

As a contracted Provider working with eternalHealth, you will have access to our online Provider Portal. Included in this welcome kit is an enrollment form requesting basic information such as your name, email address, and other required details. Please complete the form and return it to eternalHealth using the mailing address or fax number provided.

We are unable to create your Provider Portal account until we receive this completed form. Once eternalHealth receives your enrollment form, we will send a follow-up email containing your User ID, a temporary password, and a user guide to help you set up your account and answer any questions you may have.

### **Provider Portal Functionality**



**View Info:** In this section, you will be able to view your profile information, patients you are servicing, the patients plan selection, your taxonomy codes, your addresses, and other essential network information.



**Benefits and Eligibility:** This section allows you to view benefits and eligibility information for patients including cost sharing, PCP information, coverage status and dates, and plan information.



**Prior Authorization:** You will be able to submit and check the status of prior authorizations for your patients.



**Claims and Payments:** This section allows you to view your claims submission history.

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