

Provider portal

super user overview

Overview

To streamline and enhance the online experience for our provider partners, Fallon Health has partnered with mPulse to launch the Fallon Health provider portal. Our provider portal will offer easy access to essential functions, including:

- Claims status checks
- Provider appeals submitted on behalf of a member
- Member eligibility
- Referral and authorization views
- Member profiles

Prior to registering

To begin using the Fallon Health provider portal, each provider group or facility must designate at least one representative to register as a super user (also called Practice Administrator). If your organization requires more than one super user, each individual will need to register through the link below.

If you have additional tax identification numbers you need linked to your account, please add them in the "Additional Access by TIN" section. Once your application has been approved by Fallon Health, the additional TINs will be added.

Registration

All super users must register for the portal here: <https://fallonprovider.healthtrioconnect.com>. Once your registration request is reviewed and approved by Fallon Health, you'll receive an email that will:

- Confirm your successful registration as a super user
- Refer you to a training video for additional useful information
- Give you full functionality in the portal, including the ability to add team members and to assign roles and permissions

Post registration steps

1. Determine who in your organization will require access to the portal based on their role and responsibilities (see chart below for reference):

Role	Responsibilities	Benefits Eligibility	Ref-Auth Inquiry	Claims Inquiry	Claim Submission	Document Manager	Patient Information	Patient Pivot	Code Lookup	Secure Messaging	Secure Forms	Member Roster	Assignable Roles	User Admin	User Preferences
Practice Administrator	Primary point of contact and coordination for the provider office.	X	X	X	X	X	X		X	X	X	X	X	X	X
Eligibility, Claims, Ref/Auth	Back office coordinating eligibility, claims and referrals	X	X	X	X	X	X		X	X	X				X
Eligibility	Back office coordinating eligibility	X			X	X	X		X		X				X
Eligibility, Claims	Back office coordinating eligibility and claims	X		X	X	X	X		X		X				X
Eligibility, Ref/Auth	Back office referrals coordinator with referrals	X	X		X	X	X		X	X	X				X

2. Begin enrolling members of your team:

- From the main menu in the portal, go to User Admin and select User Maintenance.
- Click on the Add User button.
- Complete the form—include the participant's first/last name, email address, and office phone (there are other fields, but these are mandatory).
- Create a username and temporary password for each user. For security reasons, please use a unique name and do not use email addresses.
- Click the ADD button on the bottom of the screen to advance to the User Role Selection. Select the best option the Roles drop-down box.
- Once everything is set, click on the Select Role button.
- Review your information for accuracy, then click Submit. You'll be brought to a high-level summary (name and user ID).
- Finally, you'll receive an email notification for each user (see below for sample). You will need to forward the notices for temporary password and username to each individual separately. **Please note: The link/temporary password will expire in 24 hours.**

Sample email (subject line is *Welcome to HealthTrio connect in partnership with Fallon Health*)

Dear [Super user name],

You are receiving this email because New User Name has been added under your Super User account in the Fallon Health Provider Portal. If you did **not** authorized this addition, please contact Fallon Health immediately by emailing askfchp@fallonhealth.org.

If you **did** approve it, kindly forward the user's **Username** and **Password** to them separately. Below is the password:

Testing#1

Upon first time login, the new user will need to select a new password for their account. If you need to confirm the User's Username, that information is available in User Maintenance under the User Administration tab.

If you have any questions please contact Fallon Health Provider Relations.

Thank you!

Sincerely,
Fallon Health Provider Relations

Please do not reply to this message. This email is an automated notification.

Fallon Health

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Important information

- The username of any added user is in the portal under User Maintenance, located under the User Administration tab. The super user can look this up at any time. The password is not stored.
- User access maintenance is an important function for the super user. Updates to roles, or removal of a user can be accessed under the User Maintenance screen.
- Granting user access also applies to any vendored support (e.g., a third-party biller).
- If you need to change a user's role, you should add the new role prior to terminating the existing role. This ensures the user still maintains access to the portal.

