



Practice Management Online Tools

SelectHealth offers a wide range of online resources to support your practice needs.

SelectHealth Web Resources

Public Site: selecthealthphysician.org

selecthealth Physician

PRACTICE MANAGEMENT PROVIDER SUPPORT SERVICES TOOLS

Secure Content Login

Physician Tools

Policies & Procedures
Dental
Pharmacy
Provider & Facility Search
SelectHealth Public Sites
EDI
Government Programs

Provider Reference Manual
IntermountainPhysician.org
CaruAffilia
Help2 Clinical Desktop

Sign up to View Patient Information Online*

Request access to the SelectHealth physician portal, Provider Benefit Tool (Claim status), and Care Affilia (preauthorization tool).

For new accounts, complete and submit BOTH:

- Information Technology Services Agreement (downloadable pdf file)
- Login Application (downloadable pdf file or online fillable form)

For a new user on an existing account, submit ONLY the Online Login Application

If you already have access, please click on the Secure Content Login link.

*Access to online claims and eligibility information is available to participating providers only. (Noncontracted providers can call Member Services at 800-538-5038 for benefits, eligibility, and claims information).

Support | Feedback | Public Website

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[Secure](#)
[Provider](#)
[Portal](#)

Clinical Reports Dental Electronic Data Interchange Government Programs Policies & Procedures Resources & Support Pharmacy

selecthealth Provider Portal

Resources & Support

CORONAVIRUS UPDATES

The latest news and resources for SelectHealth providers

Policies and Procedures

AIM SPECIALTY HEALTH PROVIDER BENEFIT TOOL CAREAFFILIA MEDICAL HOME SELECTHEALTH PNEAUTH RX PROVIDER INSIGHT NEWSLETTER

Provider Support

- Facility Search
- Language Services
- Pharmacy Tools
- Provider Benefit Tool Access Request
- Provider Reference Manual
- Provider Search

Education Opportunities

- CMS Compliance Training and Attestation
- Cultural Competency Training
- Reporting Fraud, Waste, and Abuse

Forms

- Provider Tools Login Application
- Provider/Dental Appeal Form
- Provider EPT Request Form
- View all forms

SelectHealthPhysician.org

Access the secure Provider Portal



Find practitioner tools:



- Policies & Procedures
- EDI (for filing claims electronically)
- Provider & Facility Search
- Government Programs

Other links include:



- Provider Reference Manual
- IntermountainPhysician.org



Navigating selecthealthphysician.org

From the top of the home page, hover over this blue bar. A drop-down menu will appear with a variety of options.

Download and complete online, fillable forms for preauthorization. Be sure to attach relevant documentation.

Preauthorization lists indicate when preauthorization is required for each plan type.

Keep up to date on news related to coverage changes, medical policies, and coding with *Provider Insight* newsletters (issued in February, May, August, and November).

Know who to call for answers to your questions.

Access information on Medicare, Medicaid, CHIP, and FEHB.

Access tools, links, and patient handouts.

Search for in-network facilities and providers.

The screenshot shows the 'selecthealth. Physician' website navigation menu. The menu is divided into four main categories: PRACTICE MANAGEMENT, PROVIDER SUPPORT, SERVICES, and TOOLS. Each category has a list of sub-items. Red arrows point from external text blocks to specific items in the menu.

PRACTICE MANAGEMENT	PROVIDER SUPPORT	SERVICES	TOOLS
Practice Management Forms <ul style="list-style-type: none">Provider Appeal FormID Card GuidesPreauthorization Forms Practice Management Resources <ul style="list-style-type: none">Remittance Advice (Example)Remittance Advice (Key)SelectHealth Preauthorization Lists Provider Insight Newsletters <ul style="list-style-type: none">Current Utah IssueCurrent Idaho IssueUtah ArchiveIdaho Archive	Provider Support <ul style="list-style-type: none">Care Process Models (CPM's)Healthcare Common Procedure Coding System (HCPCS)ICD-10 Implementation FAQNational Correct Coding Initiative Edits (NCCI)	Services <ul style="list-style-type: none">Language ServicesMedical BenefitsPrescription Drug BenefitsGovernment Programs Contact Us <ul style="list-style-type: none">Contact Us	Tools <ul style="list-style-type: none">Behavioral Health ResourcesFacility SearchProvider SearchIntermountain Services

Navigating, Continued

selecthealth. Physician

PRACTICE MANAGEMENT | PROVIDER SUPPORT | SERVICES | TOOLS

Secure Content Login

Physician Tools

- Policies & Procedures
- Dental
- Pharmacy
- Provider & Facility Search
- SelectHealth Public Sites
- EDI
- Government Programs

CORONAVIRUS UPDATES

 The latest news and resources for SelectHealth providers

[Learn more >](#)

Education Opportunities

- Behavioral Health Resources
- CMS Compliance Training and Attestation
- Cultural Competency Training
- Risk Adjustment Coding & Documentation
- Part 1 - Part 2

Learn about requirements for compliance training and attestation.

Learn about cultural competency training and resources to enhance member-centered care for patients from all cultures.

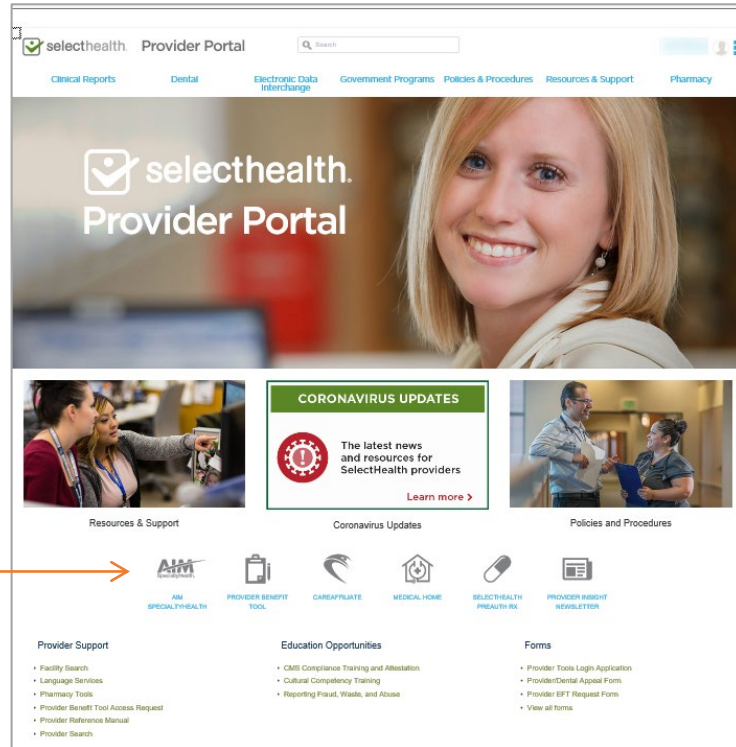
Discover COVID-19 interim measures SelectHealth is taking to support our providers and members.

Accessing the Provider Portal

What is the Provider Portal?

The Portal is a secure content website where providers can access key tools and resources not available on the public site due to the need for patient health information safeguards.

The next slide addresses key tools for your behavioral health practice, which are accessible via these icons.



How do I get access to the Portal*?

For new accounts, complete and submit **BOTH** of these forms:

- [Information Technology Service Agreement \(ITSA\)](#)
- [SelectHealth Secure Provider Tools Login Application](#)

For a new user on an existing account, submit **ONLY** the [SelectHealth Secure Provider Tools Login Application](#).

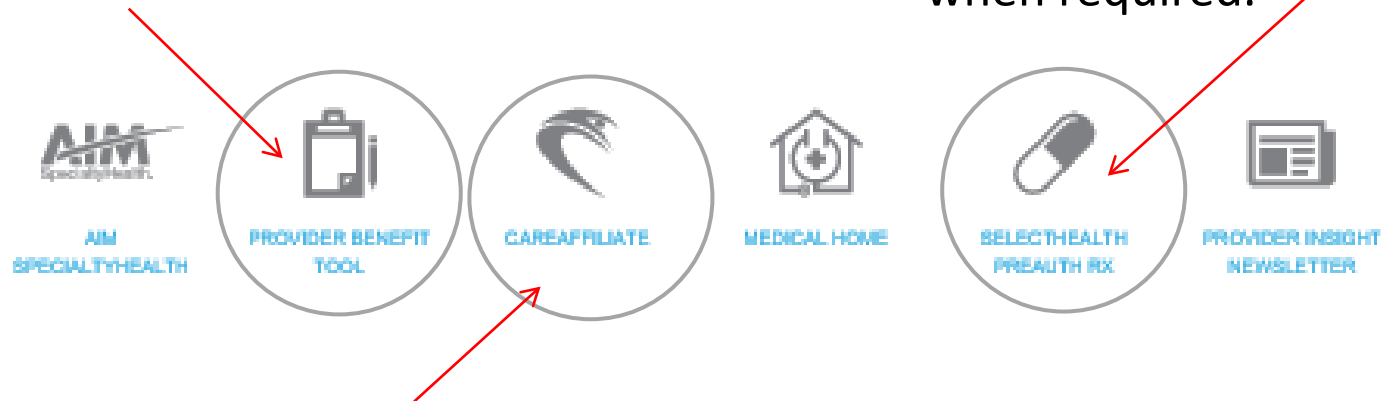
Email completed documentation to providerwebservices@selecthealth.org.

* Access to online claims and eligibility information is available to participating providers only. Noncontracted providers can call Member Services at **800-538-5038** for benefits, eligibility, and claims information.

Navigating the Provider Portal

How do I check on eligibility and claim status?

The Provider Benefit Tool allows providers to search for a member's eligibility, check claim status, search for a remittance advice, and submit additional documentation online for a claim.



What about preauthorization for medications?

The SelectHealth Preauth Rx tool can be used for prescription preauthorization, when required.

What if I need preauthorization for a client's care?

Use Care Affiliate to submit, track, and (in many cases) receive auto approval for preauthorization requests **for admissions to facilities**, including hospitalizations that are not for urgent or emergency conditions. To get started, access [a short training course](#) or contact a Care Affiliate expert at careaffiliate@selecthealth.org.

Getting Started with the Provider Benefit Tool

From the screen that opens when you click on the Provider Benefit Tool icon on the Provider Portal, you can find information on all key functions related to the tool. This FAQ tab offers links to information on commonly asked questions. The FAQs are also available to the public at: <https://selecthealth.org/pbt/faq#claim-documentation>.

selecthealth PROVIDER BENEFIT TOOL Search Pre-Auth Status **FAQ** Contact Us User Profile Access

SEARCH x FAQ x User Profile Access x New Tab

Frequently Asked Questions

1 800 538 5054 X 2 providerwebservices@selecthealth.org

- Request Access to Provider Benefit Tool?
- For Which Providers Can I View Data?
- How Do I Search for a Member and View Eligibility?
- How Do I Search for a Claim?
- How Do I Search for All Claims within a Date Range?
- How to Submit Additional Documentation for Claims?

For more information or assistance, contact Provider Web Services by phone or email.

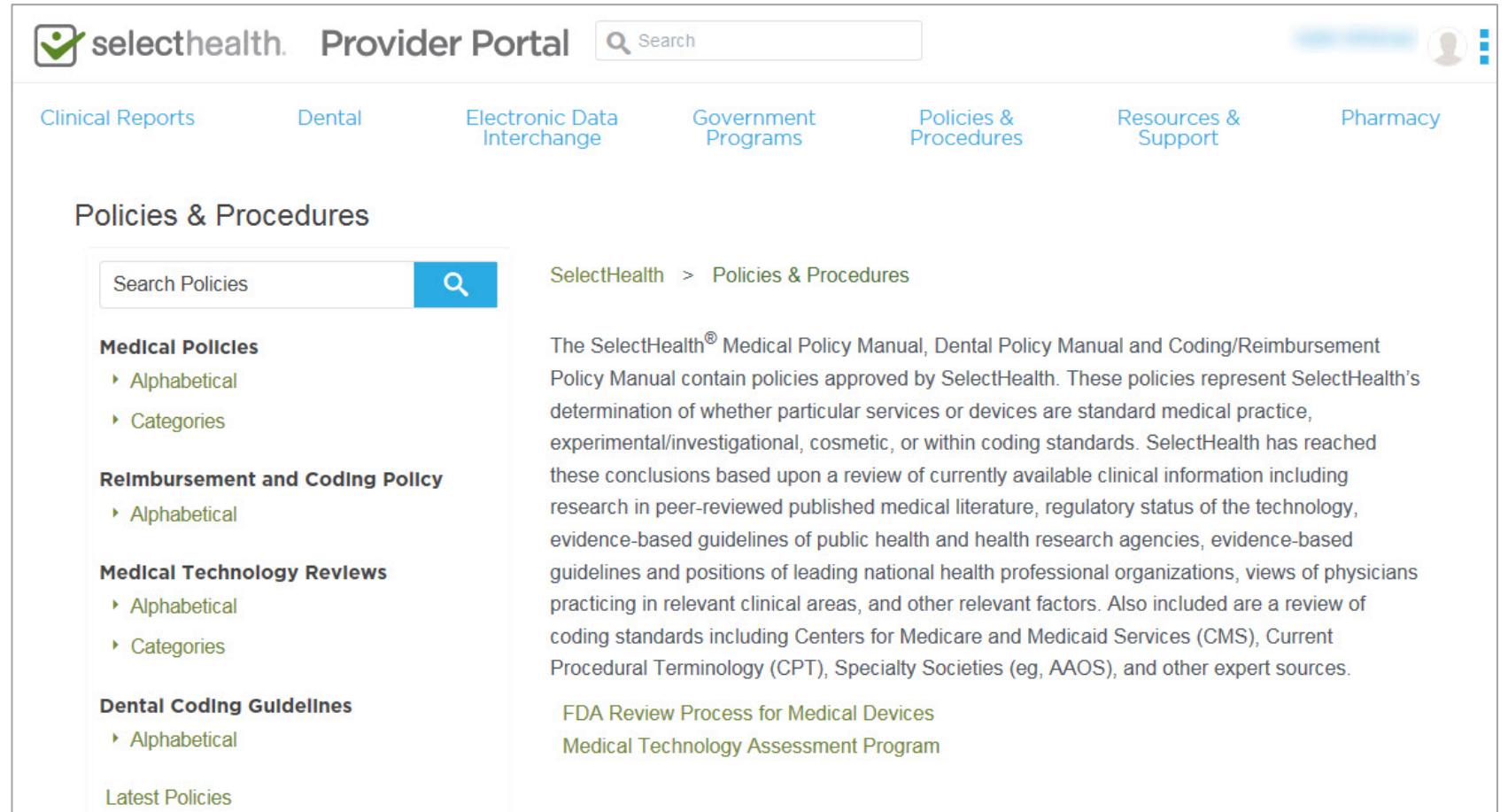
Provider Benefit Tool, Continued

This tab indicates search options available for locating patients, claims, or remittance advice.

The screenshot displays the SelectHealth Provider Benefit Tool interface. At the top, the logo 'selecthealth. PROVIDER BENEFIT TOOL' is on the left, and navigation links for 'Search', 'Pre-Auth Status', 'FAQ', 'Contact Us', and 'User Profile Access' are on the right. A red arrow points to the 'Search' link. Below the navigation bar, there are two informational pop-ups: 'Quick Search' and 'Patients and Claims'. The 'Quick Search' pop-up explains that users can enter any form of unique ID to find precise information without jumping between tools. The 'Patients and Claims' pop-up states that users can still search for patients and claims with basic information if they don't have a unique ID. Below these pop-ups, a navigation bar contains four tabs: 'SEARCH', 'Quick Search' (which is underlined and highlighted), 'Patient Lookup', and 'Browse Claims'. A 'NEW!' banner is positioned above a search form, stating: 'Search for Patients, Claims, or Remittance Advice using any form of numeric ID: Subscriber ID, Claim ID, Check Reference ID, SSN, Medicaid'. The search form includes a text input field labeled 'ID NUMBER' with the placeholder text 'Enter ID (Subscriber ID, Claim ID, etc.)' and a 'SEARCH' button.

Finding Medical/Dental Policies & Procedures

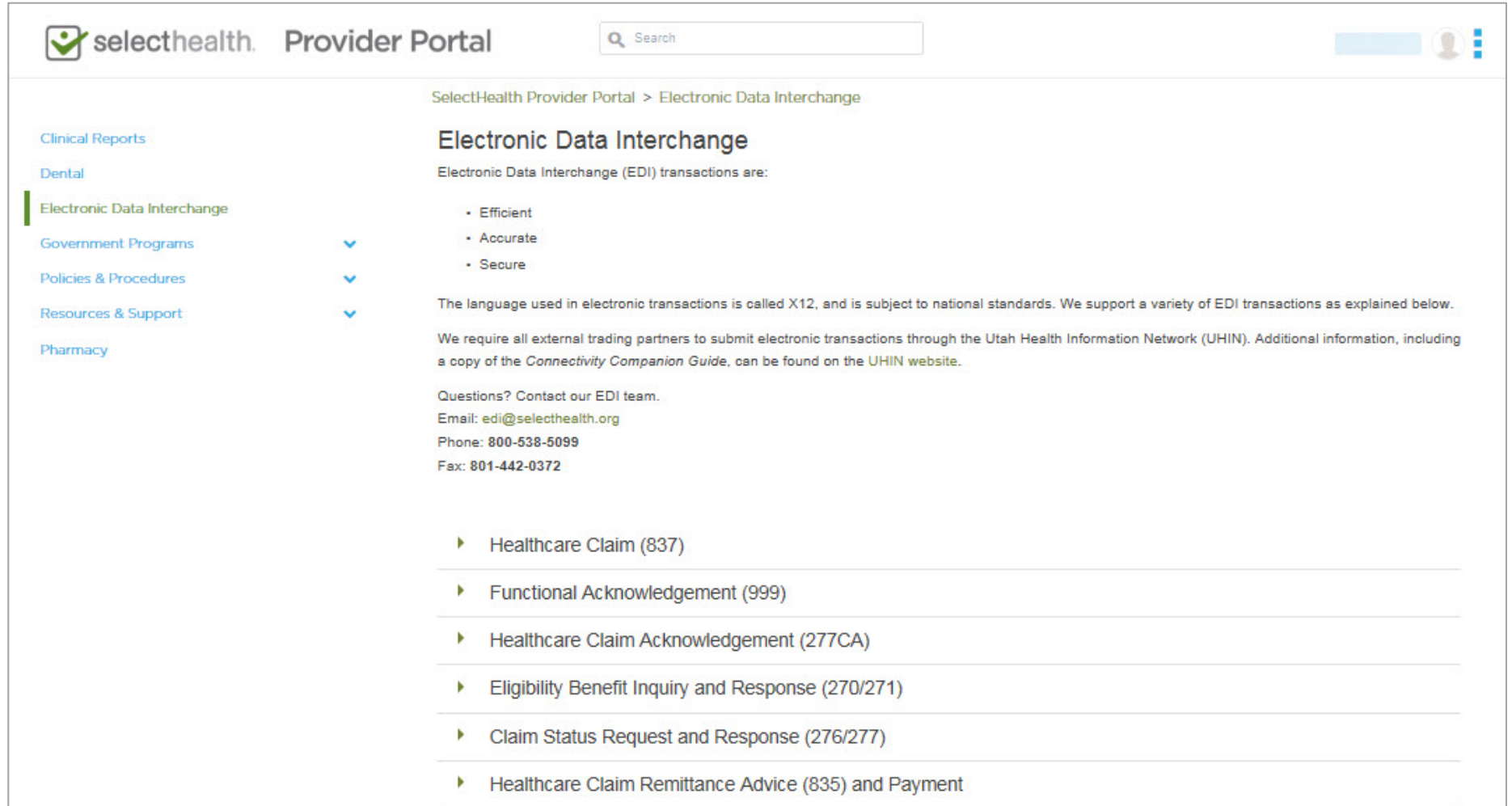
Access and download pertinent policies and procedures for your practice.



The screenshot displays the SelectHealth Provider Portal interface. At the top, there is a navigation bar with the SelectHealth logo, the text "Provider Portal", and a search box. Below the navigation bar, there are several menu items: "Clinical Reports", "Dental", "Electronic Data Interchange", "Government Programs", "Policies & Procedures", "Resources & Support", and "Pharmacy". The "Policies & Procedures" section is highlighted, and a sub-search box labeled "Search Policies" is visible. The main content area is divided into two columns. The left column contains a list of categories: "Medical Policies" (with sub-items "Alphabetical" and "Categories"), "Reimbursement and Coding Policy" (with sub-item "Alphabetical"), "Medical Technology Reviews" (with sub-items "Alphabetical" and "Categories"), and "Dental Coding Guidelines" (with sub-item "Alphabetical"). Below these categories is a link for "Latest Policies". The right column contains a breadcrumb trail "SelectHealth > Policies & Procedures" and a detailed introductory text about the SelectHealth Medical Policy Manual, Dental Policy Manual, and Coding/Reimbursement Policy Manual. It explains that these manuals contain policies approved by SelectHealth, representing their determination of whether particular services or devices are standard medical practice, experimental/investigational, cosmetic, or within coding standards. The text also mentions that SelectHealth has reached these conclusions based on a review of currently available clinical information, including peer-reviewed published medical literature, regulatory status, evidence-based guidelines, and positions of leading national health professional organizations. Below the introductory text are two links: "FDA Review Process for Medical Devices" and "Medical Technology Assessment Program".

Accessing Electronic Data Interchange (EDI)

Locate information and forms on the Provider Portal to use EDI in your practice. For more information on EDI, access [Claims Management](#) information.



The screenshot displays the SelectHealth Provider Portal interface. At the top, the logo and name 'selecthealth. Provider Portal' are visible, along with a search bar and user profile icons. The main navigation menu on the left includes 'Clinical Reports', 'Dental', 'Electronic Data Interchange' (highlighted with a green bar), 'Government Programs', 'Policies & Procedures', 'Resources & Support', and 'Pharmacy'. The main content area is titled 'Electronic Data Interchange' and provides information about EDI transactions, including a list of supported transaction types and contact information for the EDI team.

SelectHealth Provider Portal > Electronic Data Interchange

Electronic Data Interchange

Electronic Data Interchange (EDI) transactions are:

- Efficient
- Accurate
- Secure

The language used in electronic transactions is called X12, and is subject to national standards. We support a variety of EDI transactions as explained below.

We require all external trading partners to submit electronic transactions through the Utah Health Information Network (UHIN). Additional information, including a copy of the *Connectivity Companion Guide*, can be found on the UHIN website.

Questions? Contact our EDI team.
Email: edi@selecthealth.org
Phone: 800-538-5099
Fax: 801-442-0372

- ▶ Healthcare Claim (837)
- ▶ Functional Acknowledgement (999)
- ▶ Healthcare Claim Acknowledgement (277CA)
- ▶ Eligibility Benefit Inquiry and Response (270/271)
- ▶ Claim Status Request and Response (276/277)
- ▶ Healthcare Claim Remittance Advice (835) and Payment