

# MyAmeriBen Provider Portal FAQs

## 1. How do I set up a username and password or change my password for the provider portal?

If you do not currently have a username and password go to [www.MyAmeriBen.com](http://www.MyAmeriBen.com). Select and follow the instructions of the Provider Signup hyperlink.

## 2. What are the supported browsers to utilize the provider portal?

Internet Explorer 10 and 11 and Google Chrome.

## 3. I am experiencing errors not addressed elsewhere in this documentation. What should I do?

Verify the internet browser you are using will accept cookies. Please contact your administrator or technology help desk with any questions regarding security settings.

## 4. I have never used the provider portal. Where can I find instructions?

A list of printable instructions can be found at [www.MyAmeriBen.com](http://www.MyAmeriBen.com).

## 5. Do I have to include clinical documentation at the time of my request?

You will have the option to attach or fax in clinical documentation during the submission of your authorization request. However, submission of clinical documentation is required to support medical necessity; incomplete authorization requests may result in a delay of processing.

## 6. My patient needs a procedure tomorrow. Can I still use the provider portal?

If the service is to occur in the next 24 hours, please contact AmeriBen Medical Management.

## 7. How do I check to see if a request has already been submitted for my patient?

When entering a request, you will need to make sure the request is not a duplicate. This can be done after selecting the appropriate member and view current requests.



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## 8. The patient does not have a diagnosis. Can I still enter the request?

You are required to enter a diagnosis code for all requests. Chief complaint is an optional field. When using the chief complaint field do not use special characters or symbols.

## 9. I am having difficulty entering ICD-10 diagnosis codes. How can I get the codes to populate?

ICD-10 codes you must enter without the decimal in the code (ie. E1122).

## 10. What is the purpose of the "Additional Information" box?

This information will go directly to AmeriBen Medical Management for review, so please include all pertinent information for this request including:

1. Point of contact individual and contact phone number.
2. Date span for requested outpatient services or number of days requested for inpatient stay.
3. If the request is for Durable Medical Equipment, please list approximate cost so determination can be made if Precertification is required. You will be able to attach or fax clinical documentation in a later step.

## 11. I completed steps one and two in the authorization request submission, but need to make a change. What do I do?

Once you complete Step 1: Select a member and classification and Step 2: Complete detail fields in the authorization request submission, you are able to go back and make changes.

If you need to cancel your request or make changes, please contact AmeriBen Medical Management.

## 12. How do I cancel a request?

If you need to cancel your request or make changes, please contact AmeriBen Medical Management to void and cancel your request at [medicalmanagement@ameriben.com](mailto:medicalmanagement@ameriben.com).

## 13. I have multiple CPT codes to enter. Does it matter which order they are entered?

If using multiple CPT codes, you must select a primary code in the authorization request submission:

Select Primary Code

- K0098 - DRIVE BELT POWER WHEELCHAIR
- E2320 - POWER WHEELCHAIR ACCESSORY, HAND OR CHIN CONTROL INTERFACE, REMOTE JOYSTICK OR TOUCHPAD, PROPORTIONA

## 14. After I have submitted my clinical documentation and information, am I able to add additional information after receiving the authorization reference number?

You are not able to change your documentation after submission.

If additional information becomes available for medical review, you have the ability to attach additional documents for review in the authorization summary of the submitted case.

## 15. I have completed all of the steps and have my authorization reference number. Now what?

Once you have been issued a pending authorization reference number, you can check the status by selecting the clipboard from the tool bar on the left of your screen, under Pre Certification Requests, select My Authorizations. This is also where you can access any communication sent by AmeriBen Medical Management.

## 16. Once I have submitted my request, how will I know if additional information is required?

Once you have been issued a pending authorization reference number, you can check the status by selecting the clipboard from the tool bar on the left of your screen, under Pre Certification Requests, select My Authorizations. This is also where you will access any communication sent by AmeriBen Medical Management.