

PROVIDER PORTAL QUICK REFERENCE GUIDE

Save Time by Using the Florida Community Care Provider Portal

Florida Community Care’s Provider Portal is a tool that makes it easier for you to work with us 24/7. Our Portal is designed to give you quick and easy access to your information without your staff spending time calling to resolve issues regarding the following:

- Member/Participant Eligibility Status
- Authorization Status
- Claims Status



HOME ELIGIBILITY **CLAIMS** AUTHORIZATIONS

Select Provider: [Dropdown]

[Click here to ask a question about this claim](#)

[Show/Hide Search](#)

Claim Number(s): [Input] Florida Community Care ID [Dropdown] Begin Date: [Input] End Date: [Input] Check Number: [Input]

Date of Birth: [Input] 4/25/2019

[Search](#) [View All Claims](#)

Claim # [Redacted]

Date Received: 02/27/2019 Member: [Redacted] Member ID: [Redacted]

Provider Name: [Redacted] Provider ID: [Redacted] Account Number: [Redacted]

Date Paid: 03/05/2019 Check Number: [Redacted] Status: Processed

Authorization Number: [Redacted] Primary Diagnosis: R69

Reversal Code: [Redacted] Reversal Description: [Redacted]

Payment Details

Claim Received	Pay To	Amount	Date Paid
02/27/2019	[Redacted]	\$0.00	03/05/2019

Claim Details

DATE(S) OF SERVICE	PROCEDURE CODE(S)	1ST MODIFIER	POS	NDS	CHARGED	ALLOWED	COPAYMENT	TOTAL AMOUNT PAID	EOB CODE	MESSAGE CODE
01/31/2019	T2000			13	1	\$35.48	\$0.00	\$0.00		41
Total Interest								\$0.00		
Total Discount								\$0.00		
Total						\$35.48	\$0.00	\$0.00		

Check Summary

DATE PAID	CHECK NUMBER	PAYEE ID	PAYEE NAME	BULK AMOUNT
03/05/2019	[Redacted]	[Redacted]	[Redacted]	\$0.00

How do I sign up?
Registration is quick and easy!

- Visit https://secure.healthx.com/fcc_provider
- On the right side of the web portal homepage, click Provider User Account Sign-Up and follow the step-by-step instructions to complete your one-time registration. Please enter your Tax ID & NPI (without dashes) to register.

Using the Eligibility, Benefits, Claims, and Authorizations Searches
How do I verify eligibility?

Click on the Eligibility link. Here, you may search for member eligibility, which may be downloaded to your computer.

How do I check claim status?

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).

How do I check authorization status?

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.

How do I submit a claim inquiry?

You can also submit a claim inquiry by simply clicking on "[click here to ask a question about this claim](#)" 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**.