



Web-Capture Payer Enrollment Guide

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Overview

Web-Capture Defined

FinThrive acts as a clearinghouse providing an efficient and secure exchange for healthcare transactions, which links payers, providers, and business partners together. These communications are typically managed via connections to a payer’s real time electronic data interchange (EDI) system.

When payers do not offer real time services in this manner but offer a provider website to check member eligibility, claim status, or prior authorization, we will use a web-capture process to obtain information directly from a payer’s website.

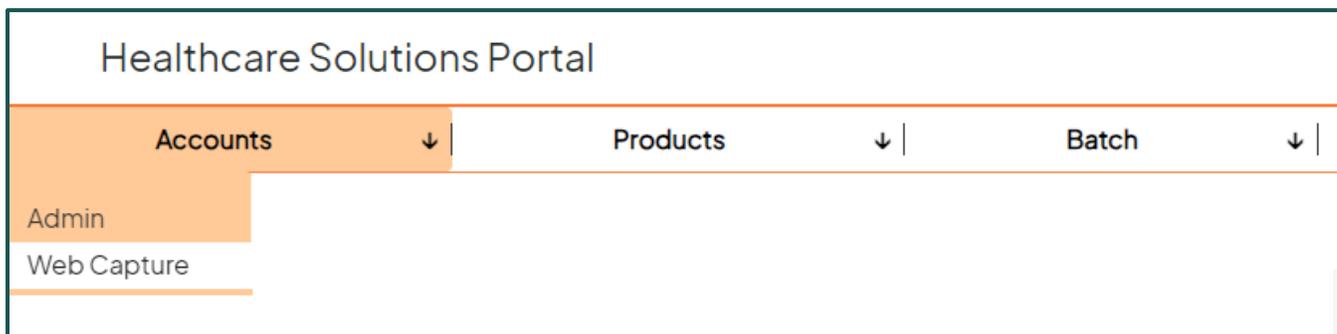
The web-capture process uses dedicated login credentials, provided by the client, to extract the desired data from the payer’s website and translate the content into a 271 or human readable format in real-time. To the end user, there is no change to the existing format of the transaction or the submission process.

Payers

For information on how to identify which payers are available for web capture, please reference the “Available Payers” section at the end of this document.

Roles and Access

For clients that have a web portal account, only Client Administrators or Group Administrators are able to submit the enrollments for web-capture payers. These users will have the option to select “Web Capture” from the **Admin** drop-down menu.



These users are also responsible for attesting to the Terms of Use on behalf of the provider the enrollment information is being submitted for. The attestation is described in more detail later in this document.

Important Note for Real-Time/Batch Only Clients

Clients that do not have a FinThrive web portal account will need to contact the Support Team to obtain access. To request access to the web capture portal page, please contact **800-390-7459**.

Once the portal account has been created, the only accessible page will be the web capture enrollment page.

Healthcare Solutions Portal Welcome

Accounts | Products | Batch | History | My Profile | System | Guides | Log Off

Web Capture

Contact Information

First Name: HSP User
Last Name: HSP User
Email Address:
Phone Number: Ext:

[Save](#)

The payers below are accessed via the payer website. You must provide a user name and password for the payer website that will not be used for any other purpose. The user name and password will be utilized to access the website on your behalf to obtain the information requested.

Accounts

[Add](#)

Payer Name	Site	UserName	Facility/Provider Name	NPI	Email	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

No records to display.

Enrollment Processing Time

A typical enrollment should take between three (3) and five (5) business days after the enrollment request is submitted to FinThrive.

Rejected Transactions

It is important to note that transactions will only process successfully if the enrollment process has been completed and approved.

If a client submits a transaction to a payer in which the provider enrollment has not been submitted, the transaction will fail.

(For example), if client “A” submits an enrollment to “USA Insurance” for NPI “123456789”, transactions will only work with that client/payer/NPI combination. If client “A” tries to submit a transaction to “USA Insurance” for NPI “987654321” and that NPI is not enrolled, the transaction will be rejected. Enrollments will need to be completed on a per client/payer/NPI basis.

The failure response will be Provider Ineligible – Authorization/Access Restrictions, or in the 271 EDI response, AAA*Y**41*N~. This response is classified as a **billable** response so clients are encouraged not to submit to the payer until the NPI has been enrolled.

If the payer’s website is down or not available, the transaction will return with AAA*Y**42*N~ (Payer Not Responding) in the 271 EDI response.

Contact Information

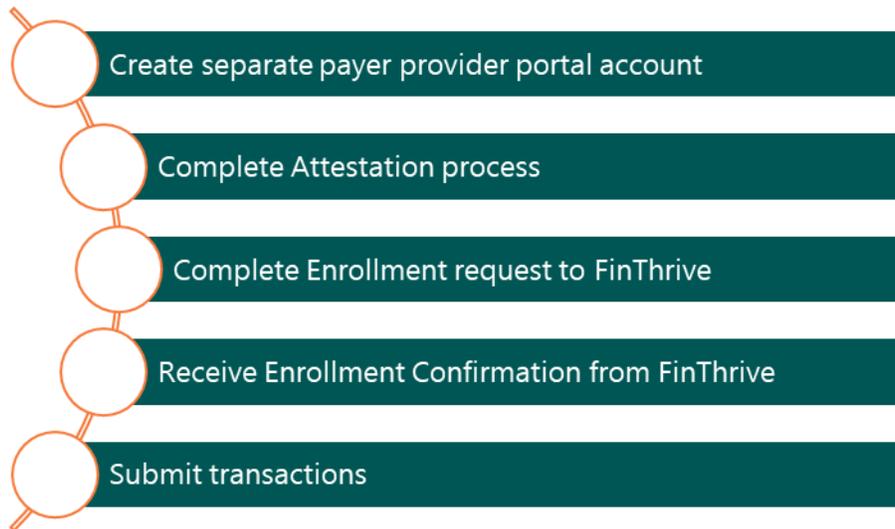
For questions regarding enrollment status and web-capture portal page setup, please contact **800-390-7459**.

For questions regarding payer availability, and other technical questions, please contact **800-390-7459**.

Setup Process

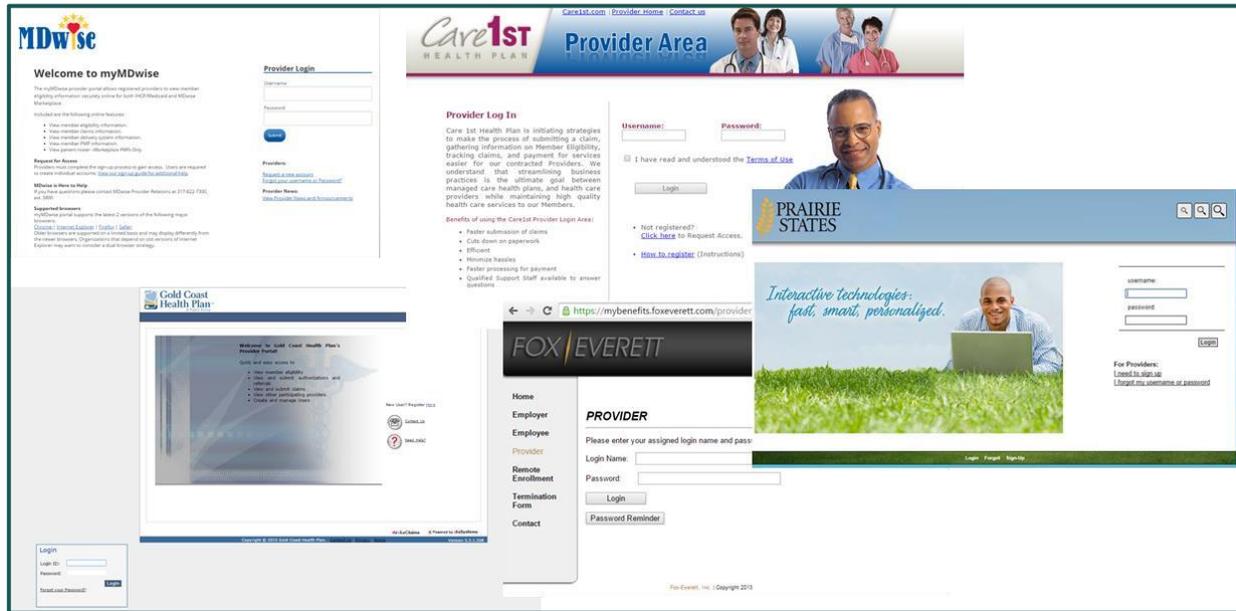
Workflow Overview

Web portal administrators should follow the general steps outlined below to complete the enrollment process. Each step is described in more detail in each subsequent section.



Payer Provider Portal Account

The provider, or authorized representative, must create a SEPARATE and DEDICATED login account on the payer’s website solely for the purposes of using the web-capture process through FinThrive. Providers should **NOT** use their personal login account with the payer. Note: If one set of login credentials was used to setup multiple NPI’s on the payer’s site, a separate enrollment request is to be submitted for each NPI using the same credentials on the FinThrive web portal.



Attestation

The administrator completing the enrollments on behalf of the provider needs to attest that submitting the enrollment credentials does not violate the terms and agreements set forth by the payer and assumes responsibility for the request. This step is required only once for each administrator who submits enrollments for our web-capture payers.

The following will appear the first time the administrator clicks the **Admin > Web Capture** menu from the navigation bar. If a portal account was set for the sole purpose of enrolling for web-capture payers, users will automatically land on this page first to complete the attestation.

In order to access a web capture payer, the following Attestation must be reviewed and accepted. If you have any questions or need to make an update contact support.

Terms of Use:

By using this service, I agree to the following:

1. Facility/Provider agrees to use the login and password information provided for payer special enrollment program exclusively for the purpose of the special payer service. Facility/Provider will not share the information provided by FinThrive pursuant to this service with third parties nor make such information available for use by third parties.
2. I hereby represent and warrant that I am familiar with the Terms of Use and Conditions of Use for the payer's website.
3. By signing up for this service, Facility/Provider is not knowingly or otherwise violating, nor is Facility/Provider requesting that FinThrive or any of its vendors violate any of the Payer's website terms of use requirements or any other contractual terms. Further, by signing up for this service Facility/Provider is not knowingly or otherwise violating the terms of any contract or other agreement in place between the payer and Facility/Provider.
4. FinThrive bears no liability for Facility/Provider's use of data provided pursuant to this enrollment form. Facility/Provider uses this data at its own risk and bears all responsibility for eligibility-related or other activities derived from the data. In addition, Facility/Provider acknowledges that FinThrive is obtaining this data at the express request of the Facility/Provider and in accordance with any contracts that may be in place between payer and Facility/Provider. Facility/Provider agrees to indemnify FinThrive from and against any third party claims from Facility/Provider's customers or applicable payers arising from Facility/Provider's use of the data or FinThrive's obtaining of the data at the request of Facility/Provider.

[I Agree](#) [Decline](#)

Once the administrator has clicked **"I Agree"**, the next step is complete the actual payer enrollment process.

Payer Enrollment Process

Once the administrator clicks “**I Agree**” on the attestation page or later returns to the web-capture page, the administrator lands on the screen below.

Web Capture

Contact Information

First Name: HSP User
Last Name: HSP User
Email Address:*
Phone Number:* Ext:

[Save](#)

The payers below are accessed via the payer website. You must provide a user name and password for the payer website that will not be used for any other purpose. The user name and password will be utilized to access the website on your behalf to obtain the information requested.

Accounts

[Add](#)

Administrators will need to enter the required Email Address and Phone Number, then hit “Save”. This information is used to notify the designated contact that the enrollment is complete.

Please note that this step is only required during the initial web-capture payer enrollment request.

When the Administrator is ready to enroll with a specific payer, click “**Add**” under Accounts.

The following screen will appear:

Accounts | Products | Batch | History | My Profile | System

Admin
Web Capture

The payers below are accessed via the payer website. You must provide a user name and password for the payer website that will not be used for any other purpose. The user name and password will be utilized to access the website on your behalf to obtain the information requested.

Accounts

Select a payer to complete Web Capture Enrollment.

Payer:*

NOTE: Enter the facility or provider NPI you registered on the Payer’s website. Registering an individual provider’s NPI will require you to create Web Capture credentials for each provider you submit transactions for.

Facility/Provider NPI:*

Facility/Provider Name:*

Please provide us with the credentials that you created for us to access the Payer site on your behalf.

Email:*
(This should be the address used when setting up the account with the Payer.)

User Name:*

Password:*

Confirm Password:*

Security Questions

Please provide the questions and answers associated to the credentials on the payer’s website.
Note: Questions and Answers must exactly match what was entered on the payer’s website.

Question 1:
Answer 1:

Question 2:
Answer 2:

Question 3:
Answer 3:

[Add Question](#)

1. Click the drop down to select the payer.
2. Enter the Provider NPI. This should be the NPI associated with the credentials for the payer provider portal and will be the expected NPI on the transaction request.
3. Enter the Facility/Provider Name of the NPI.
4. Enter the email address used when setting up the account with the Payer.
5. Enter the username, password (twice to confirm) that are associated with the payer provider portal account.
6. Enter the security questions and answers if any were set up for the payer provider portal account. The system automatically allows administrators to include three sets of questions/answers. If more are needed, click "[Add Question](#)" to add another set.
7. Click "[Save](#)" to submit the enrollment.
8. Once submitted, the Administrator is brought back to the main web-capture page and will then see any submitted enrollments/accounts at the bottom of the page. The submitted enrollment will appear with a Pending status until the enrollment is completed internally by our Enrollment Team.

Accounts						
Add						
Payer Name	Site	User Name	Facility/Provider Name	NPI	Email	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Martins Point Health Care	https://login.martinspoint.org	Test	Test Provider	123456789	testing@testing.com	Pending

Confirmation of Enrollment

Once our Enrollment Team has completed the requested enrollment, Administrators will be informed two ways.

1. The individual that submitted the enrollment to FinThrive will receive a confirmation email.
2. The web-capture enrollment page will be updated. **As seen below, the line for the enrollment request now shows a status of Active:**

Accounts						
Add						
Payer Name	Site	User Name	Facility/Provider Name	NPI	Email	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Martins Point Health Care	https://login.martinspoint.org	Test	Test Provider	123456789	testing@testing.com	Active

Note: If there is any reason that there was an issue with the enrollment process, the administrator will be notified by email and the status of the enrollment request may be reflected as Denied.

Transaction Submission

Once the enrollment is confirmed, the client is ready to submit transactions to the requested payer, for the enrolled NPI.

Please keep in mind that transactions will reject when an NPI submitted in the request is not enrolled. The rejection will be Provider Ineligible and reflect as an AAA**Y*41*N~ error in the 271 EDI response.

The web-capture response will be returned in real-time and will conform to the standard HIPAA transaction code set. Remember, payers will vary on the data they return. The web-capture response should return any data provided on the provider portal in the real time response.

Also remember that while this is still considered real-time, clients should allow up to 60 seconds for the information to return. The response is dependent on the payer's portal performance, so timeout settings should be considered when submitting web-service transactions.

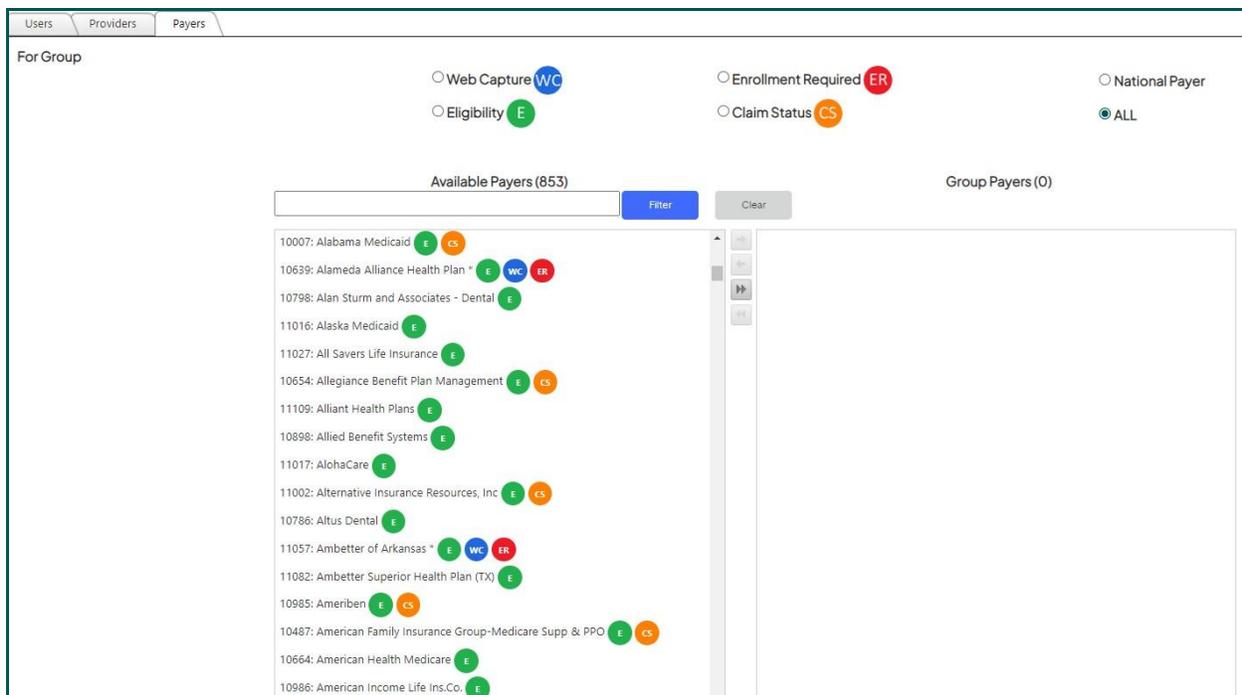
Available Payers

Web Portal Only Users

For users who access our web portal to submit transactions, administrators will recognize web-capture payers in several areas.

Admin > Groups > Payers

Please note that web-capture payers have a blue circle **WC** beside the payer name to differentiate against the special enrollment payers. Administrators should make their payer selections and then visit the payer enrollment page to identify next steps.



Payer Enrollment Page

System > Payer Enrollment

Normal special enrollment payers appear in the top section of the grid, whereas web-capture payers appear at the bottom of the page. The enrollment process is the same regardless of which web-capture payer a provider wishes to access.

Enrollment Information:
FinThrive
Phone: 800-390-7459

Web Capture Capable Payers

- Alameda Alliance Health Plan *
- Presbyterian Health Plan *
- Gold Coast Health Plan *
- Rhode Island Medicaid *
- AgeWell New York *
- Consolidated Health Plan *
- Central Health Medicare Plan *
- University Health Alliance *
- United Group Services *
- Coastal Management Services-Aspire *

Webservice & Batch Users

Users can view our payer list to easily identify web-capture payers that require additional enrollment steps.

Payers that are web-capture are marked with an asterisk next to their name.

To access our most current payer offerings, please visit our Partner Portal ([FinThrive Partner Portal](#)) to obtain our payer list. The payer list is available both in PDF and XLS format.

NOTE: Please download a fresh copy of this list at least once a month as the payer list is actively updated with additional or deactivated payers.

FinThrive Payer List

Helpful Information
Payer ID: Unique payer mnemonic assigned by FinThrive.
Enrollment Req: The payer requires an additional enrollment setup.
BETA: Transactions may be submitted. Content is currently under evaluation.
Contact Information
 (800) 390-7459

Payer ID	Payer Name	Enrollment?	Eligibility 270/271	Cascading Search	Claim Status 276/277
10431	AARP	No	Yes	Yes	Yes
13296	Acclaim, Inc	No	Yes	Yes	N/A



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