



**PROVIDER PORTAL QUICK REFERENCE GUIDE**

Florida Community Care’s Provider Portal is a tool that makes it easier for you to work with us 24/7. The Portal is a quick, convenient, and secure way to verify member eligibility, review claim status, obtain authorization status and much more. Providers must complete the registration process to receive access to the portal.

<b><i>How do I sign up?</i></b>	<p><b>Registration is quick and easy!</b></p> <ul style="list-style-type: none"> <li>○ Visit the provider page of our website at <a href="https://fcchealthplan.com/for-providers/">https://fcchealthplan.com/for-providers/</a> and click on the link for <b>Provider Web Portal Access</b></li> <li>○ On the right side of the web portal homepage, click <b>Provider User Account Sign-Up</b> and follow the step-by-step instructions to complete your one-time registration. Please enter your Tax ID &amp; NPI (without dashes) to register.</li> </ul>
<b><i>Features of the Portal</i></b>	<p>Once registered, providers have instant access to</p> <ul style="list-style-type: none"> <li>○ Member/Participant Eligibility Status</li> <li>○ Authorization Status</li> <li>○ Claims Status</li> <li>○ Claim inquiry request</li> </ul>
<b>Using the Eligibility, Benefits, Claims, and Authorizations Searches</b>	
<b><i>How do I verify eligibility?</i></b>	Click on the Eligibility link. Here, you may search for member eligibility, which may be downloaded to your computer.
<b><i>How do I check claim status?</i></b>	Click on the Claims link. Here you may search for a member’s claim by entering their Member ID or Claim Number. To narrow your search, enter start and end dates of service. Once you locate your claim, select to view the claim details (date claim received, payee name, payment address, bulk check amount and more).
<b><i>How do I check authorization status?</i></b>	Click on the Authorizations link. Here you may search for member’s authorizations by entering their Member ID or Authorization Number. To narrow your search, enter start and end dates.
<b><i>How do I submit a claim inquiry?</i></b>	You can also submit a claim inquiry by simply clicking on <a href="#"><u>“click here to ask a question about this claim”</u></a> at the top of Claim Detail screen. Your inquiry will be reviewed and responded to by the Provider Services Claims Department within the required timeframes.

If you have any questions, please call the Provider Services Department at 1-833-322-7526 option 5.

**Thank you for partnering with Florida Community Care!**