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To: All IEHP Providers

From: IEHP – Provider Relations

Date: May 19, 2023

Subject: Provider Portal – Sub User Account Types and Access Levels

We would like to remind Providers, or assigned owner of the Provider Portal account, to assign all Sub User accounts the appropriate account type with a specific set of privileges. The chart below illustrates the account types that can be created along with their corresponding privileges:

ACCESS	ACCOUNT TYPES				
	Owner (Provider)	Office Manager	Billing Staff	Medical Staff	Office Staff
Eligibility	X	X	X	X	X
Encounter Data	X	X	X	X	X
P4P (Entry & Status)	X	X	X	X	X
Global Quality P4P Data	X	X	X	X	X
Claim Status	X	X	X	X	X
Referral Status	X	X	X	X	X
Health Ed	X	X	X	X	X
Capitation Reports	X	X	X		
Remittance Advice	X	X	X		
Claims (search by Check#)	X	X	X		
BH	X	X	X	X	
Referral Request*	X	X	X	X	X
Create/Manage Office Accounts	X	X			
Modify/Update Bank Acc. Info	X	X			
<p><u>Note:</u> The Owner and Office Manager accounts have the same privileges; however, the Office Manager cannot edit or delete other Office Manager accounts. If the Owner account is deleted, it will result in the deletion of all Sub User accounts. The Owner’s access is determined by the Provider contract type.</p> <p>*Delegated Providers can submit authorizations for Major Organ Transplant (MOT) and Community Supports (CS)</p>					

Owners and/or Managers are responsible to ensure that each user has the appropriate account type by logging into the Provider portal and following the steps below:

Assigning Account Type for Sub Users:

1. Click on “My Account” at the top right-hand corner.
2. On the left-hand column, select “Sub User Accounts”.
3. Locate Sub Users’ account and click on “Edit”.
4. Under the Edit User Account section, select the desired account type from the dropdown list.
5. Click “Update”

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org