

Advanced Health Portal User Guide

Registering

Please visit <https://www.visibiledi.com/advancedhealth/Home/Login> and register by clicking on the New User link under the login screen:

Advanced Health Portal

Welcome to the Advanced Health Portal. Please enter your username and password below to begin using the application. If you have any questions regarding your account, please contact us at (541) 269-7400 or send an email to support@visibiledi.com.

User Name:

Password:

Login Reset

If you have lost or forgotten your password, [click here](#)

New users, [click here to register](#).

Enter your email and Tax ID (no hyphen). It will ask for your Tax ID and then click the Find button to select your NPI. If you require multiple Tax ID's please put them all on the line, separated by a comma, no spaces and then hit the Find button:

2) PROVIDER REGISTRATION

Email

PLEASE ENTER THE TAX #'s (EIN's) FOR REQUESTED ACCESS (comma-delimited):

Find

SELECT THE ORGANIZATIONS - TAX# - NPI BELOW FOR REQUESTED ACCESS:

Clear

New user requests are accepted within 24 hours. Once the request is approved you should get an email letting you know that your registration is active and you can then look up eligibility, authorizations, claims and download EOB's. If it has been 24 hours and you have not received a confirmation email please do try to log in, it may be that the confirmation email was stopped by a spam filter.

****Important****

You must use a Chrome browser when looking up information within the portal. Using any other kind of browser may not show you all of the detail screens.

Looking up Eligibility

- 1) Click on the Eligibility tab
- 2) Click on Online Inquiry from the Options menu on the left side
- 3) Fill in the search fields with as much or as little information that you have and click the Search button
- 4) If an Eligibility is found and the Termination Date states 'Not Reported' then the member is currently eligible

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OPTIONS

ONLINE INQUIRY

Eligibility Online Inquiry Result

Please select a Payer and enter Member ID or the Member's First & Last Name and DOB. Clear Search

Service Date: 06/11/2021
 Payer: ADVANCED HEALTH
 Member ID:
 Last: Mouse
 First: Mickey
 MI:
 DOB: 06/01/1999

RESULTS

Mickey Mouse (CH29B8B) is eligible for the entered date of service.

UNLESS OTHERWISE REQUIRED BY STATE LAW, THIS NOTICE IS NOT A GUARANTEE OF PAYMENT. BENEFITS ARE SUBJECT TO ALL CONTRACT LIMITS AND THE MEMBERS STATUS ON THE DATE OF SERVICE. ACCUMULATED AMOUNTS SUCH AS DEDUCTIBLE MAY CHANGE AS ADDITIONAL CLAIMS ARE PROCESSED.

ELIGIBILITY DETAILS

DEMOGRAPHICS

First Name	MI	Last Name	Suff	DOB	Address	City	State	ZIP Code	Contact Info
Mickey		Mouse		06/01/1999	123 Disney St	BROADBENT	OR	97414	5413234567

PLAN INFORMATION

Plan Name	Member Id	Insurance Type	Effective Date	Termination Date
CCOA	CH29B8B	Group Policy	05/01/2020	Not Reported

PHYSICIANS

Type	Effective Date	Termination Date
Primary Care Provider	05/01/2020	Not Reported

Provider Name	Address	City	State	ZIP Code	Contacts
KELLER, NANCY					Not Reported

Looking up Authorization and Referral requests

- 1) Click on the Authorization tab
- 2) Click on Online Inquiry from the Options menu on the left side
- 3) Fill in the search fields with as much or as little information that you have and click the Search button
- 4) If an authorization is found, clicking the Detail button will show more about the authorization
- 5) A printable PDF can be created by clicking on the PDF button on the upper right of the screen

Welcome Claim Claim Status Payment Eligibility **Authorization** Support Account Info Logout

OPTIONS
ONLINE INQUIRY

Authorizations Inquiry

Please enter an Auth No., a Member ID, or a First/Last/DOB Clear Search

Start: 06/08/2021 End: 06/07/2021 Auth No: Member ID: CH29B8B First: Last: DOB: 06/01/1999

MEMBER INFORMATION

First	MI	Last	Suff	DOB	ID	Address	City	State	ZipCode
Mickey	J	Mouse		06/01/1999	CH29B8B	123 Disney St	COQUILLE	OR	97423

AUTHORIZATIONS

Show 10 entries Search:

Auth No	Requester	Servicer	Start	End	Status	Details
12345678910111213	HOLLAND, MEGAN	RICKS MEDICAL...	04/21/2021	04/20/2022	APPROVED	

Showing 1 to 1 of 1 entries Previous 1 Next

6) Once in the Detail screen of an authorization, click the Back button to return to the search

Authorizations Inquiry Back Return to Inquiry Results

Looking up Claim Status

- 1) Click on the Claim Status tab
- 2) Click on Online Inquiry from the Options menu on the left side
- 3) Fill in the search fields with as much or as little information that you have and click the Search button
- 4) If a claim is found, clicking on the blue button at the end of a line will show the Claim/Payment Detail View

Welcome Claim **Claim Status** Payment Eligibility Authorization Support Account Info Logout

OPTIONS
ONLINE INQUIRY

Online Claim Status Inquiry

Search Clear Export

Account/Claim #: Member Last Member ID: CH29B8B

Status: In Proc... Provider:

Service From: 03/12/2021 Service To: 06/11/2021

Drag a column header and drop it here to group by that column

Received	Service	Status	Billing	Rendering	TaxID/NPI	Member ID/ Pat Ctl No	Member	Billed	Paid	
6/10/2021	6/7/2021	Processing...	BUENA VISTA CHARACTER CLINIC	DOCTOR STRANGE	93123456/ 11234567	CH29B8B/ 98765431	MOUSE, MICKEY	\$14.75		
5/16/2021	5/7/2021	Processing...	BUENA VISTA CHARACTER CLINIC	DOCTOR STRANGE	93123456/ 11234567	CH29B8B/ 98765431	MOUSE, MICKEY	\$14.75		

1 - 2 of 2 items

Looking up a payment

- 1) Click on the Payment tab
- 2) Click on Search from the Options menu on the left side
- 3) Fill in the search fields with as much or as little information that you have and click the Search button
- 4) If the payment is found, clicking on the Payer ICN automatically redirects the screen to the Online Claim Status Inquiry screen

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OPTIONS
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SEARCH

Payment Search

EFT/Check #: 1234567891011 Amount:
 Account/Claim #: Member ID:
 EFT/Check Date: From: 05/12/2021 To: 06/11/2021

Drag a column header and drop it here to group by that column

Status	Account	DOS	Trans Date	Payer ICN	Member ID	Member Name	Billed	Paid Amt	Patient Resp	Short Amt.
Processed as Primary	825658576	4/24/2021	6/8/2021	20210604123006781	CH29B8B	MOUSE, MICKEY	\$14.75	\$14.75		\$0.00
Processed as Primary	825658576	3/24/2021	6/8/2021	20210604893006789	DM29P8Y	DUCK, DONALD	\$121.89	\$0.00		\$121.89
Processed as Primary	825658576	4/19/2021	6/8/2021	20210604123004571	TT29B3A	BELL, TINKER	\$14.75	\$0.00		\$14.75

Downloading an Explanation of Payment (EOB)

- 1) Click on the Payment tab
- 2) Click on Download from the Options menu on the left side
- 3) It will default the From and To dates, these may be changed if necessary, click the Search button
- 4) Clicking on the  icon downloads the file in a .txt format
- 5) Clicking on the  icon opens the View Voucher screen which offers a print icon

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OPTIONS
DOWNLOADS
[SEARCH](#)

Payment Downloads

Drag a column header and drop it here to group by that column

Check Date	Batch	EFT/Check #	Organization	Count	Paid	Status	Batch Views
6/8/2021	2348737	12350619571	BUENA VISTA CHARACTER CLINIC	141	\$4,461.09	Accepted	 
6/1/2021	2334881	123509175652	BUENA VISTA CHARACTER CLINIC	85	\$4,803.96	Ready for Download	 
5/25/2021	2320675	123506389898	BUENA VISTA CHARACTER CLINIC	155	\$9,065.14	Accepted	 
5/18/2021	2312555	123506155613	BUENA VISTA CHARACTER CLINIC	126	\$7,954.96	Accepted	 

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