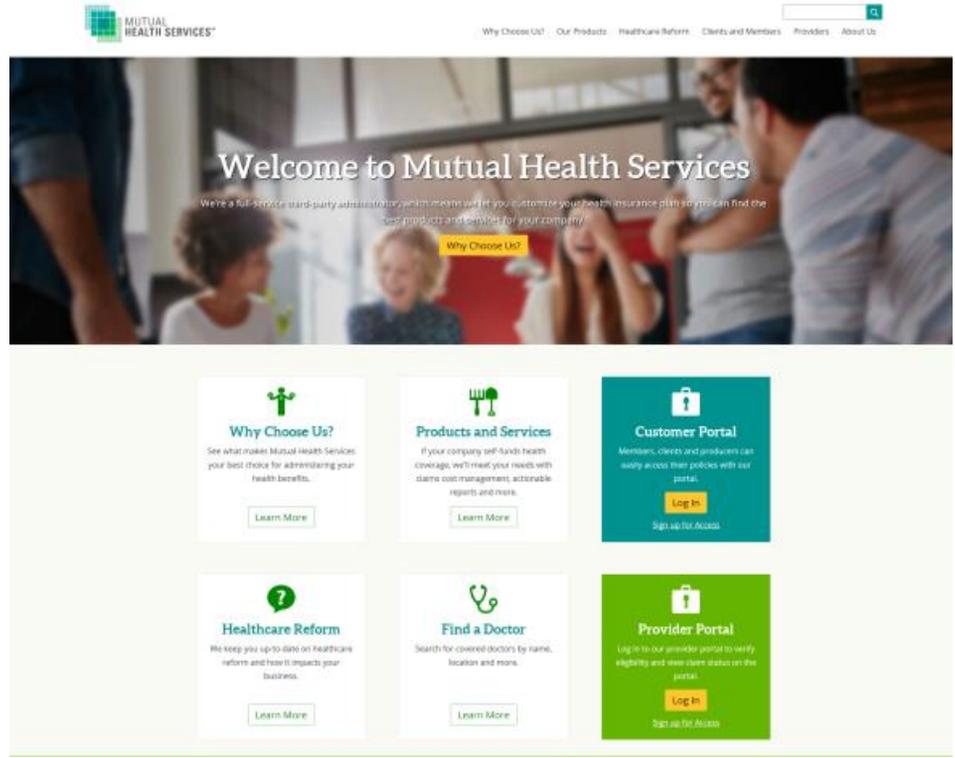


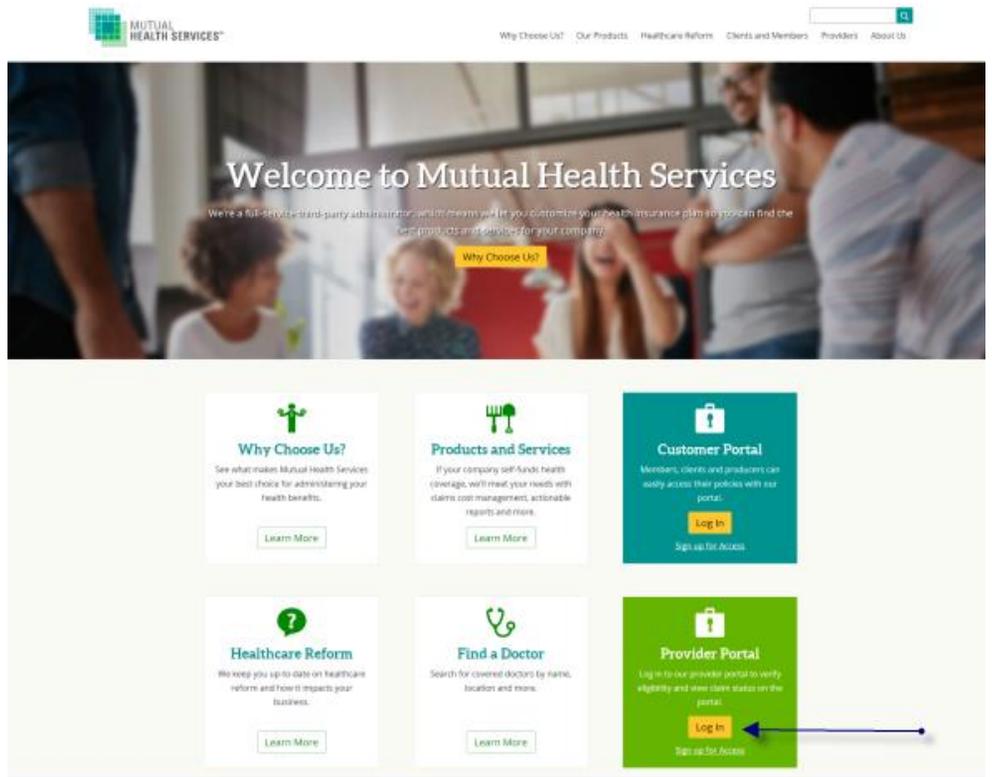
SIGN-ON INSTRUCTIONS FOR MHS ONLINE PROVIDER PORTAL

Access is through
www.mutualhealthservices.com

- Click on "Providers" in the menu at the top.

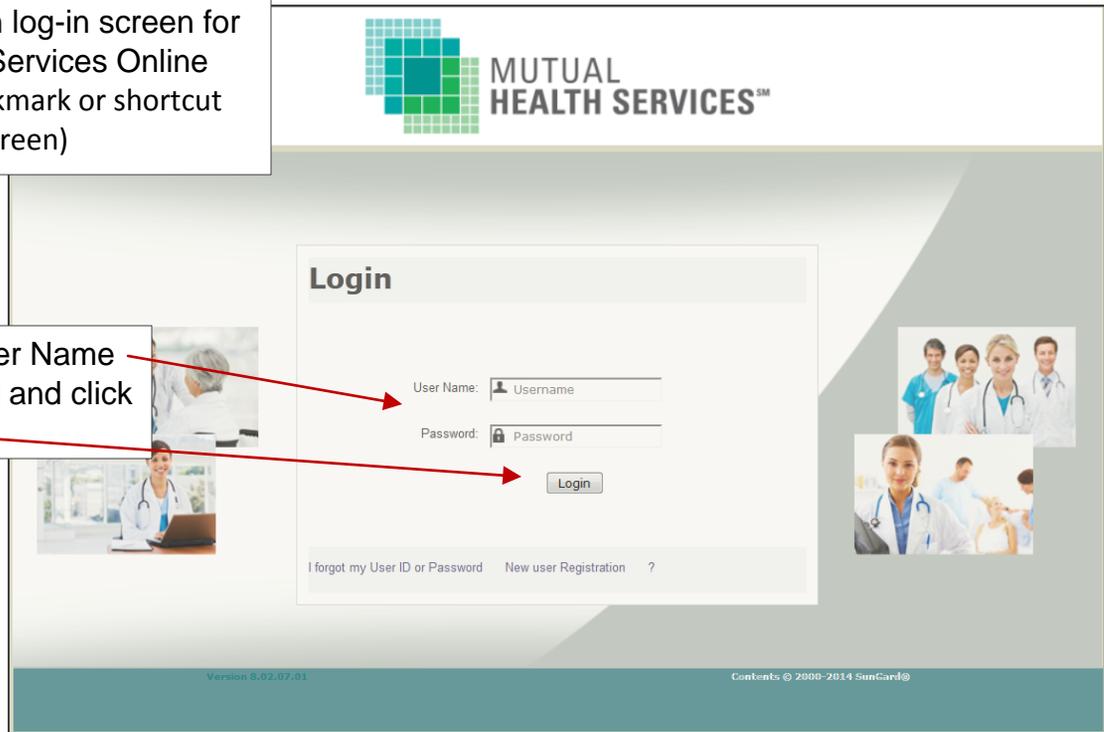


If you have a user name and password, click the "Go to the Login Page" button.

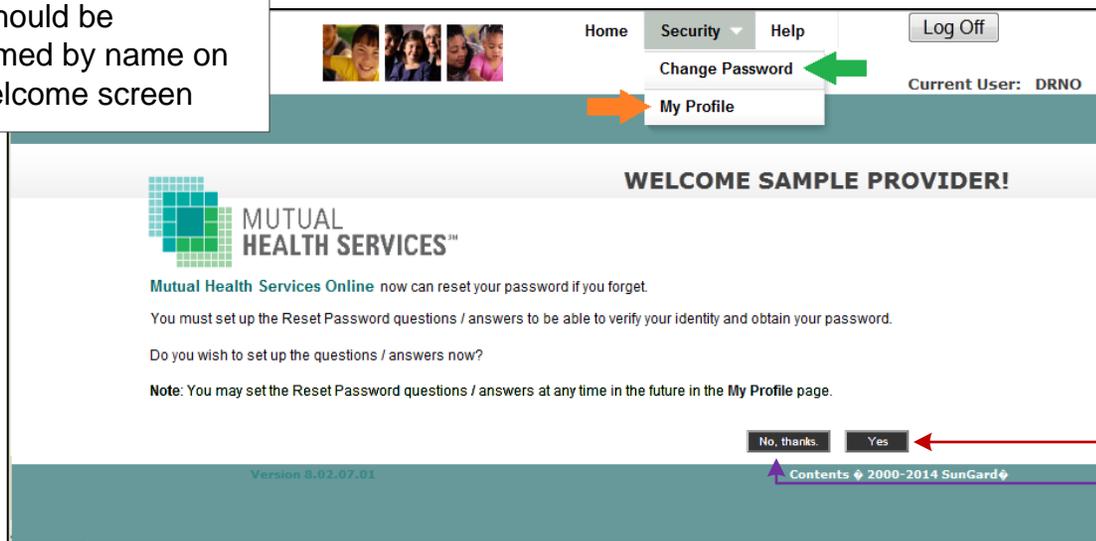


This is the main log-in screen for Mutual Health Services Online (feel free to bookmark or shortcut directly to this screen)

Enter your User Name and Password and click [LOGIN].



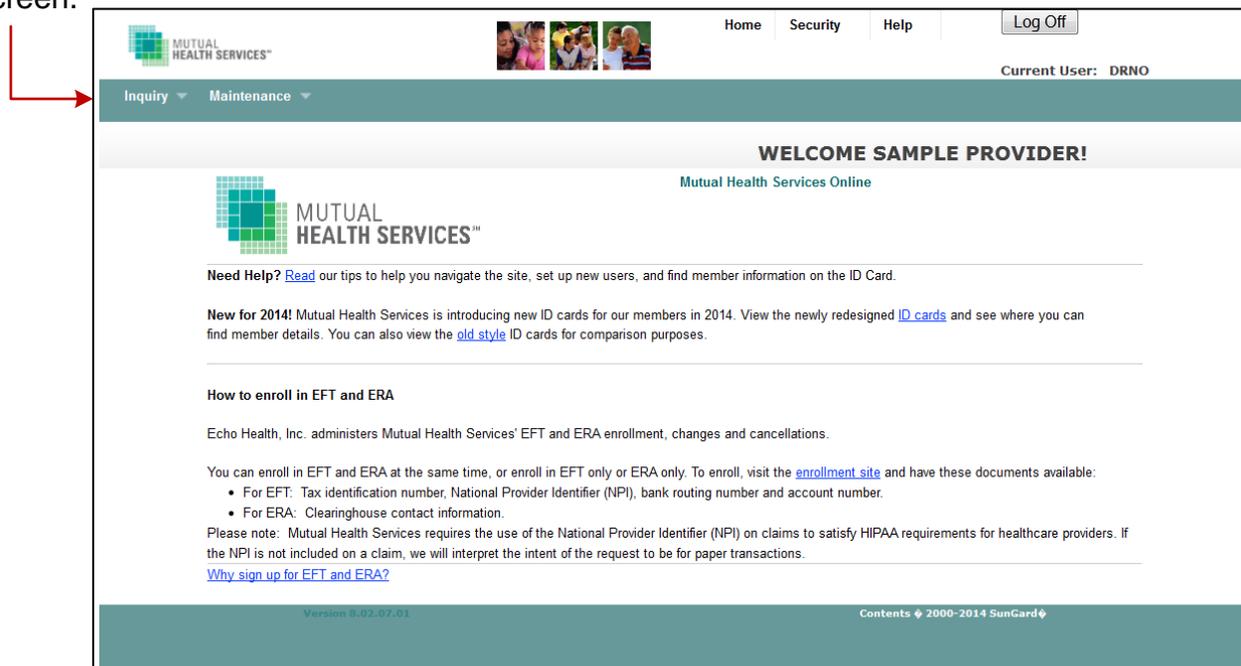
- You should be welcomed by name on the welcome screen



- As noted on the screen, you can set up two identifying questions to allow you to reset your password. If you want to set them up now, click "Yes".
- Once in your profile, at the bottom of the screen select two questions and provide the answers. When you are finished, click "Submit".
- If you wish to do this later, click "No, thanks". To set up those questions, click on "My Profile" (see above orange arrow).
- At this point, please click on "Change Password" (see above green arrow). Enter a new password, then retype it in the second blank and click "Submit". Your password is now changed!

MEMBER LOOK-UP

Once you have signed in, you will see two menu options in the green bar above the main screen.



Home Security Help Log Off
Current User: DRNO

Inquiry Maintenance

WELCOME SAMPLE PROVIDER!
Mutual Health Services Online

MUTUAL HEALTH SERVICES™

Need Help? [Read](#) our tips to help you navigate the site, set up new users, and find member information on the ID Card.

New for 2014! Mutual Health Services is introducing new ID cards for our members in 2014. View the newly redesigned [ID cards](#) and see where you can find member details. You can also view the [old style](#) ID cards for comparison purposes.

How to enroll in EFT and ERA

Echo Health, Inc. administers Mutual Health Services' EFT and ERA enrollment, changes and cancellations.

You can enroll in EFT and ERA at the same time, or enroll in EFT only or ERA only. To enroll, visit the [enrollment site](#) and have these documents available:

- For EFT: Tax identification number, National Provider Identifier (NPI), bank routing number and account number.
- For ERA: Clearinghouse contact information.

Please note: Mutual Health Services requires the use of the National Provider Identifier (NPI) on claims to satisfy HIPAA requirements for healthcare providers. If the NPI is not included on a claim, we will interpret the intent of the request to be for paper transactions.
[Why sign up for EFT and ERA?](#)

Version 8.02.07.01 Contents ♦ 2000-2014 SunGard♦

Most commonly used will be Coverage Inquiry and Claims Inquiry, both under the Inquiry Menu. Both options have the same initial search screen.

Click on either Inquiry option and you will get a screen to search for the member. You have the option of to look up a member by Case/Alternate Key or SSN.



Claims Inquiry

Select a Search Option :

Case / Alternate Key
 SSN

Please Enter:

Group Number: Alternate ID Number:

Cancel Next

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If you have the member's ID card (or a copy), see the next page for where to find the Case Number and the Alternate Key on the card. The alternate key is the 12-digit ID number on the card.

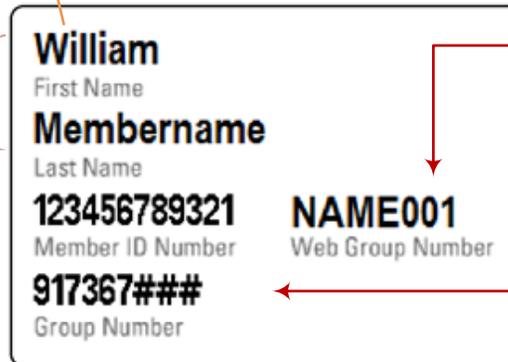
If you do not have a copy of the ID Card, you can always look up with the members SSN. (At this time, the site does not support look-up by name for providers). Select a search option and then enter that information in the second box. Case / Alternate key will be a faster option, since it restricts the search to just one (1) group number in our system.

MHS ID Card

Front of Card - Member Info



Back of Card - Info for Providers



The member name and alternate ID are on the front of the card, together with...

...the Web Group Number and Claims Group Number. These two numbers can be the same, but don't have to be. Use the Web Group Number.

How do I request access for new employees?

- If you already have access to the MHS website, and you need to add additional users, please e-mail the new users full name, and their e-mail address to: MHS-WebAdmin@mutualhealthservices.com Include your facility name and the tax ID number(s) you want the new member to be able to access.

How do I turn off access if someone leaves the department or the company?

- Please send the request via e-mail to: MHS-WebAdmin@mutualhealthservices.com. Again, include the user's full name and at least 1 of the tax IDs they can access. You will receive a response when their access is turned off.

How do I request new / additional tax IDs? How do I see what tax IDs I have access to?

- On the menu in green, under "Maintenance", there is an option "Maintain TIN Access List". Click that option. You will see the list of tax IDs you currently can access.
- Even if you only have 1 tax ID number, there may be multiple "sub-tins" for each person or facility that bills under that tax ID number.
(ex. 12-3456789-001 Dr. Zhivago, 12-3456789-002 – Dr. Quincy).
- At the bottom of the list are 3 buttons: [CANCEL], [ADD TINs], [SUBMIT]. Next to each sub-tin on the list is a button for [DELETE].
- If you need to remove access for a sub-tin (such a physician who has left the practice or facility) click on the [DELETE] button next to that sub-tin. You will get a pop-up window asking if you are sure you want to delete that ID. Click Yes. The screen will refresh and that sub-tin will no longer be on your list.
- To add additional sub tins under the same tax ID number to your access, click [ADD TINs].
 - You will be asked to enter a tax ID number.
 - Enter the tax ID number and click [SUBMIT].
 - You will be presented with a list of the sub-tins not already on your permissions list.
 - Click the check box at the head of the line for the ones you want to select. If you want all of them, click the check box in the heading (before "Selected"). You should see all the check boxes checked.
 - Then click [SUBMIT].
 - You will now see your list of providers with the new one(s) added with an asterisk next to the sub-tin number.
 - Click [SUBMIT].
 - Your selection will need to be approved by the Web Administrator, and you will receive a reply with the status.

How do I reset my password if I forget? How do I unlock my user access?

- If you **forget your password**, you can use the "I forgot my user ID or password" option from the log-in screen.
- To use this option, you need to set up the identity confirmation questions on your user profile. The profile is found under "Security" from the menu options at the top of the page (near the Log Off button). Click on "My Profile" to get to that page.
- On the profile page, scroll down to the bottom. From the listed questions, select one and provide the answer, then do the same for a second question. When you are done, click "Submit"
- Now, if you need to reset your password, click the "I forgot my User ID or password" text on the login page. You will be asked your two identifying questions. When you provide the correct answers, you will be sent the Unlock Password e-mail message. Follow the directions on the message, and you'll be taken to a screen/site to reset your password.
- To **unlock your access** after it has been locked (due to unsuccessful attempts to log in), you will need to contact Mutual Health Services at 800.367.3762.

TROUBLE-SHOOTING

Please contact Mutual Health Services with any problems or questions:

Thomas Wise, Sr Web Administrator

1-800-668-6217, ext. 86217

MHS-WebAdmin@mutualhealthservices.com

Linda Haney – Asst Administrator

ext. 14548

If you get the error message “Page Cannot Be Displayed” – send us an e-mail with the date and time of the attempt and a description of where in the whole process you were:

“Under Coverage Inquiry, for ID # 123456789012, date of service 3/12/2012 for Dependent Jill”