Training Guide – Premier ILSP Claims Portal

1. How to Login
    a. All existing ILSP providers will receive an invitation to the email address on their application/setup form to create an account at https://portal.premier-fms.com/providers.
    b. Select 'Accept Invitation' in the email invitation to navigate to the portal and set your password.
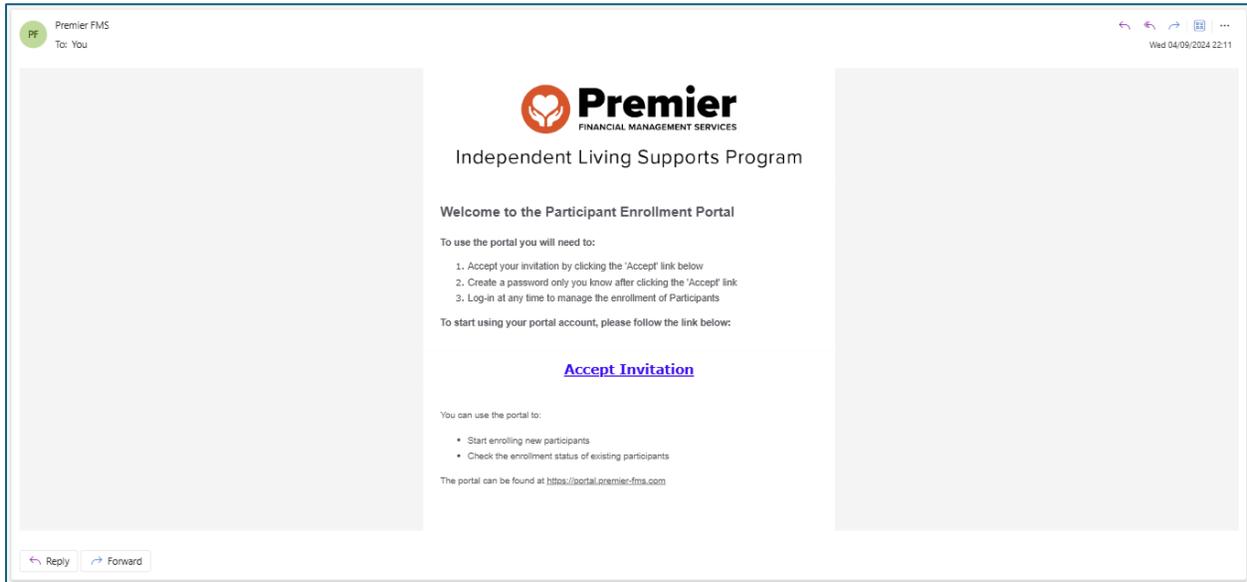
    c. Once your password is set, you may login to the portal to begin submitting claims online.

    d. Use the email address to which the invite was sent as your username and your chosen password to access your account.
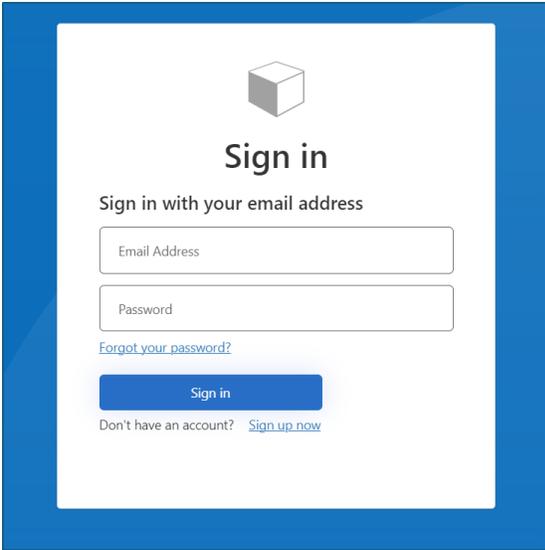
e. Once your account has been created, you may also access this claims submission portal using the 'Enrollment Portal' buttons located in the ILSP Connect Portal (see below).
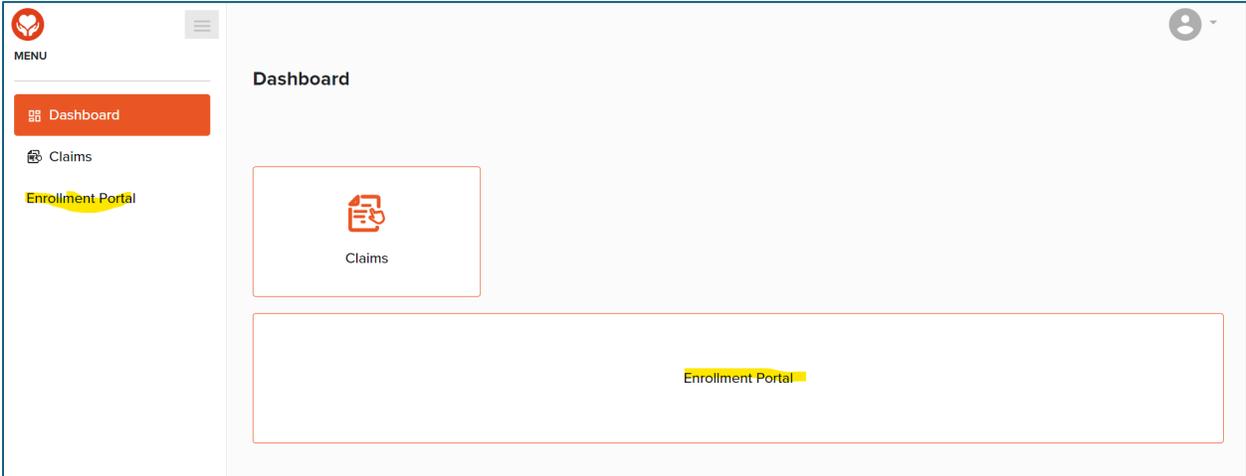
f. Similarly, you may navigate back to the ILSP Connect Portal from the Claims Portal (see below).
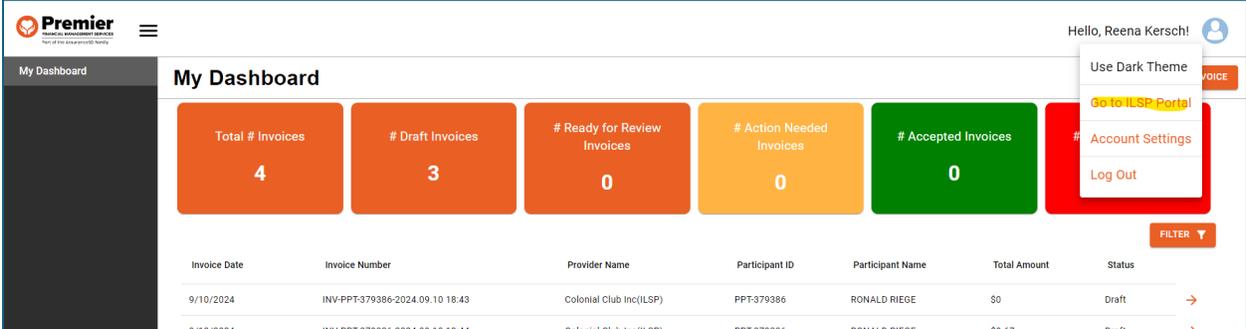
2. Key Components of the Site Landing Page
   a. Once logged in, you will see your landing page. This page will provide a summary of your claims and their current statuses.

3. How to Submit a Claim
    a. Selecting the 'Create New Invoice' button will bring you to the invoice submission page. Use the dropdown at the top of the screen to select across multiple participants (see outlined in image below). You may update the Invoice Number or Invoice Created Date to match your internal systems or keep the autogenerated values.

b. Use the 'Add Line Item' button to add more line-item rows to the claim. You can search for an authorized service using the 'Service Lookup' dropdown. If the service is not available, it has not yet been authorized.

c. After selecting a service, you can fill in the remaining information for that line item, including Unit Type, Unit Price, Number of Units, Total Price, and Date of Service. Please consult your authorization letter to fill in these fields appropriately. The max amount and amount remaining will also autopopulate from the budget selected to ensure you do not submit more than is authorized. There is also a 'Remove' button if you choose to remove this line item from the invoice before submitting.

d. When you are done updating the claim, select the 'Save Draft' button to save your changes. This WILL NOT submit the claim to our review team.

Line Item 1
Service Lookup:

Community Transportation (miles) RI DHW ▼

Unit Type: miles

Unit Price: $0.67

Number Of Units: 1

Total Price: $0.67

Date of Service: 9/17/2024

Invoice Item Status: Active

Max Amount: $0.67

Amount Remaining: $335.00

Remove 🗑️

Total Amount: 0.67

ADD LINE ITEM   SAVE DRAFT

e. **Important:** The last step is to use the 'Request Review' button on the right-hand side of the screen to share the claim to the team for our review. This will send the claim to our claims processing team and change the claim's status to 'In Review'. Otherwise, we will not receive the claim, and we will not be able to begin processing it for payment.

4. List of Invoice Statuses
   A claim created on the portal may go through any of the below statuses. Statuses are listed on the Claims portal landing page. Below are definitions of the possible claims statuses.
   a. Draft
      i. Invoice has been created but is not yet complete.
   b. Action Needed
      i. Invoice is awaiting action from the provider.
   c. In Review
      i. Invoice is being reviewed by Premier staff.
   d. Accepted
      i. Invoice has been accepted and is awaiting payment.
   e. Rejected
      i. Invoice has been rejected and will not be paid.
5. Reviewing Your Claims

a. You may login to the Claims portal at any time to check the status of your claims submitted via the portal.
b. The landing page 'Invoices' table will list all claims submitted on the portal and their status (draft, in review, accepted, or action needed).

c. **Important**: If a claim is marked as 'Action Needed', please select this claim using the orange arrow and review the comments.
d. On the submission page, you will see the history of the claim as well as comments from our team for actions needed to update the claim. You may reply to the comments to ask questions and get additional clarification from our review team.

e. Please make the requested updates on the invoice submission page and save your changes using the 'Save Draft' button.

f.   Again, you will need to select the 'Request Review' button on the right-hand side of the screen to resubmit the claim for review by the team. If you do not select this button, the team will not be notified of changes and will not begin processing this claim for payment.

g.   Please check the landing page periodically to see if further actions are needed or if the claim has been accepted for payment.

6.   What Happens Next

a.   After a claim has been marked 'accepted,' our team will begin to process this claim for payment.

b.   We will not begin processing for payment until the claim is in the 'accepted' state. At this time, we will indicate the submission date and follow our 'ILSP Payment Schedule' to remit timely payments against this claim. Claims will be paid based on the 'Accepted Date', not the 'Invoice Created Date' and will be paid within 30 days of acceptance.

c. If you have any questions about the portal or about claim payment status, please contact our customer service team at ilspclaims@premier-fms.com or 888.890.2286.