

# Medicare Advantage Provider Bulletin



News and Information

Dec. 22, 2021

## Aspirus Health Plan Medicare Advantage Portal – Access Approval

### IMPORTANT UPDATE

The new Aspirus Health Plan Medicare Advantage Provider Portal launched Dec. 14, 2021. Since the launch, some access requests have been denied because multiple administrator requests have been received for one Tax ID Number (TIN). There can only be one Administrator assigned to a Tax ID Numbers (TIN). Once the Administrator is set up, they can set up other Users for the TIN to access the portal.

The following information will clarify who should register using the **Request Access for Your Organization** section on the Aspirus Health Plan Medicare Advantage [Provider Portal Login](#) page and the requirement to include your organization's Tax ID Numbers\* (TIN):

- The Request Access button (shown in the following image) is ONLY to be used for creating a **Provider Portal Administrator** (Admin) account for your organization.
  - See definition of Admin below.
  - Only ONE Admin can be assigned for each TIN within the organization.
  - The same Admin can be assigned to multiple TINs within the organization.
  - When requesting access as an Admin in the Provider Portal, you must indicate the TIN(s) you would like to be the Admin for.
    - Once you are assigned as the Admin, any others from your organization who request Admin set up for the same TIN(s) will have their requests denied.
- Once the Admin is set up, they will be able to set up Provider Portal Users (User) within the portal for their organization.
- If you would like to access the portal as a User, please contact your Admin.

#### Provider Bulletin

*Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.*



## PROVIDER PORTAL LOGIN

### WELCOME TO THE ASPIRUS HEALTH PLAN MEDICARE ADVANTAGE PROVIDER PORTAL

Thank you for partnering with Aspirus Health Plan to deliver great coverage to Medicare-eligible individuals throughout Wisconsin.

#### Sign in to your account to:

- Check member eligibility
- See a member's copays and benefits
- Look up authorizations
- Check claim status
- View Remittance Advice

Remember me  
  
[Need help signing in?](#)

#### Request Access for Your Organization:

Each organization will need to identify a Provider Administrator (Admin) for each organizational Tax ID Number (TIN). The Provider Admin will set up users and provision appropriate access to others at the organization.

#### Before requesting access:

- Have your **Tax ID number (TIN)** available.
- Make sure you are the appropriate designated person to serve as your organization's Provider Admin for this TIN. This role is responsible for giving other users with this TIN access to the portal.

**If you are not your organization's Provider Admin, please do not request access through this link.** Instead, contact your organization's Provider Admin to request access.

#### Need Help?

See the [Quick Reference Guide \(PDF\)](#).

[Give us a call](#)

## What is an Admin?

- The Admin is a single individual who is responsible for setting up and managing access for all Users under the TIN(s) that the Admin is registered for within the organization.
- **Who should be the Admin within your organization?**
  - Someone who has authority to manage all users' access to portal information for the NPIs and locations within that Admin's designated TIN(s).

Admin registration requests must include a TIN. Access will be denied if at least one TIN is not included.

**An Admin may request to manage more than one TIN, but each TIN can only have one Admin.**

*\*The organization's tax identification number assigned by the Internal Revenue Service (IRS) that allows providers to bill Aspirus Health Plan for medical services.*

## Provider Bulletin

Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.