



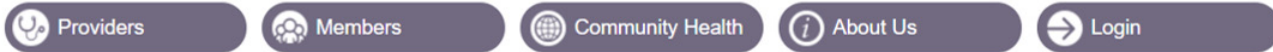
How to submit, view, and cancel notifications via the Provider Web Portal

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Log in to your account

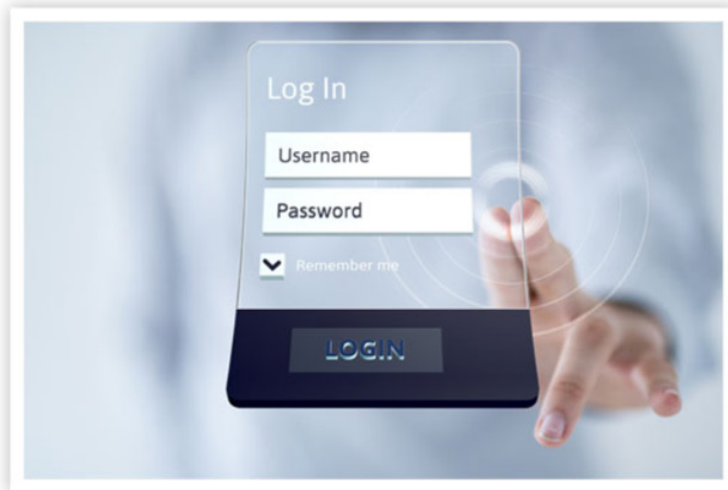
1. Log in to the PrimeWest Health provider web portal by doing the following:
 - a. Go to **www.primewest.org**
 - b. Hover your mouse over “Login”
 - c. Click *Provider Web Portal*



Home > Login

Login

Provider Web Portal
Member Web Portal
eCare Plan



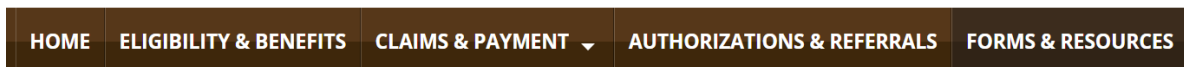
2. Enter your **User Name** and **Password**.

A screenshot of the "Please Sign In" web form. The form is white with a light gray border. It contains the following elements: the title "Please Sign In" in bold; a "User Name:" label followed by a text input field; a "Password:" label followed by a text input field; a "Remember my username" checkbox; a "Forgot password" link in purple; and a "Log in" button in a gray box. A red arrow points to the Password input field.

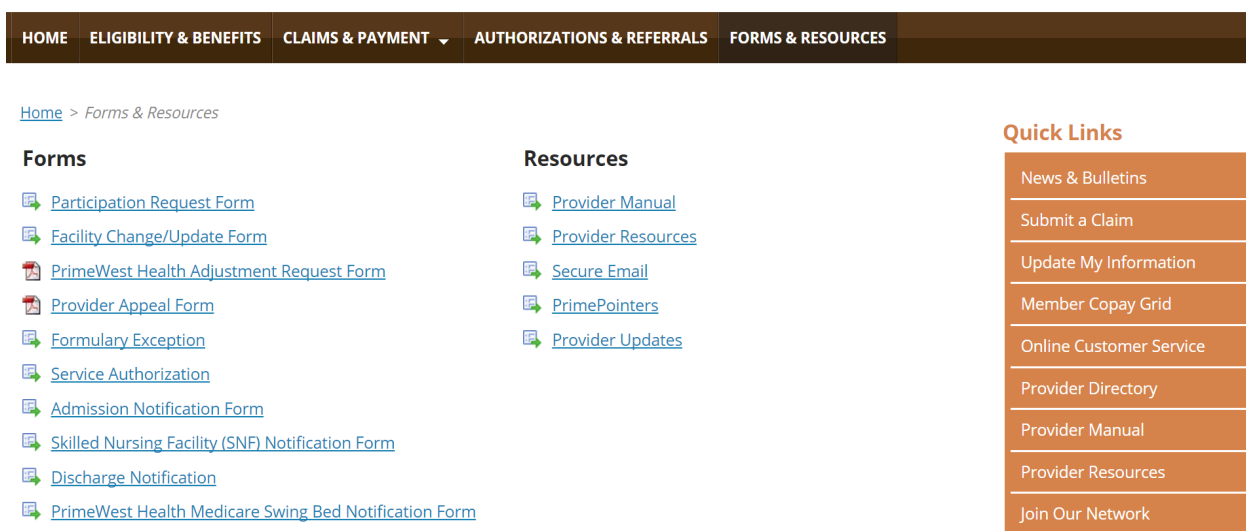
Submit a notification

Note: To submit notifications, a user must have Provider User access (versus Eligibility access only). The individual designated as your facility's Administrative User can create user accounts and update user roles. For assistance identifying that individual, call the PrimeWest Health Provider Contact Center at 1-866-431-0802 (toll free).

1. Log in to your account (see page 1).
2. Click *Forms & Resources*



3. Select the form you want to complete.



4. Complete the form.
 - a. See form-specific instructions on page 4.
5. Click *Submit*.
 - a. A screen will appear with a tracking number indicating that your request has been submitted.
 - b. To print this screen, click the *View Printable Version* icon.



6. **Document the tracking number in your records!**

- a. Record the tracking number in a location where it is available to other staff.
- b. Currently, only the user submitting the information has access to view his/her messages.
- c. When contacting PrimeWest Health with a question about a notification, reference the tracking number.

 **Tracking # 1717058**
Sent by Monica Peterson on 10/14/2011.



Summary

– Admission Notification –

Your request has been submitted.

This form is for notification purposes only and does not replace the submission of the full form and all admission information to PrimeWest Health.

Sender's First Name: **Monica**

Sender's Last Name: **Peterson**

Contact Phone: **1234567897/**

Contact Email: **monica.peterson@primewest.org**

Admitting Facility Location: **123**

Tax ID Number **222222222**

NPI Number: **2222222222**

Member First Name **Roll**

Member Last Name **call**

Member ID **1569781**

Member Date of Birth (mm/dd/yyyy) **01/01/1900**

Admission Type **Acute**

Admission Date (mm/dd/yyyy) **10/14/2011**

Form-specific instructions

*If you are completing an **Admission Notification Form** or a **Skilled Nursing Facility (SNF) Notification Form**, do the following.*

1. When the form opens, complete the required fields.
 - a. Some information will appear pre-populated based on your user login.
 - b. Required fields are indicated with a red asterisk (*).
 - c. **Admitting Facility Location/Skilled Nursing Facility (SNF) Name** will not auto-populate. Enter your facility name.
 - d. The **Member ID** field does not validate IDs. Verify the 8-digit ID is entered correctly.
 - e. **SNFs:**
 - At present, the portal can only be used for *initial* notifications (required within 24 hours of admission). See the last bullet below.
 - If entering for a date other than today, enter date in the **Date of Reason Code** field.
 - **Resident Tracking Information** (bottom section) is optional.
 - After submitting the initial notification through the portal, you must submit the *full SNF Notification Form* found on the PrimeWest Health website. Go to **www.primewest.org** and click *Providers & Partners>Medical Policies & Authorizations>Long-Term Care Forms>Skilled Nursing Facility (SNF) Notification Form*. Submission of this form is not required within 24 hours of admission.

Reminder: This form is for *notification purposes only and is not considered an authorization*. When necessary, additional/clinical information must be submitted via fax to PrimeWest Health; however, this information is not required within the 24-hour notification period.

*If you are completing a **Discharge Notification**, do the following.*

1. When the form opens, complete the required fields.
 - a. Required fields are indicated with a red asterisk (*).
2. Click the “Submit” button.

View previous notifications

1. Select *Messages* in the top right corner of the screen.

 You are currently logged in as [REDACTED] | [Messages \(1\)](#) | [Profile](#) | [Log out of provider portal](#)

2. All **open messages** will appear.

- a. Select the appropriate link from above the message results list to switch to **Saved**, **Pending**, or **Search History**.
 - i. **Open** is anything that has been sent to the user.
 - ii. **Pending** is for requests initiated by the user that have not been canceled or closed.
 - iii. **Saved** is for requests the user saved for future submittal.
 - iv. **Search History** allows the user to search all previous requests.
- b. The most recent message appears at the top. There may be multiple pages.
- c. To resort the messages, click the title of the column you want to sort. To reverse the order, click the title again.
- d. The **Process** column shows the type of form sent.
- e. The **Date Sent** column shows the time of submission as Eastern Standard Time (EST), one hour ahead of Central Standard Time (CST). PrimeWest Health is aware of this and updates our records accordingly.

[Open\(4\)](#) | [Saved\(0\)](#) | [Pending\(1\)](#) | [Search History](#)

Action	Tracking ID	Process	Date Sent
Go to ...	1714955	Admission Notification	10/12/2011 4:10:24 PM
Go to ...	1704420	PW Inpatient Admission Authorization Request	9/29/2011 4:50:02 PM
 Go to ...	1691104	PW Inpatient Admission Authorization Request -Full Form	9/15/2011 10:50:07 AM
Go to ...	1684890	PW Inpatient Admission Authorization Request	9/8/2011 10:08:32 AM
Go to ...	1679282	PW Inpatient Admission Authorization Request -Full Form	9/1/2011 10:19:59 AM
Go to ...	1679247	PW Inpatient Admission Authorization Request	9/1/2011 9:59:18 AM
Go to ...	1670762	PW Inpatient Admission Authorization Request	8/23/2011 2:26:45 PM

  [Page 1 of 1](#)  

3. **To view a message:**

- a. Click the *Go to...* dropdown in the **Action** column.
- b. Click *View*. The exact information you submitted will appear.
- c. To print the message, click the *View Printable Version* icon or click *File>Print* at the top of your web browser.

Tracking # 1717058
Sent by Monica Peterson on 10/14/2011.

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Summary

Admission Notification

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Sender's Last Name: **Peterson**

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Contact Email: **monica.peterson@primewest.org**

Admitting Facility Location: **123**

Tax ID Number: **22222222**

NPI Number: **222222222**

Member First Name: **Roll**

Member Last Name: **call**

Member ID: **1569781**

Member Date of Birth (mm/dd/yyyy): **01/01/1900**

Admission Type: **Acute**

Admission Date (mm/dd/yyyy): **10/14/2011**

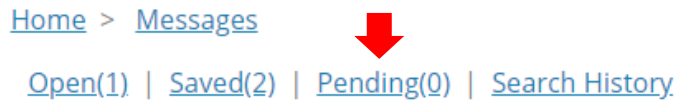
Cancel a submitted notification

Note: Users cannot edit submitted notifications. Submitted notifications must be canceled and re-entered.

1. Click *Messages* in the top right corner of the screen.



2. Click *Pending* under the Messages options on the left side of the screen.



3. Click the “Go to...” dropdown option in the **Action** column next to the message.
4. Click *Cancel*.
5. Enter a reason for canceling the message.
6. To continue with the cancellation, click the “Cancel Request” button.
 - a. If you have decided to keep the original notification, click the “Back” button.

Cancel Request

Cancel Request

Please enter the reason below for the cancellation of the request.

***Reason:**

Back

Cancel Request

