EZ-CAP through the PUP Provider Portal
2. Click on *“Expand”*
3. On the Main Menu, select *“Claims and Inquiry”*

Search by:

- Member ID card number
- Member name
- Claim #
- Patient ID
- Provider Identifier
- Claims for a provider

Sort By:

- Member Name
- Claim #
- Provider Identifier
- Date

Search Result Tips:

- Fields can be resized
- Clicking on Member name hyperlink displays the Member’s details
- Clicking on the provider name displays the servicing provider’s details
- Clicking on claim number hyperlink displays claim details
 1. The date claim was received
 2. If the status is “processed” (shows the date the claim was processed and the check number associated with the payment)
 3. Diagnosis
 4. The services listed on the claim

AUTHORIZATION/REFERRAL STATUS INQUIRY

1. Log on to EZ-CAP through the PUP Provider Portal
2. Click on *“Expand”*
3. On Main Menu, select *“Authorization/Referral Inquiry”*

Search by:

- Auth action and expiration date (standard is 90 days from request)
- Patient ID
- Auth/Referral number
- Servicing or referring provider
- Status

Sort By:

- Authorization #
- Member name
- Date

Please Note: Requested date defaults to one month ago

Search Result Tips:

1. Clicking on Auth/Referral number hyperlink shows the following details:
2. The date request was received
3. Auth Action (DOS)
4. Expiration Date
5. Diagnosis
6. The services listed on the request

Please note: You can print a copy of each Authorization/Referral

AUTHORIZATION AND REFERRAL SUBMISSIONS

Please make sure to select the correct option:

1. **Authorization** – used to enter an Authorization request for services from Non-Participating (Non-Par) providers and procedures requiring Pre-Authorization (see complete list on website)
2. **Referral** – To access E & M codes when referring a PUP Member to a Specialist

Submission Tips:

- Authorization/Referral submission must be entered by PCPs only
- All referrals need to be POS 11 (office)
- Fields in bold are required fields
- Prior Authorizations have placeholders for clinical documentation attachments
- Retroactive requests for Authorizations/Referrals can be entered up to 5 business days after the date of service, good for up to 90 days unless otherwise specified

ENTERING A NEW NON-PAR SPECIALIST AUTHORIZATION

Requested Fields:

- Physician's Name
- Specialty
- Address
- Phone
- Fax number
- Contact name
- NPI
- Contract rate (*if applicable*)
- Attach a copy of the Letter of Agreement (LOA)

Prior Authorization screen definitions:

Requested – request has been submitted

Pended – no determination has been made

Deferred – third party vendor mandatory cap – need to contact vendor for authorization

Denied – not approved

Approved – auth /referral number generated

South Florida PCPs entering Authorizations/Referrals:

There may be times when a special arrangement has been made for a PUP Member to see a (Non-Par) provider. When this occurs, you will need to enter an Authorization in EZ-NET.

If a special pricing agreement or LOA has been obtained, please attach the signed document to the Authorization. Click on the right hand side of the online form to attach the document.

- The file name should include the Member last name and type of document being attached.
(*Examples: SmithLOA, SmithProgressnote, Smithlab*)

For PUP's records, please enter the Non-Par provider information, including:

- Non-Par provider's full name and NPI number
- Address
- City, State Zip
- Phone number
- Fax number
- Rate agreed (*attach the signed LOA*)

CONTACT INFORMATION

Thank you for being a Valued PUP Provider. If you have any questions on how to use EZ-NET, please contact your Provider Relations Representative by phone or email:

Broward and Miami-Dade

Shaun Lee Dean

Phone: 954-268-8612

sdean@pupcorp.com

Palm Beach

Alma Laureano

Phone: 727-543-2051

alaureano@pupcorp.com

Internal Provider Relations Representative

Phone: 866-427-9152

8am - 5pm

Thank you for being a Valued PUP Provider.



866-427-9152 (Choose Option 4)
www.UaskPUP.com