

**ALL AMERICAN MEDICAL GROUP
PROVIDER OFFICE
USER GUIDE**

Table of Contents

- EZ-NET Introduction..... 3
 - EZ- NET Solution Advantages 3
 - EZ- NET Benefits to Business Partners 3
 - System Navigation 4
 - Log In..... 4
 - Reset / Retrieve Password / Retrieve Username..... 4
 - New User Registration 5
 - Contacting Us 5
 - WORKSTATION BROWSER: 5
 - DASHBOARD..... 5
- Provider..... 7
 - Search for a Provider 7
 - Provider Detail 9
- Member 10
 - Search for a Member 10
 - Eligibility - Member Information..... 11
- Authorization / Referral Inquiry and Submission 12
 - Authorization / Referral Inquiry..... 12
 - Authorization and/or Referral Details 13
 - Authorization and/or Referral Submission 14
 - Tips and Tricks..... 14
- Claims Inquiry..... 18
 - Claim Inquiry 18
- References 20
 - Reference Codes & Contacts..... 20
- Favorites..... 22
 - Provider Favorites Menu 22

EZ-NET Introduction

This document provides instructions for logging in and out, site disclaimer, and accessing requests and contact information in the EZ-NET system. EZ-NET is a secured, web-based provider portal which delivers a fast, accurate, and controlled method that enables selected provider offices and organizations access to healthcare information, including claims, eligibility, benefits, authorization, and provider directories in a secure nature which protects the HIPAA privacy of the members.

EZ-NET Solution Advantages

- Reduce the cost of sharing information
 - reduced faxes, voicemail, and telephone tag
- Improve the accuracy of information presentation
 - eliminate the incidence of human error
- Provide secure, controlled access to information 24 hours a day, 7 days a week
- Enhance communication between us and our network providers
- Compatible with the popular Microsoft® Internet Explorer 110 and >

EZ-NET Benefits to Business Partners

Being an EZ-NET user provides many benefits including:

1. Search for network providers
2. Submit authorizations requests and claims into the EZ-CAP system
3. Inquire on authorization status
4. Verify health plan eligibility
5. View member authorization history
6. Check status of claim/encounter information
7. PCPs can access and print assigned member lists
8. Look up procedure codes, diagnosis codes, and other general reference information
9. Provide a contact list of key office personnel for problem resolution

System Navigation

Basic system navigation functions, such as logging into and out of the system, requesting access, etc., are described in the following subsections.

Log In

URL: <https://providerportal.chca.com/EZ-NET60/Login.aspx>

Login: _____

Password (Case Sensitive): _____

EZ-NET in Internet Explorer 11. The example of pre-login window is shown below:

AAMG
Your choice. Your health. Our mission.

Home About us Contact us

Monday, September 16, 2019 06:21:48 PM

Welcome

Asian American Medical Group

Login: _____


Username:

Password:


Login >

[Forgot Username/Password ?](#)

NEWS

 AAMG is a progressive, physician led multi-specialty medical group, devoted to providing the highest quality health care to its patients.

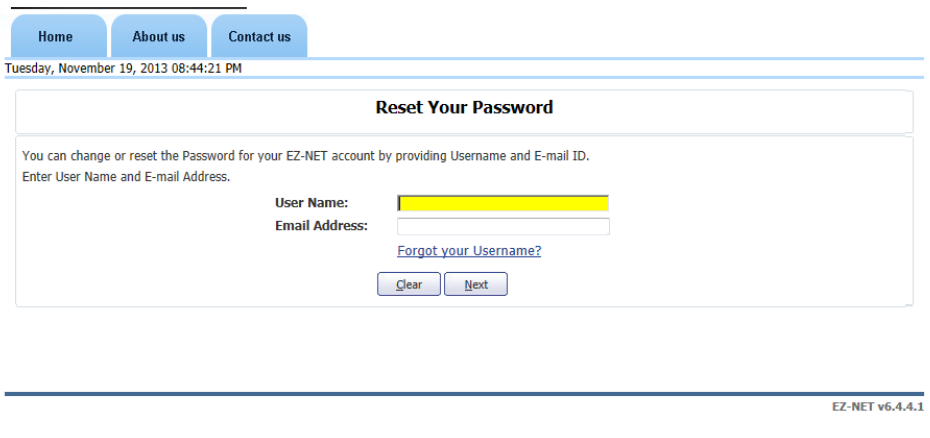
CONTACTS

 **Provider Relations**
Email: Provider.Relations@aamgdoctors.com
Phone: 415-216-0088 Ext. 2913
Utilization Management (Authorization)
Phone: 415-216-0088 Ext. 2921
Claims
Phone: 415-216-0088 Ext. 2922

Reset / Retrieve Password / Retrieve Username

For a forgotten username or password, click on '[I Forgot My Username/Password](#)' – you will be taken to a new screen where you will enter your User Name and Email Address. Click "Clear" to clear all entries or click "Next" to submit request to Reset Your Password.

Note: Click on hyperlink '[Forgot your Username](#)' to retrieve your username (Note - this will only work if the Password Recovery Question and Answer Setup has been created).



New User Registration

The user can register for access by contacting AAMG's Provider Relations department at 415-216-0088 Ext. 2913

Contacting Us

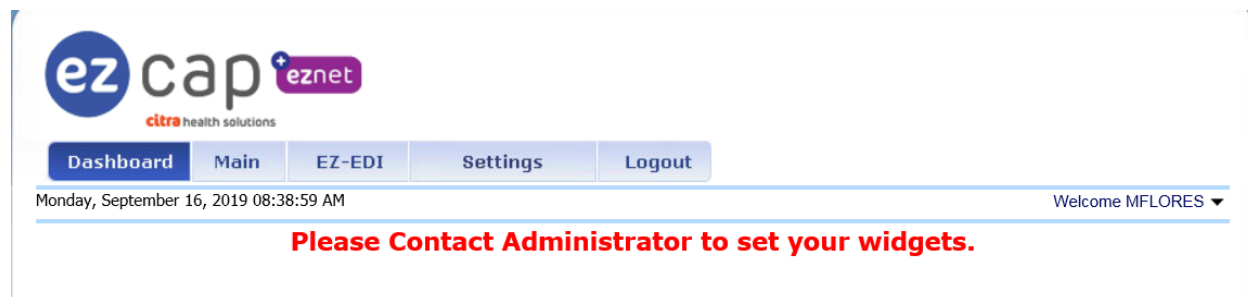
Contact information for a range of functional units such as Provider Services, Referral Management, Eligibility, etc., is available on-line via the EZ-NET system. In addition, the ability to submit a "formatted e-mail message" directly to the department or individual most qualified to assist you with your question or issue is provided.

WORKSTATION BROWSER:

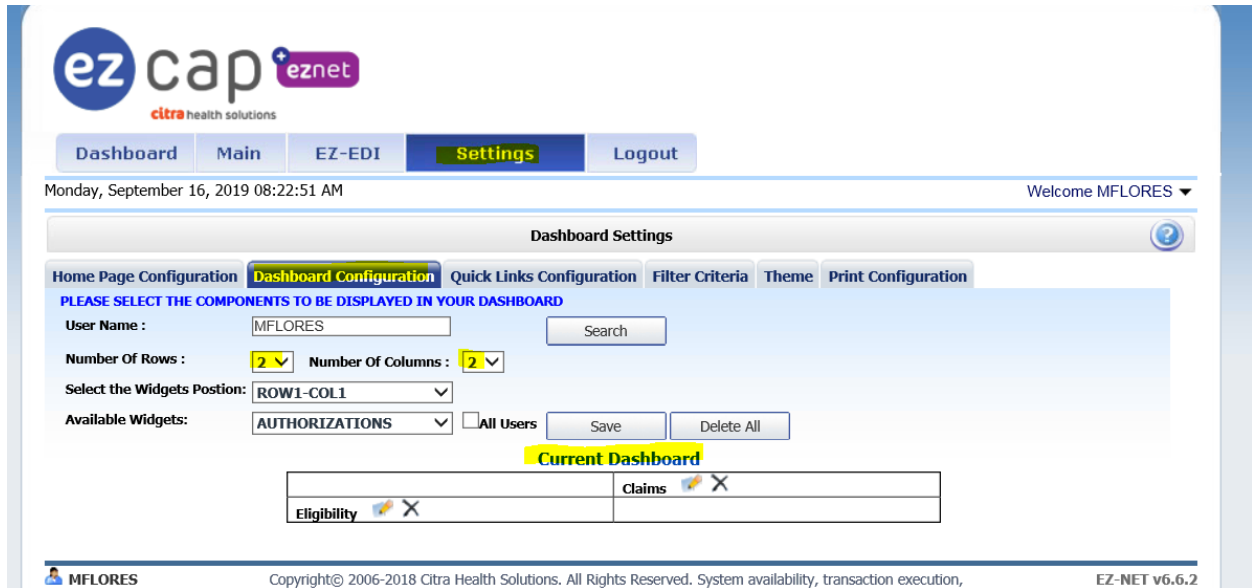
Internet Explorer version 11

DASHBOARD

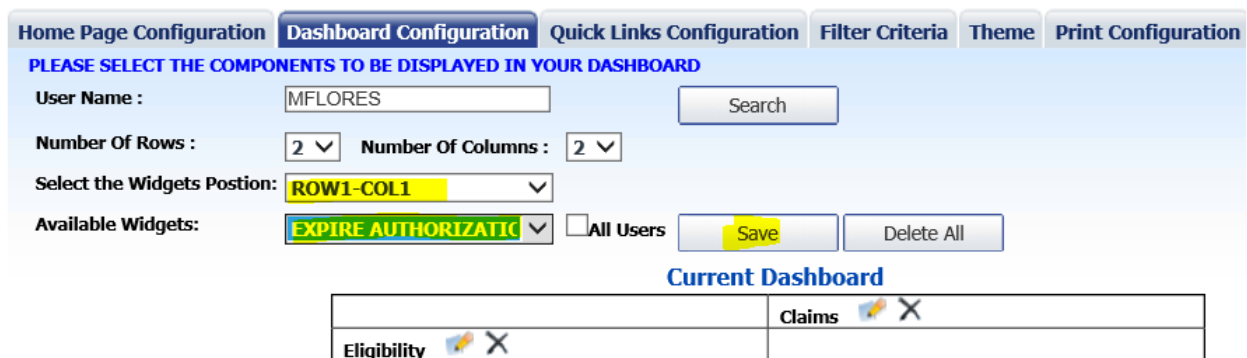
A configurable dashboard is available to all users to customize. The error below indicates the dashboard has not yet been configured.



To configure, click the Settings Tab and then Dashboard Configuration. The size and components to be displayed in the dashboard can be selected from this screen. Select the size that is appropriate by selecting the Number of Rows and the Number of Columns. For example, selecting 2 rows and 2 columns will allow you set select up to 4 widgets for your dashboard.



To add widgets, select your desired widget from the *Available Widgets* then select the *Widget's Position* and click Save.



To remove widgets, select the large X next to the widget in the Current Dashboard, or to delete all, click the Delete All button.

Once configured, click on the Dashboard menu item to see your Dashboard

Claims

Status Company Top10 GO

Claim Service Date
From: 7/18/2019 To: 9/16/2019

Status	Status Count	Net Amount	Bill Amount
A/P - PAY	392	\$39,749.61	\$132,508.67
MANUAL HOLD	2	\$469.23	\$808.00
PAID	2	\$173.48	\$697.00
RELEASE TO A/P	388	\$34,888.94	\$116,254.26
SYSTEM HOLD	259	\$27,806.80	\$163,855.43

Eligibility

Age Gender GO

Eligibility Date
From: 8/17/2019 To: 9/16/2019

Gender	Eligible Members
Female	3685
Male	3231

Provider

Search for a Provider

Click on **Provider Search** in the *Providers* section of the Main Menu to search for providers. To search for a particular provider, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL providers) and then click on the search button. EZ-NET will display the search result in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating that **"NO RECORDS FOUND"** will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.



Provider Search ?

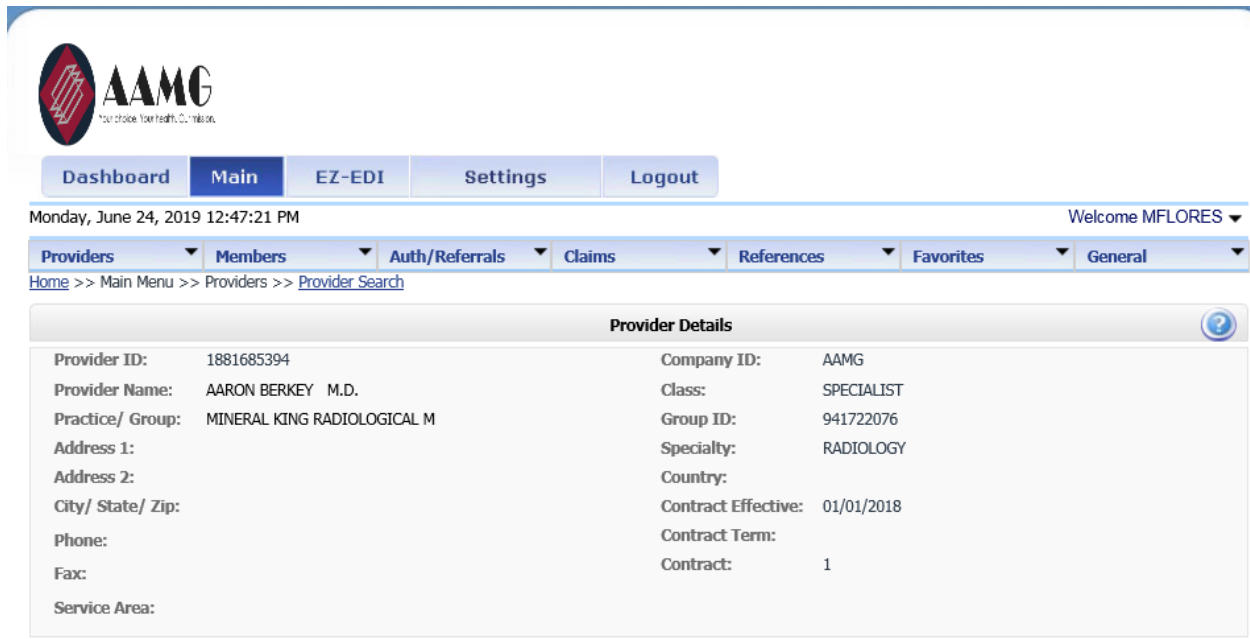
ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: <input type="text" value="AAMG - ASIAN AMERICAN MEDICAL"/>	Provider ID: <input type="text"/>
Last Name: <input type="text"/>	First Name: <input type="text"/>
Specialty: <input type="text" value="CD"/> <input type="button" value="⊕"/> <input type="text" value="CARDIOVASCULAR DI"/>	City: <input type="text"/>
Language: <input type="text"/> <input type="button" value="⊕"/>	Zip: <input type="text"/>
Service Area: <input type="text"/> <input type="button" value="⊕"/>	Sort By: <input type="text" value="PROVIDER NAME"/>

Provider Name	Specialty	Group	Phone	Zip	City, State
AGARWAL CHANDRAHAS	CARDIOVASCULAR DISEA	CHANDRAHAS AGARWAL MD INC			
ALBERT MICHELLE	CARDIOVASCULAR DISEA	UCSF MED CTR-FAC			
ATTARAN ASHKAN	CARDIOVASCULAR DISEA	KAWEAH DELTA MEDICAL FOUNDATI			
BARBANT SOPHIE	CARDIOVASCULAR DISEA	HIGHLAND GENERAL HOSPITAL			
BARUCH TERRENCE	CARDIOVASCULAR DISEA	FOOTHILL CARDIOLOGY CALIFORNIA			
BERTE LARRY	CARDIOVASCULAR DISEA	MONTAGE MEDICAL GROUP			
BLUM MICHAEL	CARDIOVASCULAR DISEA	UCSF MED CTR-FAC			
BLUMLEIN STEVEN	CARDIOVASCULAR DISEA	SUTTER PACIFIC MEDICAL FOUNDATION			

Provider Detail

To display provider details, select a provider from the search results list by clicking on the provider name (in **BLUE** text) in search result screen.



Provider Details			
Provider ID:	1881685394	Company ID:	AAMG
Provider Name:	AARON BERKEY M.D.	Class:	SPECIALIST
Practice/ Group:	MINERAL KING RADIOLOGICAL M	Group ID:	941722076
Address 1:		Specialty:	RADIOLOGY
Address 2:		Country:	
City/ State/ Zip:		Contract Effective:	01/01/2018
Phone:		Contract Term:	
Fax:		Contract:	1
Service Area:			

By clicking on a provider name, the user can view the Provider Details screen which contains buttons to also view Assigned Members (Eligibility List), Health Plan Affiliations, and Office Locations when permissions to do so are assigned.

Member

Search for a Member

Click on **Member Search** in the *Members* section in the Main Menu to search for members. To search for a particular member, enter any criteria you wish to narrow the results (or leave all fields empty to search ALL members) and then click on the search button.

EZ-NET will display the search result in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating that "NO RECORDS FOUND" will display. Either replace/adjust selection criteria or click on Clear and re-enter criteria.

AAMG
You choose. You health. Our mission.

Dashboard Main EZ-EDI Settings Logout

Monday, June 24, 2019 12:50:27 PM Welcome MFLORES

Providers Members Auth/Referrals Claims References Favorites General

Home >> Main Menu >> Members >> Member Search

Member Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: AAMG - ASIAN AMERICAN MEDICAL Healthplan: SELECT HEALTHPLAN
Member ID: PCP ID:
Last Name: UNK Birth Date:
First Name: Sort By: MEMBER NAME

Search Clear

Member ID	Member Name	Gender	Birth Date	Healthplan Name	Healthplan Option	N/E	From Date
9999	UNKNOWN, MEMBER	FEMALE	12/3/2018	TEST HP	HK	<input type="checkbox"/>	1/1/2018

Eligibility - Member Information

To display member detail, click on a member ID in the "Member ID" column (in BLUE text) within the Member Search Results window. The Notes and Memos are displayed based on EZ-NET Company Configurations. Quick links at the bottom of the page allow you to view PCP History, Auth History, Referral History, and Plan History for the member selected.

Monday, June 03, 2019 10:03:36 AM Welcome MFLORES ▾

[Providers](#) ▾
 [Members](#) ▾
 [Auth/Referrals](#) ▾
 [Claims](#) ▾
 [References](#) ▾
 [Favorites](#) ▾
 [General](#) ▾

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

Eligibility - Member Information ?

Member Information			
Company ID:	AAMG	Member Name:	DUMMY, MEMBER
Member ID:	999999999	Gender:	FEMALE
DOB:	12/03/2018	Age:	0.499 YEARS
Relation to Sub:		Home Phone:	
E-Mail:		Work Phone:	Ext:
		Mobile Phone:	

Member Benefit Information			
Healthplan:	SFHP	Benefits Plan:	HK
Employer Group:		Employer Group Desc:	
Benefits Effective:	01/01/2018	Benefits Termed:	
Benefits Category:	A	Never Effective:	<input type="checkbox"/>

PCP OV

Co-Pay:	N/A
Co-Insurance:	N/A

Additional Benefit Search			
Benefits Category:	<input type="text"/>	Co-Pay:	<input type="text"/>
Co-Insurance:		Not Covered	<input type="checkbox"/>

[Member Benefits](#)

Additional Information					
Field#	User Field	User Field Value	Field#	User Field	User Field Value

Primary Care Provider Information			
PCP Name:	LEE KAREN	Provider ID:	1215378294
Specialty:	OPTOMETRY	Phone:	
Fax:		PCP Effective:	01/01/2018
PCP Termination:		Service Area:	

[PCP History](#)
[Auth History](#)
[Plan History](#)

MFLORES
Copyright© 2006-2018 Citra Health Solutions. All Rights Reserved. System availability, transaction execution,
EZ-NET v6.6.2

Authorization / Referral Inquiry and Submission

Authorization / Referral Inquiry

An EZ-NET user can inquire about an authorization / referral status and view an authorization /referral history. Whether originally submitted via EZ-NET, phone, or facsimile, EZ-NET enables a user to view all authorizations submitted. To begin an inquiry, select the **Inquiry** option under the *Authorization* section of the Main Menu to display the "Authorization/Referral Search" screen. EZ-NET will display the search result(s) in the window below, sorted in your specified order ("Sort By" drop-down list). If the system does not locate any records that meet your search criteria, a message stating that "NO RECORDS FOUND" will display. Either replace/adjust selection criteria or click Clear and re-enter criteria.

Dashboard **Main** EZ-EDI Settings Logout
Monday, June 03, 2019 10:09:22 AM Welcome MFLORES ▾

Providers ▾ Members ▾ **Auth/Referrals** ▾ Claims ▾ References ▾ Favorites ▾ General ▾

[Home](#) >> [Main Menu](#) >> [Auth/Referrals](#) >> [Inquiry](#)

Auth/Referral Search ?

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID:

Auth/Referral #:

Requested Date From: To:

Auth Action Date From: To:

Auth Exp Date From: To:

HP Authorization #:

REQUEST TYPE

Authorization Referral Both

Member ID:

Status:

Performing Provider ID:

Referring Provider ID:

Auth Priority Status:

Sort By:

Auth/Referral Number	Request Type	Status	Memb ID	Memb Name	Gender	DOB	Healthplan	Referring Provider	Performing
20190528710002400001	A	REQUESTED	999999999	DUMMY, MEMBER	FEMALE	12/3/2018	SFHP	AARON BERKEY	ABBI GAUR
20190409700000500001	A	APPROVED	999999999	DUMMY, MEMBER	FEMALE	12/3/2018	SFHP	LEE KAREN	SZETO ANN

Page 1 of 1 Total Item(s): 2 25 ▾

Authorization and/or Referral Details

From the Authorization and/or Referral search window, the user can access additional **authorization details**, **referral details**, **member details**, and **Referring Provider details** (in BLUE text in the screen below) by clicking on one of the items listed in the Authorization Search and Referral results window.



Dashboard
Main
EZ-EDI
Settings
Logout

Monday, June 24, 2019 01:12:48 PM Welcome MFLORES ▾

Providers ▾
Members ▾
Auth/Referrals ▾
Claims ▾
References ▾
Favorites ▾
General ▾

[Home](#) >> [Main Menu](#) >> [Auth/Referrals](#) >> [Inquiry](#)

Authorization Details

Authorization Information

Authorization # : 20190619700001200001	Company ID: AAMG
Status: REQUESTED	Requested Date: 06/19/2019
Processed By:	Time: 14:45:13
Place Of Service: INPATIENT HOSPITAL	Auth Action: 06/19/2019
LOS: 0	Expiration Date: 08/18/2019
Priority Status: R - ROUTINE	Authorized Units: 0
HP Authorization #:	Requested Units: 0
Request Category:	Certification Type:
Service Type:	Auth Service Pkg:
Decision Date:	Admit Type:
Admit Source:	Patient Status:
Facility Code:	Additional Master Info

Patient Information

Patient Name: UNKNOWN, MEMBER	Code
DOB: 12/03/2018	Version
Age: 0 YEARS	Description
Gender: FEMALE	LOINC Code
Memb ID: 9999	E08.3553 10 DIABETES W/ STABLE PROLIF DR,BI EYE
Healthplan: SFHP	
PCP OV Co-Pay: N/A	
Service Area:	

Diagnosis Information

Code	Version	Description	LOINC Code
E08.3553	10	DIABETES W/ STABLE PROLIF DR,BI EYE	

Referring Physician Information

Name: KIM M.D., ROY	Provider ID: 1275545543
Specialty:	Phone: (415)362-1846
Fax: (415)399-9687	Service Area:

Performing Physician Information

Name: KIM M.D., ROY	Provider ID: 1275545543
Specialty:	Phone: (415)362-1846
Fax: (415)399-9687	Service Area:

Services

Status	Additional Dtl Info	Auth Action	Auth Expiration	Auth Proc Grp	Service Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Co- Pay	Coinsurance	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty	Req Catg	Cert Type
	ADDITIONAL DTL INFO				P	COLONOSCOPY WITH BIOPSY					1.0	0.00	0.00					1.0		

When the Authorization and/or Referral Details page is displayed, the user may add documents, notes, and memos (using icons in upper right of screen) if this has been enabled in EZ-NET Company Configuration (Authorization Details screen shot shown below).



Authorization and/or Referral Submission

(Refer to screen shot in the next page)

Authorization and/or Referral requests can be submitted by the user directly through the EZ-NET system. Prior to submitting an authorization and/or referral, the user may add documents (using icon in upper right of screen) if this has been enabled in EZ-NET Company Configuration. To begin a submission, click **Submission** in the *Authorization* section of the Main Menu to display the Authorization or Referral Submission window (Referral Submission screen shot shown below). Fill in all the required fields and click on the button to submit the request.

Tips and Tricks

Can't find Member?

When the Member you are requesting prior authorization for is not selectable, submit authorization under Member ID 9999 and enter Member information into the notes section.

Authorization Submission Entry

Company ID: AAMG - ASIAN AMERICAN MEDICAL

Requested Date: 6/18/2019 Time: 11:22:27

Priority Status: []

LOS: 0

Member ID: 9999

Name: UNKNOWN, MEMBER

Service Area: []

Master Record

Auth Action: 6/18/2019

Auth Expiration: 8/17/2019

Authorized Units: 0

Healthplan Name: TEST HP

Gender: F DOB: 12/3/2018

Auth Notes

(Click to Enlarge Notes)

MEMBER INFORMATION
 PATIENT NAME: LASTNAME, FIRSTNAME
 PATIENT BIRTH: 01/01/1999
 MEMBERID: 123456789
 HEALTHPLAN: BLUE SHIELD

Submit Request Clear Form

Can't find Provider?

When the provider you are requesting prior authorization for is not selectable, submit authorization under Requested Provider ID: 9999 and enter provider information into the notes section.

Authorization Submission Entry

Company ID: <input type="text" value="AAMG - ASIAN AMERICAN MEDICAL"/>	Master Record	
Requested Date: <input type="text" value="6/18/2019"/> Time: <input type="text" value="11:22:27"/>	Auth Action: <input type="text" value="6/18/2019"/>	Auth Expiration: <input type="text" value="8/17/2019"/>
Priority Status: <input type="text"/>	Authorized Units: <input type="text" value="0"/>	Healthplan Name: TEST HP
LOS: <input type="text" value="0"/>	Gender: F	DOB: 12/3/2018
Member ID: <input type="text" value="9999"/>		
Name: UNKNOWN, MEMBER		
Service Area:		
Authorizing Provider ID: <input type="text" value="9999"/> UNKNOWN		
Service Area:		
Requested Provider ID: <input style="background-color: yellow;" type="text" value="9999"/> UNKNOWN		
Service Area:		

Auth Notes

[\(Click to Enlarge Notes\)](#)

PROVIDER INFORMATION
PROVIDER NAME: LASTNAME, FIRSTNAME
PROVIDER NPI: 123456789
TAXID: 951212121
PROVIDER LOCATION: 555 EAST 1ST STREET SAN FRANCISCO CA 90123

Can't find Facility?

When the Facility you are requesting prior authorization for is not selectable, submit authorization under Facility ID 9999 and enter Facility information into the notes section.

Authorization Submission Entry



Company ID: AAMG - ASIAN AMERICAN MEDICAL

Master Record

Requested Date: 6/18/2019	Time: 11:22:27	Auth Action: 6/18/2019
Priority Status: []		Auth Expiration: 8/17/2019
LOS: 0		Authorized Units: 0
Member ID: 9999		Healthplan Name: TEST HP
Name: UNKNOWN, MEMBER		Gender: F
Service Area:		DOB: 12/3/2018
Authorizing Provider ID: 9999	UNKNOWN	
Service Area:		
Requested Provider ID: 9999	UNKNOWN	
Service Area:		
Facility ID: 9999	UNKNOWN	Requested Units: 0
Place Of Service: SELECT A VALUE	<input type="checkbox"/> From Favorites	Certification Type: []
Request Category: []		Auth Service Pkg: []
Service Type: []		Admit Source: []
Admit Type: []		Facility Type Code: []
Patient Status: []		

Auth Notes

(Click to Enlarge Notes)

FACILITY INFORMATION
 FACILITY NAME: NAME
 FACILITY NPI: 123456789
 TAXID: 951212121
 FACILITY ADDRESS: 555 EAST 1ST STREET SAN FRANCISCO CA 90123

Submit Request Clear Form

Once all of the information has been entered and selected, review the data entered into the Authorization or Referral Submission Entry form. **Submit the form by clicking** the button at the bottom of the page. The notification dialog box will display the submission status. **To review details** of an authorization, click on the line that says "Your authorization or referral number is: #####" to display the *Authorization/Referral Details* screen.

To enter another authorization or referral click the button on the 'Submit Another Auth' button.

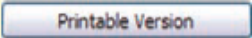
The screenshot displays the AAMG (Arizona Account Management) web application. At the top left is the AAMG logo with the tagline "Arizona Account Manager". Below the logo is a navigation menu with buttons for "Dashboard", "Main", "EZ-EDI", "Settings", and "Logout". The "Main" button is currently selected. The page header shows the date and time "Monday, June 24, 2019 01:48:45 PM" and a user greeting "Welcome MFLORES". A secondary navigation bar contains dropdown menus for "Providers", "Members", "Auth/Referrals", "Claims", "References", "Favorites", and "General". The breadcrumb trail reads "Home >> Main Menu >> Auth/Referrals >> Auth Submission". The main content area is titled "Summary of Auth Submission" and contains the following text:

Request succeeded! there are some warning/pend conditions:
 The Authorization was successfully entered into EZ-CAP
 Your Tracking number is: [20190624710002400003](#)

Performing Physician Information

Name:	CHAN CHUN
Address:	728 PACIFIC AVE SUITE 301 SAN FRANCISCO, CA - 94133
Phone:	(415)433-3318
Fax:	(415)433-5338

When you want to go back to the *Authorization or Referral Submission* window, use the navigation tool in the top right of the screen by clicking on the name of the screen you want.

Note To print the page, click on the  button.

Claims Inquiry

Claim Inquiry

The Claim Inquiry screen is where a user can look up claim to inquire on the status of a submitted claim. This will provide claim submission details when the user clicks on one of the claims listed in the table at the bottom of the screen once a search is performed. To begin an inquiry, click **Inquiry** in the *Claims* section of the Main Menu to display the Claim Search window.

The screenshot shows the AAMG Claims Inquiry interface. At the top left is the AAMG logo with the tagline "Your choice. Your health. Our care." Below the logo is a navigation menu with buttons for Dashboard, Main, EZ-EDI, Settings, and Logout. The current date and time are Monday, June 24, 2019 01:49:34 PM, and the user is identified as Welcome MFLORES. A secondary menu includes Providers, Members, Auth/Referrals, Claims, References, Favorites, and General. The breadcrumb trail is Home >> Main Menu >> Claims >> Inquiry.

The main section is titled "Claim Search" and contains a form with the instruction "ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED". The form fields are as follows:

- Company ID: AAMG - ASIAN AMERICAN MEDIC (dropdown)
- Member ID: 9999 (text) UNKNOWN, MEMBER (dropdown)
- Claim#: (text)
- Status: NONE SELECTED (dropdown)
- Provider Last Name: (text)
- Provider First Name: (text)
- Patient Last Name: (text)
- Patient First Name: (text)
- Service Date From: (text) To: (text)
- Auth/Referral#: (text)
- Provider Patient ID: (text)
- Hosp Patient ID: (text)
- Medical Record#: (text)
- Provider Claim#: (text)
- Cross Reference ID: (text)
- Sort By: CLAIM # (dropdown)

Buttons for Search and Clear are located below the form. Below the form is a table with the following data:

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status
20190621900002400001	UNKNOWN, MEMBER	SZETO,ANNA		1/1/2019	A/P - HOLD
20190409800000500001	UNKNOWN, MEMBER	SZETO,ANNA		4/8/2019	PAID
20190408900000500001	UNKNOWN, MEMBER	LEE,KAREN		4/3/2019	A/P - HOLD

At the bottom of the screen, a navigation bar shows "Page 1 of 1 Total Item(s): 3 25".

NOTE: The Search Results list can be printed by clicking on the browser's Print button. To display claim detail, click on the selected claim in the "Claim #" column (in BLUE text) in the Search Results window.

When you want to go back to the *Claim Search Results* or *Claims* window, use the navigation tool in the top right of the screen by clicking on the name of the screen you want.



Dashboard Main EZ-EDI Settings Logout

Monday, June 24, 2019 01:50:24 PM

Welcome MFLORES

Providers Members Auth/Referrals Claims References Favorites General

Home >> Main Menu >> Claims >> Inquiry

Claim / Encounter Details

Status Information

Claim#:	20190621900002400001	Company ID:	AAMG
Auth/Referral#:	20190409700000500001	Status:	A/P - HOLD
Date Received:	06/21/2019	Provider Claim #:	
Date Paid:		Check:	
Payment Status:		EFT Trace #:	
Vendor:	941722562	Reference #:	
Payee:	VENDOR	Claim Type:	PROFESSIONAL
		Cross Reference ID:	

Patient Information

Name: UNKNOWN, MEMBER
 DOB: 12/03/2018
 Gender: FEMALE
 Age: 0 YEARS
 HealthPlan: TEST HP
 Member ID: 9999
 Benefit Plan: TEST PLAN
 Prov Pat ID:
 Address:
 Service Area:

Diagnosis Information

Code	Version	Description
E08.3551	10	DIABETES W/ STABLE PROLIF DR,R

Provider Information

Name:	ANNA SZETO M.D.	Provider ID:	1356755755
Specialty:	OPTOMETRY	Place Of Service:	OFFICE
From Date:	01/01/2018	Through Date:	
Service Area:			

Services

Details	Service Date	Service Code	Description	CPT Mod	Qty	Billed Amt	Cntc Amt	Deductible	Deductible Dtls	Deductible Rule
DETAILS	1/1/2019	99213	OFFICE/OU...		1.0	500.00	500.00	0.00	0.00	0.00

Total : \$ 500 \$ 500 \$ 0 \$ 0 \$ 0

MFLORES

Copyright© 2006-2018 Citra Health Solutions. All Rights Reserved. System availability, transaction execution,

EZ-NET v6.6.2

References

Reference Codes & Contacts

To access EZ-NET system references select one of the following options from within the “**References**” section on the Main Menu: **Procedures**, **Diagnosis**, **Place of Service**, **CPT Modifiers** or **Contacts**. When you select any of these, a search criteria dialog box will be displayed.



Enter requested search information in the reference code dialog box (such as 'Diab' in the Diagnosis Description field below), and click the button.



Diagnosis Reference Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED.

Company ID: AAMG - ASIAN AMERICAN MEI
Code(Begins With):
Description: DIAB
Version: SELECT

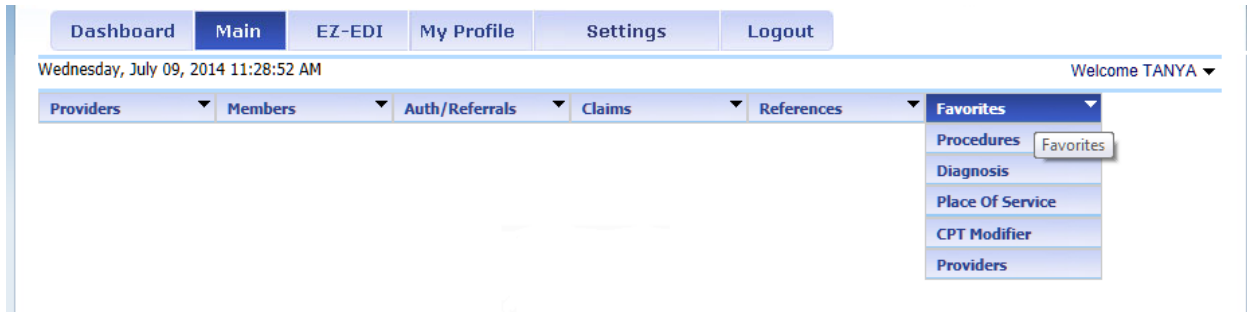
Search Clear

Diagnosis Code	Description	From Date	To Date	C/H	Version	Company ID
E08.3551	DIABETES W/ STABLE PROLIF DR,RT EYE	10/1/2016		C	10	AAMG
E08.3552	DIABETES W/ STABLE PROLIF DR,LT EYE	10/1/2016		C	10	AAMG
E08.3553	DIABETES W/ STABLE PROLIF DR,BI EYE	10/1/2016		C	10	AAMG
E08.3559	DIABETES W/ STABLE PROLIF DR,UNSP	10/1/2016		C	10	AAMG
E23.2	DIABETES INSIPIDUS	10/1/2015		C	10	AAMG

Favorites

Provider Favorites Menu

This feature allows a Provider to add other Providers to a favorites list. This will allow ease of use when selecting a Requested or Servicing Provider to use in an Authorization or Referral.



Login to EZ-NET with a Provider Account > access Favorites menu > Providers:

Add Provider record(s) to the Favorites list by searching for applicable criteria (see example for Place of Service below) and moving the records from the left hand side to the right hand side, click SAVE:

[Dashboard](#) | [Main](#) | [EZ-EDI](#) | [My Profile](#) | [Settings](#) | [Logout](#)

Wednesday, November 20, 2013 08:33:44 PM Welcome JFOX61 ▾

[Providers](#) ▾ | [Members](#) ▾ | [Auth/Referrals](#) ▾ | [Claims](#) ▾ | [References](#) ▾ | [Favorites](#) ▾

[Home](#) >> [Main Menu](#) >> [Favorites](#) >> [Place Of Service](#)

Place Of Service Code Favorites

Company ID: ▾
 Place Of Service Code:
 Place Of Service Description:

Place Of Service...	Description
?	UNKNOWN
1	INPATIENT HOSPITAL
12	HOME
2	OUTPATIENT HOSPITAL
23	EMERG ROOM HOSPITAL
24	AMBULATORY SURG CENTER
25	BIRTHING CENTER
26	MILITARY TREATMENT FACILITY
3	DR.'S OFFICE
31	SKILLED NURSING FACILITY
32	NURSING FACILITY
33	CUSTODIAL CARE FACILITY
..



Copyright 2015 Citra Health Solutions, all rights reserved. Citra Health Solutions dba includes the legal entities MZI HealthCare, LLC & Orange Health Solutions, Inc. This material constitutes proprietary and trade secret information of Citra Health Solutions and shall not be disclosed to any third party, nor used by the recipient except under the terms and conditions prescribed by Citra Health Solutions. This material is also protected by Federal Copyright Law and is not to be copied or reproduced in any form, using any medium without the prior written authorization of Citra Health Solutions.