

eternalHealth

Provider Portal User Guide

Last Updated: March 2026

You can access all your provider information through the Provider Portal.
To begin, please click <https://provider.eternalhealth.com/> to login.

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Activating Your Provider Portal Account

Providers must first activate their Provider Portal account before they can access the Provider Portal.

1. You will receive two emails about the Provider Portal. The first email (example below) contains information about the Provider Portal login process.

Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.

From:

donotreply@eternalhealth.com

Subject: eternalHealth Provider

Portal Access

Hi <Provider Name>,

This e-mail includes important information you will need to access eternalHealth Provider Portal.

You will be receiving a separate email from nirvanahca.microsoft.com with an invitation link, once you accept the invitation on that email you will be able to access your Provider Portal.

Please use <provider email> as the sign in email once you have accepted the invitation.

If you have any concerns or problems accessing your account, please contact provider support at **1-800-680-9255**.

Thank you!

eternalHealth

2. The next email will be an invitation from Microsoft on behalf of Nirvana HCA.

Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.

3. Click the '**Accept invitation**' button to activate your Provider Portal account.

NirvanaHCA invited you to access applications within their organization



Microsoft Invitations on behalf of NirvanaHCA

To: You

Fri 11/18/2022 7:42 AM

ⓘ Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

Organization: NirvanaHCA
Domain: [nirvanaHCA.onmicrosoft.com]nirvanaHCA.onmicrosoft.com

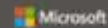
If you accept this invitation, you'll be sent to [The Health Plan Broker URL](#).

[Accept invitation](#)

[Block future invitations](#) from this organization.

This invitation email is from NirvanaHCA ([nirvanaHCA.onmicrosoft.com]nirvanaHCA.onmicrosoft.com) and may include advertising content. NirvanaHCA has not provided a link to their privacy statement for you to review. Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

Microsoft respects your privacy. To learn more, please read the [Microsoft Privacy Statement](#).
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052



[Reply](#)

[Forward](#)

4. You may now log into the Provider Portal.

Logging Into the Provider Portal

- The Provider Portal uses Microsoft to give providers a simple and secure way to log in.
- All providers will be able to log into their Provider Portal account using a One Time Password (OTP) that is sent to their registered email. A new OTP will be sent each time a provider logs in. They will need to enter that new OTP to access their Provider Portal account.
- If the provider’s registered email is a Microsoft account (office365.com, outlook.com, live.com, or hotmail.com) or is connected to a Microsoft Azure account, they will also be able to log in using their email credentials.

Login Instructions

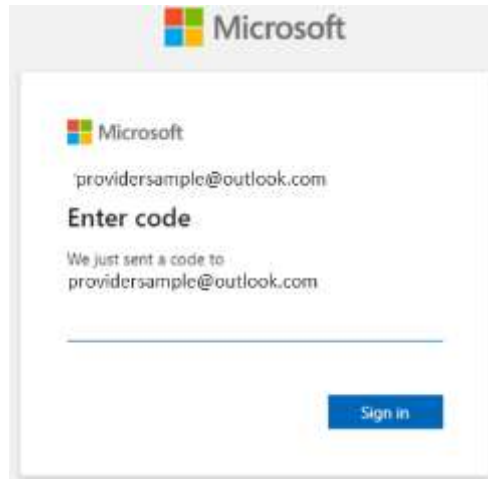
1. Your username will be your registered email you activated the Provider Portal with.
2. **If the registered email is not a Microsoft account or is not connected to a Microsoft Azure account**, a One Time Password (OTP) will be automatically sent to your registered email. A new OTP will be sent each time you log in. Follow the instructions to [log in with OTP](#) on pages 3-5.
3. **If the registered email is a Microsoft Account or is connected to a Microsoft Azure account**, you will have the option to log in using OTP or log in using your email password.
 - a. To log in using an OTP, click the “Send Code” button, and follow the instructions to [log in with OTP](#) on pages 3-5.
 - b. To log in using the email password instead, click “Use your password instead” and follow the instructions to [log in with password](#) on pages 6-7.



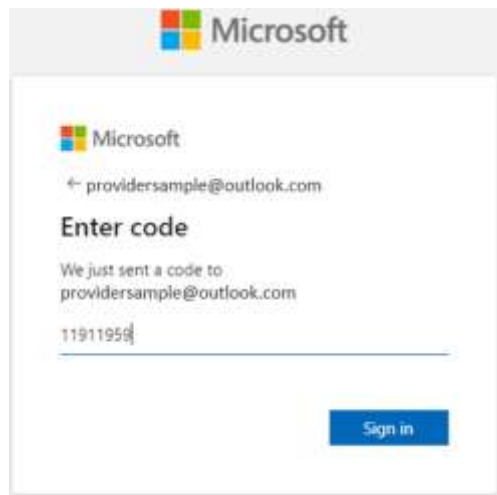
Logging in with OTP

All providers will be able to log in using a One Time Password (OTP). A new OTP will be sent every time a provider logs in.

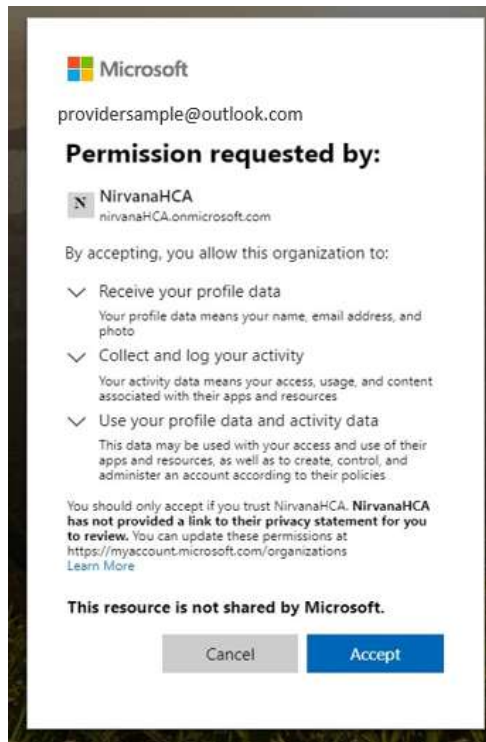
1. A new OTP will be sent to your email.



2. In a different window, open your email to get your OTP code.



3. Once you have received your OTP code, return to the login window, and enter the code that was sent to you.
4. Click the "Sign in" button.
5. If it is your first-time logging in, a Permissions screen will pop up.

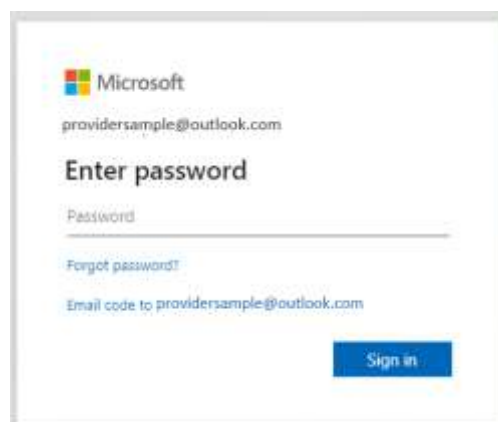


6. Click the “Accept” button to access the Provider Portal.
7. You have successfully logged in and will be taken to the Provider Portal homepage. You will remain logged in for 7 days, or until you sign out.
8. To log in again, you will have to complete the login process again.

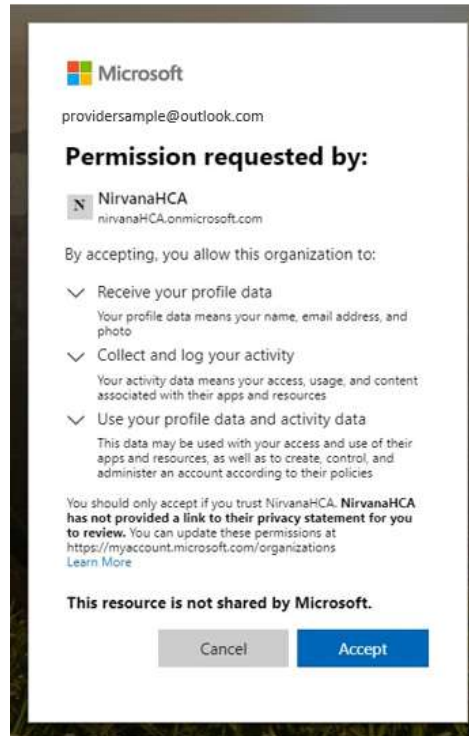
Logging in with Email Password

If your registered email is a Microsoft (office365.com, outlook.com, live.com or hotmail.com) email and/or is connected to a Microsoft Azure account, you can choose to log in using your email password.

1. After clicking “Use your password instead”, you will be able to enter your password. This should be the same password you use to log into your registered email account.
2. Enter your registered email account’s password.



3. Click the “Sign in” button.
4. If it is your first-time logging in, a Permissions screen will pop



5. Click the “Accept” button to access the Provider Portal.
6. You have successfully logged in and will be taken to the Provider Portal homepage. You will remain logged in for 7 days, or until you sign out.
7. To log in again, you will have to complete the login process again and select whether you want to log in with OTP or with your password instead.

HOME PAGE

Upon logging on to the provider portal, users will be able to view all facilities associated with the account.



MY INFORMATION

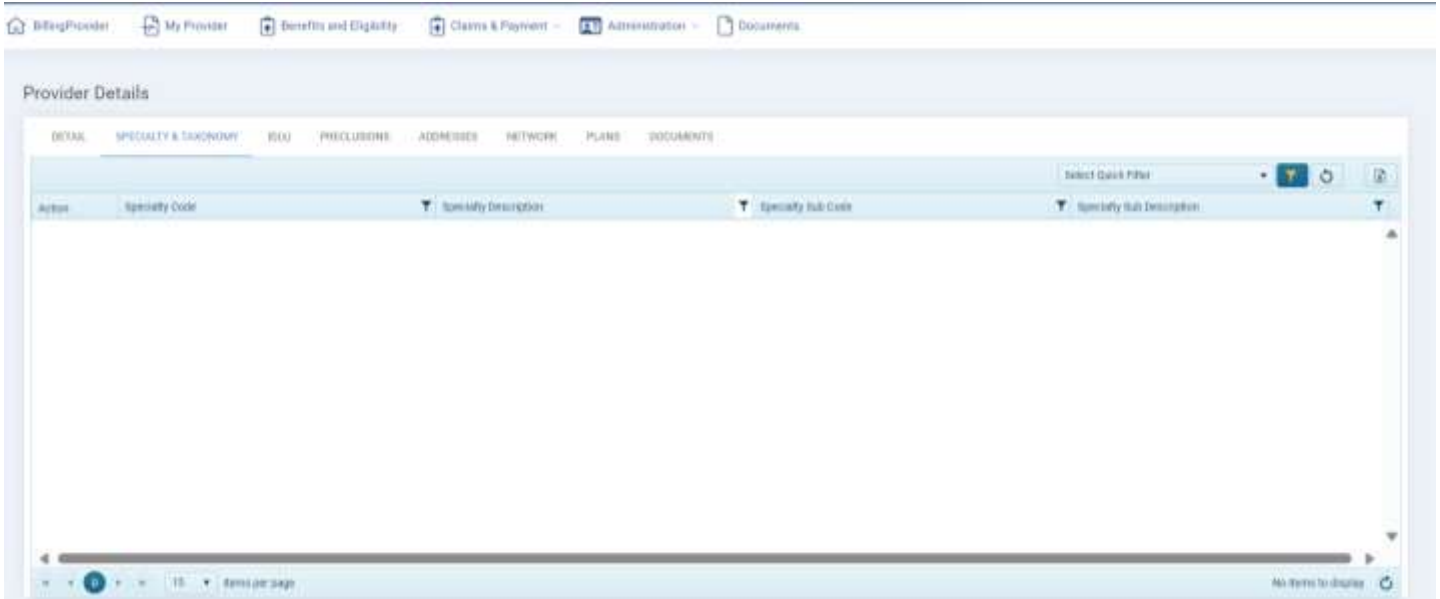
Users can view provider information under the “My Information” tab.

- **Provider Details**
 - NPI
 - TIN
 - Provider First, Middle, Last Name and Suffix
 - Gender
 - Date of Birth
 - Entity Type (Individual or Organization)
 - Type (Hospital, Skilled Nursing, etc)
 - Status (Active, Inactive, In Review)
 - Professional Title
 - Entity Name
 - Languages
 - Ethnicity

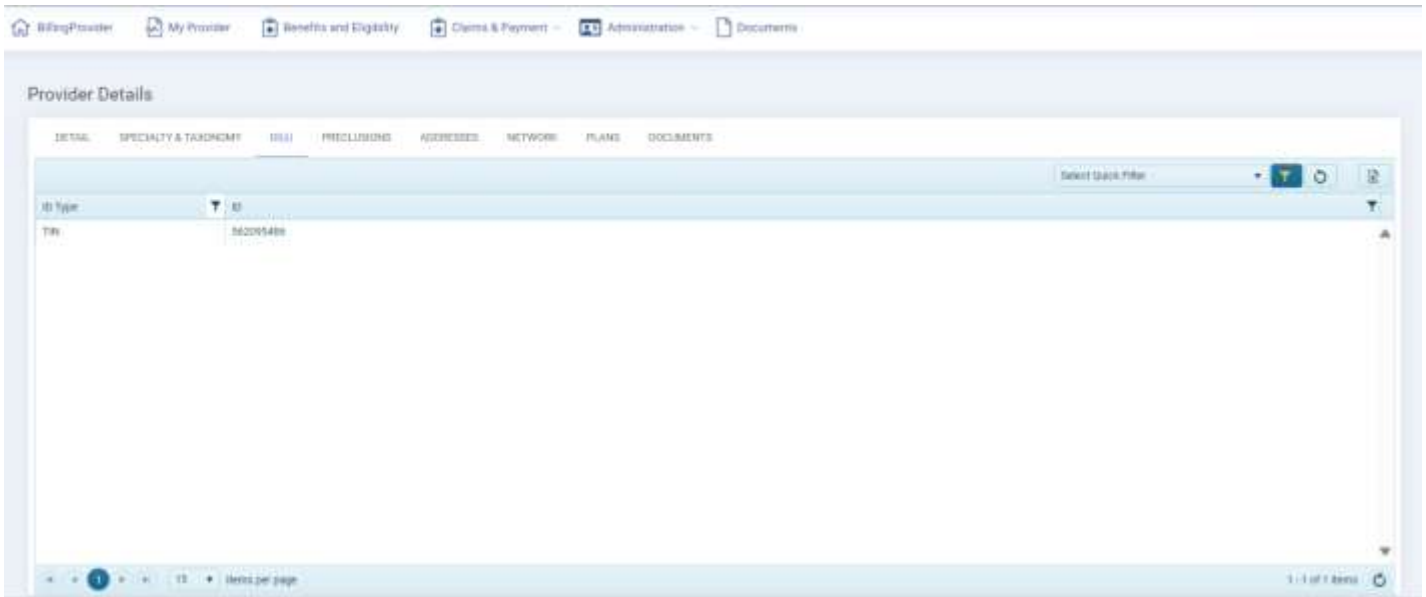
The screenshot shows the 'Provider Details' form in the eternalHealth Provider Portal. The form is divided into several sections: NPI, TIN, First Name, Suffix, Ethnicity, Entity Type, Status, Middle Name, Gender, Prefix, Custom Provider ID, Type, Professional Title, Last Name, Date of Birth, and DBA. The form is currently displaying the following information:

Field	Value
NPI*	900000000000
TIN	800000000000
First Name	John
Suffix	-Select-
Ethnicity	-Select-
Entity Type *	Individual
Status *	Active
Middle Name	
Gender	M - Male
Prefix	P - Individua...
Custom Provider ID	83166
Type	1P - 1P-Provider
Professional Title	Dr.
Last Name*	Doe
Date of Birth	06/13/1995
DBA	

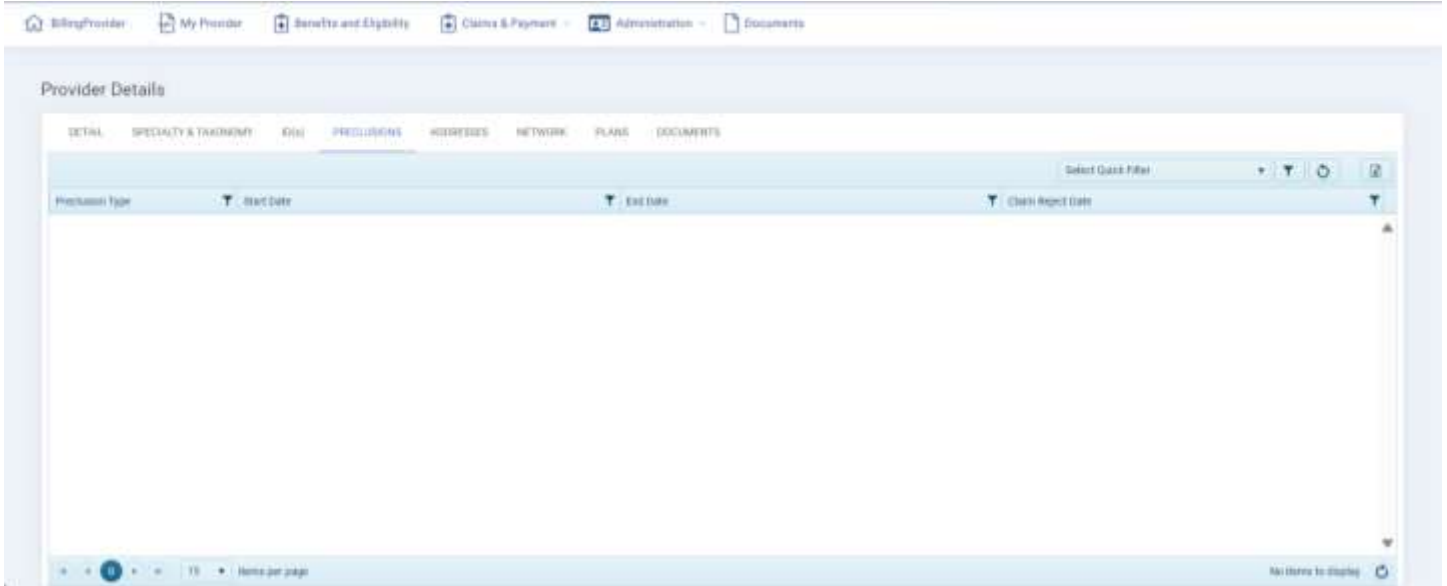
- **Taxonomy Information**
 - Taxonomy Code
 - Description (i.e. what provider office)



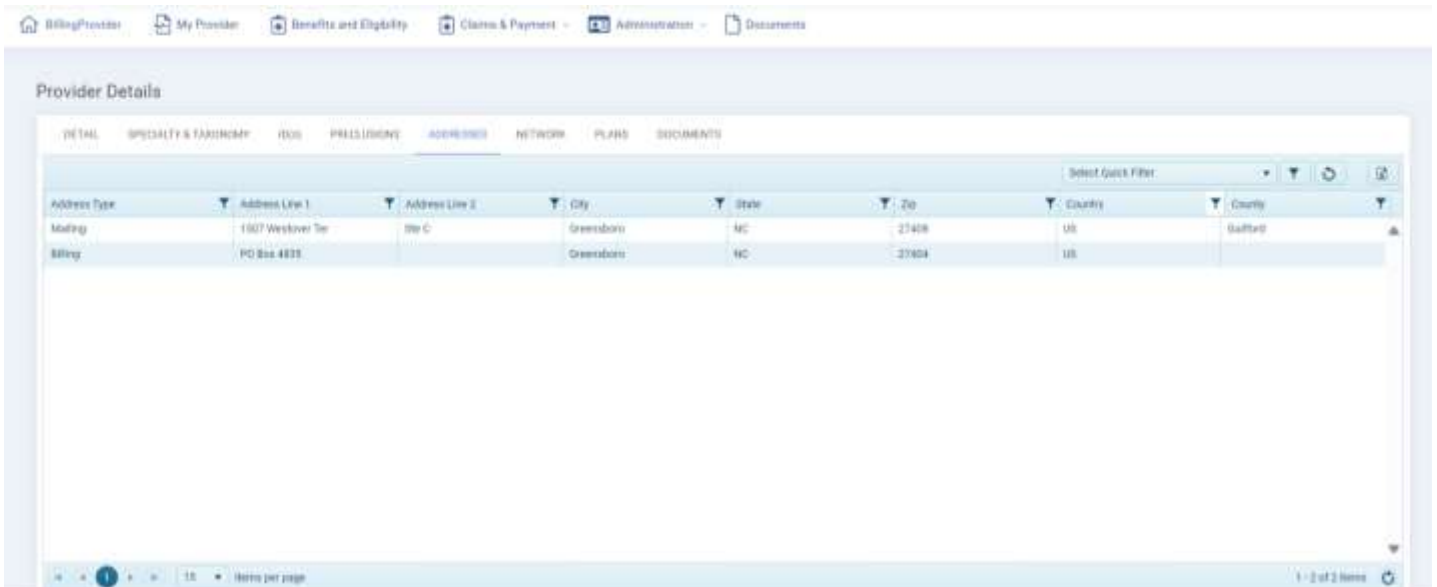
- **Provider IDs (e.g. TIN etc.)**



- **Preclusions**

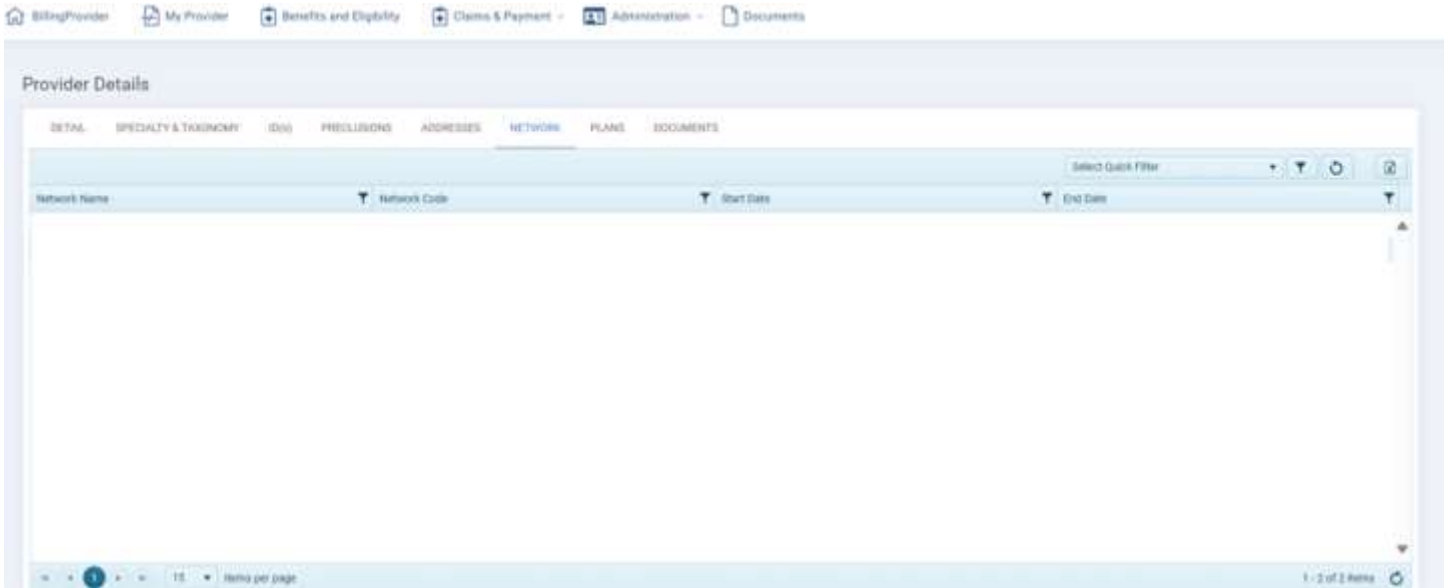


- **Provider Addresses** (e.g. billing, mailing etc.)



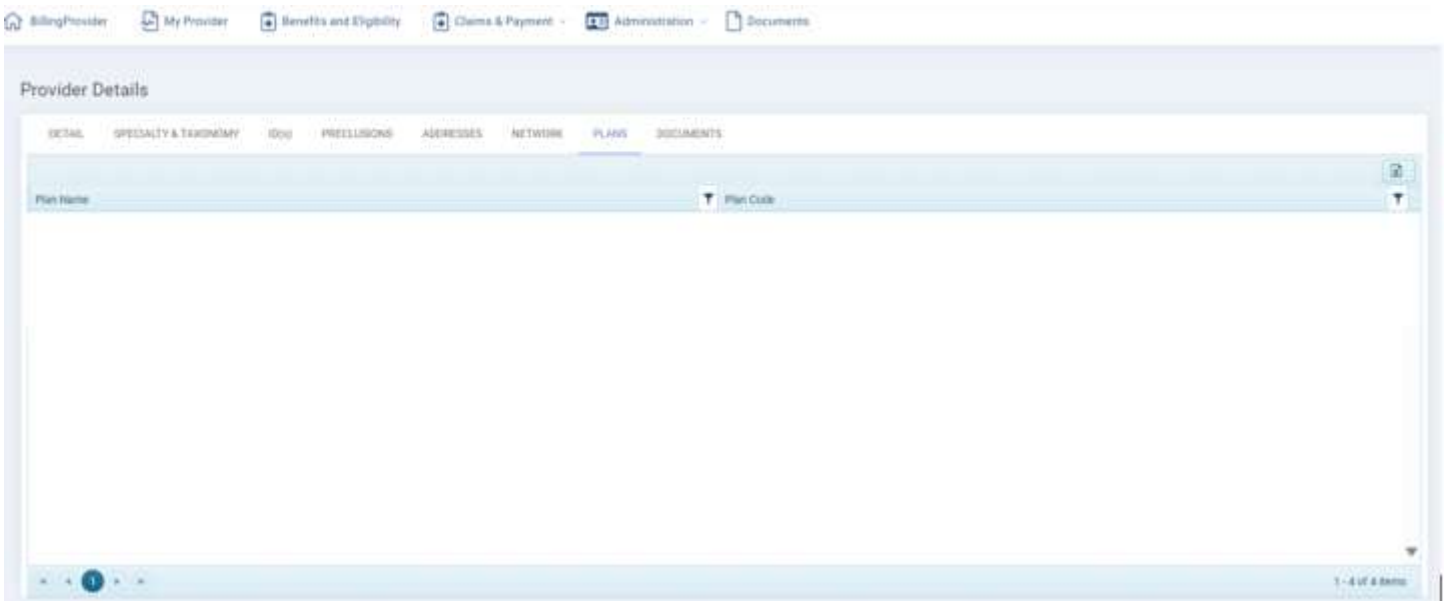
- **Network Information**

- Network Name
- Network Code
- Start Date
- End Date



- **Plans**

- Plan Names
- Plan Codes



CLAIMS & PAYMENTS

Users can view their claims submission history on the “Claims & Payments”. This includes Claim ID, Claim Source, Claim Type, Subscriber ID, Stage of the Claim (e.g. submitted, draft), Total Payment, and Member Payment.

The screenshot displays the 'Claims' interface with a search bar and a table of claim submissions. The table has the following columns: Claim ID, Process Claim, Summary, Claim Source, Claim Type, Stage, Status, Adjusted/Payment, MCP Member ID, Name, and Subscriber ID. The first row is highlighted in blue and contains the following data: Claim ID: 20220900000155, Process Claim: [button], Summary: Show Summary, Claim Source: Professional, Claim Type: Pharmacy Complete, Stage: [button], Status: PAID, Adjusted/Payment: [button], MCP Member ID: 20000, Name: [button], Subscriber ID: M10300. Other rows show various stages like 'Processing Complete', 'Processing', and 'Ready For Processing'.

Claims Information

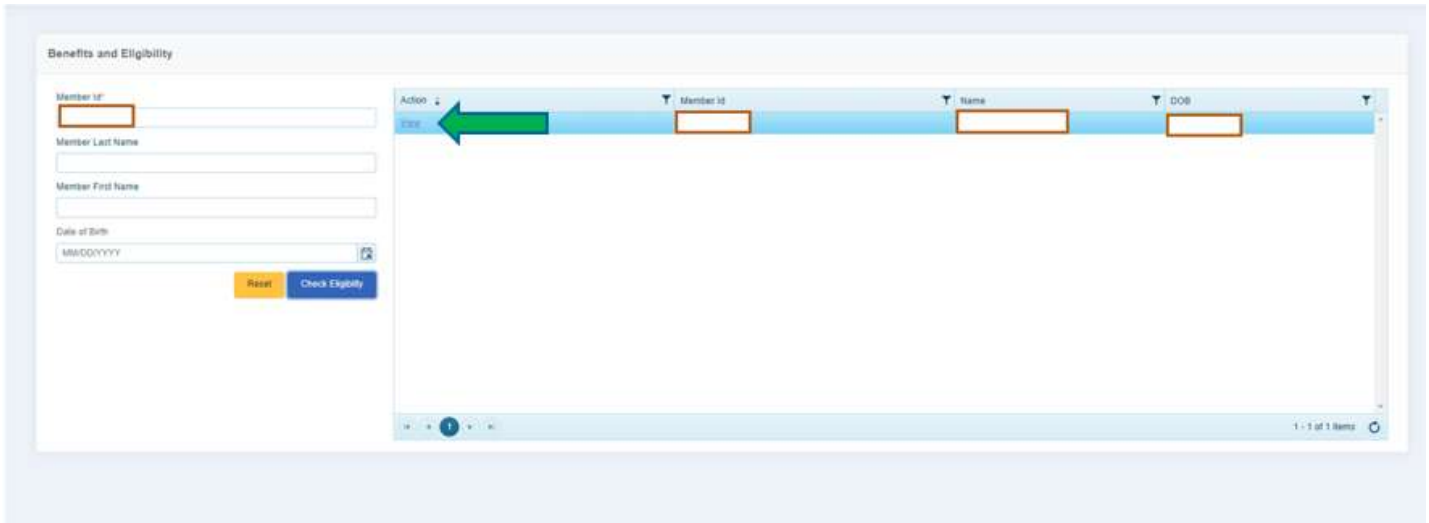
After users click on the button under “Action”, they are able to view all the information that has been submitted for that claim.

The screenshot shows the 'Claim Information' form for Claim ID 20220900000155. The form is titled 'PROCESSING COMPLETE' and includes a 'Revised Date' of 06/09/2022. The form is divided into several sections: 'Billing Provider' (Entity Type: Y - Person, Org Name: LDD PHARMACY, First Name, Middle Name, NPI, Taxonomy, Currency Code), 'Address' (Address 1, Address 2, City: SOUTHBOROUGH, State: Massachusetts, Zip Code: 01772), 'Contact Details' (Contact Name, Email, Telephone, Telephone Ext, Fax, URL), and 'Supplemental ID' (Supplemental ID, Supplemental Type, Supplemental Value).

BENEFITS AND ELIGIBILITY

The “Benefits and Eligibility” tab is available so users can search specific member details.

Once a user has entered the member information, they can click the “View” button next to their member ID.



This will bring the user to a page where the member details, current coverage details, Accumulators and Plan Benefits are listed.

Member Details

The member details include the member ID, Medicare ID, Primary Language, Date of Birth, Age, Address etc. This will also include the member’s Primary Care Physician information.

Current Coverage Details

The current coverage details include the Plan name along with the start and end date of coverage.

Accumulators

The accumulators include the members out of pocket details, for both in network and out of network. It will also list how much the member has paid towards their maximum out of pocket.

Plan Benefits

The plan benefits section has information that has been saved from our Customer Service Representative module.

Benefits and Eligibility Close

Name: Date of Birth: Member ID:

DETAILS **CLAIMS** **ENROLLMENT HISTORY**

DETAILS

Name:

Member ID:

Medicare ID:

Primary Language: English

Date of Birth:

Age: 74

Phone: N/A

Email: N/A

Address:

PCP:

PCP Start Date: 11/01/2022

PCP End Date: 12/31/2022

Current Coverage Details

Plan Name:

PCP Number: N/A

Start Date: 09/01/2022

End Date: 12/31/2022

Status: Active

Accumulations

on Network (Member):

Out of Pocket:

Part B 4718 527 Out of \$ 5100

Deductible:

Part B End of 0.0

on Network (Member):

Out of Pocket:

Part B 4718 527 Out of \$ 5100

Deductible:

Part B End of 0.0

Plan Benefits

Claims

When clicking the “Claims” button, users can view the members claims for the active year.

Benefits and Eligibility Close

Name: Date of Birth: Member ID:

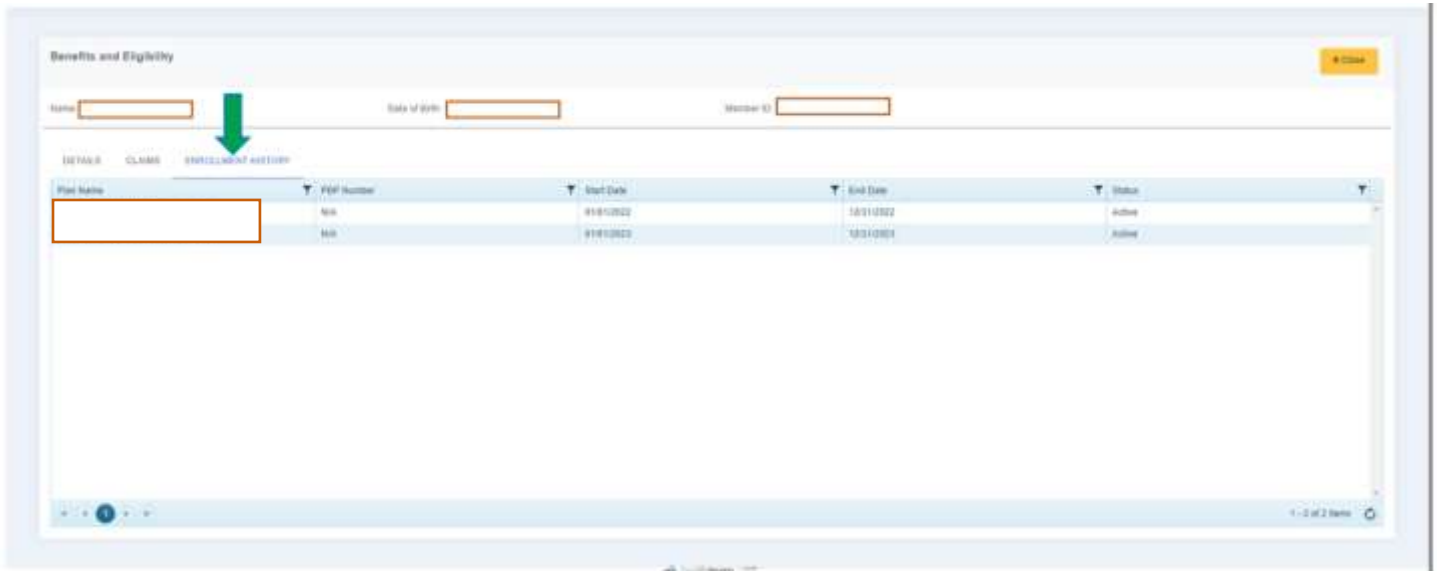
DETAILS **CLAIMS** **ENROLLMENT HISTORY**

↓

Claim Number	Status	Claim Type	Received On	Member	Bill Amount
	SUSPEND	M			\$1000
	SUSPEND	M	12/1/2022		\$1040
	DENY	M	12/4/2022		\$1040
	SUSPEND	M	12/4/2022		\$1000
	SUSPEND	M	12/4/2022		\$1040
	DENY	M	12/4/2022		\$1040
	PAID	M	12/9/2022		\$1000
	PAID	M	12/9/2022		\$1000
	SUSPEND	M	12/9/2022		\$1000
	SUSPEND	M	12/9/2022		\$1000
	PAID	M	12/9/2022		\$1000

Enrollment History

When clicking the “Enrollment History” button, users can view all plans the searched member has been enrolled in.



The screenshot displays the 'Benefits and Eligibility' interface. At the top, there are search fields for 'Name', 'Date of Birth', and 'Member ID', along with a 'Close' button. Below these fields are three tabs: 'DETAILS', 'CLAIMS', and 'ENROLLMENT HISTORY'. A green arrow points to the 'ENROLLMENT HISTORY' tab. The main content area shows a table with the following data:

Plan Name	Plan Number	Start Date	End Date	Status
	MS	01/01/2022	12/31/2024	Active

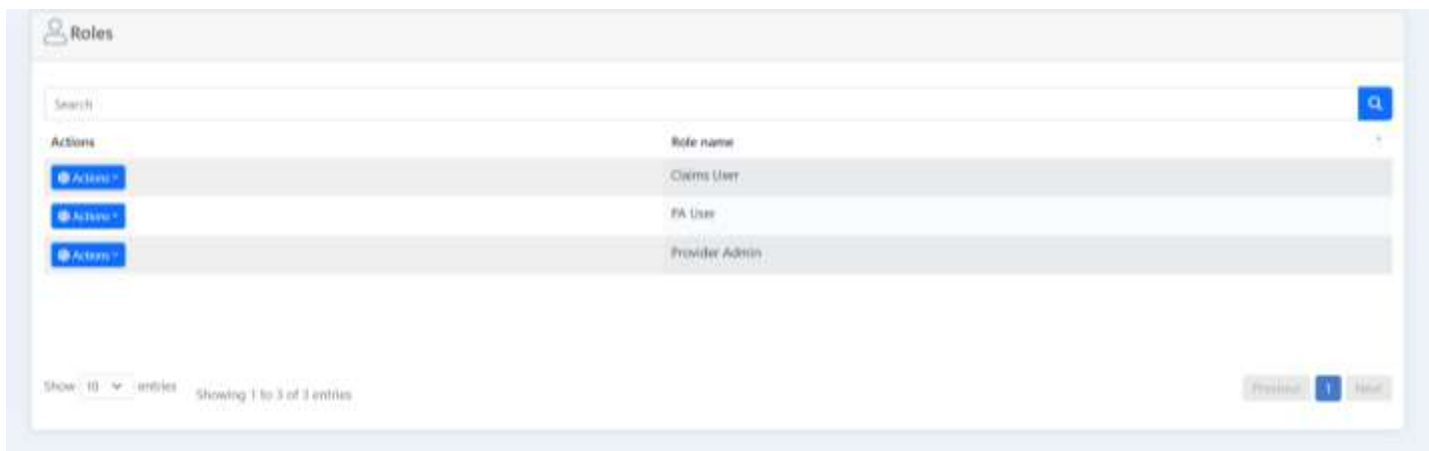
At the bottom right of the table area, it indicates '1 - 2 of 2 items'.

ADMINISTRATION

The “Administration” tab will only be visible to admin roles. Hover over the tab to see the two options of “Roles” and “Users”.

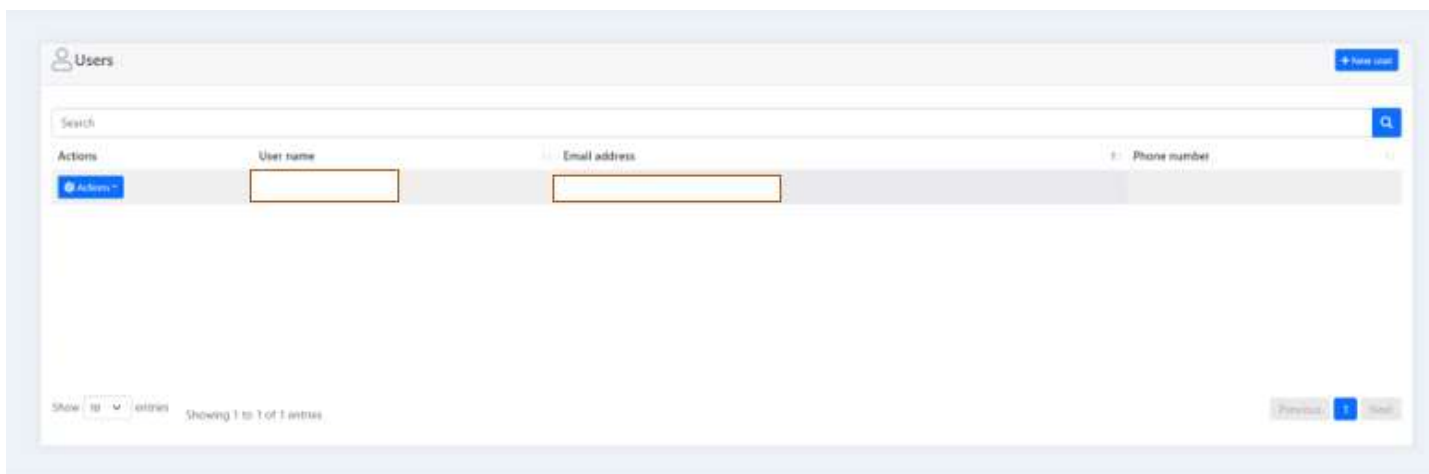
Roles

Under the “Roles” tab, admins will be able to view all roles that are currently available for that plan.



Users

Under the “Users” tab, admins will be able to view all users currently registered on the portal under the same NPI.



DOCUMENTS

When the “Document” tab is selected, it redirects to the Document Page that contains all the resources and documents for providers.

