



Provider Portal | Billing Agencies

User Guide for Admin Users

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1 Introduction

The Irish Life Health Provider Portal for Billing Agencies gives users the ability to:

- Check a member's current level of cover,
- Access documentation,
- Draw reports,
- Manage the users that have access to the provider portal, and
- View your own user access details.

Important Note

System validation exists to ensure records are only visible for the providers each Billing Agency represents.

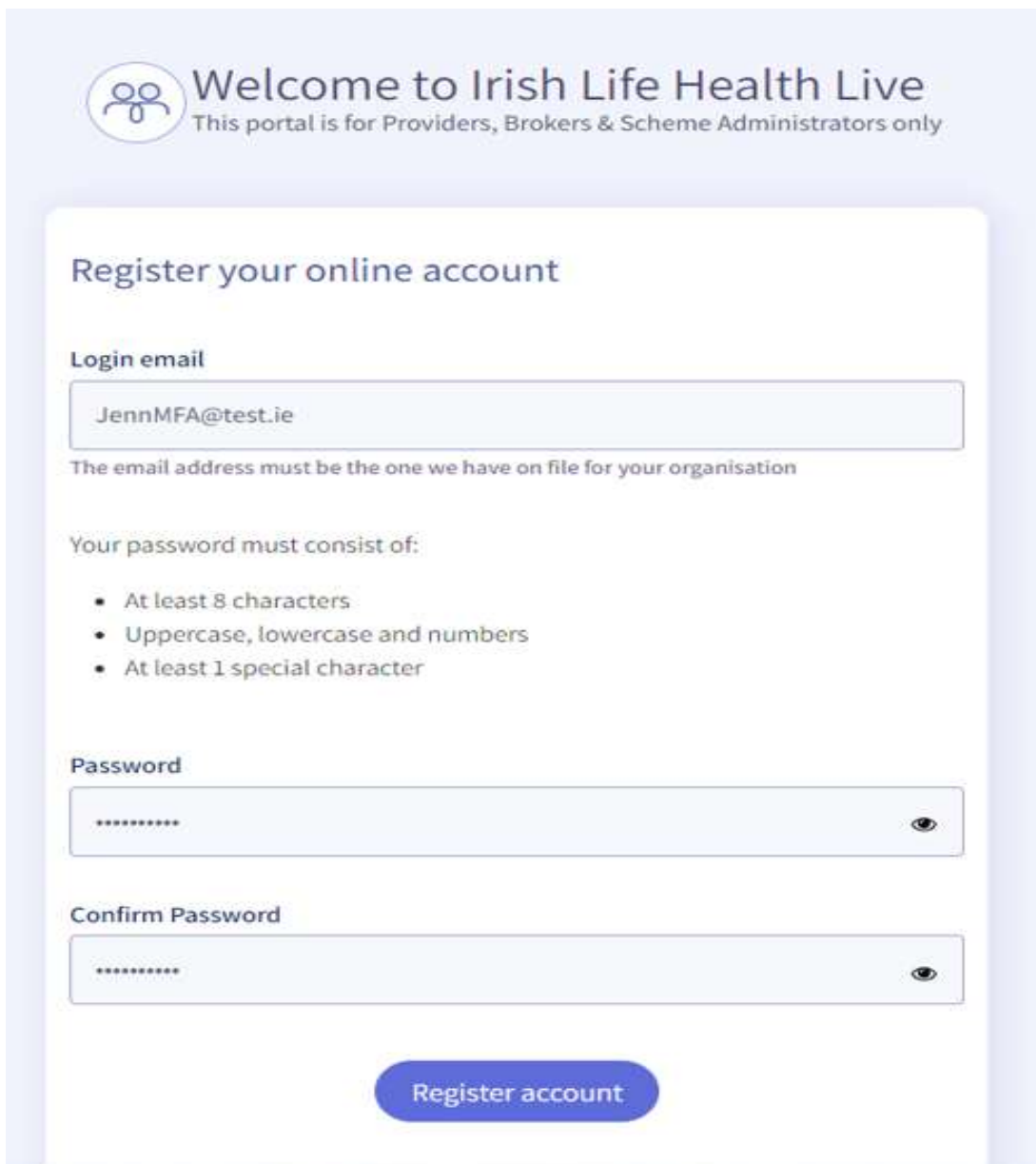
If a provider is no longer represented by a Billing Agency, it is imperative that the Billing Agency and provider let Irish Life Health know so that we can remove the provider from the Billing Agency's view on the Provider Portal.

2 Registering as an Existing User

Note

- a) This is a once-off step to register for the Irish Life Health Live portal for existing portal users. All existing admin portal users must re-register unless they have an existing Irish Life Health member portal account. If you have an existing member portal account and are using the same email address for both applications follow the notes in point (b) below.
- b) **Important:** you may have already used the **same email address** to log in to the Irish Life Health member portal to access your own health policy as a customer. If you have, and are using the same email address for this Irish Life Health Live application, you **do not need to re-register**. Simply login using the email address and password you use for the member portal and enter your admin member number to access your portfolio of customers on the Irish Life Health Live application.
- c) If you do not have an Irish Life Health member portal account or you use a different email address to access your member portal from what you use as an admin to access your admin portal, please follow the steps below to register.
- d) Irish Life Health have introduced an extra step for our admins to access your Irish Life Health portals to ensure every step is taken to keep all data stored safe and secure. The following slides are a step-by-step guide on how to set up multi factor authentication (MFA) if required.

2.1	Enter the Irish Life Health Live address in your addresss bar and press Enter.
2.2	<p>Enter your:</p> <ul style="list-style-type: none"> • Email address • Create a password that matches the requirements listed: <ul style="list-style-type: none"> ○ At least 8 characters ○ Uppercase, lowercase & numbers ○ At least one special character
2.3	Click Register account.



Notes	The email address being used to register must match what Irish Life Health has on record for you as an admin.
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Welcome to Irish Life Health Live
This portal is for Providers, Brokers & Scheme Administrators only

Register your online account

Login email

The email address must be the one we have on file for your organisation

Your password must consist of:

- At least 8 characters
- Uppercase, lowercase and numbers
- At least 1 special character

Password

Confirm Password

Register account

Welcome to Irish Life Health Live
This portal is for Providers, Brokers & Scheme Administrators only

We have sent you a confirmation email. Please click 'Confirm your email' to access your account.

Login email

Password

Forgot password?

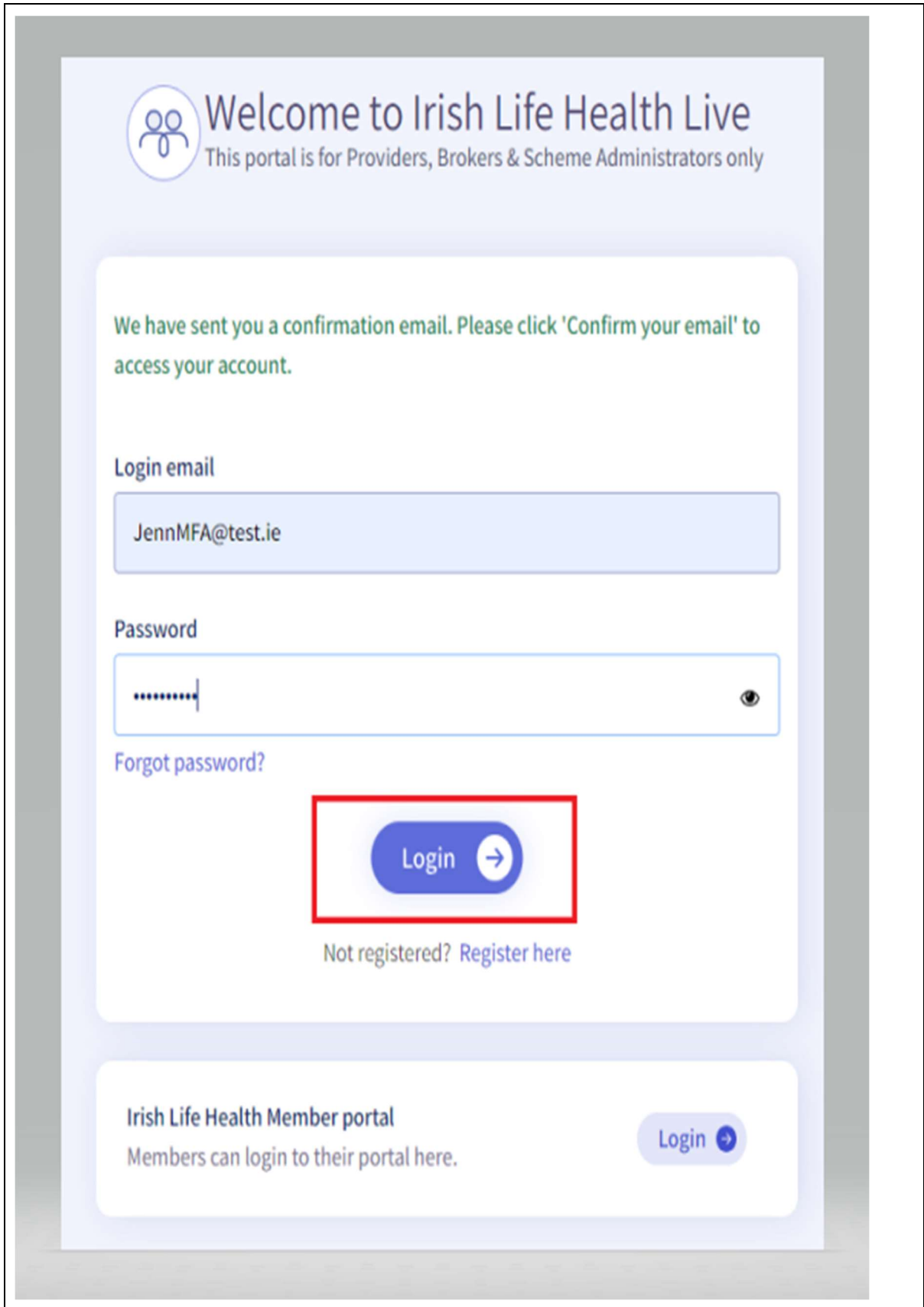
Login →

Not registered? [Register here](#)

Irish Life Health Member portal
Members can login to their portal here.

Login →



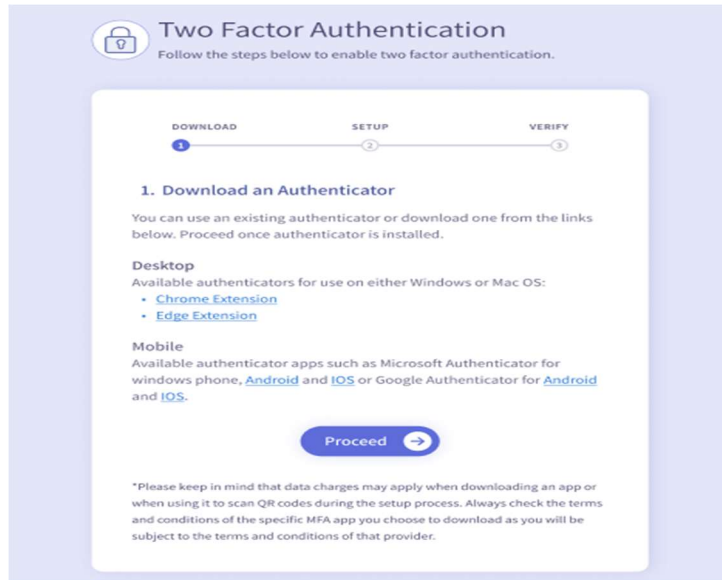


2.4

When logged in you will be prompted to complete the setup of a two-factor authenticator.

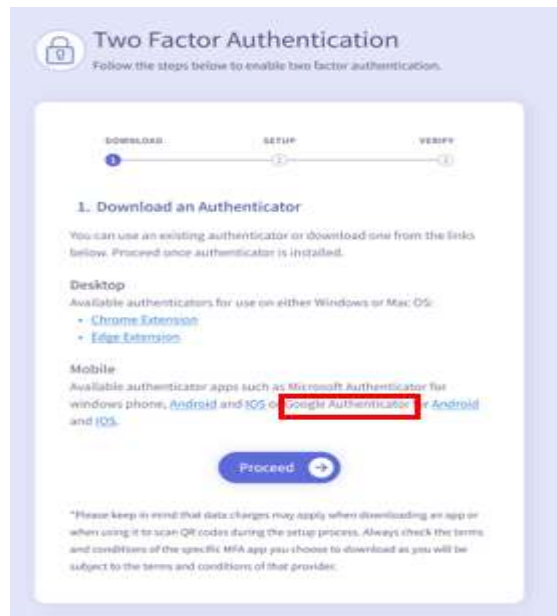
This is a one time setup process.

- If you already have an authenticator you can proceed to the next step.
- If you don't have an authenticator, follow steps to download.



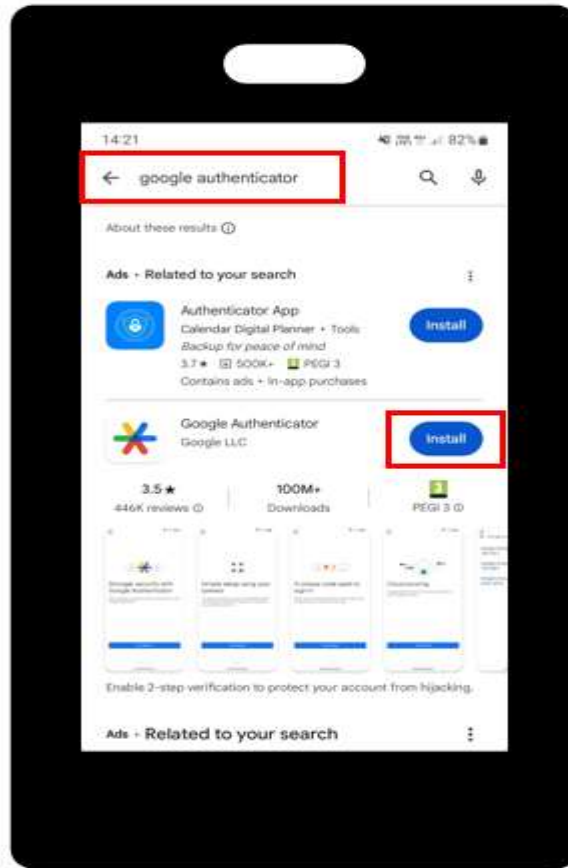
2.5

For the purpose of this guide we progress with a mobile device, Google Authenticator setup



N.B. Whichever authenticator app you choose, you will be subject to the Terms of Use of that provider.

2.6 Download the authenticator on your mobile device.



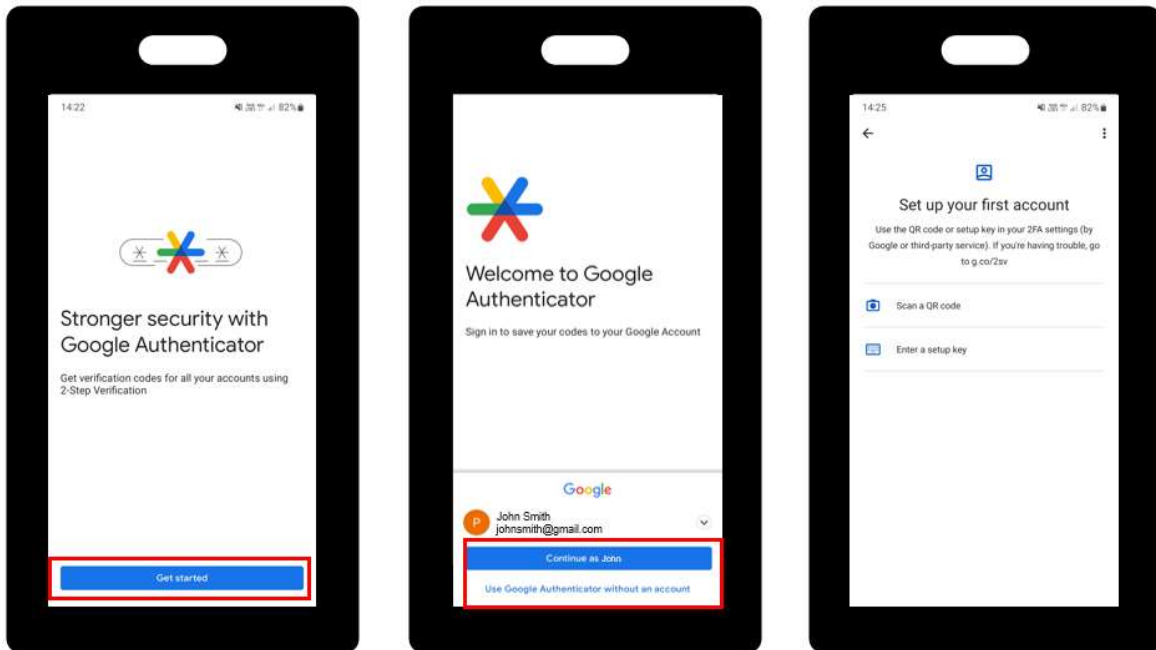
2.7 Open the app store on your mobile device, search for “Google Authenticator” and Install.

2.8 Download the authenticator on your mobile device.

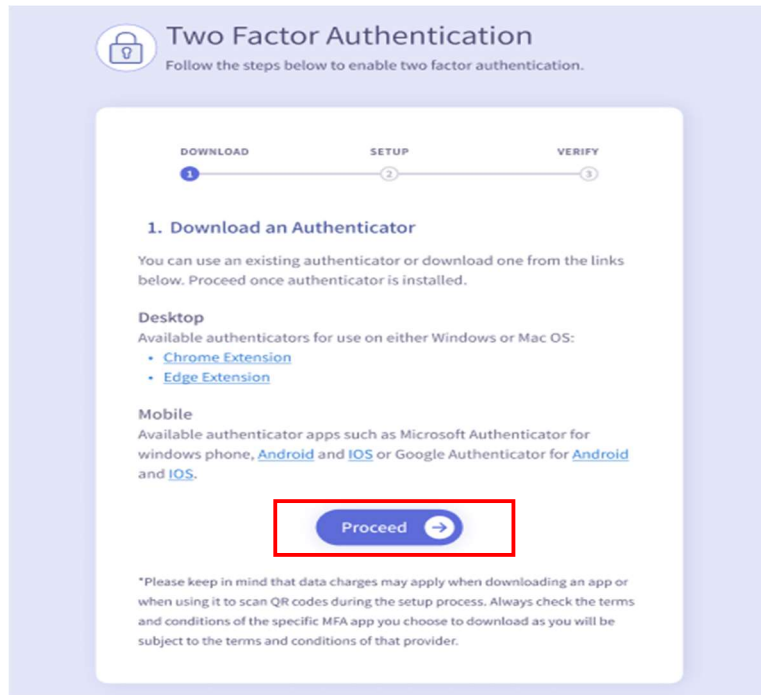
Open the app and select “Get started”.

Next login with an either:

1. An existing Google account, or
2. “Use Google Authenticator without an account”

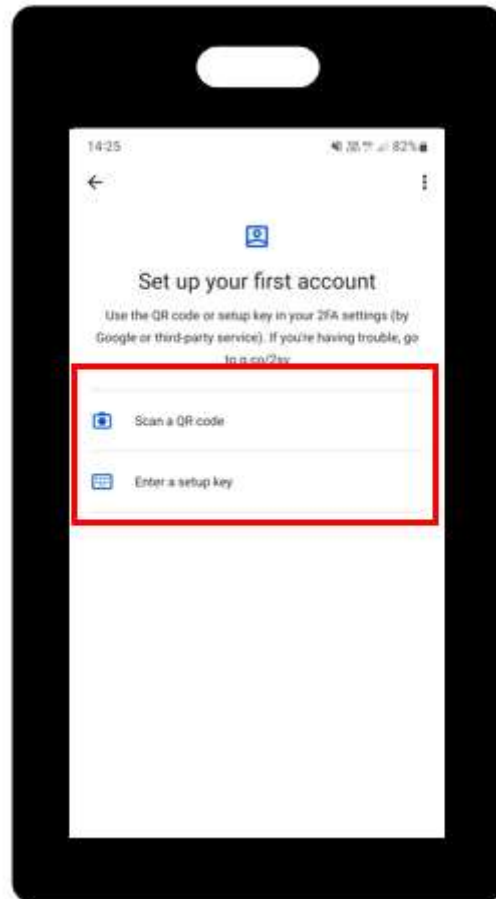
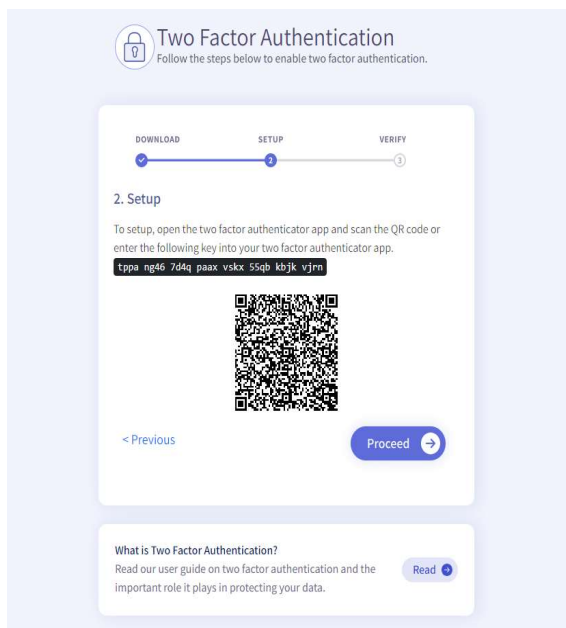


2.9 Success. You have downloaded the authenticator to mobile.
Click "Proceed" to progress to the Setup stage.



2.10 You can setup the authenticator by:

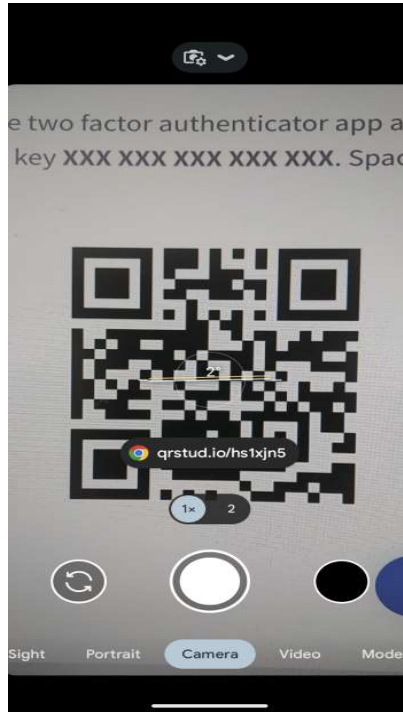
1. Scanning the QR code, or
2. Manually entering the 32-digit secret key



2.11 QR Code Option.

Select “Scan a QR code” and give the app the appropriate permissions to use the camera.

Use your mobile device to scan the QR code on the portal Two Factor Authentication setup screen.

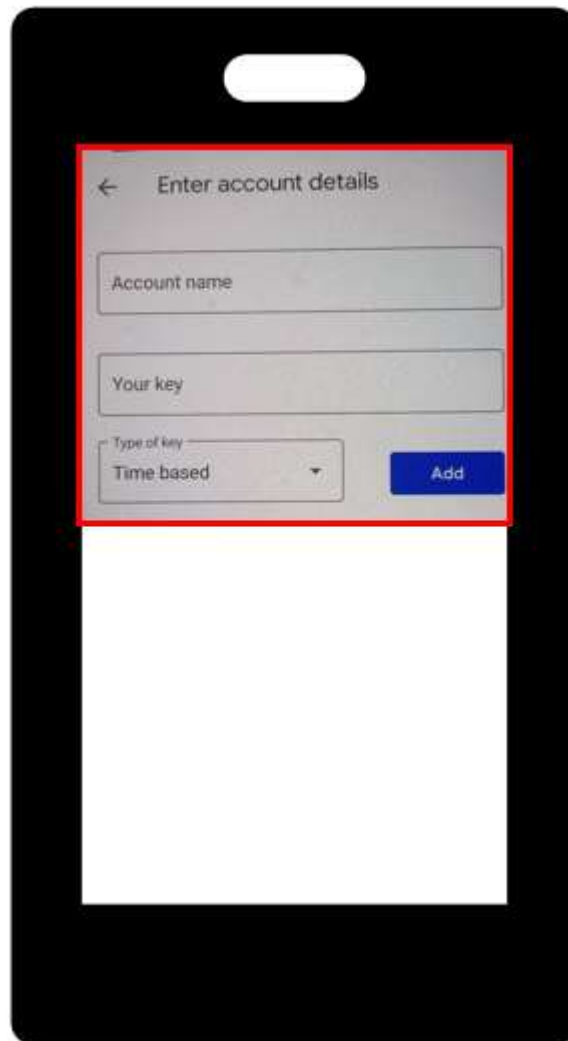


2.12 Setup the authenticator [Manual Option]

Select "Enter a setup key" option

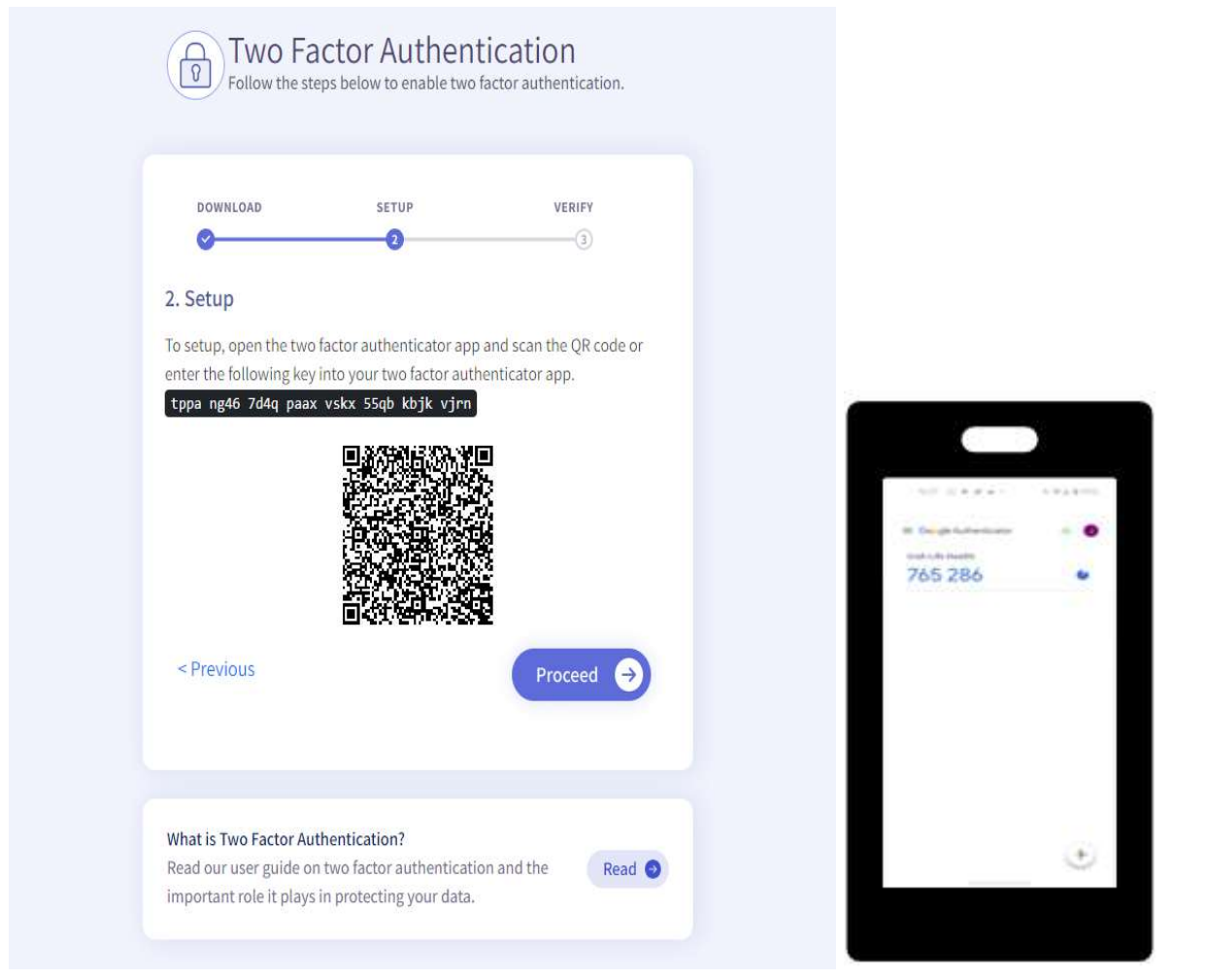
Enter the account details requested and click Add.

- **Account Name:** "Irish Life Health Live"
- **Your Key:** Enter the 32-digit secret key from the setup page
- **Type of Key:** Time based



2.13 Success. You have setup the authenticator.

The authenticator will immediately show a 6-digit code which will refresh periodically. Click “Proceed” to move to the Verify screen.



2.14 Enter the 6-digit authentication code into the verification code box on the Verify screen and select “Submit”.

If there is an error:

1. Retry, confirming the correct digits are input, which match the code on the authenticator at the time of submission.
2. Go to the previous page and re setup the authenticator.

The image shows a desktop view of the 'Two Factor Authentication' verification screen on the left and a mobile view of an authenticator app on the right. The desktop screen has a header with a lock icon and the text 'Two Factor Authentication' and 'Follow the steps below to enable two factor authentication.' Below this is a progress bar with three steps: 'DOWNLOAD', 'SETUP', and 'VERIFY'. The 'VERIFY' step is currently active. The main content area is titled '3. Verify' and contains the text: 'Once setup is complete, your two factor authenticator app will provide you with a unique code. Enter the code in the confirmation box below.' There is a text input field labeled 'Verification Code' containing the number '765286'. Below the input field are two buttons: '< Previous' and 'Submit'. At the bottom, there is a section titled 'What is Two Factor Authentication?' with a 'Read' button and an arrow icon. The mobile view on the right shows an authenticator app interface with the title 'Authenticator', the text 'Irish Life Health', and a large blue number '765 286'.

2.15 Success. You have verified the authenticator and this one-time setup is complete. Keep your authenticator safe as you will be required to enter the 6-digit authentication code every time you login.

Set your new password

JennMFA@test.ie

Choose a new password:

Password

Confirm Password

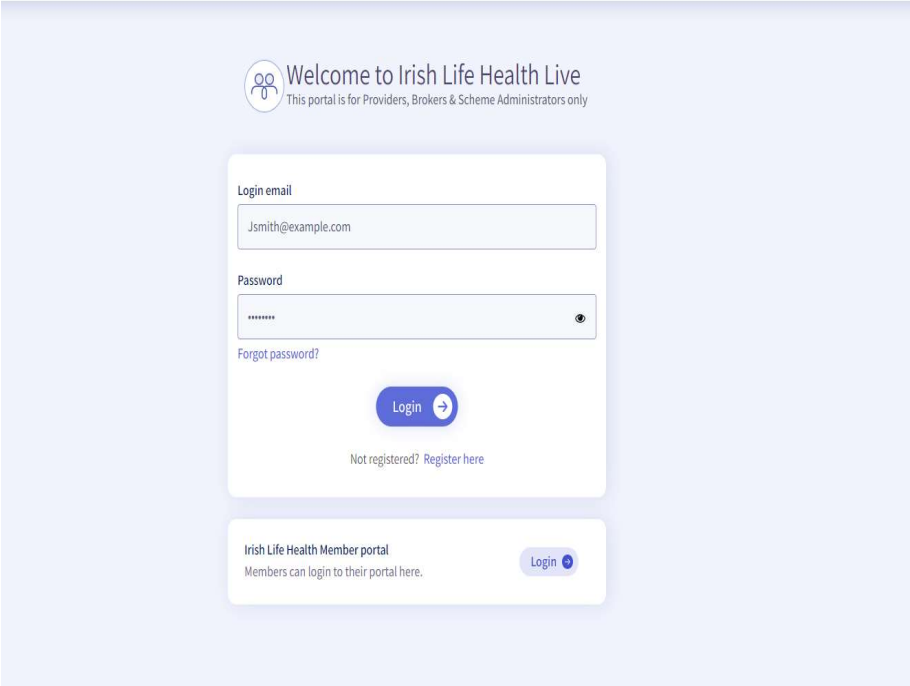
Your password must consist of:

- at least 8 characters
- uppercase, lowercase & numbers
- at least one special character

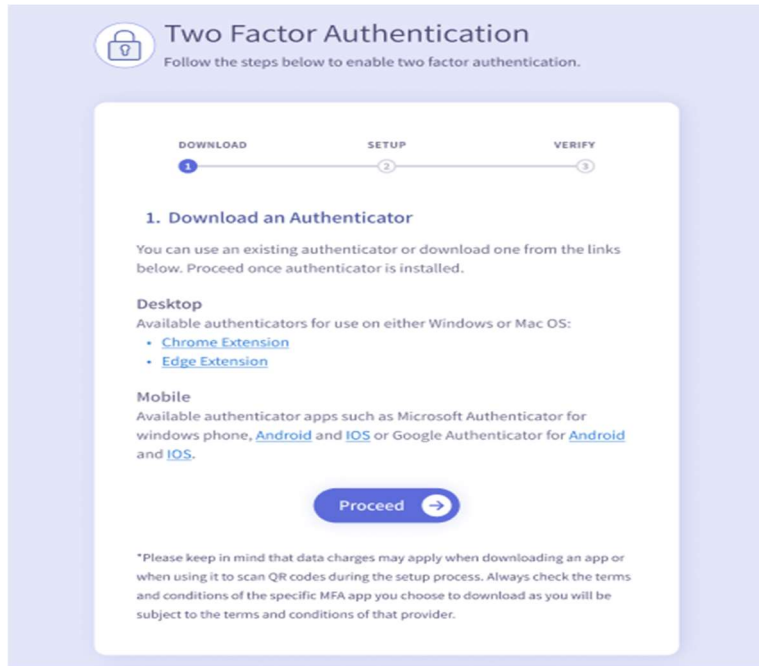
Confirm

[Back to log in](#)

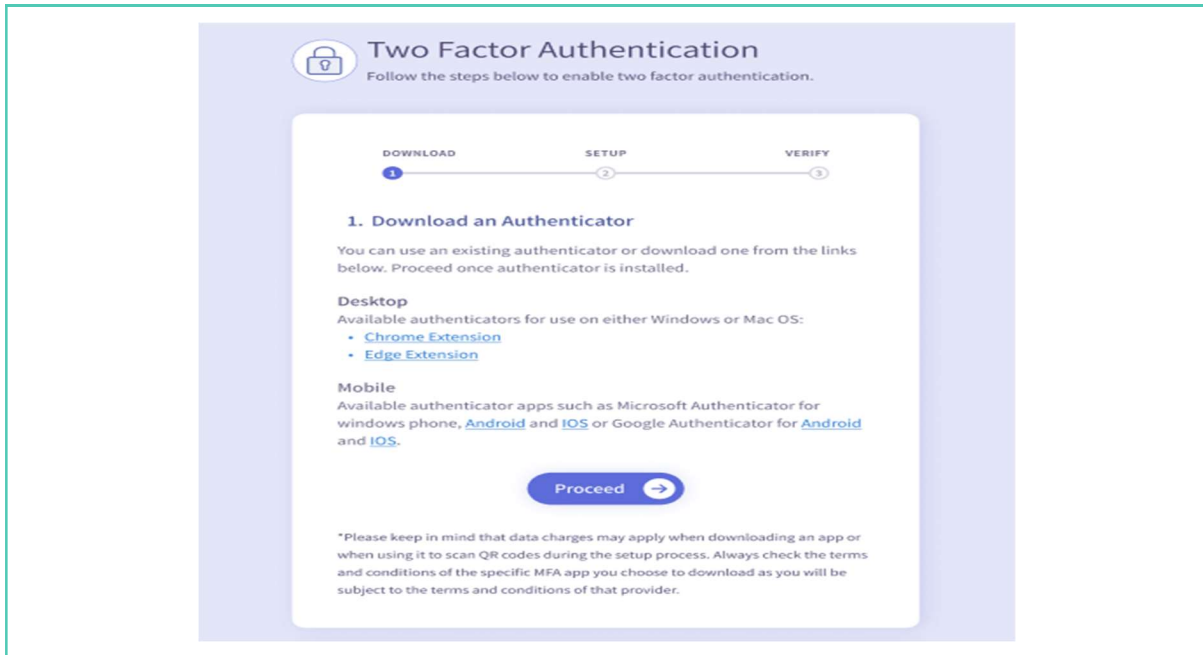
The below is showing the set-up MFA on the Desktop.

2.2	Login using your existing username and password as normal.
2.2.1	Enter your: <ul style="list-style-type: none"> • Email address • Password
2.2.2	Click Login.
	
Notes	The email address being used to register must match what Irish Life Health has on record for you as an admin.

<p>2.2.3</p>	<p>When logged in you will be prompted to complete the setup of a two-factor authenticator.</p> <p>This is a one time setup process.</p> <ul style="list-style-type: none"> • If you already have an authenticator you can proceed to the next step. • If you don't have an authenticator, follow steps to download.
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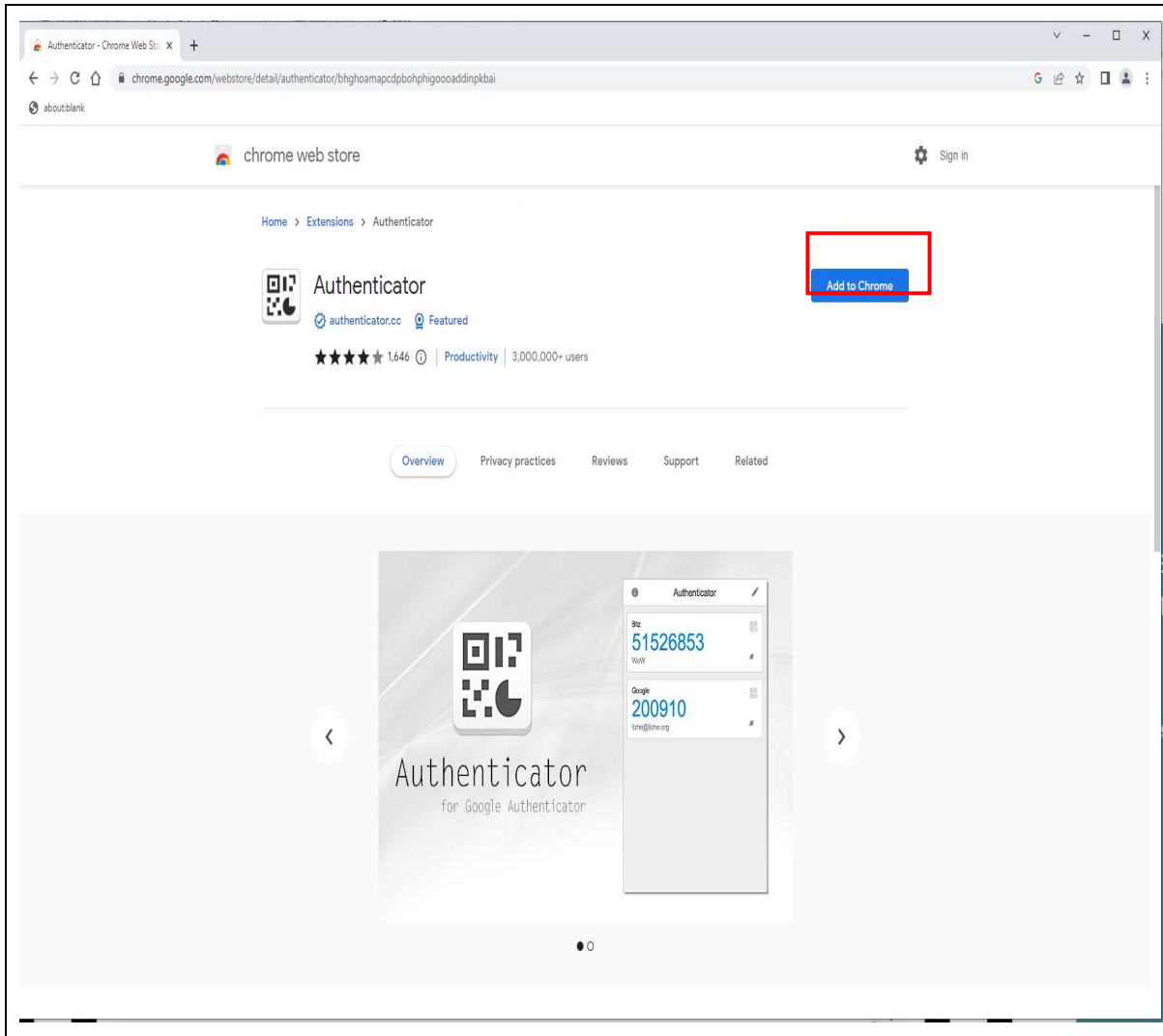
<p>2.2.4</p>	<p>For the purpose of this guide we will select the Desktop, Chrome Extension.</p>
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N.B. Whichever authenticator app you choose, you will be subject to the Terms of Use of that provider.

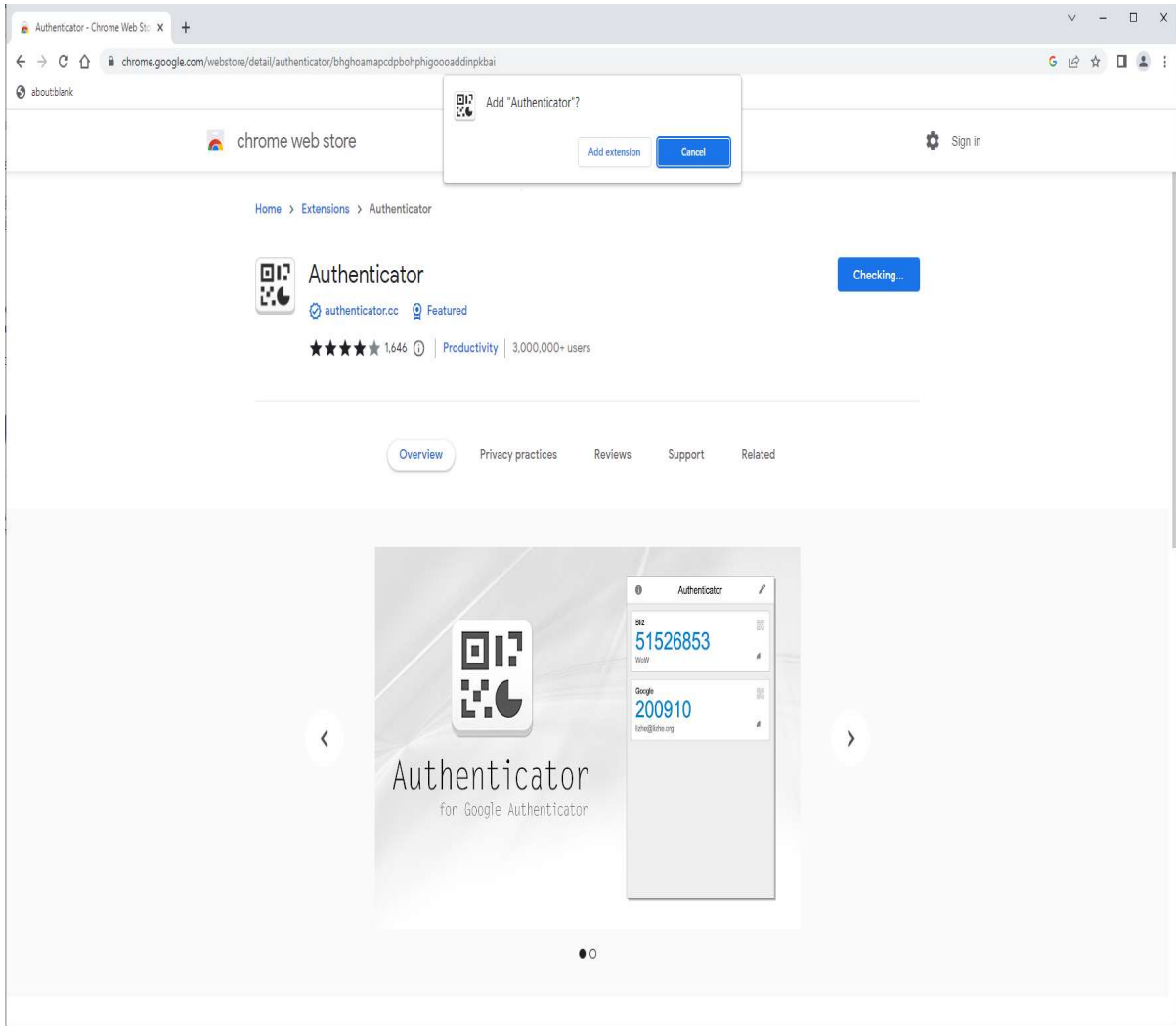
2.2.5 The download page for the Chrome extension will open from the link.

Select the blue “Add to Chrome” button on screen.



2.2.6 Download the authenticator extension to your desktop.

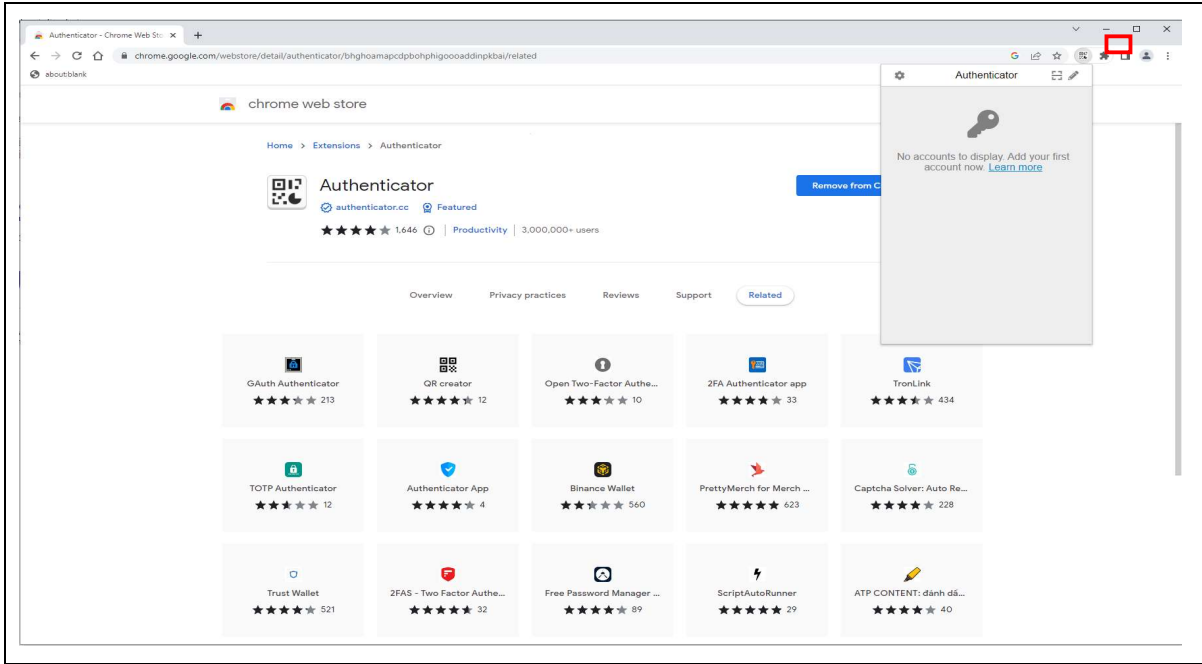
Select the grey “Add Extension” button in the pop-up screen.



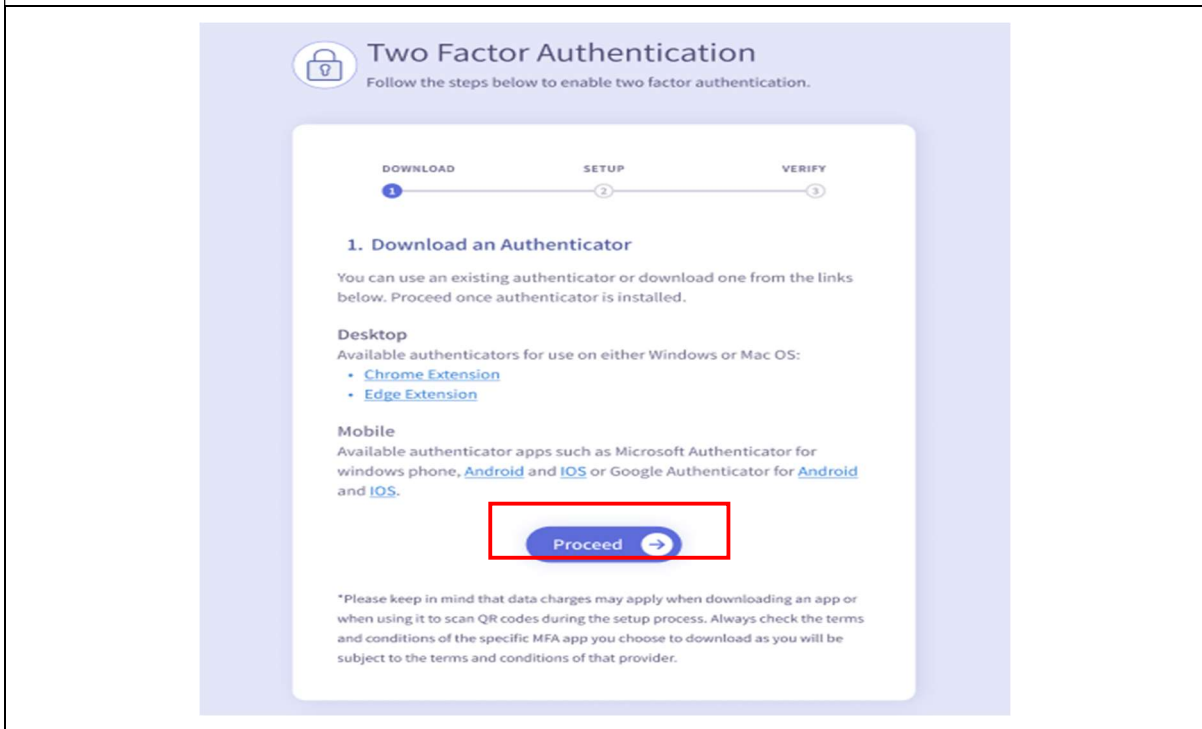
2.2.7 To open, this can be found in the extension toolbar to the right of the address bar at the top of the screen.

Next you need to go back to the portal to complete setup.

Registering as an Existing User

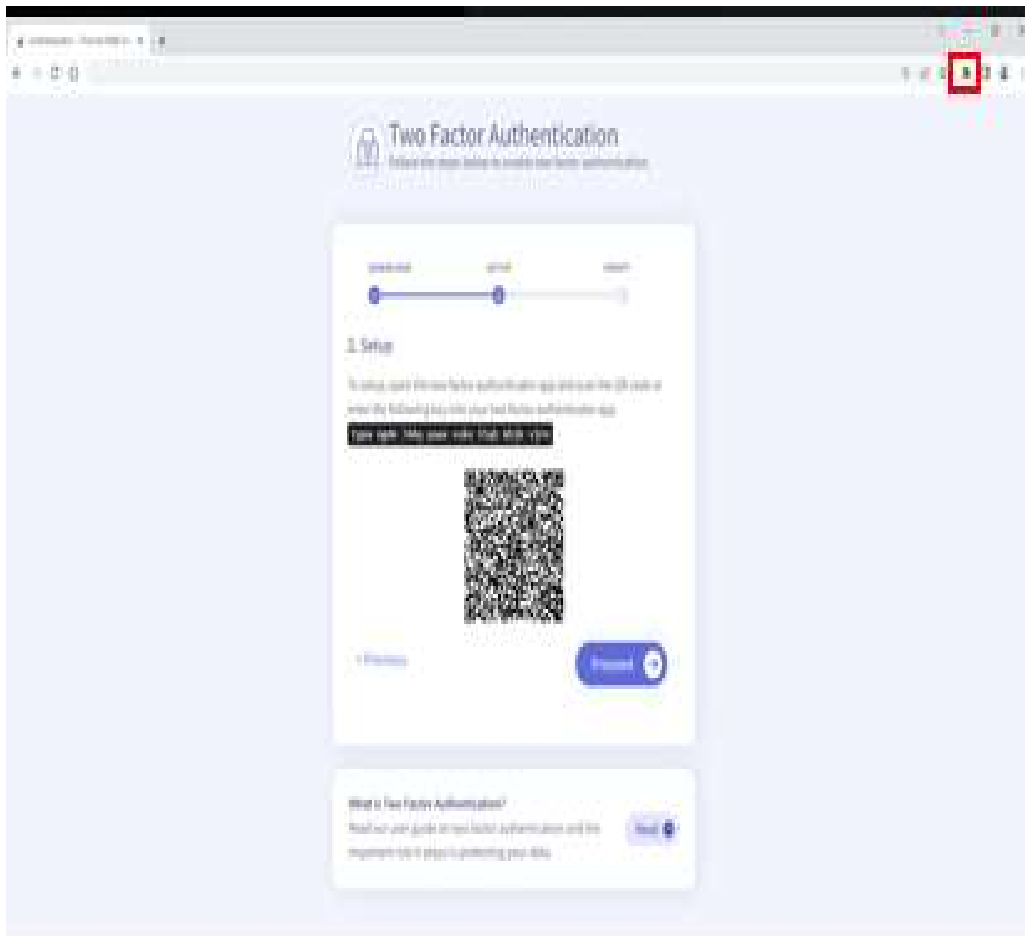


2.2.8 Success. You have downloaded the authenticator to your desktop browser.
Click “Proceed” to progress to the Setup stage.





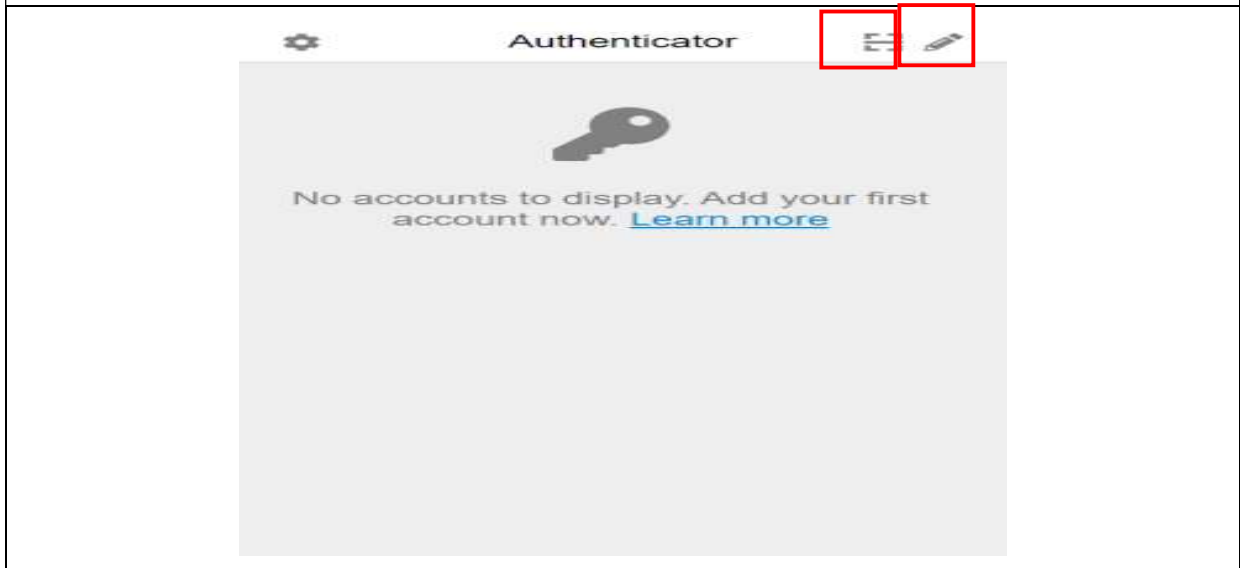
2.2.9 Navigate to the browser extension toolbar and open the authenticator.

This can be found in the extension toolbar to the right of the address bar at the top of the screen.




2.2.10 You can setup the authenticator by scanning the QR code or manually entering the 32-digit Secret Key.

- Click the  icon for the scan QR code setup option.
- Click the  icon for the manual setup option.





2.2.11 QR Code Setup.

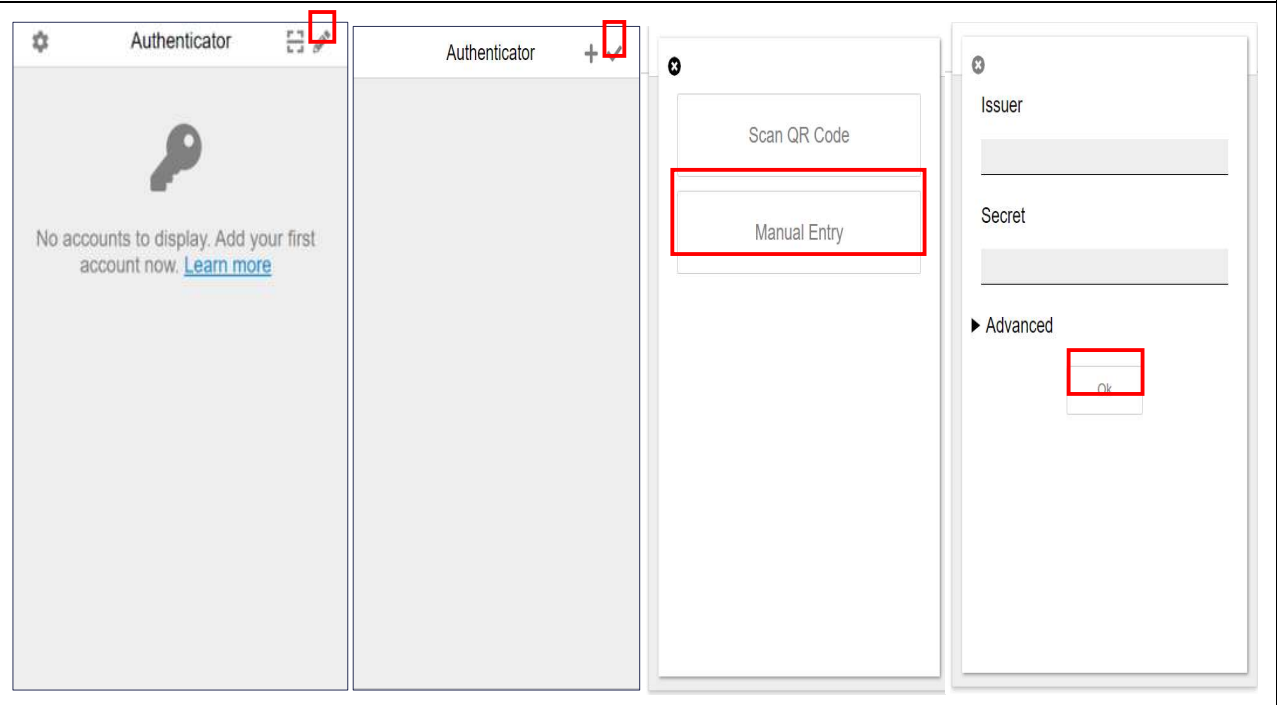
Click the  icon in the authenticator toolbar to enable the scanning option.

Select the QR code on screen by dragging the scanning square over the location of the code with your mouse as shown in the image.



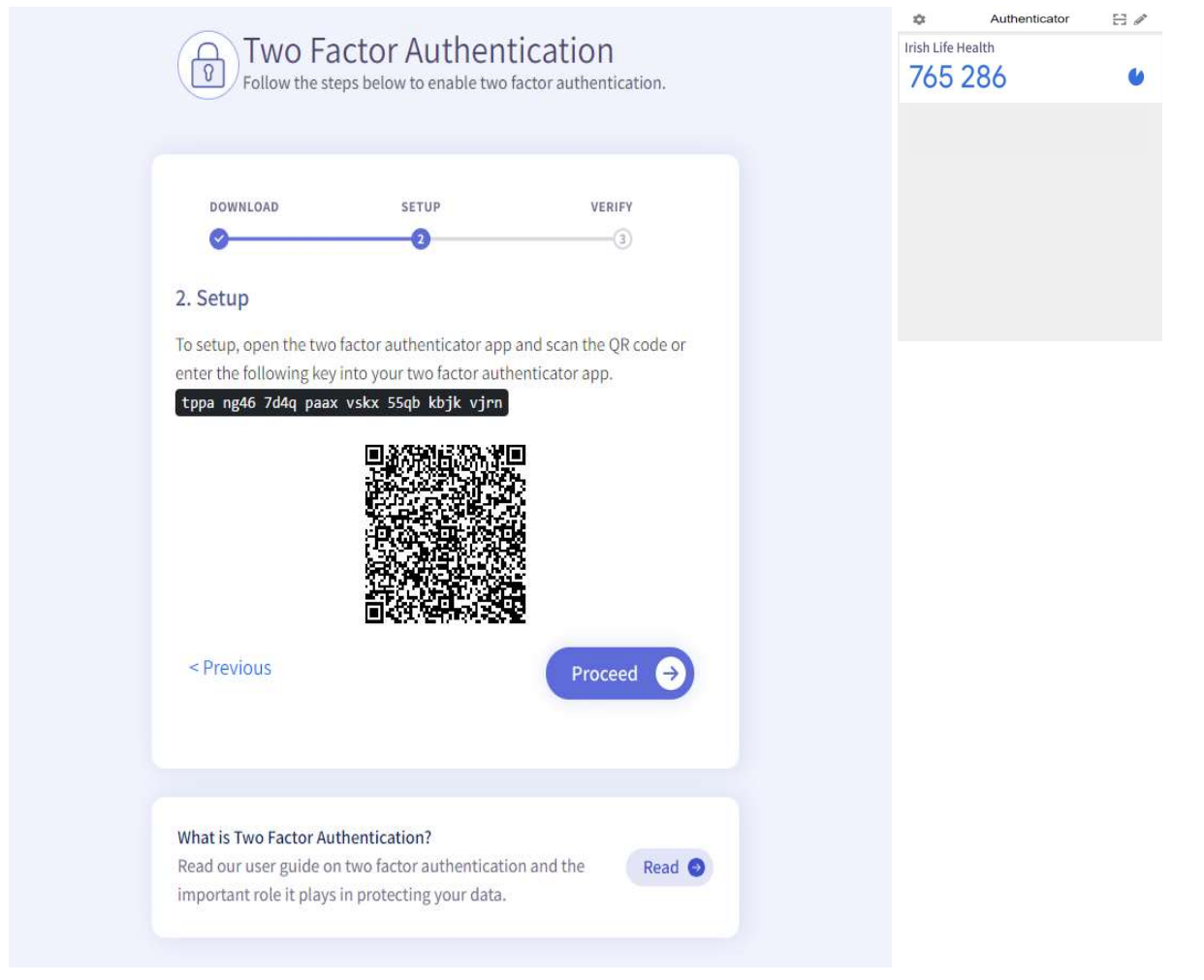
2.2.12 Manual setup.

1. Click 
2. Click 
3. Select "Manual Entry"
4. Fill details:
 - Issuer: "Irish Life Health Live"
 - Secret: Enter the 32-digit secret key from the setup page.
 - Click Ok



2.2.13 Success. You have setup the authenticator.

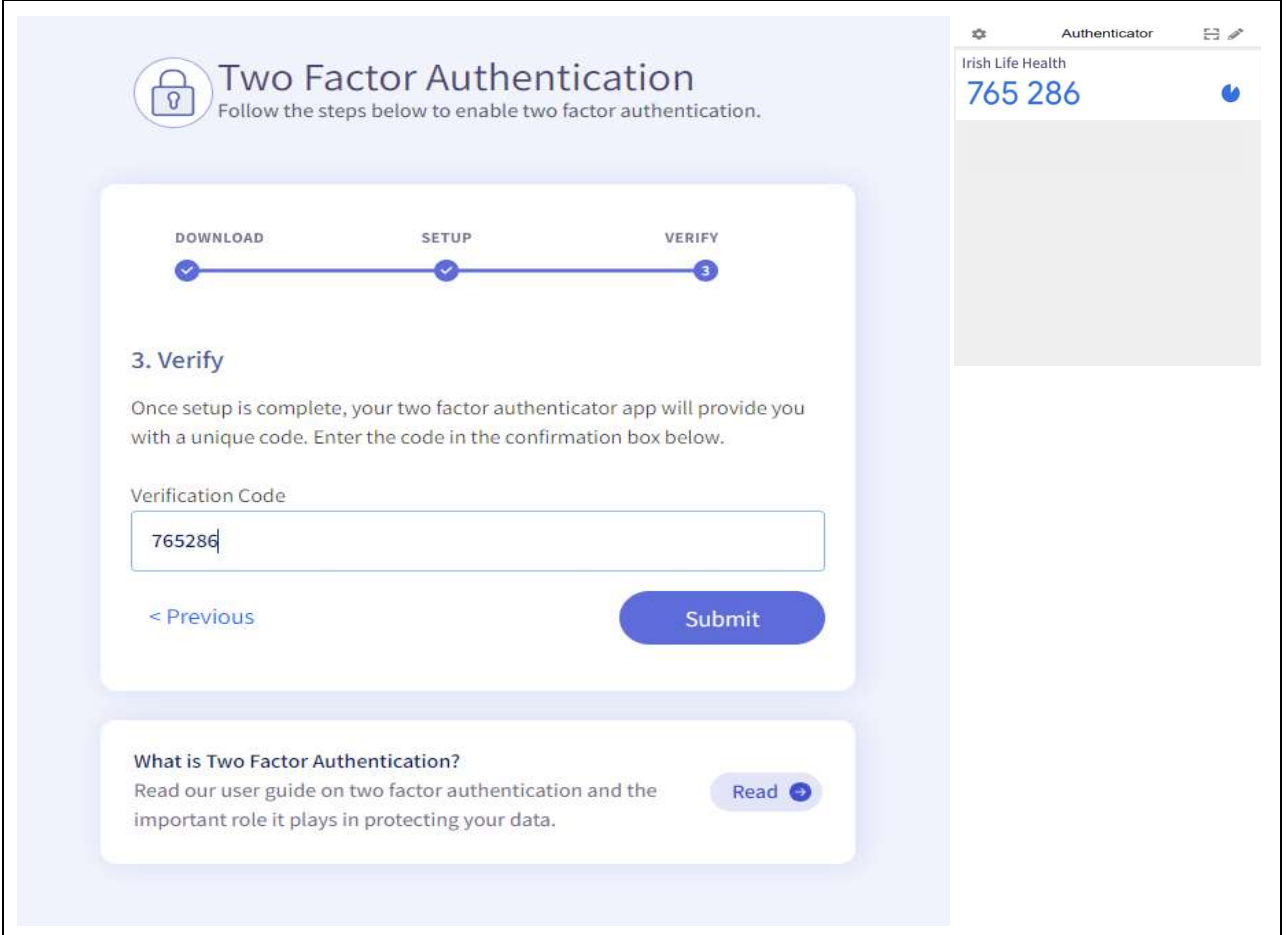
The authenticator will immediately show a 6-digit code which will refresh periodically. Click “Proceed” to move to the Verify screen.



2.2.14 Enter the 6-digit authentication code into the verification code box on the Verify screen and select “Submit”.

If there is an error:

1. Retry, confirming the correct digits are input, which match the code on the authenticator at the time of submission.
2. Go to the previous page and re setup the authenticator.



2.2.15 Success. You have verified the authenticator and this one-time setup is complete. Keep your authenticator safe as you will be required to enter the 6-digit authentication code every time you login.

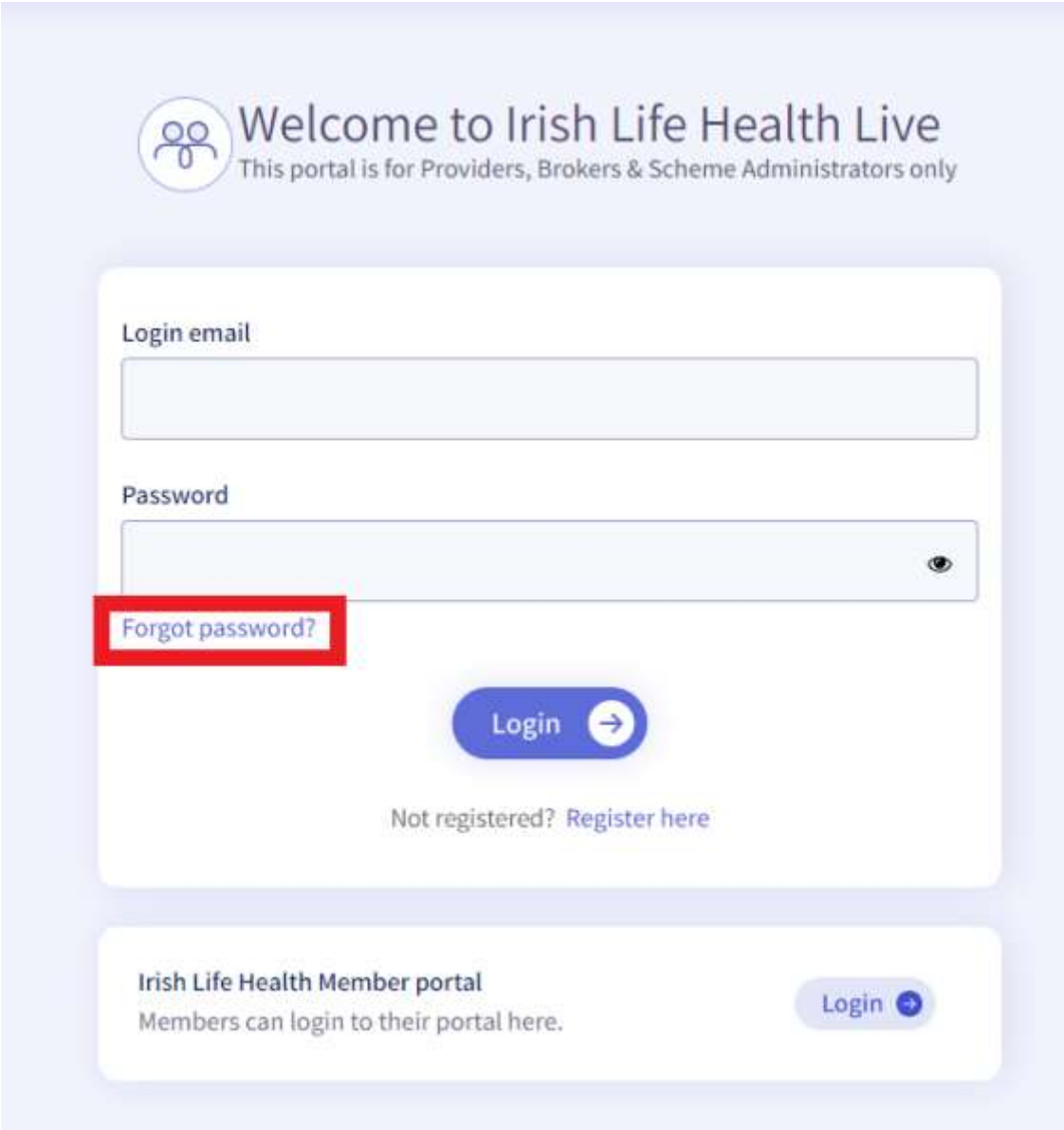
3 Main administrator registration

- The main user will be registered to use the Provider Portal for Billing Agencies.
- This main user is the only person who needs to complete this step.
- They can then create other users as needed, including other admin users and agent users. Users with admin access can then create all users for the portal for their teams as needed.

Let's look at how you complete your registration as the main admin user:

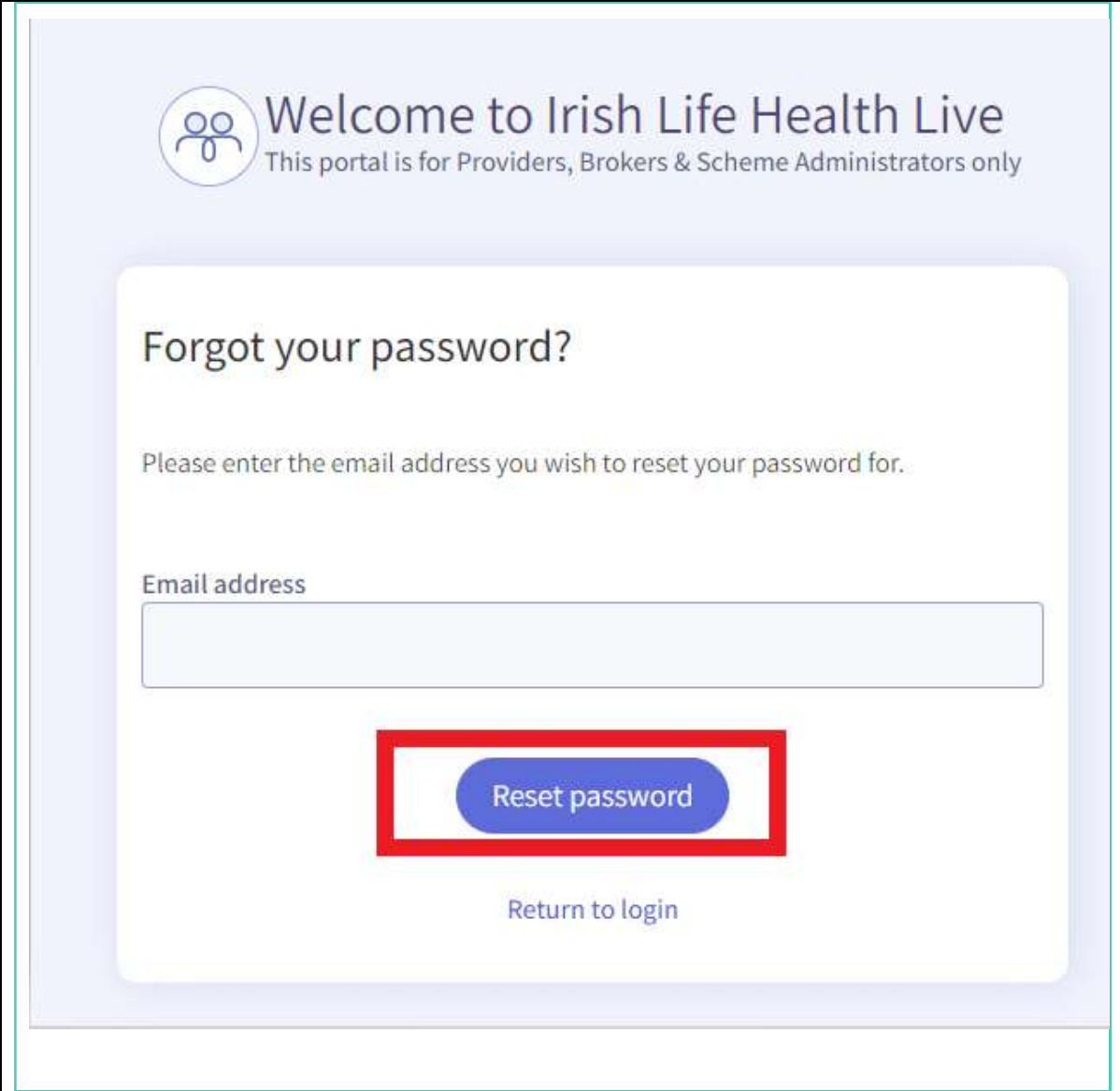
4 Resetting your Password

Note	Enter the Irish Life Health Live address in your addresss bar and press Enter.
1	Make sure you are on the Login tab.
2	Click Forgot Password.



The screenshot shows the login page for the Irish Life Health Live portal. At the top, there is a logo with two stylized figures and the text "Welcome to Irish Life Health Live" followed by "This portal is for Providers, Brokers & Scheme Administrators only". Below this is a login form with two input fields: "Login email" and "Password". The "Forgot password?" link is highlighted with a red rectangular box. Below the password field is a blue "Login" button with a right-pointing arrow. Underneath the button is the text "Not registered? Register here". At the bottom of the page, there is a section for "Irish Life Health Member portal" with the text "Members can login to their portal here." and a "Login" button with a right-pointing arrow.

3 Enter your Email Address and click Reset password.



Welcome to Irish Life Health Live
This portal is for Providers, Brokers & Scheme Administrators only

Forgot your password?


Please enter the email address you wish to reset your password for.

Email address

Reset password

[Return to login](#)

4 Check your inbox for the password reset email and click Reset password.




Welcome to Irish Life Health Live

This portal is for Providers, Brokers & Scheme Administrators only

Check your email inbox

An email has been sent to JennMFA@test.ie with instructions on how to reset your password.

[Return to log in](#)



Password Reset Request

Hi there,
You recently requested to reset your password for your Irish Life Health online account.

Please reset your password by clicking here:

[Reset your password](#)

If you did not request a password reset, please ignore this email or contact support if you have questions:

Email heretohelp@irishlifehealth.ie or call us on 01 562 5100.

Yours sincerely,
Irish Life Health

5 Create a new password.
Confirm this too.

6 Click the Confirm button.

Set your new password

JennMFA@test.ie

Choose a new password:

Password

Confirm Password

Your password must consist of:

- at least 8 characters
- uppercase, lowercase & numbers
- at least one special character

Confirm

[Back to log in](#)

Some of our portal users have access to the member portal as a customer too. They may access both the member and provider portal with the same email address for both.

Where a user accesses the portal as a customer member and as a provider user AND uses the same email address for both, there is no need to re-register as a user on this version of the provider portal.

If this describes you, then you do not need to re-register to use this provider portal. All you need to do is access the Irish Life Health Live portal and enter your email address and password that you use for the member portal and link your provider member number and click Link Member.

5 Create New Users

Anyone with administrator access in the portal can create additional users.

If you are the primary administrator and you have registered – see section 3 – your next step will be to create users for all the people you would like to have access to your provider portal.

5.1 Two types of access

- Some of these users will only need access to check a member's level of cover and draw reports but do not need the ability to create and amend user access. These types of users can be created as **Agent** users.
- Some of these users may need access to all functionality, including the ability to also create and edit user access. These types of users can be created and given **Admin** access.

1. Click My Account from the Menu.
2. Scroll down to the Create User section on this page.
3. For each user, enter a Name and Surname in the Name field.
4. Enter their Email Address.
5. Select the type of access the user should have (Admin or Agent).

Each user will receive an email directing them to the Irish Life Live portal link at (<https://www.irishlifehealth.ie/portal/ilhlive>) and will ask them to use the Forgot Password link to create their own password.

The next section covers the steps for this.

6 Creating a Password as a Newly Registered User

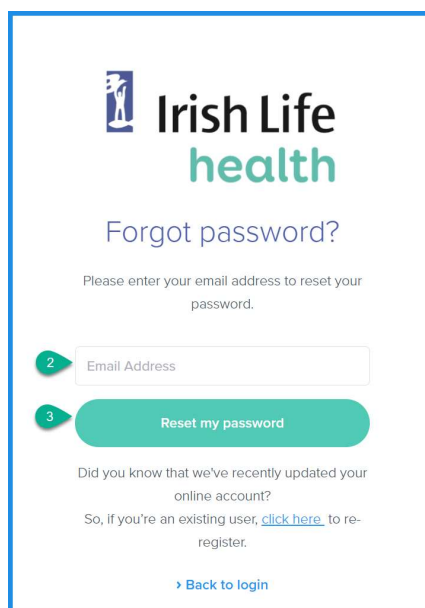
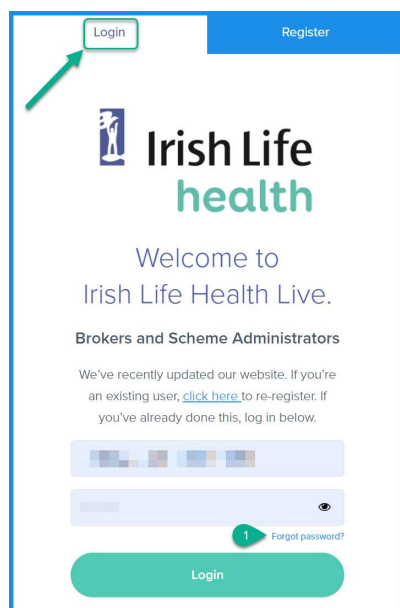
If you are a new user, and your user access has recently been created by your main admin user, you will receive an email from the Irish Life Health Live Portal welcoming you to the portal and asking you to create your own password. To do this, all you need to do is access the portal and click the Forgot Password link on the Login page. Once you fill in your email address and request a password reset email you can then use this email to create your own password.

Once you receive your welcome email go to the link provided to open the Irish Life Health Live Portal Login page: <https://www.irishlifehealth.ie/portal/ilhlive>

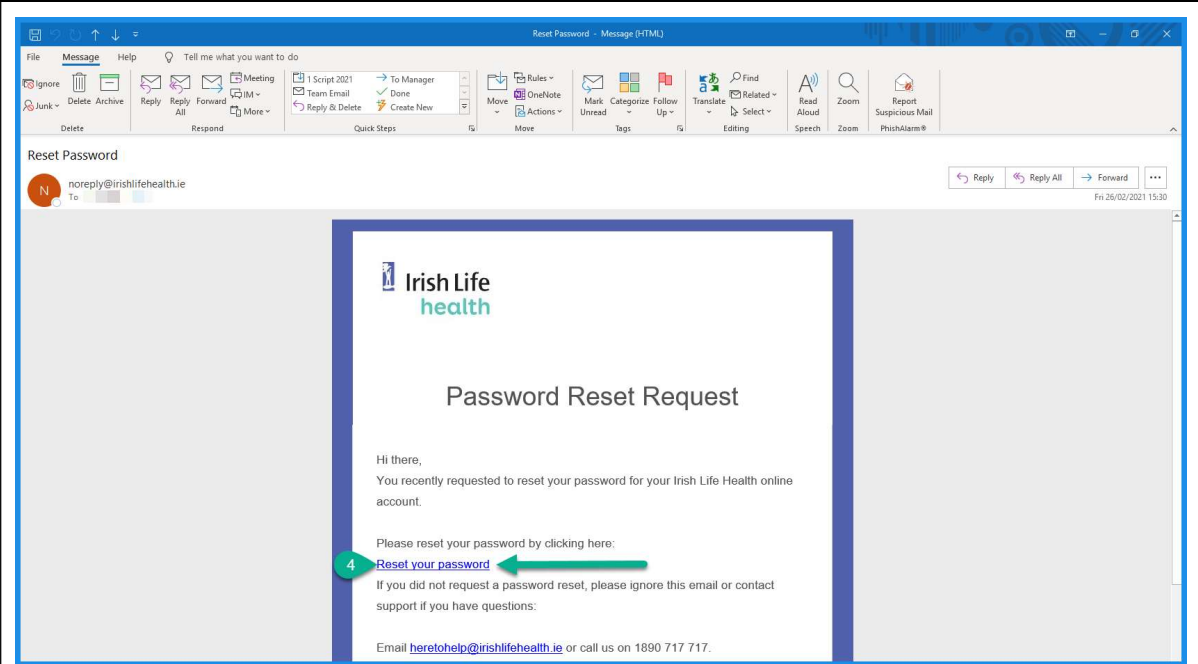


These are also the steps you need if you want to Reset Your Password in future.

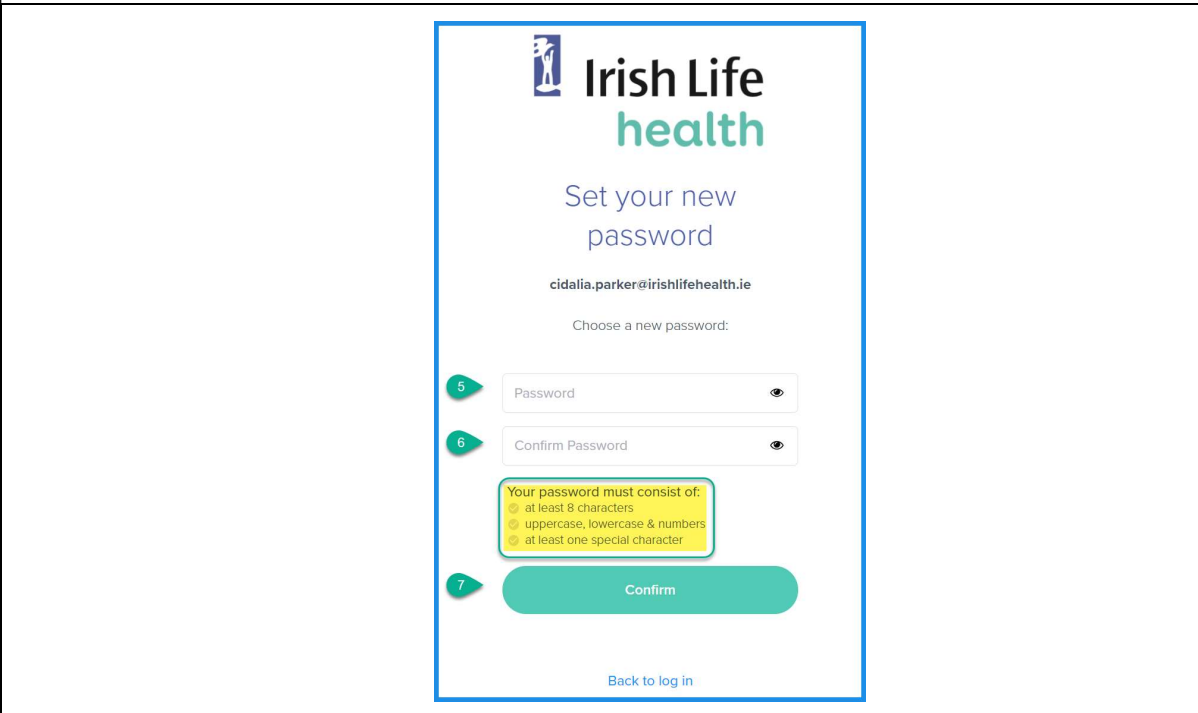
1. On the Login tab, click Forgot Password.
2. Enter your email address.
3. Click Reset my password.



4. Open your email inbox and look for the email from noreply@irishlifehealth.ie. Click **Reset your password**.



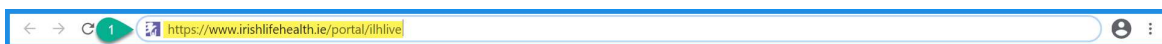
5. This opens the Reset Password screen. Enter a password that meets the requirements.
6. Re-enter this same password.
7. Click Confirm.



7 Logging in

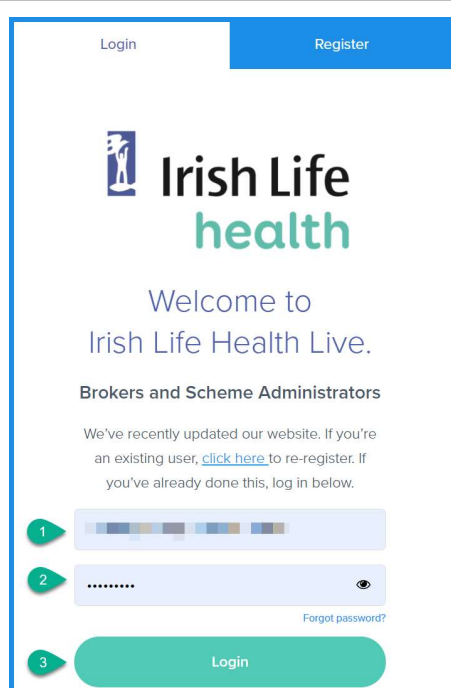
Once you have registered and confirmed or created your password, you can log in to use the portal.

1. Open your internet browser and enter the address for the browser (<https://www.irishlifehealth.ie/portal/ilhlive>) and press Enter.



2. Enter your:
 - a. Email
 - b. Password

3. Click Login.

A screenshot of the Irish Life Health Live login page. The page has a blue header with "Login" and "Register" tabs. The main content area features the Irish Life Health logo, a welcome message, and instructions for users. Below the text are three input fields: a text field for email (labeled "1"), a password field with a toggle icon (labeled "2"), and a green "Login" button (labeled "3"). A "Forgot password?" link is located below the password field.

8 The Home page

The home pages provides a convenient hub to the different parts of the portal.

1. Your username (email address) will display at the top of the page.
2. The provider support contact details are displayed at the top of the page too.
3. There are 6 screens in the portal that you can access from this home screen:
 - a. Home
 - b. Check Cover
 - c. Schedules and Forms
 - d. Documents
 - e. Reporting
 - f. My Account
4. Clicking View Reports will take you to the Reporting page.
5. You can also quickly Check Cover from the Home page.
6. Click Log Out to close the portal.

The screenshot shows the Irish Life Health Live portal home page. At the top, there is a navigation bar with the Irish Life Health logo on the left and a user profile area on the right displaying '(IsBillingAgency) | partnersupport@irishlifehealth.ie | (01) 562 5162'. The navigation menu includes 'Home', 'Check Cover', 'Schedules and Forms', 'Documents', 'Reporting', 'My Account', and 'Log Out'. Below the navigation bar, the main content area features a 'Welcome to Irish Life Health Live' heading. Underneath, there is a 'Reports' section with a 'View consultant reports' link and a 'View Reports' button. Below that is a 'Search Policy' section with three radio button options: 'Policy Number and Date of Birth' (selected), 'Member Number', and 'Full Name and Date of Birth'. There are input fields for 'Policy Number' and 'Date of Birth (DD/MM/YYYY)', and a 'Find Policy' button. Numbered callouts (1-6) are placed over the page to highlight specific elements: 1 points to the user profile area, 2 to the navigation menu, 3 to the 'Home' link, 4 to the 'View Reports' button, 5 to the 'Policy Number' input field, and 6 to the 'Log Out' button.

Let's look at how to check a member's cover.

9 Checking Cover

There are 3 ways you can check a member’s cover:

- a. By policy number and date of birth,
- b. By member number,
- c. By full name and date of birth

You can access this functionality at the bottom of the Home page or by clicking on the Check Cover menu option.

9.1 Check Cover by policy number and date of birth

1. Click Policy Number as the type of Search.
2. Enter a valid Policy Number in full.
3. Enter a date of birth as DDMMYYYY.
4. Click Find Policy.
5. Click the policy number hyperlink to open the policy details.

The screenshot displays the 'Check Cover' interface. At the top, there is a navigation bar with 'Home', 'Check Cover', 'Schedules and Forms', 'Documents', 'Reporting', 'My Account', and 'Log Out'. The main heading is 'Check Cover'. Below it is a 'Search Policy' section with three radio buttons: 'Policy Number' (selected), 'Member Number', and 'Full Name and Date of Birth'. The 'Policy Number' field is filled with 'VIV' and the 'Date of birth' field is filled with '01/08/1976'. A 'Find Policy' button is located below the form. Below the form is a table with the following data:

Policy Number	Member Number	Name	Date of Birth	Plan	Policy Renewal Date
VIV		Rygpabeymy Fvjq-Uhne	01/08/1976	Select Starter	30/12/2021

The Policy Details page opens in a separate tab.

6. The first tab shows the policy details like the plan name, member number, date of birth, etc. including the policy address details.
7. The second tab shows the detailed cover and benefits for the member.

Policy

6 Policy Details
7 Cover and Benefits

Policy Details

Start Date
30/12/2020

End Date
29/12/2021

Next Renewal Date
30/12/2021

Status
Live

Rygpabeymy Fvjq-Uhne (Policyholder)

Plan
Select Starter

Member Number
[Redacted]

Date of Birth
01/08/1976

Join Date
30/12/2020

First Insured
30/12/2016

Name
Rygpabeymy Fvjq-Uhne

Last Name

Fvjq-Uhne

Addresses on the policy

Postal Address

Address Line 1
[Redacted]

Address Line 2
[Redacted]

Address Line 3
[Redacted]

Town / City
[Redacted]

County
[Redacted]

If a member's policy is cancelled, you will see this clearly on the policy details screen,

The screenshot shows the 'Cover and Benefits' tab selected. The page title is 'Cover Details for VIVG'. Under 'Who is covered?', there is a list of members. The first member, 'Rygpabeymy Fvjq-Uhne', is marked as '(Cancelled)'. A green arrow points from this member's name to a yellow highlighted message box that reads: 'This member has been cancelled and is not currently covered under this policy.' Below this, the 'Member's hospital cover' section is visible, with a note that hospital modules are not visible at this time.

and on the Cover and Benefits tab too.

This screenshot is identical to the one above, showing the 'Cover and Benefits' tab. A red arrow points from the '(Cancelled)' status of the member 'Rygpabeymy Fvjq-Uhne' to the same yellow highlighted message box: 'This member has been cancelled and is not currently covered under this policy.' The rest of the page content, including the 'Member's hospital cover' section, remains the same.

To view a member’s detailed cover details on a live policy:

8. Click the Cover and Benefits tab.
9. View their Plan and hospital cover details by hospital type.
10. To check the member’s specific hospital list cover, click the View your hospital list link.

We recommend that you confirm that the hospital or centre or facility is covered on the member’s hospital list.

If a hospital is designated as not covered on the member’s hospital list, the member has no cover in that hospital.

In this first example, the member has cover for public hospitals only.

The screenshot displays the 'Cover and Benefits' interface for a policy named 'VIVG'. At the top, a navigation bar shows 'Policy D' and 'Cover and Benefits'. The main heading is 'Cover Details for VIVG'. Under 'Who is covered?', the policyholder 'Rygpabeymy Fvjq-Uhne' is selected. A callout '9' points to the member's name. The 'Member's hospital cover' section provides a summary of the plan's coverage. Under 'Consultant fees and inpatient scans', 'Consultants fees (In selected hospitals only)' and 'Inpatient Scans (In selected hospitals only)' are both marked as 'Covered'. A callout '10' with a yellow box and an arrow points to the 'Public Hospitals' section, which lists 'Day Case: Covered', 'Private Room: Covered', and 'Semi Private Room: Covered'. A 'Select Starter' button is visible next to the member's name. At the bottom, a 'View member's hospital list' button is highlighted in yellow.

In this example, the member has cover for public and private hospitals:

Policy Details | **Cover and Benefits**

Cover Details for

Who is covered?
Select a member to view their benefits and Terms & Conditions.

Axjy Gnbpm (Partner)

Axjy Gnbpm
Member Number: 3138742
Kick-Off Plan ILH
Personalised Packages: Travel and Sports Cover

Member's hospital cover

A summary of the hospital cover on member's plan.

Consultant fees and inpatient scans

- ✔ **Consultants fees (In selected hospitals only)** Covered
- ✔ **Inpatient Scans (In selected hospitals only)** Covered

Public Hospitals	Private Hospitals
✔ Day Case: Covered	✔ Day Case: 65% Cover
✔ Private Room: Semi-Private Rate	✔ Private Room: 65% of Semi-Private Rate
✔ Semi Private Room: Covered	✔ Semi Private Room: 65% Cover

[-> View member's hospital list](#)

When you click the View member' hospital list hyperlink, the relevant hospital list opens in a separate tab.

It shows the hospital list (1/2/3/4 or A/B/C/D) relevant to the member's plan.

You can search for the hospital / centre / facility by area and check the last column.

The screenshot shows a web browser window displaying the 'Irish Life health' logo and the title 'Tailored Health Plans Lists of Medical Facilities'. Below the title, it says 'Lists of Medical Facilities: as of 15 February 2021'. A table lists various hospitals under different regions: Cavan, Clare, Cork, Donegal, and Dublin. The table has four columns: Hospital name, Hospital type, Direct Settlement, and List A. A red arrow points to the 'List A' column. The 'Dublin' section is highlighted in yellow, and the 'Beacon Hospital, Dublin 18 - Cardiac procedures' row is also highlighted in yellow, with 'See Table of Cover' in the List A column.

A. Hospitals	Hospital type	Direct Settlement	List A
Cavan			
Cavan General Hospital	Public	Yes	Covered
Clare			
Mid Western Regional Hospital, Ennis	Public	Yes	Covered
Cork			
Bantry General Hospital	Public	Yes	Covered
Bon Secours Hospital, Cork	Private	Yes	Covered
Cork Radiation Oncology at Bon Secours	Private	Yes	Covered
Cork University Hospital	Public	Yes	Covered
Cork University Maternity Hospital	Public	Yes	Covered
Mallow General Hospital	Public	Yes	Covered
Mater Private Cork	Private	Yes	Covered
Mercy University Hospital	Public	Yes	Covered
St. Patrick's (Marymount Hospice)	Public	Yes	Covered
South Infirmity Victoria University Hospital	Public	Yes	Covered
Donegal			
Letterkenny University Hospital	Public	Yes	Covered
Dublin			
Beacon Hospital, Dublin 18 - Cardiac procedures	High Tech - Private	Yes	See Table of Cover
Beacon Hospital, Dublin 18	High Tech - Private	Yes	See Table of Cover


In this example, a hospital is designated on the Hospital list as *See Table of Cover*.

Dublin			
Beacon Hospital, Dublin 18 - Cardiac procedures	High Tech - Private	Yes	See Table of Cover
Beacon Hospital, Dublin 18	High Tech - Private	Yes	See Table of Cover

When you return to the Cover Details tab for this member, you can see why the hospital list states *See Table of Cover*. This member has varying rates of high-tech hospital cover in different high-tech hospitals.

Who is covered?
Select a member to view their benefits and Terms & Conditions.

Xclek Gnbpm
(Policyholder)



Xclek Gnbpm
Member Number: ██████████

4D Health 4
Personalised Packages: You Extra, Sports Extra, Travel Extra

Member's hospital cover

A summary of the hospital cover on member's plan.

Consultant fees and inpatient scans

- ✔ **Consultant fees** Covered
- ✔ **Inpatient Scans** Covered

Public Hospitals

- ✔ Day Case: Covered
- ✔ Private Room: Covered
- ✔ Semi Private Room: Covered

Private Hospitals

- ✔ Day Case: Covered subject to €50 excess per claim
- ✔ Private Room: Covered subject to €50 excess per claim subject to €2,000 co-payment on certain orthopaedic procedures
- ✔ Semi Private Room: Covered subject to €50 excess per claim subject to €2,000 co-payment on certain orthopaedic procedures

High Tech Hospitals

- ✔ Day Case: Covered subject to €50 excess per claim.
- ✔ Listed Cardiac Procedures: Covered subject to €50 excess per claim
- ✔ Listed Special Procedures: Covered subject to €50 excess per claim subject to €2,000 co-payment on certain orthopaedic procedures
- ✔ **Private Room: Covered (Beacon only) subject to €50 excess per claim. 50% Cover in Blackrock Clinic and Mater Private**
- ✔ Semi Private Room: Covered (Beacon only) subject to €50 excess per claim. Mater Private and Blackrock Clinic 50% cover.

[View member's hospital list](#)

Tip:
Once you are done checking a member's hospital list and cover details, close the tabs to return to your original tab.

9.2 Check Cover by member number

If you only have a member's Member Number, you can search for a policy with this too.

1. On the Check Cover page,
2. Click Member Number, and
3. Enter the Member Number,
4. Click Find Policy, and
5. Click the Policy Number hyperlink to open the member's Cover Details tab.

Follow the same steps as shown in section 8.1 to check a member's cover and hospital list.

Irish Life health Home **Check Cover** Schedules and Forms Documents Reporting My Account Log Out

Check Cover

Search Policy

Search Policy

Policy Number
 Member Number
 Full Name and Date of Birth

Member Number

21€

Find Policy

Policy Number	Member Number	Name	Date of Birth	Plan	Policy Renewal Date
VIVW	21€	Xclek Gnbpm	01/01/1972	4D Health 4	15/08/2021

9.3 Check cover by Full Name and Date of Birth

You can also search for a policy by Full Name and Date of Birth.

1. On the Check Cover page,
2. Click Full Name and Date of Birth option, and
3. Enter the member's First Name,
4. Last Name,
5. Date of birth (in DDMMYYYY format), and
6. Click Find Policy.
7. Click the Policy Number hyperlink to open the member's Cover Details tab.

Follow the same steps as shown in section 8.1 to check a member's cover and hospital list.

Irish Life health Home **Check Cover** Schedules and Forms Documents Reporting My Account Log Out

Check Cover

Search Policy

Search Policy

Policy Number
 Member Number
 Full Name and Date of Birth

First Name: Xcl

Last Name: Gr

Date of birth:

Find Policy

Policy Number	Member Number	Name	Date of Birth	Plan	Policy Renewal Date
VIV	21t		01/01/1972	4D Health 4	15/08/2021

It is possible that there are more than one policy that match the search criteria.

In this scenario, the results will display in a table. In this example there are 2 policies. Be sure to select the correct policy.

In this example, the member has 2 policies but only one is current and live as can be seen by looking at the Policy Renewal Date.

Search Policy

Search Policy

Policy Number
 Member Number
 Full Name and Date of Birth

First Name

Last Name

Date of birth

Find Policy

Policy Number	Member Number	Name	Date of Birth	Plan	Policy Renewal Date
[blurred]	[blurred]	[blurred]	01/08/1976	Health Plan 13	30/12/2017
[blurred]	[blurred]	[blurred]	01/08/1976	Select Starter	30/12/2021

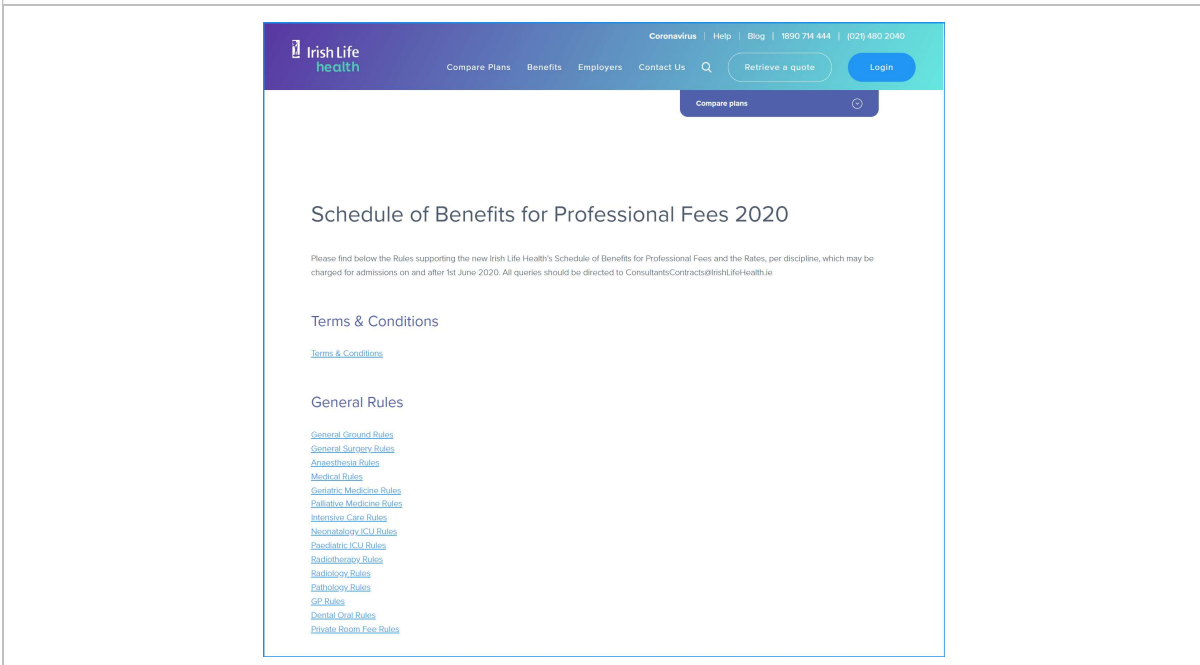
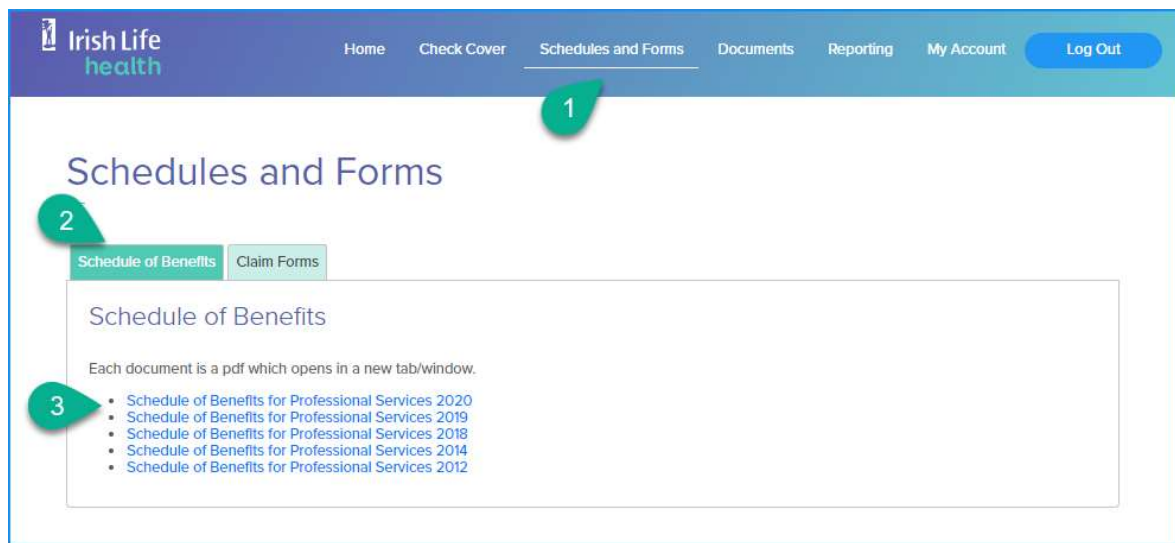
10 Schedules and Forms

10.1 To find a Schedule of Benefits for a particular year / period

On the Schedules and Forms page, you can access the Schedule of Benefits for Professional Services and Claim Forms. To access Schedule of Benefits by year:

1. Click the Schedules and Forms menu.
2. On the Schedule of Benefits tab,
3. Click the link for the year that you require.

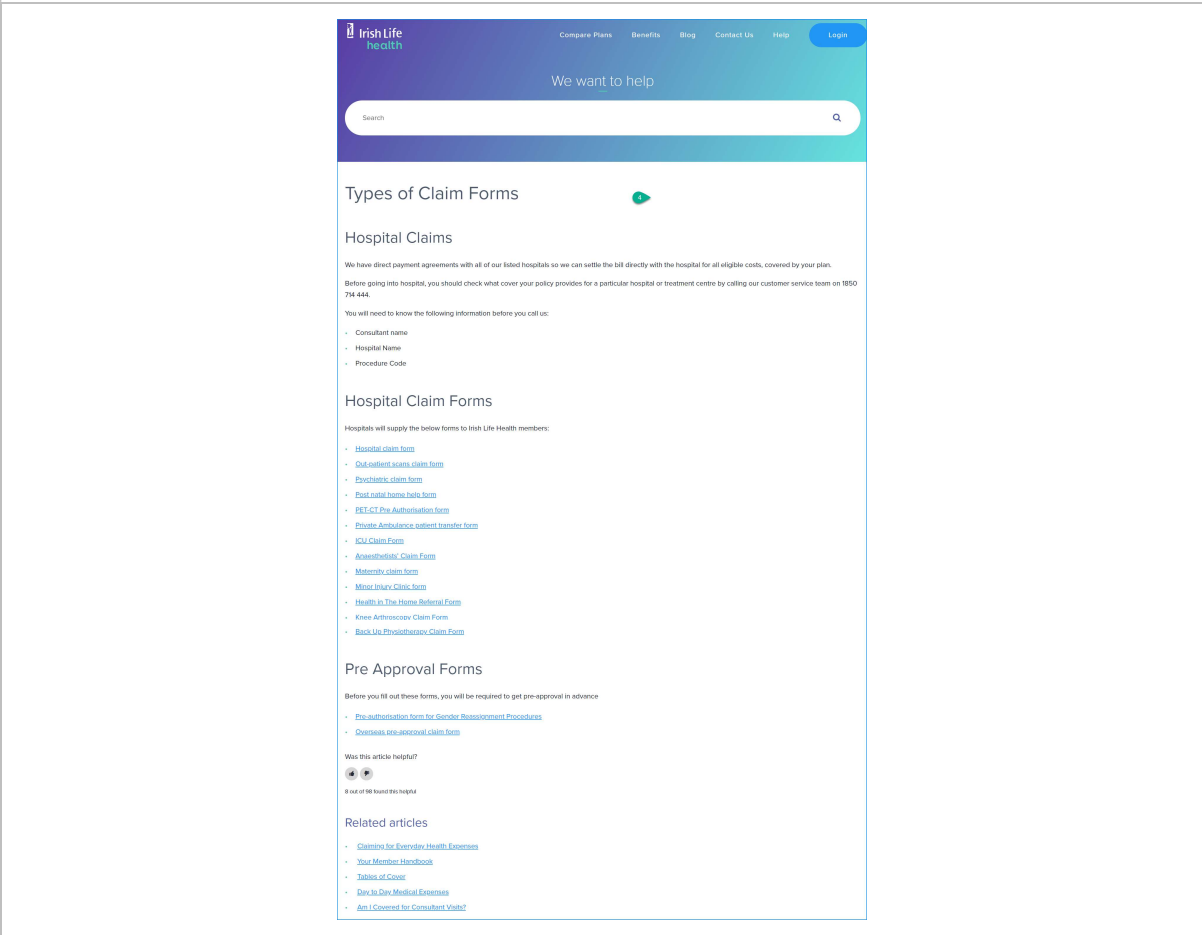
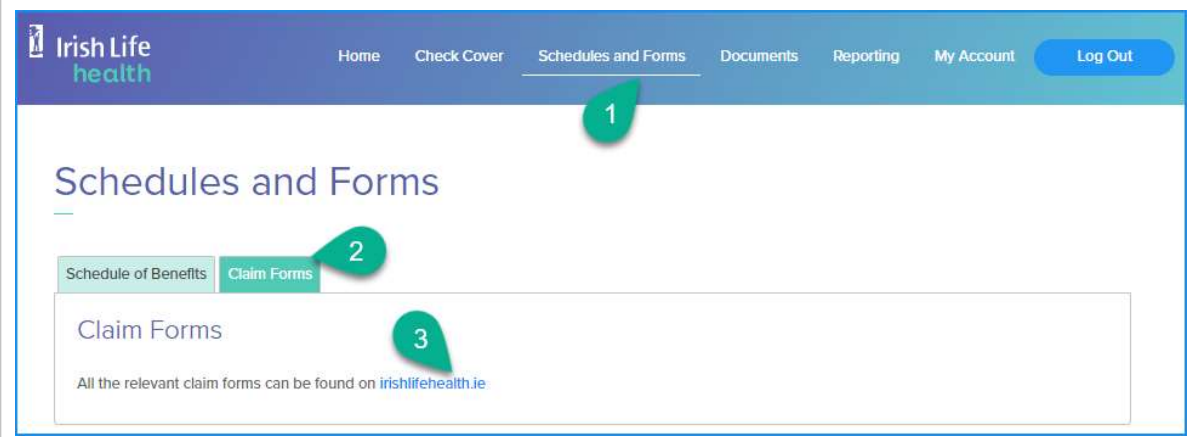
The relevant Irish Life Health web page opens.



10.2 To find a Claim Form

To access Claim Forms:

1. Click the Schedules and Forms menu.
2. On the Claim Forms tab,
3. Click the link to the Irish Life Health website.
4. The relevant Irish Life Health web page opens.



11 Documents

The Documents menu displays documents from the last 12 months.

To view older documents, use the dates filter and the Search box to filter within the results.

1. The screen will auto-populate with the date one year ago in the Period From field and today's date in the Period To field.
2. If you click Search, all remittance letters issued to you in the last year will be available to view.

Irish Life health

Home Check Cover Schedules and Forms **Documents** Reporting My Account Log Out

Provider Documents

Welcome to the documents area. This displays documents from the last 12 months. To view older documents use the dates to filter and then use the search box to filter further if required.

Period From: 28/06/2020 Period To: 28/06/2021 Search

Search

Name	Date	view
Your Payment	24/04/2021	view
Your Payment	08/04/2021	view
Your Payment	24/03/2021	view
Your Payment	16/03/2021	view
Your Payment	24/02/2021	view
Your Payment	24/01/2021	view
Your Payment	19/12/2020	view
Your Payment	28/11/2020	view
Your Payment	24/11/2020	view
Your Payment	03/11/2020	view

Prev 1 2 Next

3. Enter Search criteria, for e.g., 2020 in the Search box to find all letters, in the last 12 months dated 2020.

3

Name	Date	
Your Payment	19/12/2020	view
Your Payment	28/11/2020	view
Your Payment	24/11/2020	view
Your Payment	03/11/2020	view
Your Payment	29/10/2020	view
Your Payment	24/10/2020	view
Your Payment	24/09/2020	view
Your Payment	30/08/2020	view
Your Payment	24/08/2020	view
Your Payment	03/08/2020	view

4. Or, change the Date From and Date To fields, and
5. Click Search to find letters issued within a specific date range.

Period From 4

Period To 5 [Search](#)

Prev **JUNE 2019** Next

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

2020

020

020

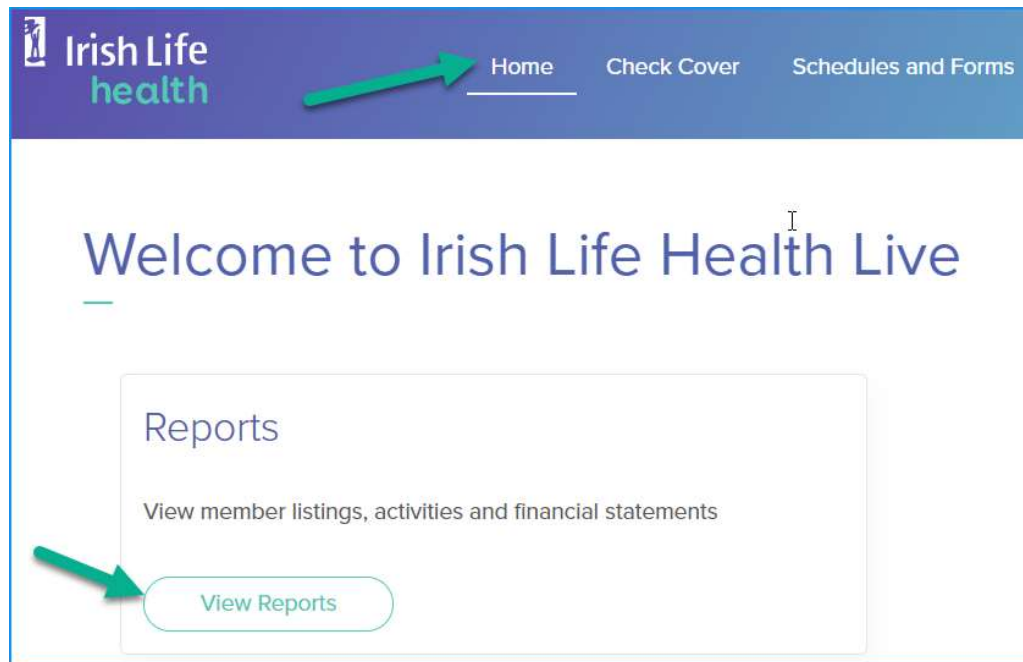
020

020

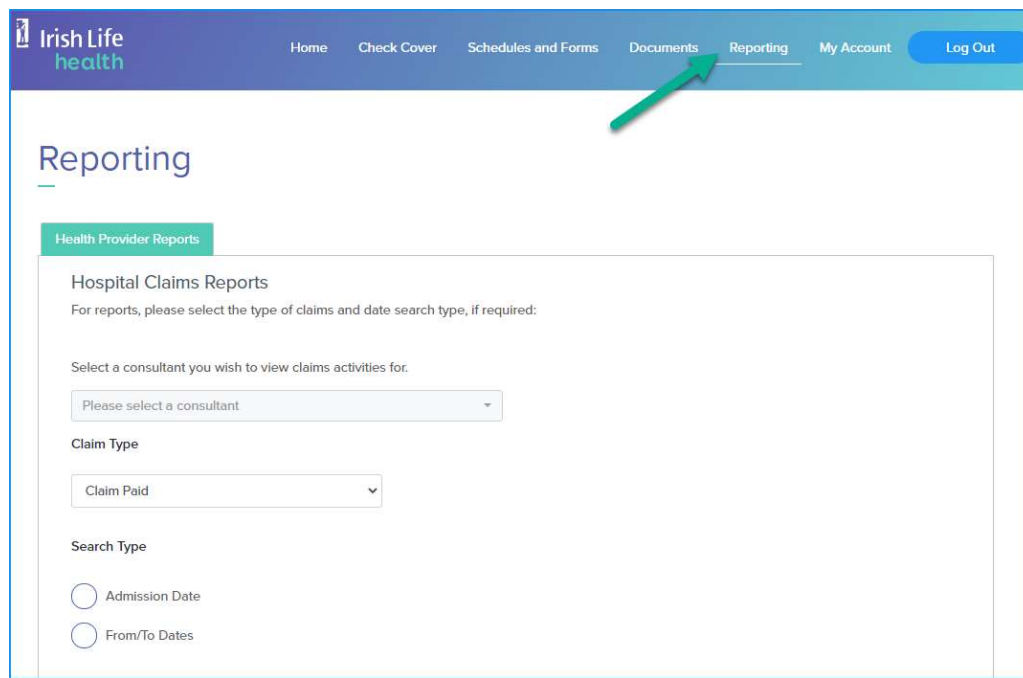
020

12 Health Provider Reports

When you click the View Reports button on the home page, you will be routed to the Reporting page.



Alternatively, you can click the Reporting menu option.



The first step is to select the consultant you wish to view claims activity for. You have the ability to search for a consultant by name or PPSN.

Reporting

Health Provider Reports

Hospital Claims Reports
For reports, please select the type of claims and date search type, if required:

Select a consultant you wish to view claims activities for.

Please select a consultant

A [redacted] (26 [redacted] 6) PPSN:(43 [redacted] 5)P

A [redacted] (25 [redacted] 6) PPSN:(41 [redacted] 4)U

A [redacted] (33 [redacted] 5) PPSN:(87 [redacted] 4)U

The next step is to choose the Claim Report Type. There are 5 options:

1. Claim Paid
2. Pending
3. Declined
4. Cancelled
5. All Claims

Health Provider Reports

Hospital Claims Reports
For reports, please select the type of claims and date search type, if required:

Select a consultant you wish to view claims activities for.

AI [redacted] 86) PPSN:(4 [redacted] 7)

Claim Type

Claim Paid

Claim Paid

Pending

Declined

Cancelled

All Claims

Admission Date

From/To Dates

Important note:

If a report includes a Claim Paid date field, this date is dynamic and can change. This date will initially be the aggregation date but may change if a clawback is applied to the claim. In this scenario, the Claim Paid date will update to the date the claw back was applied.

This is important to remember when entering a date to search by. If a claim has a claw back applied to it and you search for the claim, you will only find it by the claw back date as the claim paid date.

12.1 The Claim Paid Report by Admission Date

1. Choose consultant
2. Click the Claim Paid Claim Type
3. Click Admission Date
4. Enter an Admission Date
5. Click Get Claims Report

Health Provider Reports

Hospital Claims Reports

For reports, please select the type of claims and date search type, if required:

Select a consultant you wish to view claims activities for.

1

Claim Type

2

Search Type

3
 Admission Date

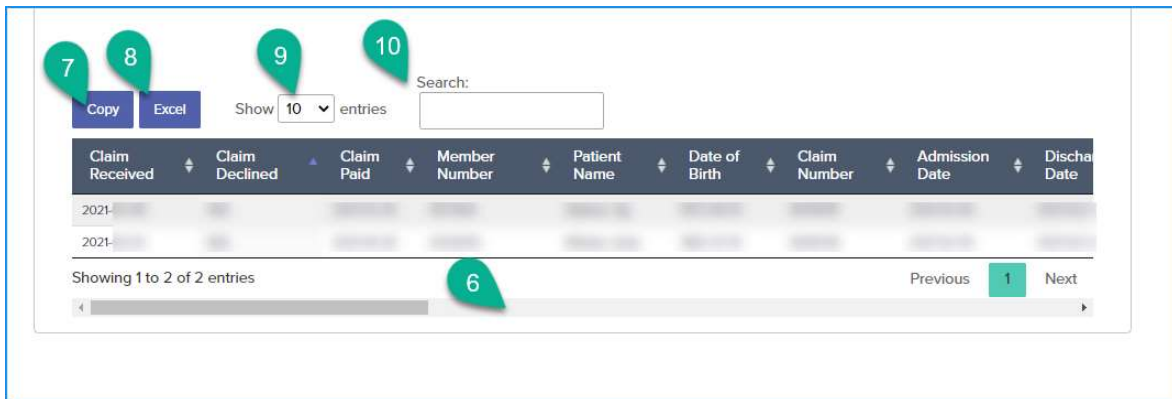
From/To Dates

Admission Date

4


5

6. The report results will be displayed in a table. Scroll right to see all of the columns included in the report.
7. The Copy button allows you to copy and paste the report data to another programme.
8. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.
9. The Show entries dropdown gives you the ability to choose the number of rows displayed on the screen.
10. The Search box allows you to enter data that will filter the results in the table.



In all paid reports the following information is included

- PSWT Amount paid on the invoice / line item.
- Shortfall Amount and Shortfall Reason – where applicable.
- If a Claw Back has been applied to a line item, the report shows both the Claw Back Amount and Clawed Back Date.



PWST Amount	Shortfall Amount	Shortfall Reason	Last Activity Date	Claim Status	Claw Back Amount	Clawed Back Date
€37.89	€0.00		2021-05-07	Paid	€-0.00	N/A
€18.19	€0.00		2021-03-29	Paid	€-0.00	N/A

12.2 The Claim Paid Report by From / To Date – Specific Date

This report allows you to run a report for claims paid in a specific date range.

1. Choose consultant
2. Click the Claim Paid Claim Type
3. Click From/To Date
4. Select Date Format DD/MM/YYYY
5. Enter a From Date and a To Date
6. Click Get Claims Report

Health Provider Reports

Hospital Claims Reports

For reports, please select the type of claims and date search type, if required:

Select a consultant you wish to view claims activities for.

1.

Claim Type

2.

Search Type

Admission Date

3. From/To Dates

Date Format

4. DD/MM/YYYY

MM/YYYY

From/To Dates

From:

5.

To:

6.

7. The report results will be displayed in a table. Scroll right to see all of the columns included in the report.
8. The Copy button allows you to copy and paste the report data to another programme.
9. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.
10. The Show entries dropdown gives you the ability to choose the number of rows displayed on the screen.
11. The Search box allows you to enter data that will filter the results in the table.

Claim Received	Claim Declined	Claim Paid	Member Number	Patient Name	Date of Birth	Claim Number	Admission Date	Discharge Date
2021-03-03	N/A	2021-04-28						
2021-03-08	N/A	2021-03-29						
2021-04-07	N/A	2021-04-28						
2021-04-07	N/A	2021-04-28						
2021-04-07	N/A	2021-04-28						
2021-04-07	N/A	2021-04-28						
2021-04-07	N/A	2021-04-28						
2021-04-07	N/A	2021-04-28						
2021-04-07	N/A	2021-04-28						
2021-03-19	N/A	2021-04-28						
2021-03-19	N/A	2021-03-29						

Showing 1 to 10 of 23 entries

Previous 1 2 3 Next

In all paid reports the following information is included

- PSWT Amount paid on the invoice / line item.
- Shortfall Amount and Shortfall Reason – where applicable.
- If a Claw Back has been applied to a line item, the report shows both the Claw Back Amount and Clawed Back Date.

PWST Amount	Shortfall Amount	Shortfall Reason	Last Activity Date	Claim Status	Claw Back Amount	Clawed Back Date
€37.89	€0.00		2021-05-07	Paid	€-0.00	N/A
€18.19	€0.00		2021-03-29	Paid	€-0.00	N/A

12.3 The Claim Paid Report by From / To Months

This report allows you to run a report for claims paid by monthly date range/s.

1. Choose consultant
2. Click the Claim Paid Claim Type
3. Click From/To Date
4. Select Date Format MM/YYYY
5. Enter a From Month and Year and a To Month and Year

Note: the From date will be calculated as the **first** of the chosen month and the To date the **last** day of the chosen month.

6. Click Get Claims Report

The screenshot shows the 'Hospital Claims Reports' form. It includes a title bar 'Health Provider Reports' and a sub-header 'Hospital Claims Reports'. Below this, it says 'For reports, please select the type of claims and date search type, if required:'. The form has several sections: 'Select a consultant you wish to view claims activities for.' with a dropdown menu (callout 1); 'Claim Type' with a dropdown menu set to 'Claim Paid' (callout 2); 'Search Type' with radio buttons for 'Admission Date' and 'From/To Dates' (the latter is selected, callout 3); 'Date Format' with radio buttons for 'DD/MM/YYYY' and 'MM/YYYY' (the latter is selected, callout 4); and 'From/To Dates' with a note: 'Note the From date will be calculated as the first of the chosen month and the To date the last day of the chosen month.' Below this, there are 'From:' and 'To:' sections. The 'From:' section has dropdowns for 'January' and '2021', with an arrow pointing to the month dropdown and a callout box stating 'This will be the 1st of the month.' (callout 5). The 'To:' section has a lightbulb icon, dropdowns for 'February' and '2021', with an arrow pointing to the month dropdown and a callout box stating 'This will be the 28th of the month.' (callout 5). At the bottom, there is a 'Get Claims Report' button (callout 6).

6. The report results will be displayed in a table. Scroll right to see all of the columns included in the report.
7. The Copy button allows you to copy and paste the report data to another programme.
8. The Excel button allows you to download the data in an Excel spreadsheet outside of the portzal.
9. The Show entries dropdown gives you the ability to choose the number of rows displayed on the screen.
10. The Search box allows you to enter data that will filter the results in the table.

Claim Received	Claim Declined	Claim Paid	Member Number	Patient Name	Date of Birth	Claim Number	Admission Date	Discharge Date
2020-11-05	N/A	2021-02-26						
2020-12-22	N/A	2021-01-29						
2020-02-04	N/A	2021-02-26						
2021-01-19	N/A	2021-02-26						
2020-08-12	N/A	2021-02-26						
2018-10-15	N/A	2021-02-26						

Showing 1 to 6 of 6 entries

In all paid reports the following information is included

- PSWT Amount paid on the invoice / line item.
- Shortfall Amount and Shortfall Reason – where applicable.
- If a Claw Back has been applied to a line item, the report shows both the Claw Back Amount and Clawed Back Date.

PWST Amount	Shortfall Amount	Shortfall Reason	Last Activity Date	Claim Status	Claw Back Amount	Clawed Back Date
€37.89	€0.00		2021-05-07	Paid	€-0.00	N/A
€18.19	€0.00		2021-03-29	Paid	€-0.00	N/A

Important note:

In the Paid report, Clawbacks carried out in the period are included.

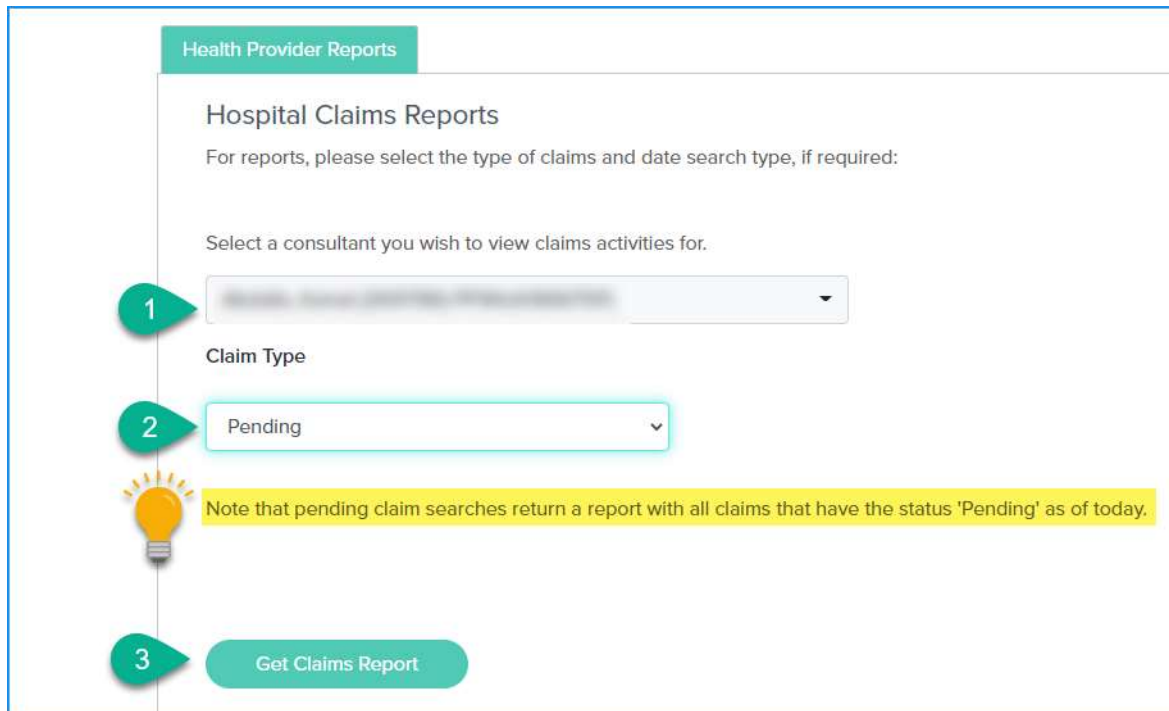
The way to identify these in this view is to look for a date in the Clawback Date column. A line item with a date in this column is a clawback, not a payment. Once you export the report into Excel you can filter and exclude these in Excel so that you can access an accurate paid total.

12.4 The Pending Report

1. Select the consultant
2. Choose the Claim Type to Pending

Note: that for this report type, you do not need to specify a date. All claims with the status 'Pending' will be returned in this report.

3. Click Get Claims Report.



Health Provider Reports

Hospital Claims Reports


For reports, please select the type of claims and date search type, if required:

Select a consultant you wish to view claims activities for.

1

Claim Type

2

 Note that pending claim searches return a report with all claims that have the status 'Pending' as of today.

3

4. The results show in a table which may span several pages. Scroll right to see the columns of data included for each line item returned.
5. You can Search for a specific record by using the Search result.
6. The Copy button allows you to copy and paste the report data to another programme.
7. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.

Claim Received	Claim Declined	Claim Paid	Member Number	Patient Name	Date of Birth	Claim Number	Admission Date	Discharge Date
2021-03-03	N/A	N/A						
2021-03-23	N/A	N/A						
2020-04-03	N/A	N/A						
2021-03-26	N/A	N/A						
2020-04-06	N/A	N/A						
2020-03-31	N/A	N/A						
2021-03-29	N/A	N/A						
2021-04-13	N/A	N/A						

Showing 1 to 8 of 8 entries

In the pending report the following information is included

- Shortfall Amount and Shortfall Reason – which shows the reason why the claim is currently pending.
- The Last Activity Date and Claim Status columns are also useful columns in this report.

Shortfall Amount	Shortfall Reason	Last Activity Date	Claim Status
€238.40	Referred for Medical Review	2021-03-08	More Info Required
€152.39	Referred for Medical Review	2021-03-26	More Info Required
€0.00	Referred for Payment	2021-03-29	Referred for Payment
€149.04	Terms and conditions for payment not satisfied	2021-03-30	Referred for Decline
€149.04	Further medical information required from consultant to clarify services	2021-04-14	More Info Required
€152.39	Hospital Billing Query	2021-03-31	More Info Required
€152.39	Referred for Medical Review	2021-04-01	More Info Required
€152.39	Referred for Medical Review	2021-04-15	More Info Required

12.5 The Declined Report by Admission Date

This report shows declined claims for the consultant selected by Admission Date.

1. Select the consultant
2. Choose the Claim Type as Declined
3. Click Admission Date
4. Enter the Admission Date
5. Click Get Claims Report

The screenshot shows the 'Hospital Claims Reports' form. It includes a dropdown for 'Select a consultant you wish to view claims activities for.' (callout 1), a 'Claim Type' dropdown set to 'Declined' (callout 2), 'Search Type' radio buttons for 'Admission Date' (selected, callout 3) and 'From/To Dates', an 'Admission Date' text input field containing '05/02/2021' (callout 4), and a 'Get Claims Report' button (callout 5).

6. The results show in a table which may span several pages. Scroll right to see the columns of data included for each line item returned.
7. You can Search for a specific record by using the Search result.
8. The Copy button allows you to copy and paste the report data to another programme.
9. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.

The screenshot shows the report results table. At the top, there are 'Copy' (callout 8) and 'Excel' (callout 9) buttons, a 'Show 10 entries' dropdown, and a 'Search:' input field (callout 7). The table has columns: Claim Received, Claim Declined, Claim Paid, Member Number, Patient Name, Date of Birth, Claim Number, Admission Date, and Discharge Date. Two rows of data are visible. Below the table, there is a pagination bar showing 'Showing 1 to 2 of 2 entries' (callout 6), 'Previous', '1', and 'Next'.

Claim Received	Claim Declined	Claim Paid	Member Number	Patient Name	Date of Birth	Claim Number	Admission Date	Discharge Date
2020-08-28	2021-01-22	N/A						
2020-11-05	2021-02-15	N/A						

In the declined report the following information is included

- The Invoice Amount versus the Payable Amount and any applicable PSWT Amount applied.
- Shortfall Amount and Shortfall Reason – which shows the reason why the claim is declined.

Invoice Amount	Unit Charge	Unit Count	Charge Total	Payable Amount	PWST Amount	Shortfall Amount	Shortfall Reason
€152.39	€152.39	1	€0.00	-€30.48	€30.48	€152.39	Declined
€90.97	€90.97	1	€90.97	€0.00	€0.00	€90.97	Insufficient Information - no patient signature

12.6 The Declined Report by From / To Date – Specific Date

This report allows you to run a report for declined claims for a specific date range.

1. Choose consultant
2. Click the Declined Claim Type
3. Click From/To Date
4. Select Date Format DD/MM/YYYY
5. Enter a From Date and a To Date
6. Click Get Claims Report

Health Provider Reports

Hospital Claims Reports

For reports, please select the type of claims and date search type, if required:

Select a consultant you wish to view claims activities for.

1

Claim Type

2

Search Type

Admission Date

3
 From/To Dates

Date Format

4
 DD/MM/YYYY

 MM/YYYY

From/To Dates

From:

To:

6

7. The report results will be displayed in a table. Scroll right to see all of the columns included in the report.
8. The Copy button allows you to copy and paste the report data to another programme.
9. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.
10. The Search box allows you to enter data that will filter the results in the table.

The screenshot shows a report interface with the following elements:

- Buttons: Copy (8), Excel (9)
- Filter: Show 10 entries
- Search: Search: (10)
- Table Headers: Claim Received, Claim Declined, Claim Paid, Member Number, Patient Name, Date of Birth, Claim Number, Admission Date, Discharge Date
- Table Data:

Claim Received	Claim Declined	Claim Paid	Member Number	Patient Name	Date of Birth	Claim Number	Admission Date	Discharge Date
2020-08-28	2021-01-22	N/A						
2020-11-05	2021-02-15	N/A						
- Footer: Showing 1 to 2 of 2 entries (7), Previous 1 Next

In the declined report the following information is included

- The Invoice Amount versus the Payable Amount and any applicable PSWT Amount applied.
- Shortfall Amount and Shortfall Reason – which shows the reason why the claim is declined.

Invoice Amount	Unit Charge	Unit Count	Charge Total	Payable Amount	PWST Amount	Shortfall Amount	Shortfall Reason
€152.39	€152.39	1	€0.00	-€30.48	€30.48	€152.39	Declined
€90.97	€90.97	1	€90.97	€0.00	€0.00	€90.97	Insufficient Information - no patient signature

12.7 The Declined Report by From / To Months

This report allows you to run a report of declined claims by monthly date range/s.

1. Choose consultant
2. Click the Declined Claim Type
3. Click From/To Date
4. Select Date Format MM/YYYY
5. Enter a From Month and Year and a To Month and Year

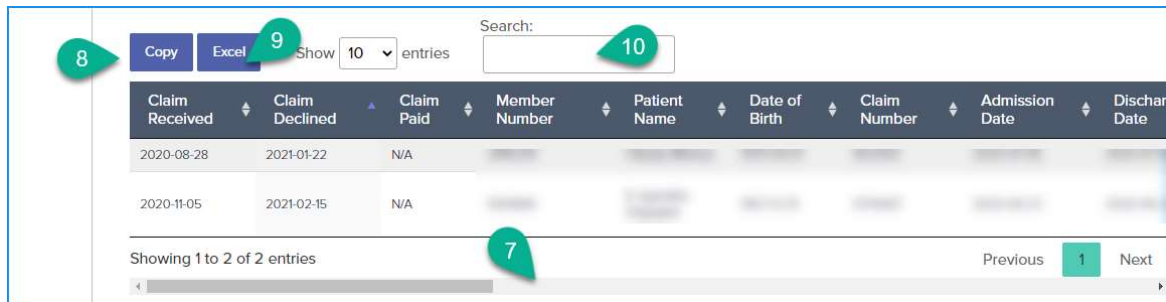
Note: the From date will be calculated as the **first** of the chosen month and the To date the **last** day of the chosen month.

6. Click Get Claims Report

The screenshot shows the 'Health Provider Reports' interface. The main heading is 'Hospital Claims Reports'. Below it, there is a note: 'For reports, please select the type of claims and date search type, if required:'. The form has several sections:

- Select a consultant you wish to view claims activities for.** (Step 1): A dropdown menu.
- Claim Type** (Step 2): A dropdown menu with 'Declined' selected.
- Search Type** (Step 3): Radio buttons for 'Admission Date' and 'From/To Dates' (selected).
- Date Format** (Step 4): Radio buttons for 'DD/MM/YYYY' and 'MM/YYYY' (selected).
- From/To Dates** (Step 5): A note states 'Note the From date will be calculated as the first of the chosen month and the To date the last day of the chosen month.' Below this are two sets of dropdowns: 'From:' with 'January' and '2021', and 'To:' with 'May' and '2021'. Annotations with arrows point to these fields, stating 'This will be the 1st of this month.' and 'This will be the 31st of this month.' respectively. A lightbulb icon is placed between the two date fields.
- Get Claims Report** (Step 6): A button at the bottom.

7. The report results will be displayed in a table. Scroll right to see all of the columns included in the report.
8. The Copy button allows you to copy and paste the report data to another programme.
9. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.
10. The Search box allows you to enter data that will filter the results in the table.



In the declined report the following information is included

- The Invoice Amount versus the Payable Amount and any applicable PSWT Amount applied.
- Shortfall Amount and Shortfall Reason – which shows the reason why the claim is declined.

Invoice Amount	Unit Charge	Unit Count	Charge Total	Payable Amount	PWST Amount	Shortfall Amount	Shortfall Reason
€152.39	€152.39	1	€0.00	-€30.48	€30.48	€152.39	Declined
€90.97	€90.97	1	€90.97	€0.00	€0.00	€90.97	Insufficient Information - no patient signature

12.8 The Cancelled Report by Admission Date

This report shows cancelled claims for the consultant selected by Admission Date.

1. Select the consultant
2. Choose the Claim Type as Cancelled
3. Click Admission Date
4. Enter the Admission Date
5. Click Get Claims Report

The screenshot shows the 'Hospital Claims Reports' interface. At the top, there is a teal header 'Health Provider Reports' and a sub-header 'Hospital Claims Reports'. Below this, a prompt reads: 'For reports, please select the type of claims and date search type, if required:'. The form contains several fields: a dropdown menu for 'Select a consultant you wish to view claims activities for.' (callout 1), a dropdown menu for 'Claim Type' set to 'Cancelled' (callout 2), radio buttons for 'Search Type' with 'Admission Date' selected (callout 3) and 'From/To Dates' unselected. Below the search type is an 'Admission Date' text input field containing '23/05/2021' (callout 4). At the bottom of the form is a teal button labeled 'Get Claims Report' (callout 5).

6. The results show in a table which may span several pages. Scroll right to see the columns of data included for each line item returned.
7. You can Search for a specific record by using the Search result.
8. The Copy button allows you to copy and paste the report data to another programme.
9. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.

The screenshot shows the results table interface. At the top left, there are 'Copy' and 'Excel' buttons (callout 8) and a 'Show 10 entries' dropdown. A search bar with the label 'Search:' (callout 7) is positioned to the right. Below these is a table header with columns: 'Claim Received', 'Claim Declined', 'Claim Paid', 'Member Number', 'Patient Name', 'Date of Birth', 'Claim Number', 'Admission Date', and 'Discharge Date'. The table body is currently empty. Below the table, it says 'Showing 0 to 0 of 0 entries' (callout 6) and has 'Previous' and 'Next' navigation links.

12.9 The Cancelled Report by From / To Date – Specific Date

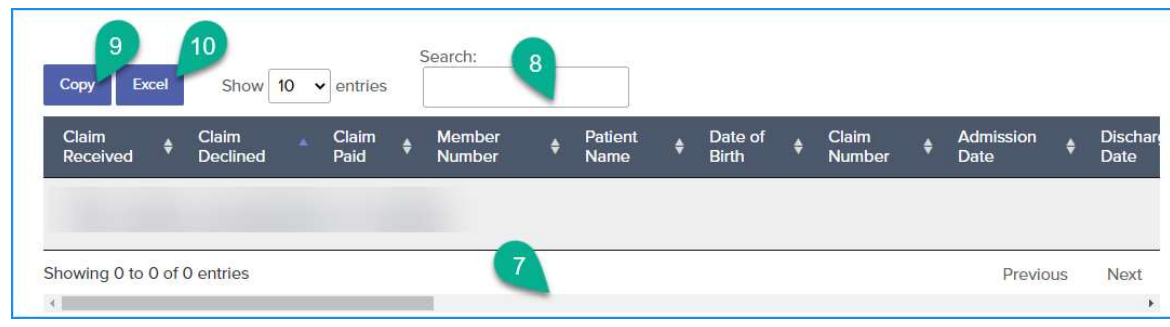
This report allows you to run a report for cancelled claims for a specific date range.

1. Choose consultant
2. Click the Cancelled Type
3. Click From/To Date
4. Select Date Format DD/MM/YYYY
5. Enter a From Date and a To Date
6. Click Get Claims Report

The screenshot displays the 'Health Provider Reports' section, specifically the 'Hospital Claims Reports' form. The form is titled 'Hospital Claims Reports' and includes the instruction: 'For reports, please select the type of claims and date search type, if required:'. Below this, there are several fields and options, each marked with a numbered callout:

- 1:** A dropdown menu for 'Select a consultant you wish to view claims activities for.'.
- 2:** A dropdown menu for 'Claim Type' with 'Cancelled' selected.
- 3:** Radio buttons for 'Search Type', with 'From/To Dates' selected.
- 4:** Radio buttons for 'Date Format', with 'DD/MM/YYYY' selected.
- 5:** Two text input fields for 'From/To Dates'. The 'From:' field contains '01/01/2021' and the 'To:' field contains '01/05/2021'.
- 6:** A green button labeled 'Get Claims Report'.

7. The report results will be displayed in a table. Scroll right to see all of the columns included in the report.
8. The Search box allows you to enter data that will filter the results in the table.
9. The Copy button allows you to copy and paste the report data to another programme.
10. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.



12.10 The Cancelled Report by From / To Months

This report allows you to run a report for cancelled reports by monthly date range/s.

1. Choose consultant
2. Click the Cancelled Claim Type
3. Click From/To Date
4. Select Date Format MM/YYYY
5. Enter a From Month and Year and a To Month and Year

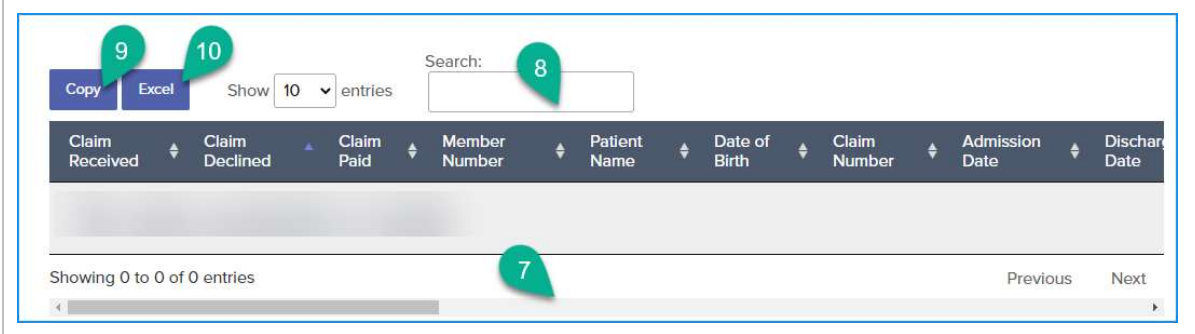
Note: the From date will be calculated as the **first** of the chosen month and the To date the **last** day of the chosen month.

6. Click Get Claims Report

The screenshot shows the 'Hospital Claims Reports' form with the following elements and callouts:

- 1:** A dropdown menu for 'Select a consultant you wish to view claims activities for.' is highlighted with a green callout '1'.
- 2:** A dropdown menu for 'Claim Type' with 'Cancelled' selected is highlighted with a green callout '2'.
- 3:** The 'From/To Dates' radio button under 'Search Type' is selected and highlighted with a green callout '3'.
- 4:** The 'MM/YYYY' radio button under 'Date Format' is selected and highlighted with a green callout '4'.
- 5:** The 'From:' date selection fields (January 2021) are highlighted with a green callout '5'. A yellow callout box points to the month dropdown with the text: 'This will be the first of this month.'
- To:** The 'To:' date selection fields (February 2021) are highlighted with a yellow callout box pointing to the month dropdown with the text: 'This will be the last day of this month.'
- 6:** A green button labeled 'Get Claims Report' is highlighted with a green callout '6'.

7. The report results will be displayed in a table. Scroll right to see all of the columns included in the report.
8. The Copy button allows you to copy and paste the report data to another programme.
9. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.
10. The Search box allows you to enter data that will filter the results in the table.



12.11 The All Claims Report by Admission Date

This report shows all claims for the consultant selected by Admission Date.

1. Select the consultant
2. Choose the Claim Type as All Claims
3. Click Admission Date
4. Enter the Admission Date
5. Click Get Claims Report

The screenshot shows the 'Hospital Claims Reports' interface. At the top, it says 'For reports, please select the type of claims and date search type, if required:'. Below this, there are five numbered callouts: 1 points to a dropdown menu for 'Select a consultant you wish to view claims activities for.'; 2 points to a dropdown menu for 'Claim Type' with 'All Claims' selected; 3 points to the 'Admission Date' radio button under 'Search Type'; 4 points to a text input field for 'Admission Date' containing '15/02/2021'; and 5 points to a green button labeled 'Get Claims Report'.

6. The results show in a table which may span several pages. Scroll right to see the columns of data included for each line item returned.
7. You can Search for a specific record by using the Search result.
8. The Copy button allows you to copy and paste the report data to another programme.
9. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.

The screenshot shows the report results interface. At the top, there are buttons for 'Copy' (8) and 'Excel' (9), a 'Show 10 entries' dropdown, and a 'Search:' field (7). Below this is a table with the following columns: Claim Received, Claim Declined, Claim Paid, Member Number, Patient Name, Date of Birth, Claim Number, Admission Date, and Discharge Date. The table body is currently empty. At the bottom, it says 'Showing 0 to 0 of 0 entries' (6) and has 'Previous' and 'Next' navigation links.

11.12 The All Claims Report by From / To Date – Specific Date

This report allows you to run a report to show all claims for a specific date range.

1. Choose consultant
2. Click the All Claims Claim Type
3. Click From/To Date
4. Select Date Format DD/MM/YYYY
5. Enter a From Date and a To Date
6. Click Get Claims Report

Health Provider Reports

Hospital Claims Reports

For reports, please select the type of claims and date search type, if required:

Select a consultant you wish to view claims activities for.

1

Claim Type

2

Search Type

Admission Date

3
 From/To Dates

Date Format

4
 DD/MM/YYYY

 MM/YYYY

From/To Dates

From:

5

To:

6

7. The report results will be displayed in a table. Scroll right to see all of the columns included in the report.
8. The Search box allows you to enter data that will filter the results in the table.
9. The Copy button allows you to copy and paste the report data to another programme.
10. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.

The screenshot shows a web interface for generating reports. At the top left, there are two buttons: 'Copy' (callout 9) and 'Excel' (callout 10). To their right is a 'Show' dropdown menu set to '10' and the text 'entries'. Further right is a search box labeled 'Search:' (callout 8). Below these elements is a table with the following headers: 'Claim Received', 'Claim Declined', 'Claim Paid', 'Member Number', 'Patient Name', 'Date of Birth', 'Claim Number', 'Admission Date', and 'Discharge Date'. The table body is currently empty. Below the table, it says 'Showing 0 to 0 of 0 entries' (callout 7) and has 'Previous' and 'Next' navigation links. A horizontal scrollbar is visible at the bottom of the table area.

11.13 The All Claims Report by From / To Months

This report allows you to run a report for all claims for monthly date range/s.

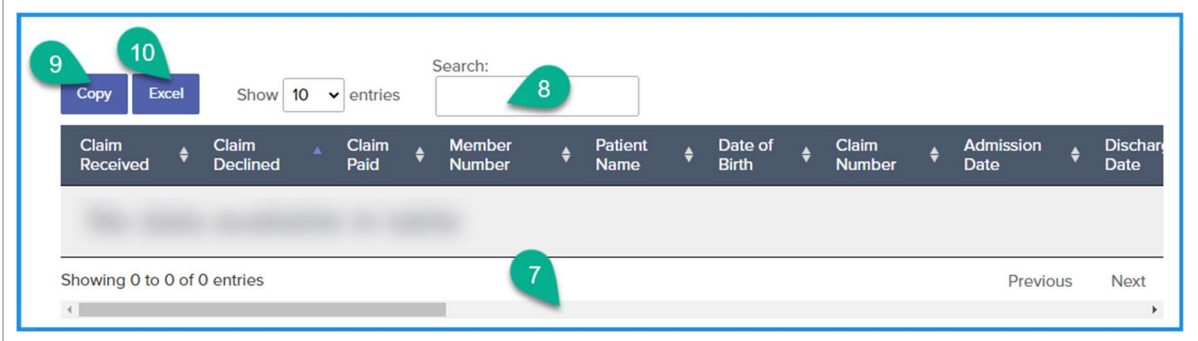
1. Choose consultant
2. Click the Cancelled Claim Type
3. Click From/To Date
4. Select Date Format MM/YYYY
5. Enter a From Month and Year and a To Month and Year

Note: the From date will be calculated as the **first** of the chosen month and the To date the **last** day of the chosen month.

6. Click Get Claims Report

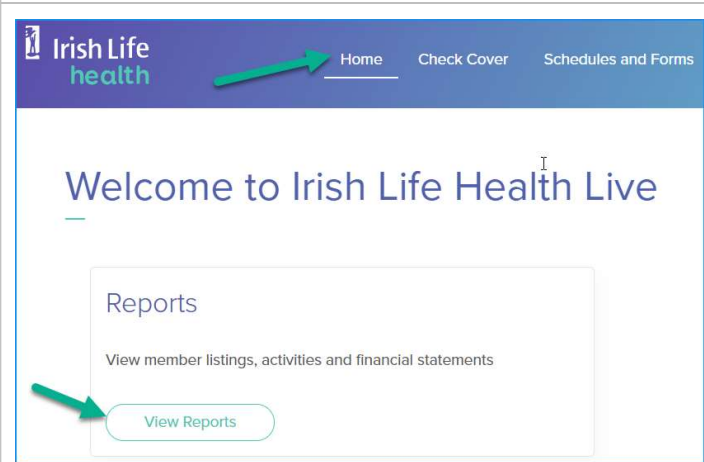
The screenshot shows the 'Hospital Claims Reports' interface. It includes a title bar 'Health Provider Reports' and a sub-header 'Hospital Claims Reports'. Below this, there is a note: 'For reports, please select the type of claims and date search type, if required:'. The form contains several sections: 'Select a consultant you wish to view claims activities for.' with a dropdown menu (step 1); 'Claim Type' with a dropdown menu set to 'All Claims' (step 2); 'Search Type' with radio buttons for 'Admission Date' and 'From/To Dates' (step 3, where 'From/To Dates' is selected); 'Date Format' with radio buttons for 'DD/MM/YYYY' and 'MM/YYYY' (step 4, where 'MM/YYYY' is selected); and 'From/To Dates' with a note: 'Note the From date will be calculated as the first of the chosen month and the To date the last day of the chosen month.'. The 'From:' section has dropdowns for 'January' and '2021', with a callout box stating 'This will be the first day of this month.' (step 5). The 'To:' section has dropdowns for 'May' and '2021', with a callout box stating 'This will be the last day of this month.' (step 5). At the bottom, there is a 'Get Claims Report' button (step 6).

7. The report results will be displayed in a table. Scroll right to see all of the columns included in the report.
8. The Copy button allows you to copy and paste the report data to another programme.
9. The Excel button allows you to download the data in an Excel spreadsheet outside of the portal.
10. The Search box allows you to enter data that will filter the results in the table.

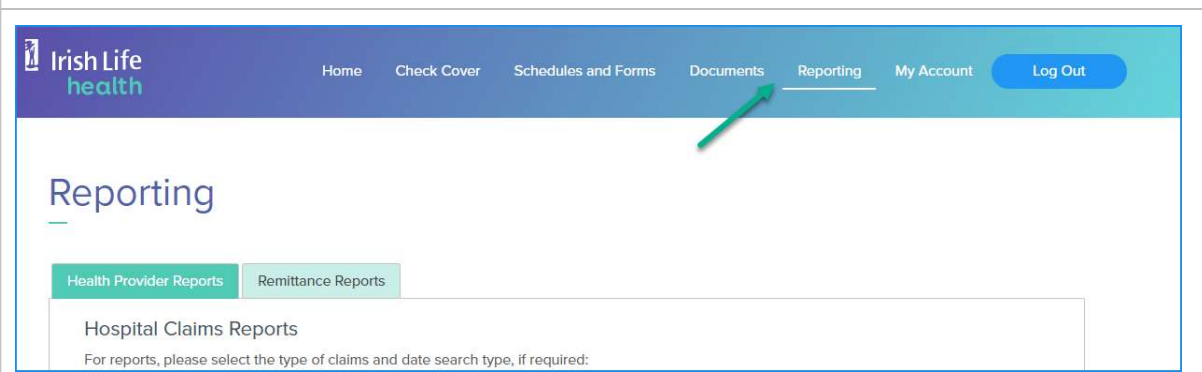


12 The Remittance Reports

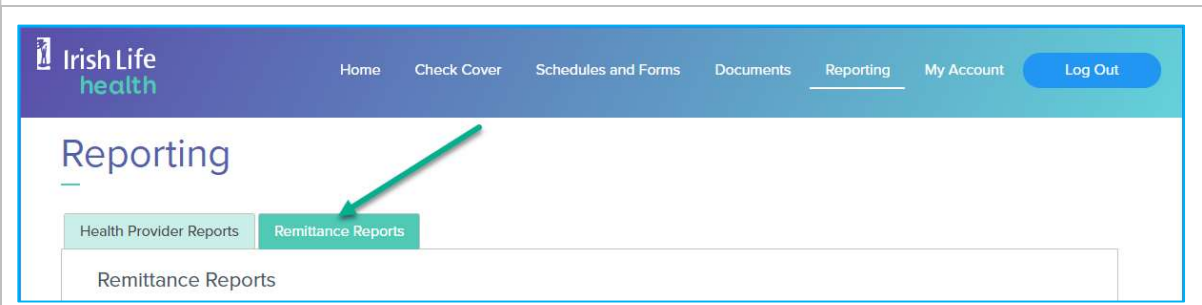
To find and download Remittance Reports, click the Reporting menu from the home page,



Click the Reporting menu option.



Then click the Remittance Reports tab.



Select a consultant you want to view the claim payment runs for.

The screenshot shows a web interface with two tabs: "Health Provider Reports" and "Remittance Reports". The "Remittance Reports" tab is active. Below the tabs, the heading "Remittance Reports" is displayed. Underneath, there is a text prompt: "Select a consultant you wish to view claim payment runs for:". Below this prompt is a dropdown menu with the text "Please select a consultant" and a downward arrow.

Click a From and To Date to access a report for that claim payment run:

1. When you select a month in the From section, the system will apply the first as the start day of that month.
2. When you select a month in the To section, the system will apply the last day of that month as the end date for the report items.

So, to view a report for any aggregation dates in January 2021 for example, choose Jan as the From and To months.

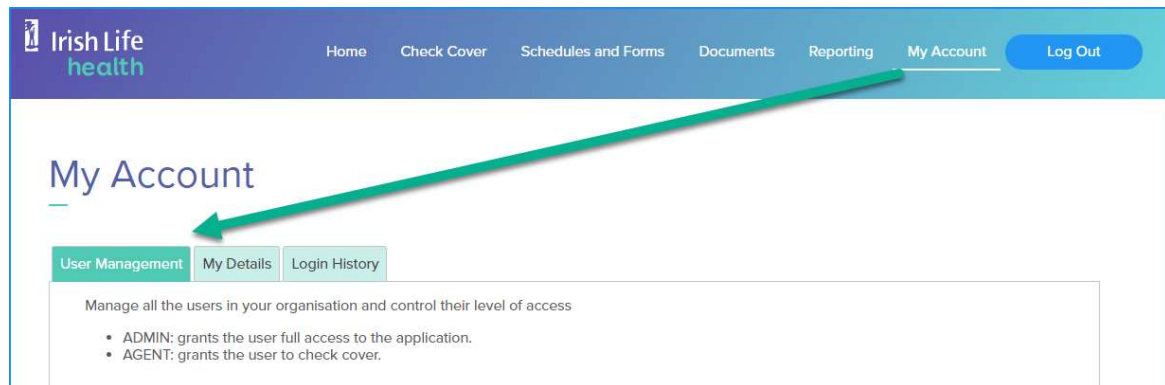
3. Click Get Claim Payment Runs to generate the report table.

The screenshot shows the "From/To Dates" section of the interface. At the top, it says "From/To Dates" and "Note the From date will be calculated as the first of the chosen month and the To date the last day of the chosen month." Below this, there are two sets of dropdown menus. The first set is labeled "From:" and has "January" and "2021" selected. A callout box with a green arrow pointing to the "January" dropdown says "1" and "This will be the first of the month." The second set is labeled "To:" and also has "January" and "2021" selected. A callout box with a green arrow pointing to the "January" dropdown says "2" and "This will the last day of this month". At the bottom of the section is a green button labeled "Get Claim Payment Runs" with a callout box with a green arrow pointing to it saying "3".

13. My Account

13.12 User Management

From the My Account menu, you can manage your users, view your own details and your Login History.

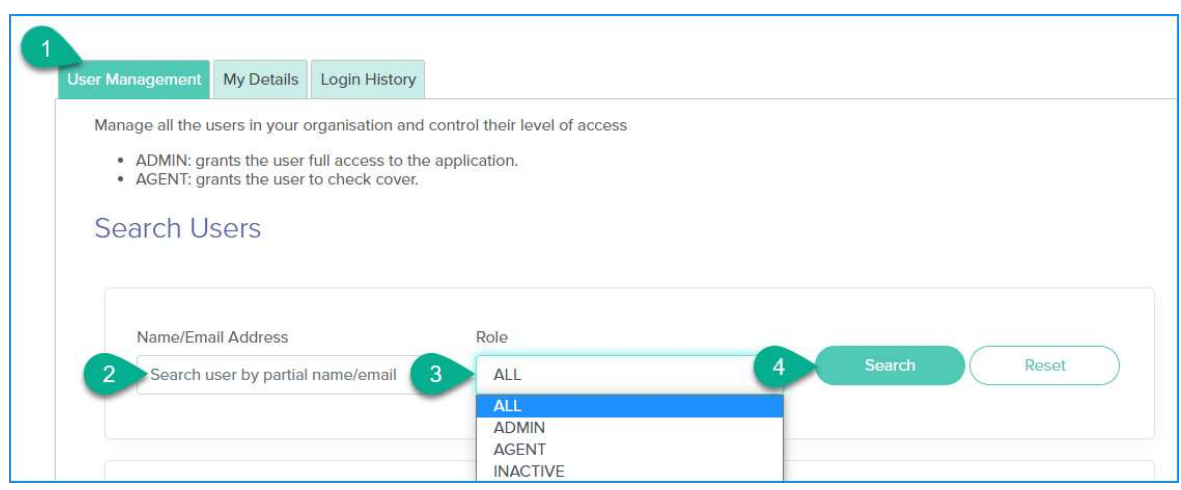


With the User Management tab selected, you can search for existing users, update an existing user's details and/or create a new user.

13.12.1 To search for users

1. Click the User Management tab.
2. Enter a name or email address, and
3. Role, and
4. Click Search.

The Reset button clears the search criteria.



13.12.2 To change a user's role or deactivate a user

1. Click the user you would like to update.
2. The update role window opens. Click the role you would like to update the user to (i.e., either admin or agent).
3. Click the Update button to save the change to the user's role, or
4. Click the Deactivate button to remove the user from the portal, or
5. Click the Cancel button to cancel making changes.

A message will appear showing the change.

The user [redacted].com' role has been removed.

Very important note:

If the main admin user for a provider changes, the new administrator will need to contact partner support to update our system records with the email address of the new admin user. This new admin user will be able to register on the portal once we have a record of their email address in our system and can deactivate the previous admin user's account within the portal.

13.13 My Details

The My Details tab shows your own details including your Role (Health Provider), your Provider Member Number, your Member Name and Address and other contact details.

My Account

User Management My Details Login History

My Details

- Role
Health Provider
- Member Number
[Redacted]
- Name
[Redacted]
- Address
[Redacted]
- Email
[Redacted]
- Phone Numbers
[Redacted]

13.14 Login History

This tab shows your Recent Logins.

My Account

User Management My Details Login History

Recent Logins

- 27/05/2021 13:27
- 26/05/2021 16:29
- 26/05/2021 16:26
- 26/05/2021 16:25
- 26/05/2021 16:18
- 26/05/2021 10:32
- 26/05/2021 09:53
- 21/05/2021 14:37
- 21/05/2021 11:20
- 21/05/2021 11:20

14. Troubleshooting

1. I get an error message when I try to view a policy.

This error usually indicates that you do not have access to view the policy.
Contact us and we can try to help you resolve this issue.

Error.

An error occurred while processing your request.

Error while attempting to retrieve details for vivw545653. Check that you have access to view this policy, please contact Irish Life Health.

2. I entered the incorrect password a few times and seem to be locked out of the portal.

This may happen if you enter the incorrect password more than 5 times.

This will lock you out of the portal for about 15 minutes.

If you have forgotten your password, rather use the Forgot Password option to create a new password.

If the problem persists, please contact us and we will help you gain access again.

3. For all queries about the provider portal:

partnersupport@irishlifehealth.ie