



# Online Resources: Provider Benefit Tool CareAffiliate®

**Navigate!**



Click this icon  
for the help you  
need today!

Access both the Provider Benefit Tool and CareAffiliate through the secure [Provider Portal](#), available to all SelectHealth contracted providers/facilities and their authorized staff/proxies. We encourage you to save time by using these resources if you already have access and to sign up for access if you are new to these resources. [Request access.](#)

**Not a SelectHealth-contracted provider?** You can always call our Member Services Department at **800-538-5038** for help with eligibility and claims status information.

## The Provider Benefit Tool (PBT)

**Log in to the PBT** to quickly verify benefits, eligibility, and claims status. Search options within the tool help you locate patients, claims, or remittance advice. Other features allow you to:

- > Search for benefits and eligibility information by SelectHealth member ID number, Medicaid ID number, name and date of birth, or SSN.
- > View a patient's claims history and status or processing information by individual claim or member rather than wading through an entire remittance advice (search via subscriber ID, claim number, or member name/date of birth).
- > Access processing or detailed information for a specific payment.
- > Securely request a reprint of a Remittance Advice/Explanation of Payment.
- > Search for provider claims by date of service or within a given date range.
- > Attach supporting documents to a specific dental; claim (when required) to facilitate reprocessing.
- > View medical and dental member payment summaries, which provide benefit details, such as frequencies, limitations, and exclusions.
- > Quickly locate deductible and out-of-pocket accumulators.
- > Access outpatient physical, speech, and occupational therapy accumulators.
- > If applicable, view Coordination of Benefits information to help determine the Order of Benefits for a member.
- > View medical and dental coverage history

*Continued...*

### PBT User Tips:

- If you haven't used this tool for **over 45 days**, the program suspends your account. Contact Provider Web Services to reactivate your account at **800-538-5054, Option 2** or via email at [providerwebservices@selecthealth.org](mailto:providerwebservices@selecthealth.org).
- **Medical and dental payment summaries** can be found once you log in to the PBT. For frequencies, limitations, and exclusions, you can check specific procedures for that information, and this document personalizes the results for the individual.



## Provider Benefit Tool and CareAffiliate, Continued

### PBT, Continued

**Information Security:** Use of the PBT requires access to the SelectHealth secure Provider Portal (login required). [Request access](#) if you do not have a secure login.

NOTE: To protect the security of our providers, clinic staff with access can only view provider data for those practicing under the designated Tax ID number(s) on file.

#### **Access “Walk-through” PBT Training:**

Learn more about using this tool by accessing/downloading these resources:

- > [How Do I Search for a Member and View Eligibility?](#)
- > [How Do I Search for a Claim?](#)
- > [How Do I Search for a Remittance Advice?](#)
- > [How Do I Search for All Claims within a Date Range?](#)
- > [For Which Providers Can I View Data?](#)
- > [How Do I Retrieve My Forgotten Username?](#)
- > [How Do I Reset My Forgotten Password?](#)
- > [How Do I Submit Additional Documentation for Claims?](#)

### CareAffiliate®

[Access this preauthorization system](#) (secure login required), a great time-saver for your practice. Some requests even qualify for auto-approval. [Request access](#) if you do not have a secure login.

As we transition from fax/email preauthorization requests to electronic requests only, switching to CareAffiliate now will help your practice prepare for the future.

With this tool, your practice benefits from:

- > Fewer overall required steps to preauthorization for your patients
- > No more duplicative efforts and potential errors when staff enter information from a paper form
- > Reduced response time, follow-up calls, and decision delays due to missing information
- > No risk of faxed member information being lost or sent to the wrong fax number
- > Automatic review and preauthorization decisions for many procedures

#### **CareAffiliate User Tip:**

When you request secure access to our Provider Benefit Tool, you will get CareAffiliate access by default.

### **Need help with Portal access or getting started with these tools?**

Contact Provider Development by calling **800-538-5054** or by sending an email to [providerwebservices@selecthealth.org](mailto:providerwebservices@selecthealth.org)