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:

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:

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

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

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

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

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

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

OPTIONS

DOWNLOADS
SEARCH

Payment Search

Search | Clear | Advanced

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] icon downloads the file in a .txt format
5) Clicking on the [icon] icon opens the View Voucher screen which offers a print icon

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

OPTIONS

DOWNLOADS
SEARCH

Payment Downloads

BATCH CRITERIA

Batch: ____
From: 05/12/2021
To: 06/26/2021
Status: ____ ▼

Clear | Search

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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