

This document is for Provider Administrators (Portal Admin) of the Aspirus Health Plan Medicare Advantage Provider Portal. Other users should view the Provider Portal User Guide.

It shows the steps for executing User Management functionality in the new Provider Portal.

A key for formatting in this document is as follows:

- *Italic font* – indicates something seen in the system. Things like headers, field names and titles on buttons.
- **Bold font** – indicates what you are taking an action on, for example, the button or link to be clicked or the text to be entered.

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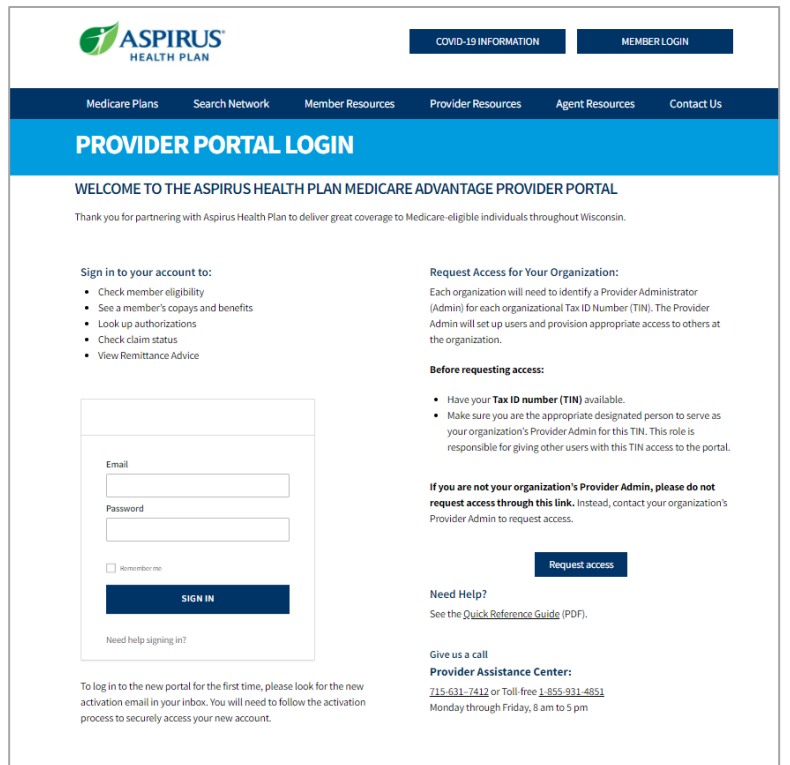
Sign in to Provider Portal

After setting up your new access per the [Aspirus Provider Admin Set Up Guide](#), go to the *Provider Portal Login* page on the Aspirus website.

Enter the following information into the *Sign In* box:

- **Email**
- **Password**

Then, click the **Sign In** button.



The screenshot shows the Aspirus Health Plan Provider Portal Login page. At the top, there is a navigation bar with links for Medicare Plans, Search Network, Member Resources, Provider Resources, Agent Resources, and Contact Us. A blue banner reads "PROVIDER PORTAL LOGIN". Below the banner, a welcome message states: "WELCOME TO THE ASPIRUS HEALTH PLAN MEDICARE ADVANTAGE PROVIDER PORTAL". A thank-you note follows: "Thank you for partnering with Aspirus Health Plan to deliver great coverage to Medicare-eligible individuals throughout Wisconsin." The page is divided into two main sections. On the left, under "Sign in to your account to:", there is a list of links: "Check member eligibility", "See a member's copays and benefits", "Look up authorizations", "Check claim status", and "View Remittance Advice". Below this is a sign-in form with fields for "Email" and "Password", a "Remember me" checkbox, and a "SIGN IN" button. A link "Need help signing in?" is located below the form. On the right, under "Request Access for Your Organization:", there is a paragraph explaining that each organization needs to identify a Provider Administrator (Admin) for each organizational Tax ID Number (TIN). Below this, under "Before requesting access:", there is a list: "Have your Tax ID number (TIN) available." and "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." A "Request access" button is positioned below this section. Further down, under "Need Help?", there is a link to the "Quick Reference Guide (PDF)". At the bottom right, under "Give us a call", there is information for the "Provider Assistance Center": phone number 715-631-7412 or Toll-free 1-855-931-4851, and hours Monday through Friday, 8 am to 5 pm. At the bottom left, a note states: "To log in to the new portal for the first time, please look for the new activation email in your inbox. You will need to follow the activation process to securely access your new account."

The URL for Aspirus's Provider Portal is:
www.aspirushealthplan.com/medicare/providers/

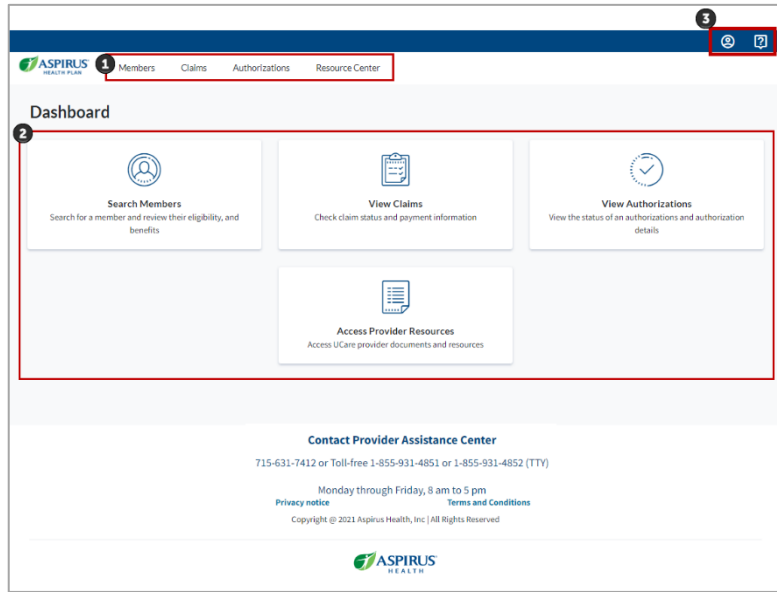
Provider Portal Homepage

The Homepage of the Aspirus Health Plan Provider Portal is referred to as the *Dashboard*.

Several areas help the user navigate the functionality they may wish to access:

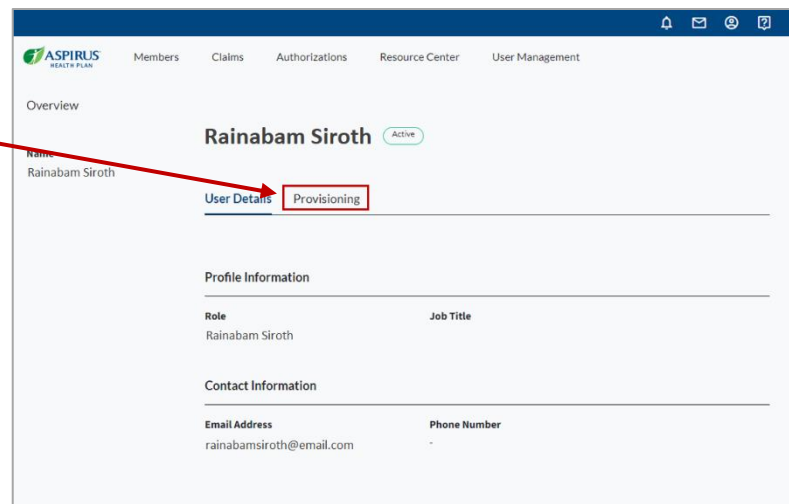
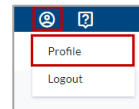
1. Dashboard header row
2. Dashboard tiles
3. Help tools

On the next page we will examine your profile. Further explanation of the areas outlined here are elaborated on in the Aspirus Health Plan Provider Portal User Guide.



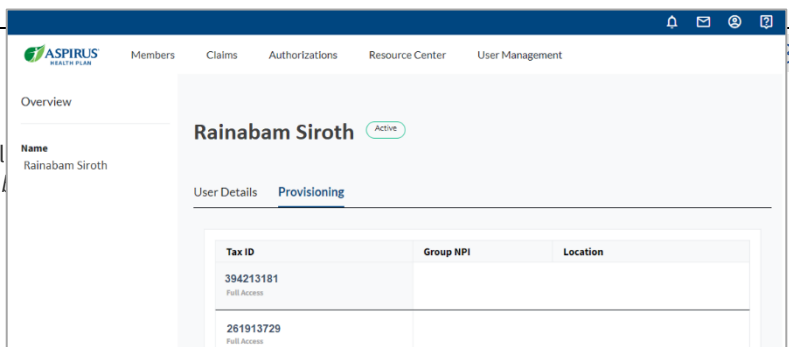
Click **Profile** to view the details of your user profile.

To confirm the TINs you administer, click on the *Provisioning* tab.



Latest update date: 7/28/2023

Detailed information and the Provider Manual
Aspirus Health Plan has partnered with UCare, I



Here you will see all TINs for which you are the Administrator. You are given *Full Access* to the TINs by the Administrator.

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User Management

Under *User Management*, a Provider Admin can add and edit the user profiles and access rights for each of your organization’s Tax ID Number(s) (TIN) that the Provider Admin oversees.

Click the **User Management** link on the header row to go to the *Manage Portal Users* page.

The screenshot shows the 'Manage Portal Users' page. The 'User Management' link in the top navigation bar is highlighted with a red box. The page includes a search bar for email addresses and a table of users.

First Name	Last Name	Email Address	Role	Status
Truman	Susu	user@email.com	Provider Office Staff	Provisioned
Provider Admin	User 1	aspirusproviderportal+5@gmail.com	Provider Admin	Active
Provider Staff	User	aspirusproviderportal+11@gmail.com	Provider Office Staff	Active
Provider 01	User 01	aspirusproviderportal+8@gmail.com	Provider Office Staff	Active

Add a New User

To add a new user to your organization from the *Manage Portal Users* page, click the **New User** button.

The screenshot shows the 'Manage Portal Users' page. The '+ New User' button in the top right corner is highlighted with a red box. The page includes a search bar for email addresses and a table of users.

First Name	Last Name	Email Address	Role	Status
Truman	Susu	user@email.com	Provider Office Staff	Provisioned
Provider Admin	User 1	aspirusproviderportal+5@gmail.com	Provider Admin	Active
Provider Staff	User	aspirusproviderportal+11@gmail.com	Provider Office Staff	Active
Provider 01	User 01	aspirusproviderportal+8@gmail.com	Provider Office Staff	Active

Enter the new user's *Profile Information* and *Contact Information* as outlined below.

Profile Information:

- **First Name**
- **Last Name**
- **Job Title**
- **Organization**
- **Role**

Contact Information:

- **Email Address**
- **Phone Number**

After completing all the required fields, click the **Give Access Rights** button.

Create User

Add the user's Profile Information and Contact Information to complete the new user's profile. Click 'Give Access Rights' to provision the user.

Profile Information

First Name *

Last Name *

Job Title

Organization *

Role *

Contact Information

Email Address *

Phone Number *

Cancel
Give Access Rights

Set User Permissions

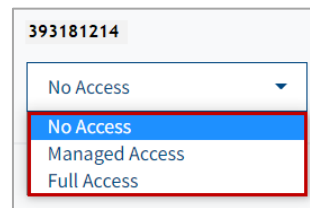
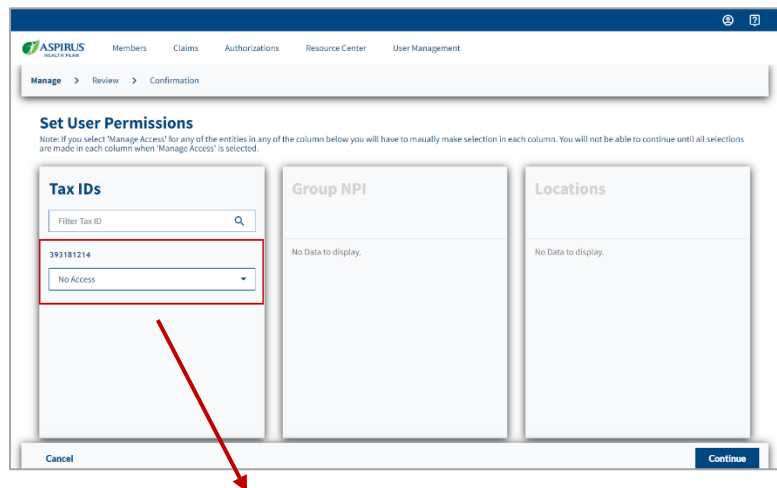
The new user may be given rights (provisioned) to see data, for any of the *Tax IDs* the Provider Admin oversees. A listing of those TINs will show in the first column.

In this example, the only TIN the user will potentially have access to is *393181214*.

New user access rights default to *No Access*.

A drop-down list under the TIN shows three options; *No Access*, *Managed Access* and *Full Access*.

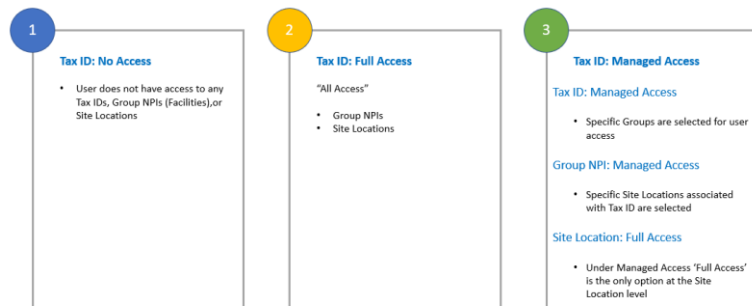
See [Access Levels Explained](#) to review how provisioning is done in the portal.



Access Levels Explained

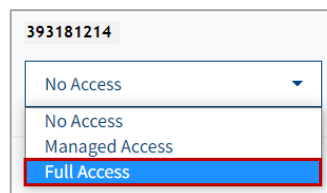
Provisioning the user can happen at multiple levels, from a broad approach that assigns access based on the TIN, to a very granular location-level access.

Users can have *No Access* or *Full Access* to Group NPI and Site Locations for the Tax IDs, or *Managed Access* to only specific Group NPI and Site Locations for the TINs.



For demonstration purposes, we will show what it looks like if the user is given *Full Access* rights to the TIN in this example, *393181214*.

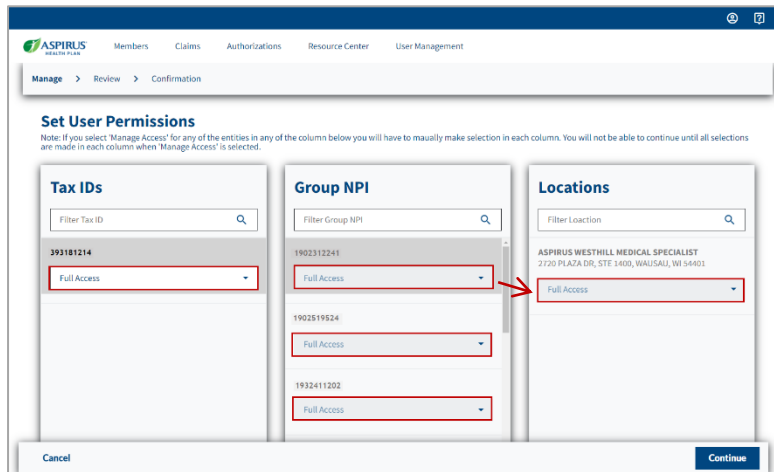
Click into the drop-down field and change *No Access* to **Full Access**.



Full Access Permissions

All Group NPIs and Locations associated with this TIN will default to *Full Access*.

In this example there is just one location associated with this TIN and Group NPI – *ASPIRUS WESTHILL MEDICAL SPECIALIST*. This location has defaulted to *Full Access*.

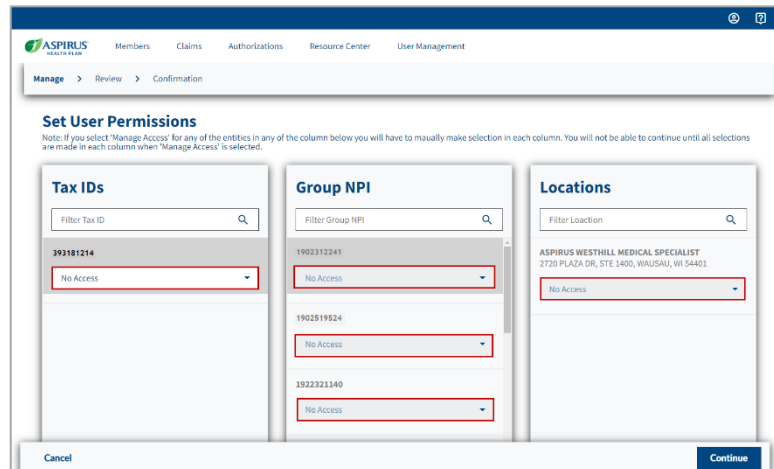
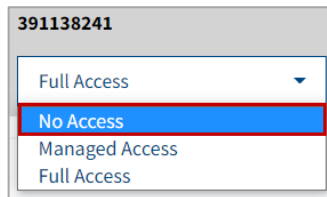


No Access Permissions

Again, to demonstrate how setting permissions works, we set the TIN 393181214 back to a *No Access* setting.

Notice all Group NPIs are also now set to *No Access*. The site location, *Aspirus Westhill Medical Specialist*, also now shows *No Access*.

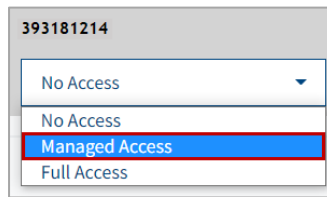
NOTE: If there is ever a need to remove access from a user, our recommended Best Practice is to set that user’s access back to *No Access* as demonstrated on this page.



Managed Access Permissions

Choosing *Managed Access* allows the Provider Admin the ability to set access rights for each of the subsequent levels (Group NPI and Location(s)).

To demonstrate how this works, we now set the TIN 393181214 to *Managed Access*.



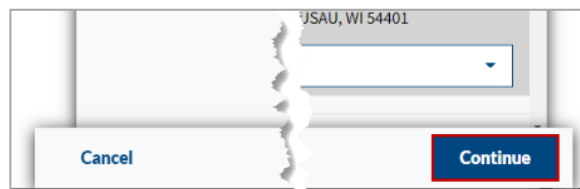
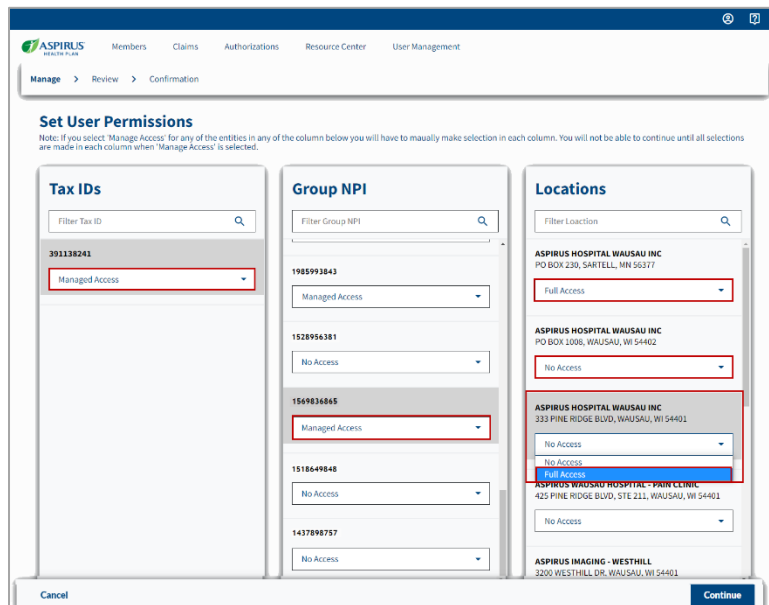
Now that the TIN has *Managed Access*, the user access can be set for each of the associated Group NPIs.

Example: Group NPI, 1569836865 has just been set with *Managed Access*. As it is dark, you can see it's "selected," which means the *Locations* displayed in the next column belong to this Group NPI. In the *Locations* column, you see the first location has been set-up with *Full Access*, the next has *No Access* and the third location (*ASPIRUS HOSPITAL WAUSAU INC*) is being set to *Full Access*.

At the location level, there are only two access choices: *No Access* or *Full Access*.

If the Group NPI is set to *No Access*, all associated *Locations* will display with *No Access*. This would be the case if 1528956381 is selected.

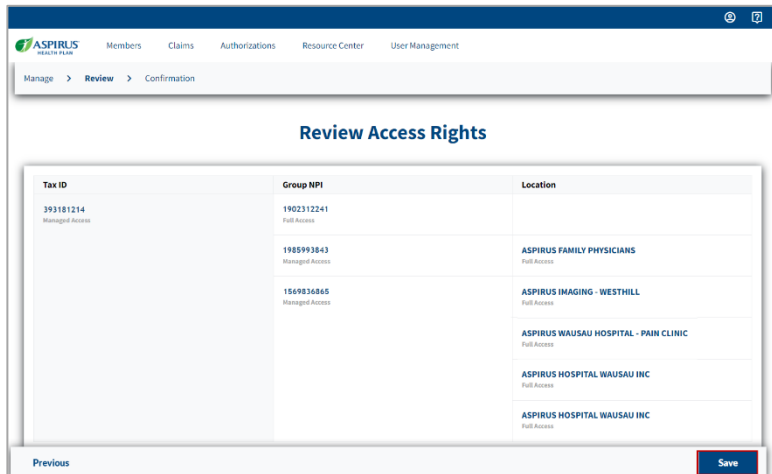
When you have set all the user permissions that are needed, click the **Continue** button.



Review Access Rights

After selecting **No Access**, **Full Access** or **Managed Access** for all three access levels (*Tax IDs*, *Group NPIs* and *Locations*) and having clicked **Continue** (previous step), you may review the rights you have set. If you see that further changes are needed, go back and do that by clicking **Previous**.

If everything looks the way you intended, click the **Save** button.



Tax ID	Group NPI	Location
393181214 Managed Access	1902312241 Full Access	
	1985993843 Managed Access	ASPIRUS FAMILY PHYSICIANS Full Access
	1589836865 Managed Access	ASPIRUS IMAGING - WESTHILL Full Access
		ASPIRUS WAUSAU HOSPITAL - PAIN CLINIC Full Access
		ASPIRUS HOSPITAL WAUSAU INC Full Access
		ASPIRUS HOSPITAL WAUSAU INC Full Access

Access Rights Updated

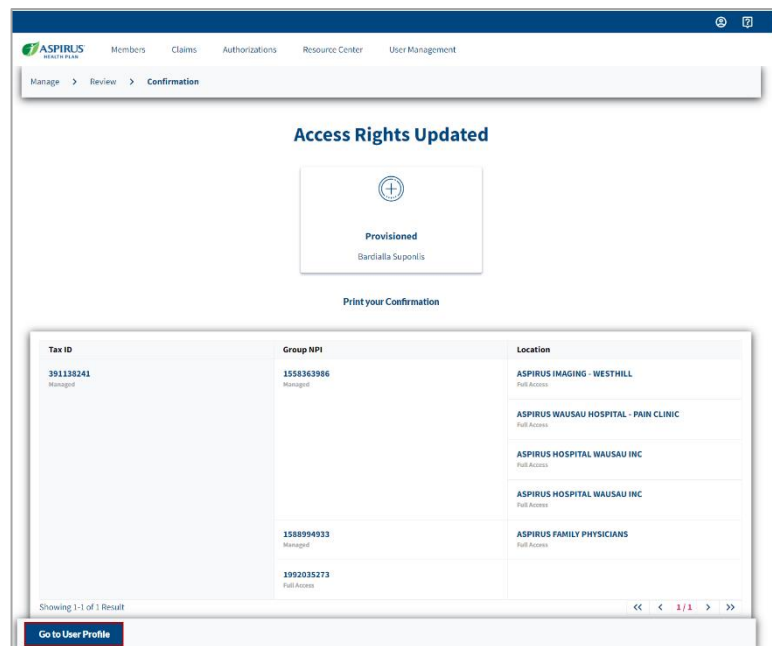
After saving, you will receive an *Access Rights Updated* confirmation page.


Notice the user's name is displayed under the word *Provisioned*.

You may also print this confirmation.

Next, all *Tax IDs*, *Group NPIs* and *Locations* the user has been given access to are listed on the page.

Finally, the *Go to User Profile* button displays in the lower left corner of the page. It is recommended you **go to the user profile** to double-check the user provisions.




Provisioned
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Print your Confirmation

Tax ID	Group NPI	Location
391139241 Managed	3558363986 Managed	ASPIRUS IMAGING - WESTHILL Full Access
		ASPIRUS WAUSAU HOSPITAL - PAIN CLINIC Full Access
		ASPIRUS HOSPITAL WAUSAU INC Full Access
		ASPIRUS HOSPITAL WAUSAU INC Full Access
	1588994933 Managed	ASPIRUS FAMILY PHYSICIANS Full Access
	1992035273 Full Access	

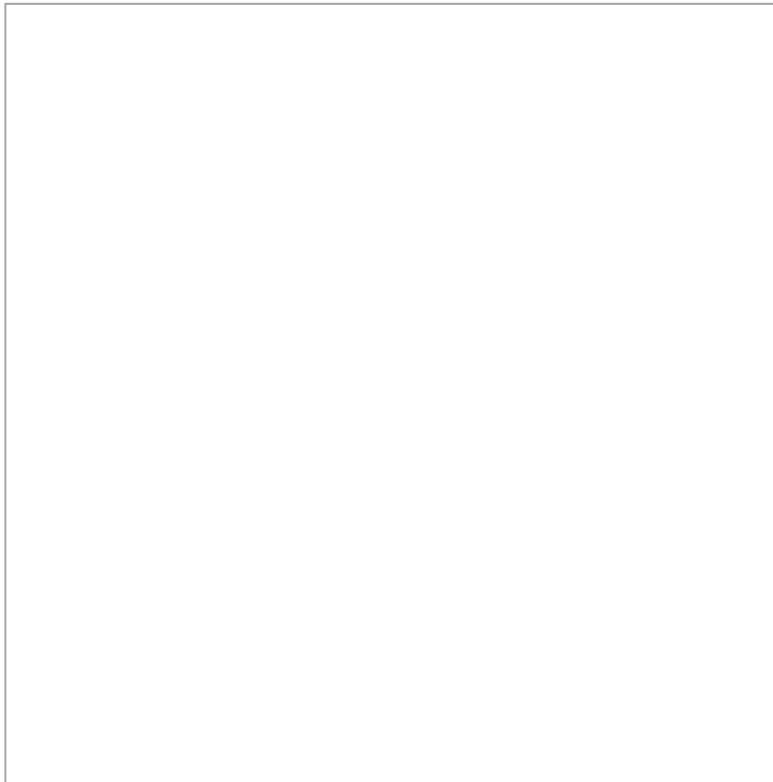
Showing 1-1 of 1 Result

[Go to User Profile](#)

Double-check User Profile

Once you have returned to the user record, you may find you have to click the **Access** tab to view the user provisions.

Review the user’s access carefully. If necessary, click **Edit User Provisions** to return to “edit mode” where changes may be made.



Search for an Existing User

To locate a user that was previously set up, enter the following information:

- **Email Address**

Then, click the **Search** button.

The screenshot shows the 'Manage Portal Users' interface. At the top, there are navigation tabs: Members, Claims, Authorizations, Resource Center, and User Management. Below the title, there is a search field with the email address 'lketnir@emailservice.com' entered and a 'Search' button. A table below displays the search results:

First Name	Last Name	Email Address	Role
Truman	Susu	user@email.com	Provider Office Staff
test	test	aspirusproviderportal+13@gmail.com	Provider Office Staff
Bardialla	Suponlis	bsuponlis@email.com	Provider Office Staff

In the results list, click the **First Name** of the user.

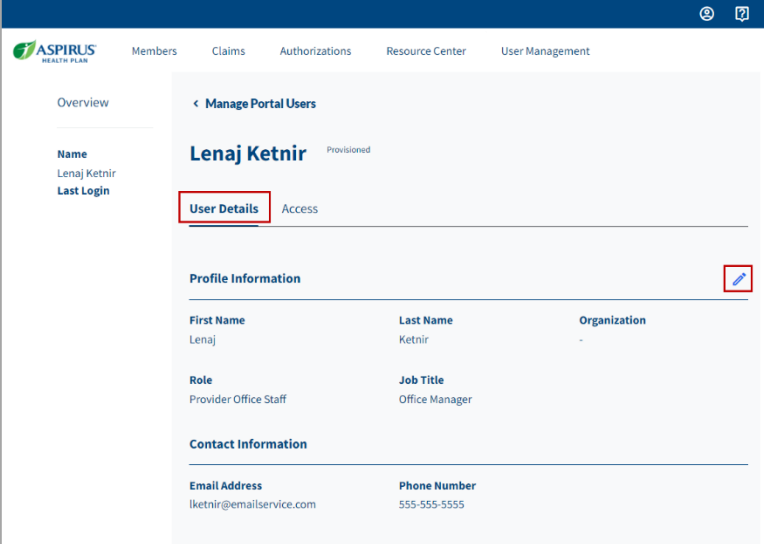
This screenshot shows the same 'Manage Portal Users' interface after a search. The search field still contains 'lketnir@emailservice.com'. The table now shows a single result where the 'First Name' 'Lenaj' is highlighted with a red box:

First Name	Last Name	Email Address	Role	Status
Lenaj	Ketnir	lketnir@emailservice.com	Provider Office Staff	Provisioned

View User Details

The user record opens to the *User Details* page, which displays the user's profile and contact information.

Click the **edit icon**  to make any changes.



The screenshot shows the 'Manage Portal Users' interface for user 'Lenaj Ketnir'. The 'User Details' tab is selected, and the 'Profile Information' section is highlighted with a red box. The 'edit icon' is also highlighted with a red box. The profile information includes:

First Name	Last Name	Organization
Lenaj	Ketnir	-

Role	Job Title
Provider Office Staff	Office Manager

Email Address	Phone Number
lketnir@emailservice.com	555-555-5555

Edit User Details

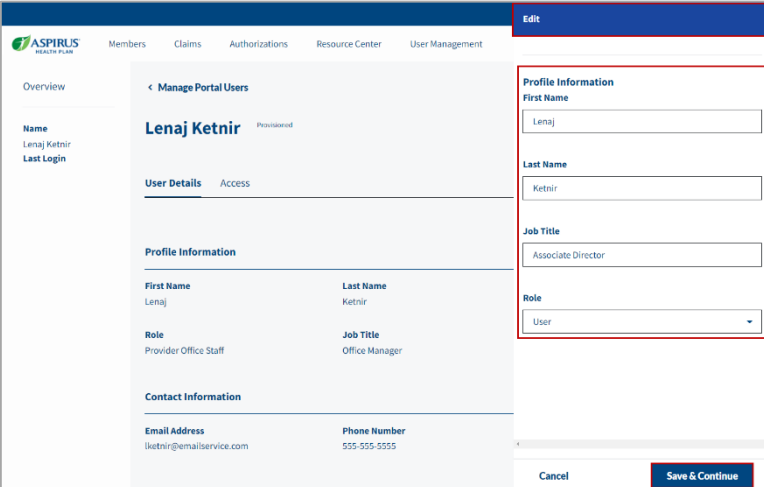
Make any changes needed to the **Profile Information** fields (*First Name, Last Name, Job Title or Role*).

There is no way to change a user's email address. If the email address is no longer accurate, a new user will have to be created.

First, you will have to remove access for the user with incorrect email. See [No Access Permissions](#) for steps on how to remove access. Then create a new user with the correct email address.

When updates are complete, click the **Save & Continue** button.

To change the user's phone number, call PAC.

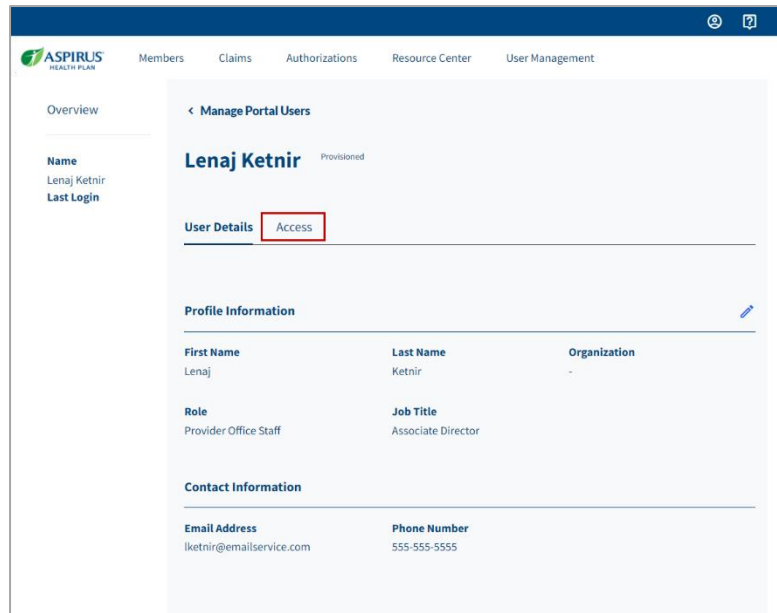


The screenshot shows the 'Edit' mode of the 'Manage Portal Users' interface for user 'Lenaj Ketnir'. The 'Profile Information' section is highlighted with a red box, showing input fields for First Name, Last Name, Job Title, and Role. The 'Save & Continue' button is also highlighted with a red box. The profile information includes:

First Name	Last Name	Job Title	Role
Lenaj	Ketnir	Associate Director	User

View Access Details

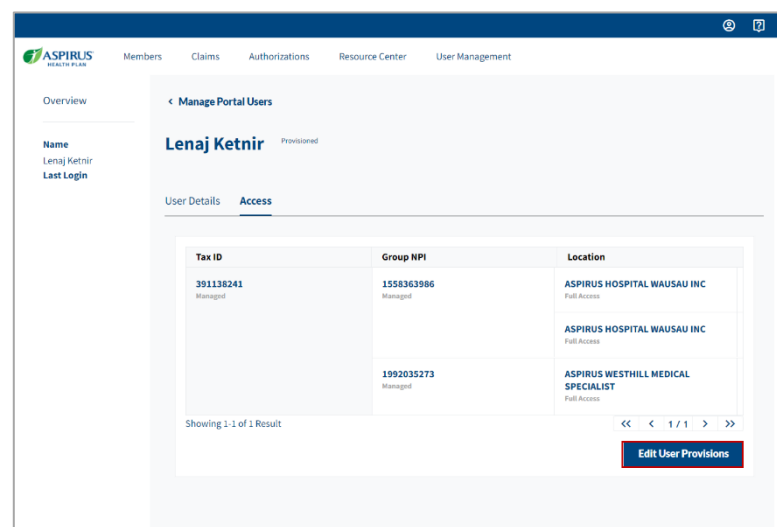
Click the **Access** tab to go to the provisioning page for the user.



Edit Access Details

On the *Access* page, you can see the *Tax ID*, *Group NPIs* and *Locations* this user has been given access to on this page.

To make changes to this user's access, click the **Edit User Provisions** button.



Using the same steps as [provisioning a newly created user](#), make changes to the permissions this user will have going forward. When finished updating the user's access, click the **Continue** button.

Set User Permissions

Note: If you select 'Managed Access' for any of the entities in any of the columns below you will have to manually make selection in each column. You will not be able to continue until all selections are made in each column when 'Managed Access' is selected.

Tax IDs

391138241

Managed Access

Group NPI

No Data to display.

Locations

No Data to display.

Continue

After saving your changes, you will have the chance to view a page showing the updated access rights you just provisioned. It is best practice to click on the **Go To User Profile** button to double-check the user provisions.

ASPIRUS HEALTH PLAN Members Claims Authorizations Resource Center User Management

Manage > Review > Confirmation

Access Rights Updated

Provisioned
Lenaj Ketrir

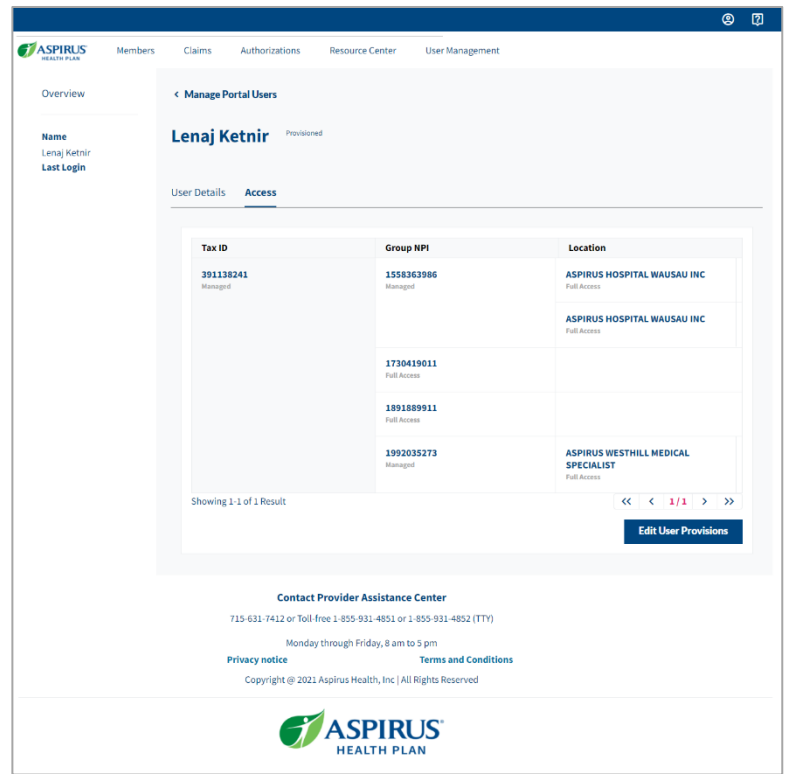
Print your Confirmation

Tax ID	Group NPI	Location
391138241 Managed	1558363986 Managed	ASPIRUS HOSPITAL WAUSAU INC Full Access
		ASPIRUS HOSPITAL WAUSAU INC Full Access
	1730419011 Full Access	
	1891889911 Full Access	
	1992035273 Managed	ASPIRUS WESTHILL MEDICAL SPECIALIST Full Access

Showing 1 of 1 Results

Go to User Profile

Review and confirm changes have been made.




The screenshot displays the 'Manage Portal Users' interface for user 'Lenaj Ketnir'. The user is listed as 'Provisioned'. The 'Access' tab is active, showing a table of user details.

Tax ID	Group NPI	Location
391138241 <small>Managed</small>	1558363986 <small>Managed</small>	ASPIRUS HOSPITAL WAUSAU INC <small>Full Access</small>
		ASPIRUS HOSPITAL WAUSAU INC <small>Full Access</small>
	1730419011 <small>Full Access</small>	
	1891889911 <small>Full Access</small>	
	1992035273 <small>Managed</small>	ASPIRUS WESTHILL MEDICAL SPECIALIST <small>Full Access</small>

Showing 1-1 of 1 Result

[Edit User Provisions](#)

Contact Provider Assistance Center
 715-631-7412 or Toll-free 1-855-931-4851 or 1-855-931-4852 (TTY)
 Monday through Friday, 8 am to 5 pm
[Privacy notice](#) [Terms and Conditions](#)
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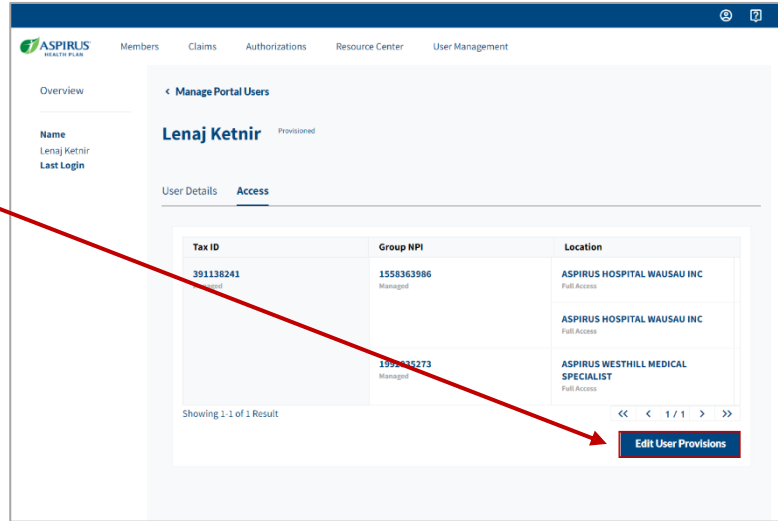


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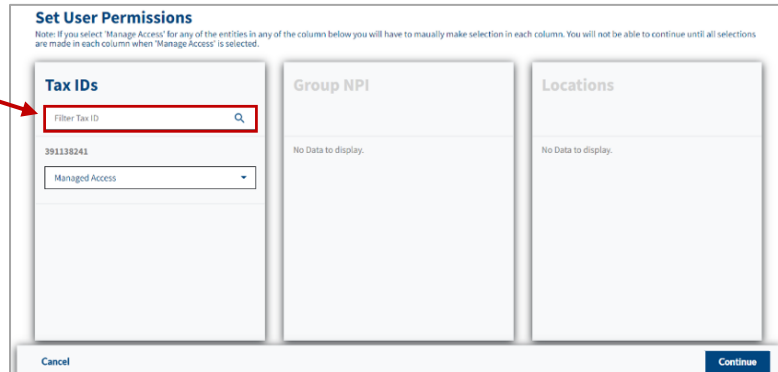
Detailed information and the Provider Manual can be found at <https://www.aspirushealthplan.com/medicare/providers/>. Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.

Add Another TIN

If a user requires access to an additional TIN and that TIN is one you already administer, you will search for the TIN. First get into “edit mode” by clicking **Edit User Provisions** button.



Search for the TIN in the field marked *Filter Tax ID*.



If you do not already administer the TIN requested, you can request access from the Aspirus Health Plan’s Administrator using the *Request Access* button on the login page.

Access to the TIN should be given approximately 5 – 7 days after you request it. You will then be able to find that TIN from the user’s *Set User Permissions* page and provision as appropriate.

For more information see the FAQ page (within the portal) or call the Provider Assistance Center (PAC) at 715-631-7412 or 1-855-391-4851.

Latest update date: 7/28/2023

Detailed information and the Provider Manual can be found at <https://www.aspirushealthplan.com/medicare/providers/>. Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.