



Frequently Asked Questions

Provider Portal

1. How can my office staff set-up new Portal accounts?

New Provider Portal (Portal) accounts can be set up by logging into the Portal from the Alliance provider website at www.ccah-alliance.org/webaccount.html.

2. Will all office staff need to reset their passwords in the new Portal?

Yes. Every existing Portal account will need to log in using their existing User Name and Password. After logging in, the user will then be asked to reset their password.

3. What if I do not remember my User Name?

When you log into the existing Portal, simply scroll down to see the User Name you currently use. If you have trouble remember your User Name, please call the Provider Portal Support Specialist at (831) 430-5518.

4. What if I do not remember my password?

When you log in to the Provider Portal, there is a prompt to reset your password. As long as you know your User Name and email address used when setting up the account, you can easily reset your password.

5. What if I do not remember the email address I used when setting up my account?

Please call the Provider Portal Support Specialist at (831) 430-5518.

6. What should I do if I attempted to log in more than three times and was locked out of my account?

If you have attempted to log in three times with the incorrect User Name and password, you will be locked out of your account. In order to reset your account, please contact the Provider Portal Support Specialist at (831) 430-5518.

7. Is there a way to have a copy of the PowerPoint from the Portal webinars?

Yes. The Provider Portal webinar is available on the Portal page on the Alliance provider website at www.ccah-alliance.org/webaccount.html. You can also request a copy of the webinar by contacting the Provider Portal Support Specialist (831) 430-5518.

8. Is it possible to have Alliance staff provide in-person training to my office staff?

Yes. Please contact the Provider Portal Support Specialist at (831) 430-5518 to schedule a presentation or you can also reach your Provider Services Representative at (831)430-5504

9. Are there resources available to help my office staff understand the new features?

Yes. Please see the Alliance "Provider Portal Tips" located on the Portal page on the Alliance provider website at www.ccah-alliance.org/webaccount.html.

10. On the Claims screen in the new Portal, I see “Patient Account #.” On the Eligibility screen, I see “Member Policy #” and on the Pharmacy screen, I see “Member ID#.” Are these all the same thing?

Yes. These are all different ways to say, “Alliance Member ID #.” Except for “Patient Account #” in the Claims Search function in the portal. The Patient Account # is an internal number assigned by the provider submitting the claim.

11. In the Authorization section, do you need providers to include their contact information?

Yes. If your contact information is not already included in the drop-down box, you need to include contact information. In order for Alliance staff to respond to your requests, or call you with any questions, the person submitting the question should include their contact information.

12. In the Referrals and Authorization sections, do we need to include a “sub-category”?

Yes. When submitting referrals and/or authorizations, a sub-category is required in order to continue.

13. How do I know if the Alliance has accepted my Provider Change Request?

You will not be notified about your Provider Change Request directly. Please check back periodically via the Portal to view the status of your request.

14. Why can't I locate a member in Referral Entry?

The member may not be linked to your office. The member's PCP must submit all referrals. Please make sure your office checks eligibility prior to submitting referrals.

If the member is linked to your office, but is still not showing up, it may be that your permissions have changed. Please call the Provider Portal Support Specialist at (831) 430-5518.

15. It seems that there are features missing from my Portal account.

If you are missing information you previously had access to, such as certain providers or sites no longer showing up or missing reports, please contact the Provider Portal Support Specialist at (831) 430-5518.

16. Are we required to upload documents when submitting a Provider Change Request (PCR)?

No, your office is not required to upload documents when submitting a PCR.

17. Will we still be able to re-submit claims online?

The claims re-submit option is only for some specialty claims. If the denied claim indicates the option at the bottom right of the portal page then you are able to do a re-submit claim through the portal. If the option is not available for a denied claim through the portal, you may still re-submit a claim via paper form.