SIHO INSURANCE SERVICES

PROVIDER ACCESS PORTAL

If you have any questions, please contact our Provider Services team, **Monday-Friday 8 a.m. - 5 p.m. EST.**

Phone:	**Email:**	**Mail:**
Local: (812) 378-7070 Toll-Free: (800) 443-2980	Provider.Services@siho.org	SIHO Insurance Services P.O. Box 1787 Columbus, IN 47202-1787

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ABILITIES

- Check Eligibility
- Review Benefits
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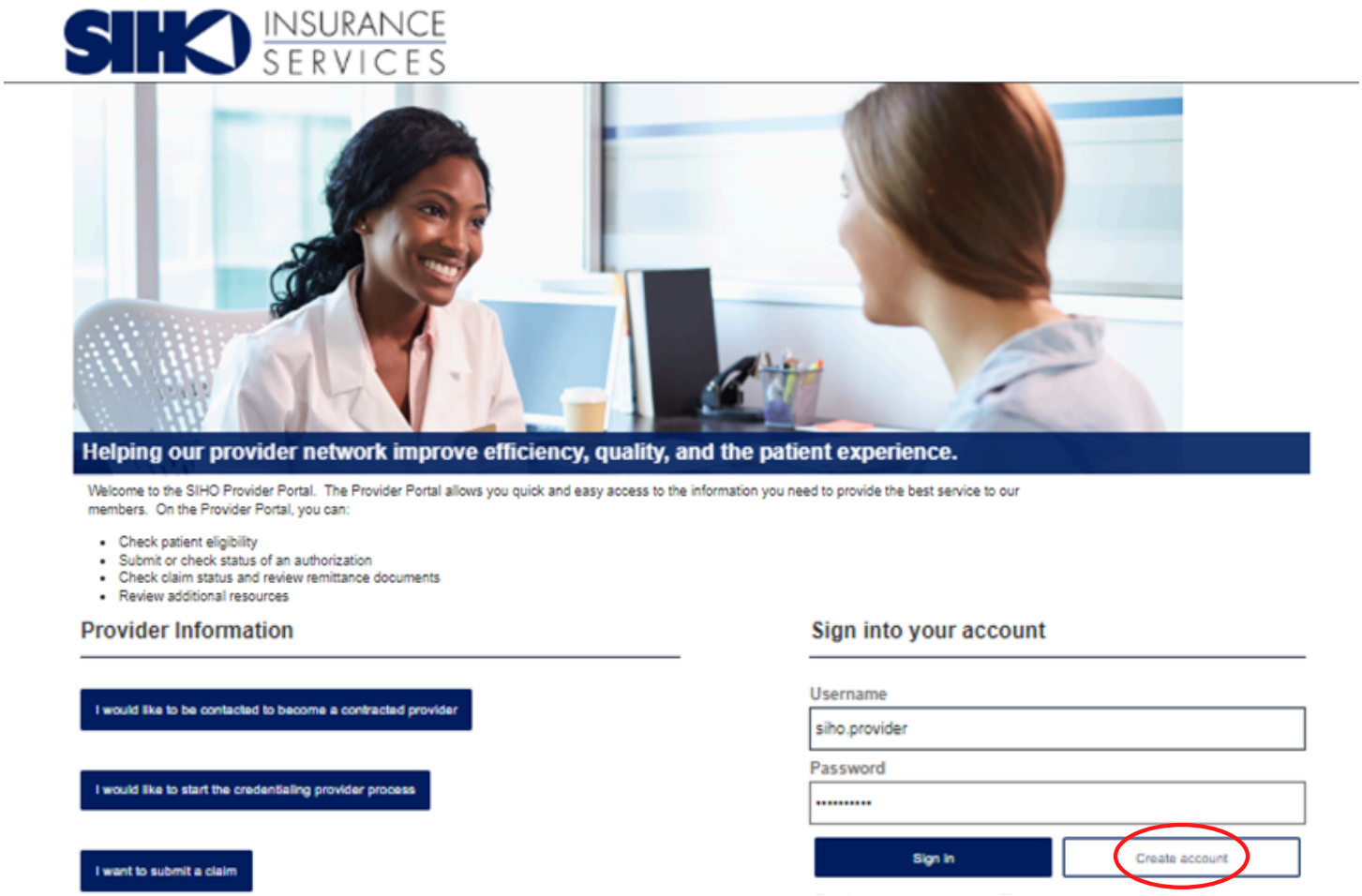
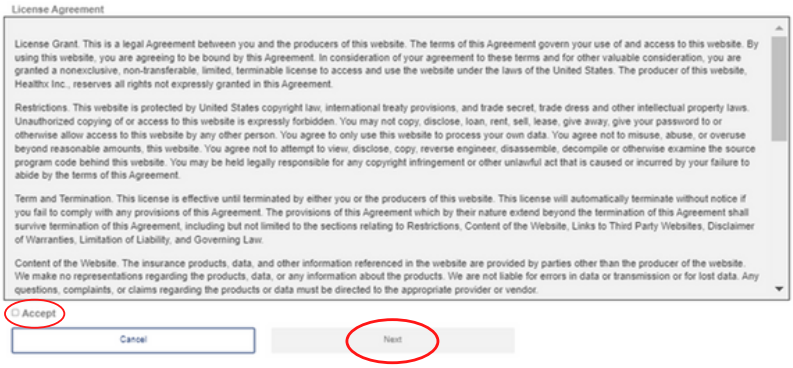
- Submit a question

CREATING AN ACCOUNT

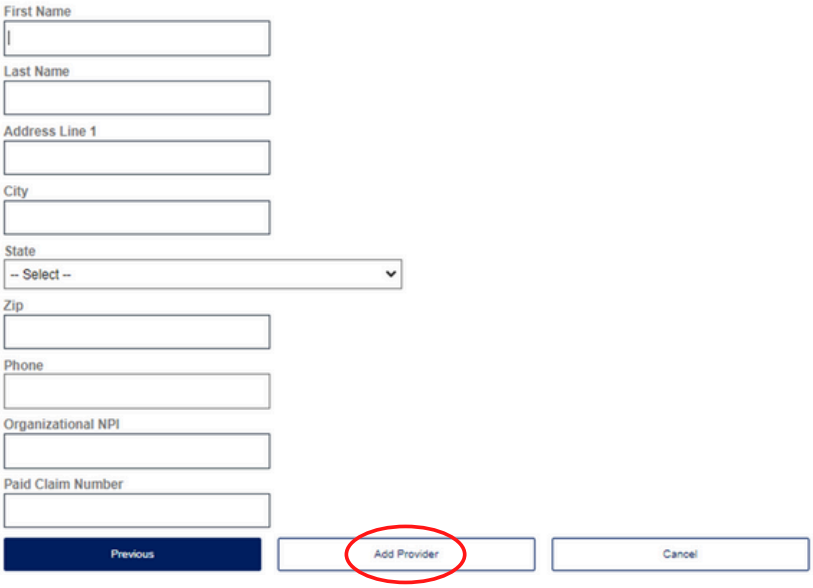
1 To create a login for the ***SIHO Provider Portal,*** a provider/facility with current claims will need to create an account. Click the ***Create Account*** button.



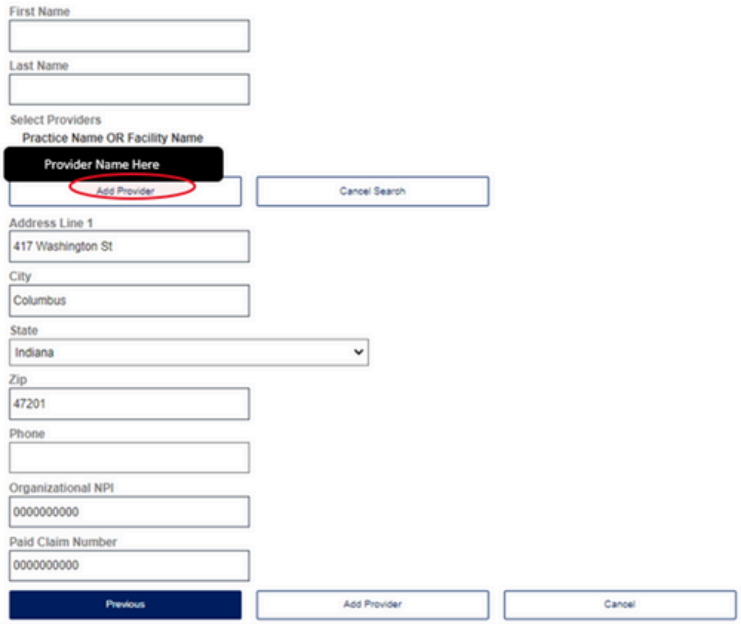
2 A license agreement screen will display, and the provider will need to click the *Accept* box, then *Next.*



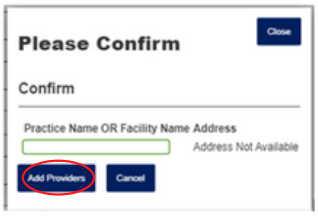
3 The provider will need to complete all fields. First and Last name should be the name of the person creating the account. The Organization NPI and a paid Claim Number are required. Enter the Organizational NPI (billing/ Type 2 NPI), and a recent paid claim number including the leading zeros.
Click *Add Provider* at bottom of the form.



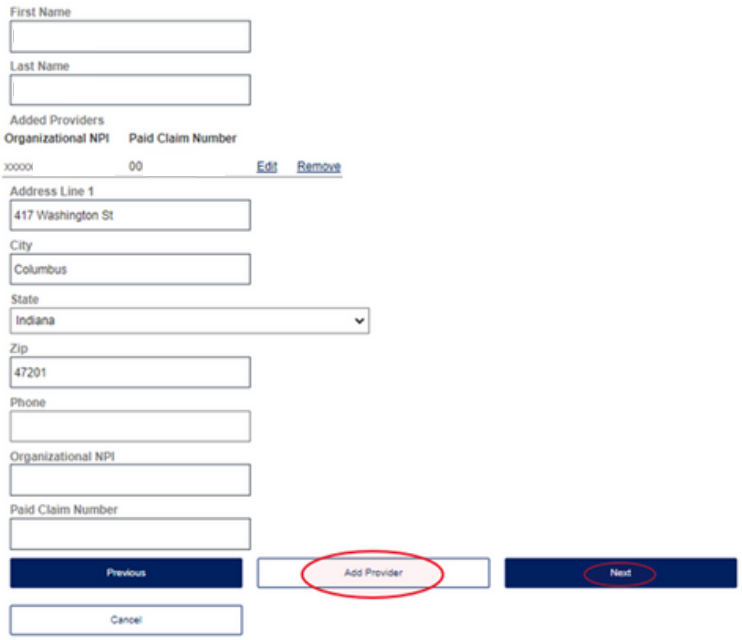
4 Click *Add Provider* in the middle of screen.



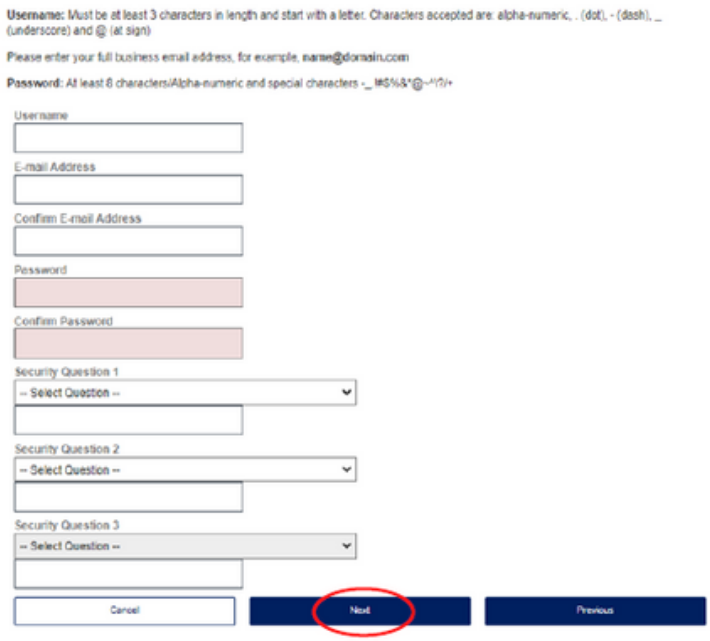
5 A confirmation box will appear, click ***Add Providers***.



6 To add multiple Organization NPI numbers, complete those fields, and click ***Add Provider*** at the bottom of the screen. Click ***Next*** to proceed with the Sign-up process. To add multiple providers, repeat steps 4-6. Once all providers are added, click ***Next.***



7 Create your Username and Password and select three security questions. Click ***Next.***

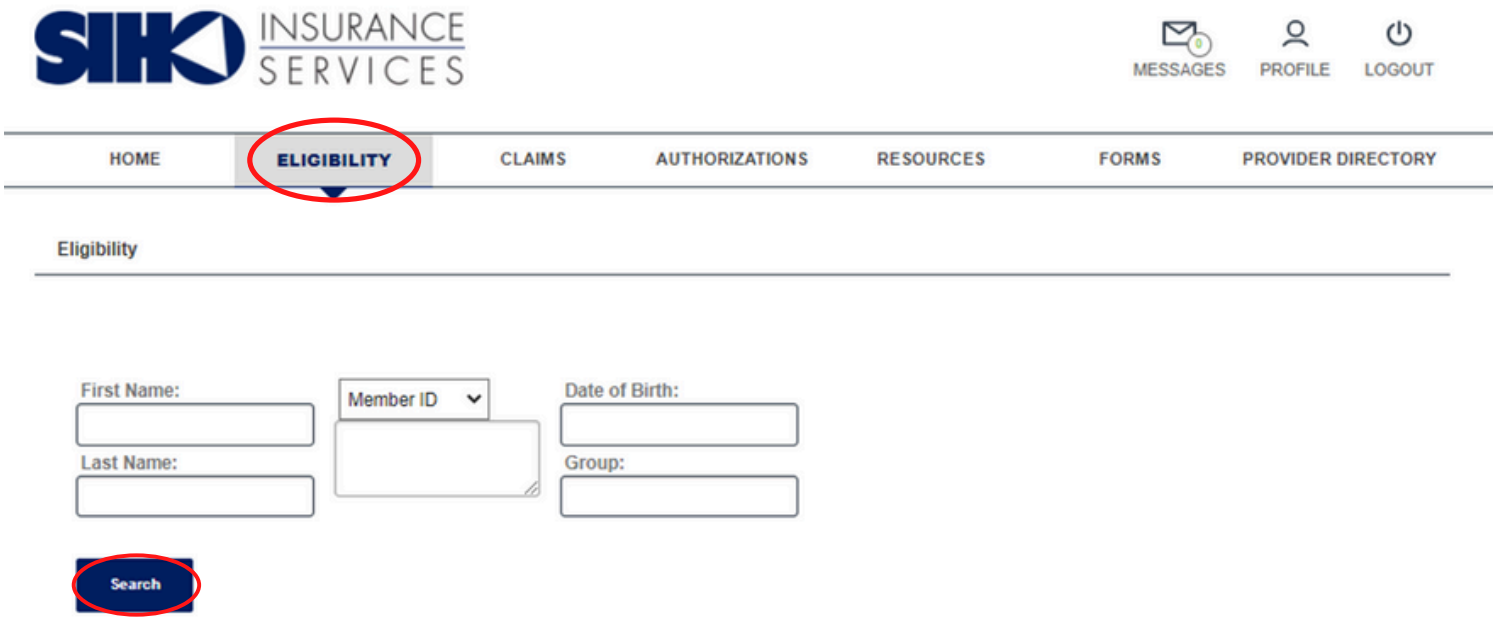


8 Review account information on next screen and click ***Finish***. You will receive an email as confirmation that your account was created.

ELIGIBILTY

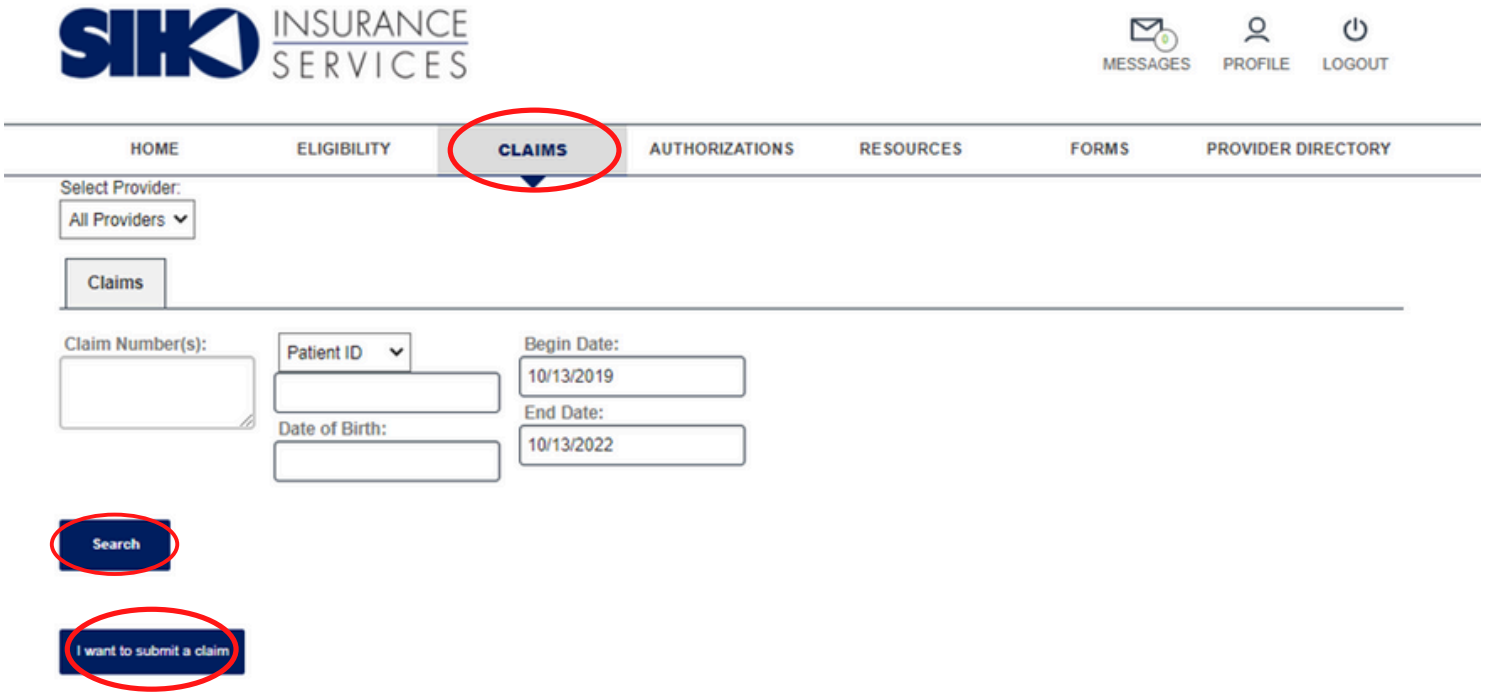
Search member's eligibility by:

- Member ID
- Last Name and Date of Birth
- Last Name and Group
- Date of Birth and Group



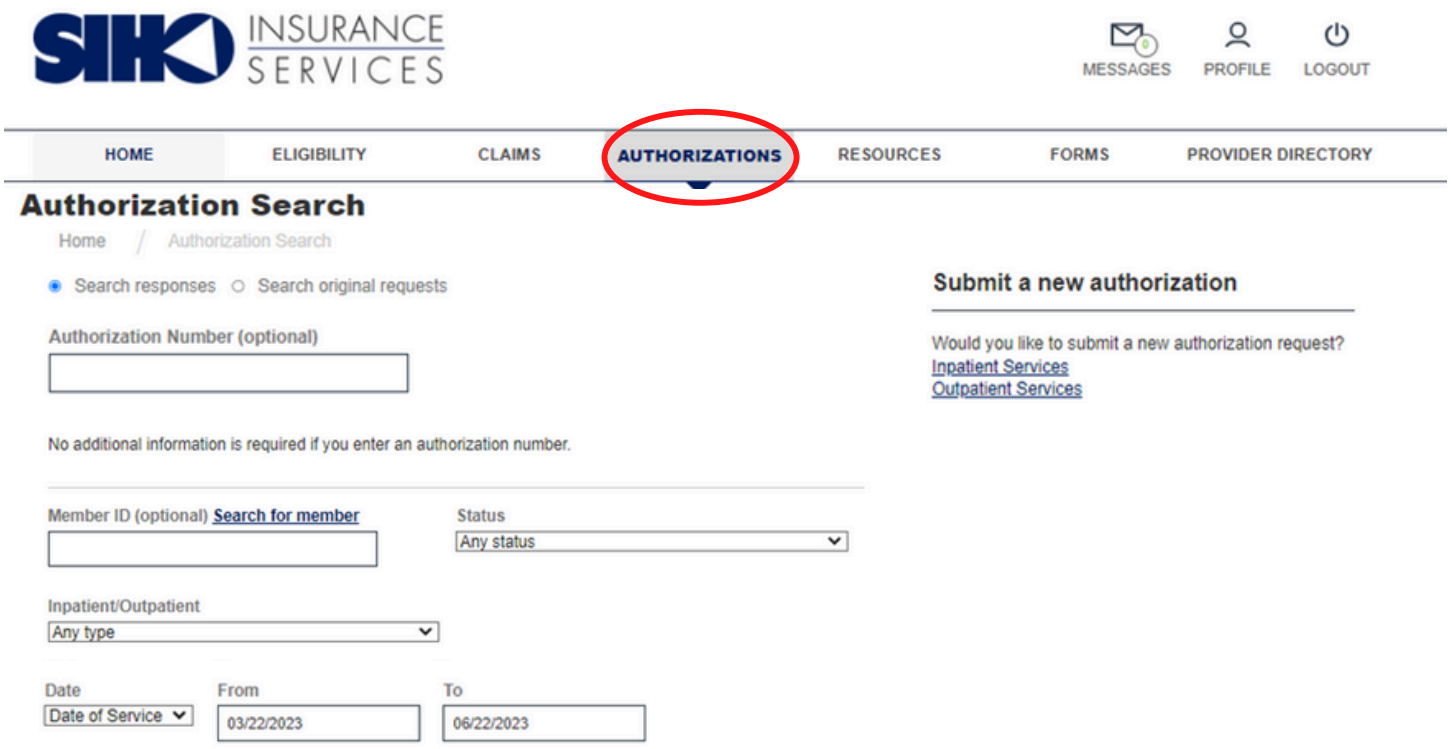
CLAIMS

Search claims by entering a Patient ID or claim number. You can also submit a claim by completing the required fields and attaching the claim form.



AUTHORIZATIONS

You can submit a new authorization or search for existing authorizations by using the *Authorizations* tab.



RESOURCES

Under the ***Resources*** tab, you have access to our Provider Manual, Contact Information, and EFT/ERA information.

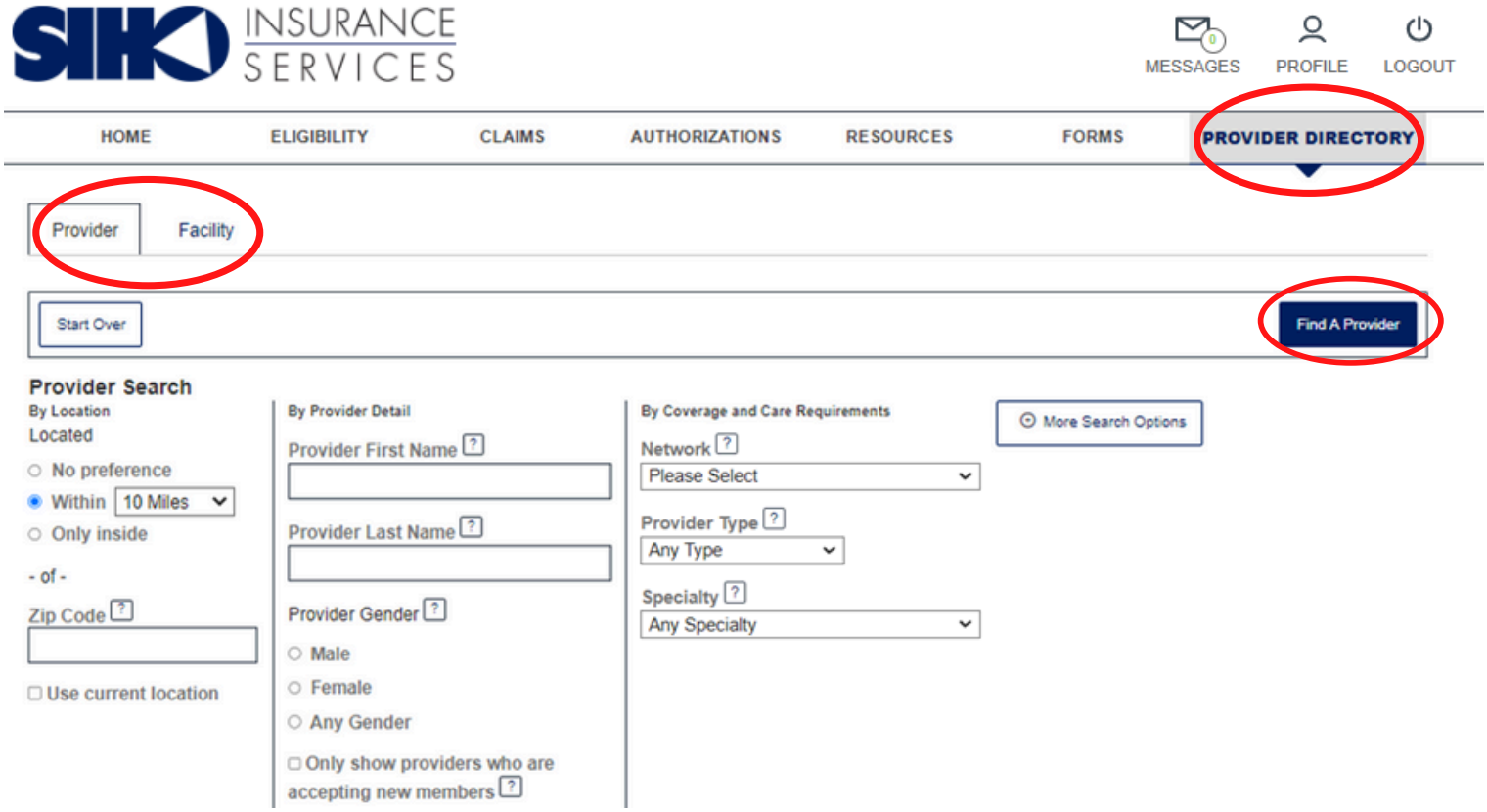
FORMS

This tab allows you to access blank forms for W9, Medical Claim, and Prior Authorization.

PROVIDER DIRECTORY

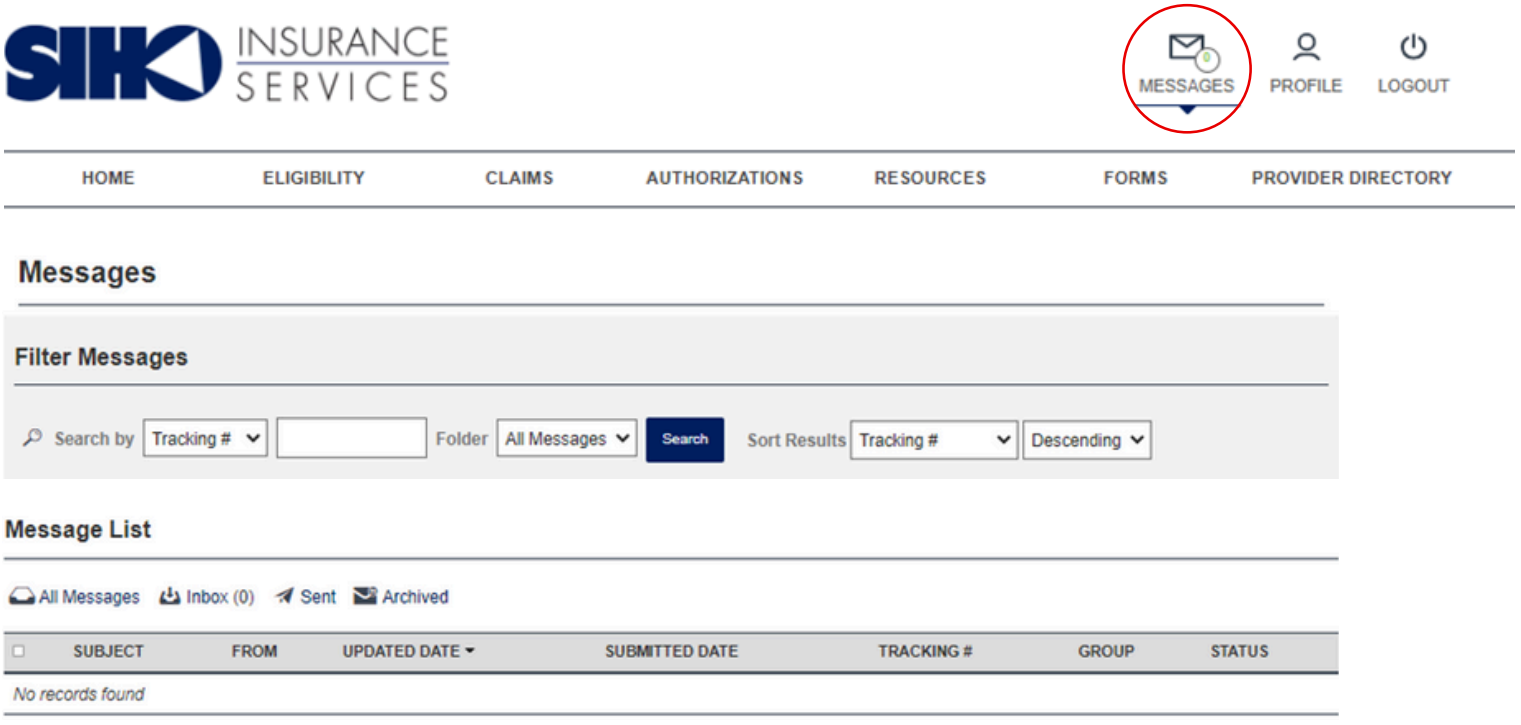
Search by Provider:

Providers can input the required information and click ***Find a Provider*** or click on the ***Facility*** tab to find a facility.



MESSAGES

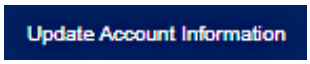
The provider can click on a message to see the details.



PROFILE

In the *Profile* tab, you have the ability to access and update account information, change your password, set security questions, and see associated NPIs.

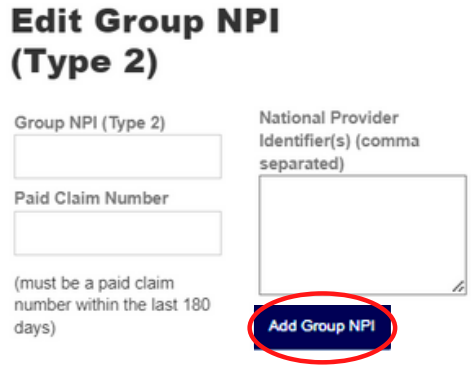
1. To change your Username, click the *Update Account Information* button below.



2. To change and update your password or security questions, click the *Update Security Information* button.

3. To add additional Group NPI number(s), click the *Add Group NPI* button.

4. Enter the GNPI (Type 2 NPI) and the Paid Claim Number, then click the *Add Group NPI* button.



LOGOUT

When you are ready to exit the portal, click on the *Logout* tab in the upper righthand side of the screen. This will bring you back to the original *Log In* screen.