



Provider Portal | Billing Agencies

User Guide for Agent Users

V2.0_2021



Irish Life
health

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1 Introduction

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

- Check a member's current level of cover,
- Access documentation,
- Draw reports,
- View your own user access details.

Important Note

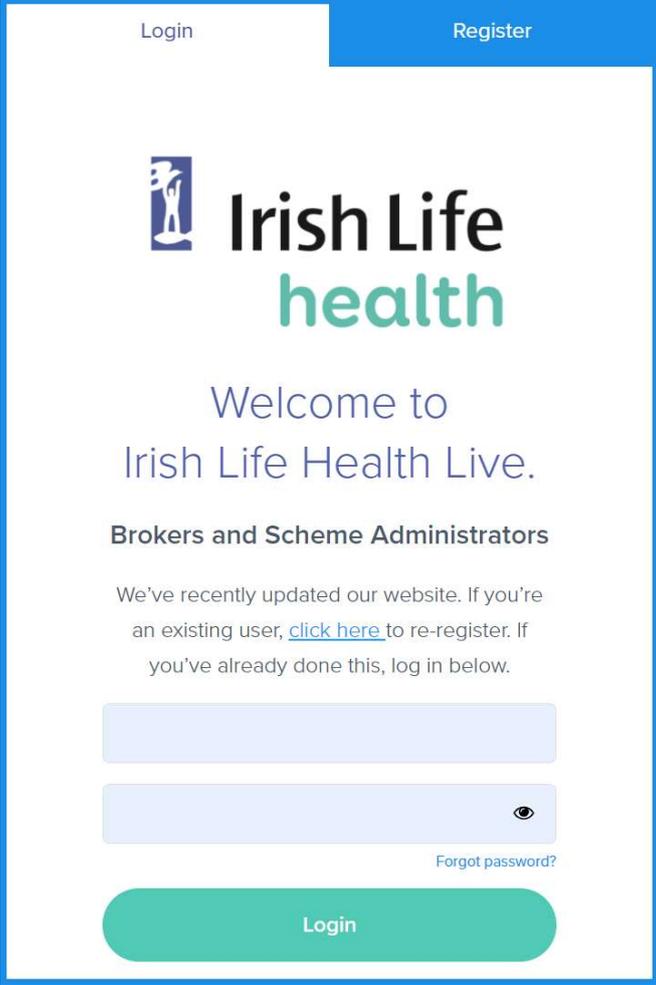
System validation exists to ensure records are only visible for the providers each Billing Agency represents.

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 Accessing the Provider Portal

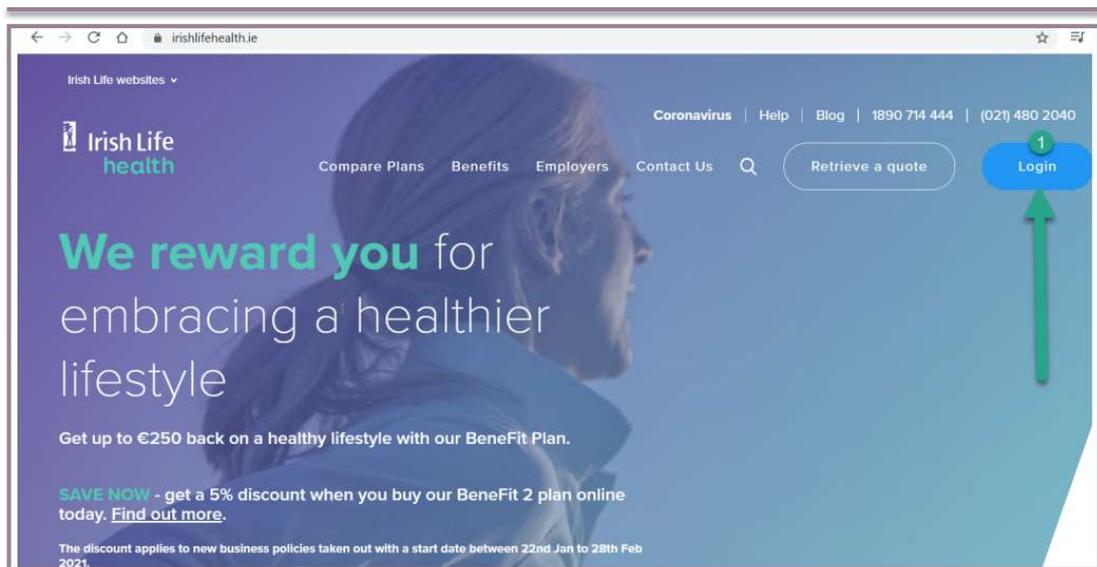
There are 2 ways to access the Irish Life Health Live Provider Portal:

2.1 Directly at <https://www.irishlifehealth.ie/portal/ilhlive>

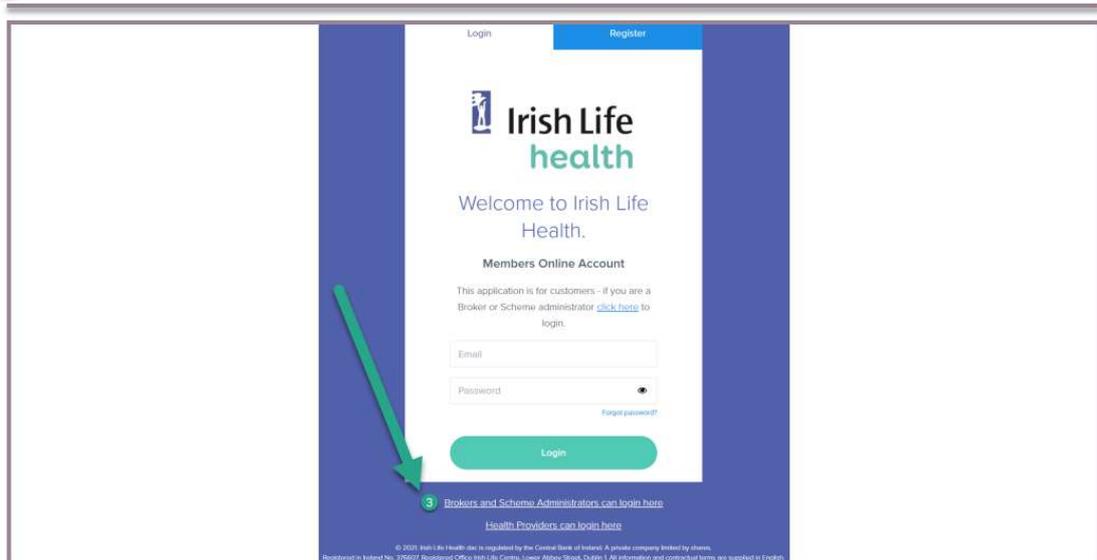


The screenshot shows the login page for the Irish Life Health Live Provider Portal. At the top, there are two tabs: 'Login' (selected) and 'Register'. The main heading is 'Irish Life health' with the company logo. Below this, it says 'Welcome to Irish Life Health Live.' and 'Brokers and Scheme Administrators'. A message states: 'We've recently updated our website. If you're an existing user, [click here](#) to re-register. If you've already done this, log in below.' There are two input fields: a light blue one for the username and a light blue one for the password with an eye icon for visibility. A 'Forgot password?' link is located below the password field. At the bottom, there is a large green 'Login' button.

2.2 Via the Irish Life Health website at <https://irishlifehealth.ie/>



1 Click the Login button on the Home page of the Irish Life Health website.

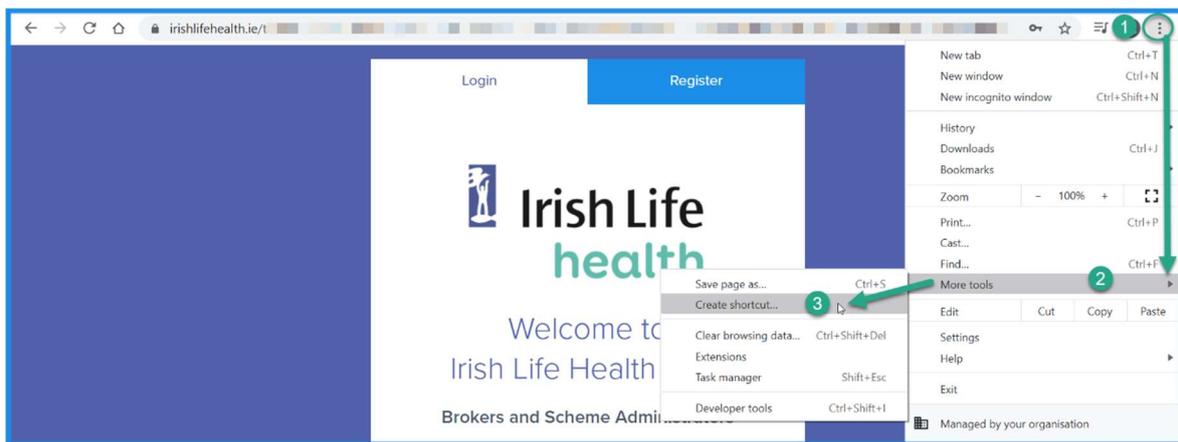


2 Click **Brokers and Scheme Administrators can login here**

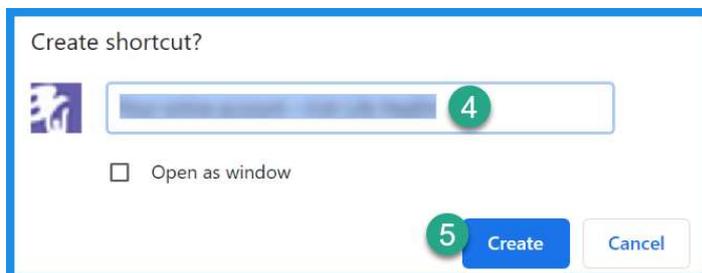
Top tip!

To make it easier to access, you can create a Desktop shortcut to the portal.

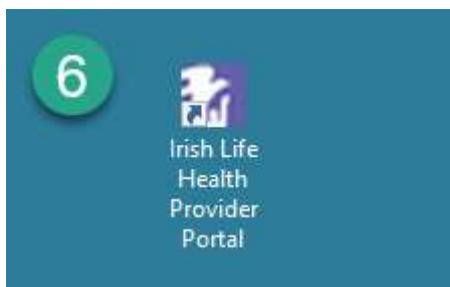
1. Click the three dots on the far right of the web page address bar.
2. Point at More tools.
3. Click Create shortcut...



4. Rename the shortcut.
5. Click Create.



6. The shortcut on your Desktop is an easy way to access the portal in future.



3 Creating a Password as a Newly Registered User

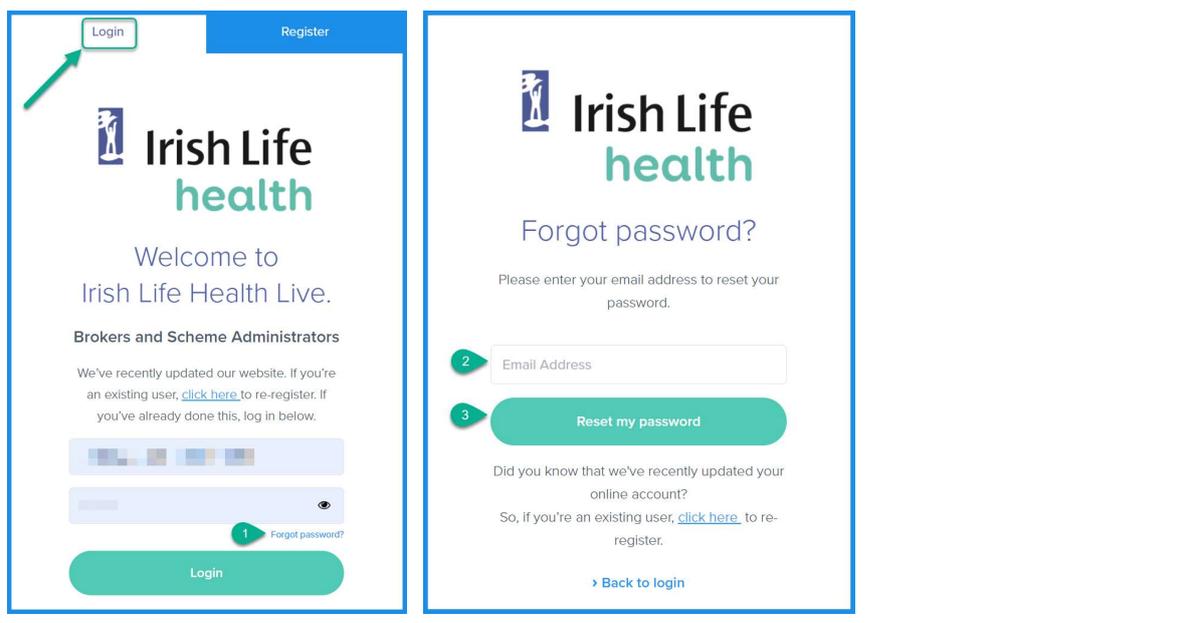
If you are a new user, and your user access has recently been created by your main admin user, you will receive an email from the Irish Life Health Live Portal welcoming you to the portal and asking you to create your own password. To do this, all you need to do is access the portal and click the Forgot 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>

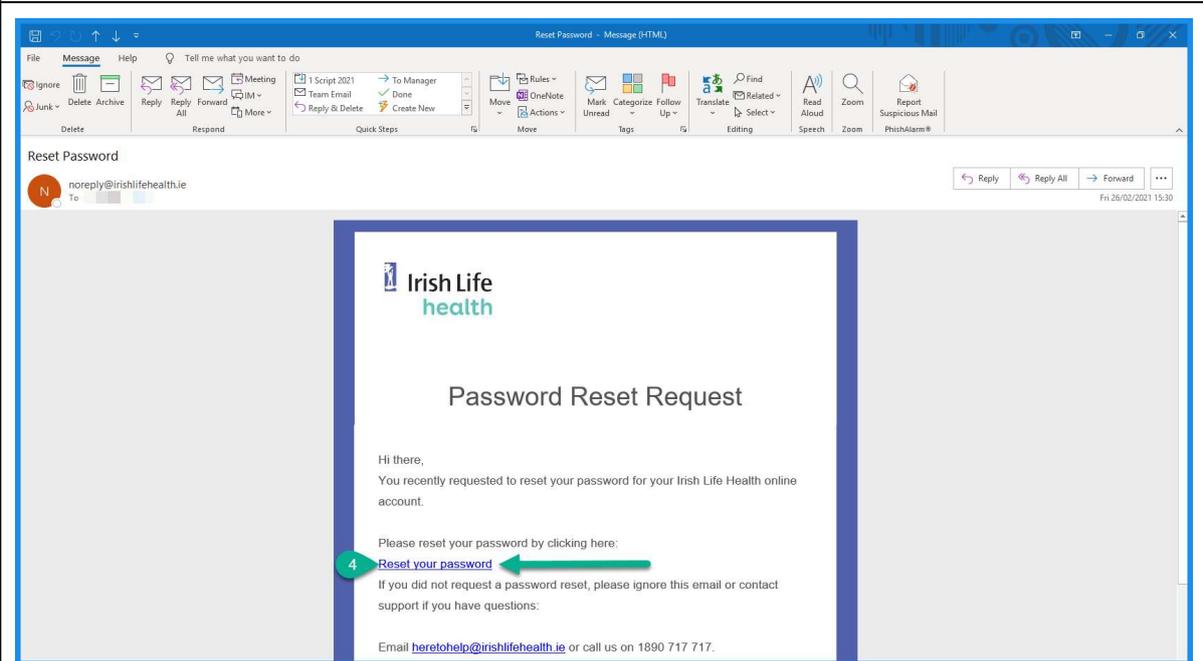


These are also the steps you need if you want to Reset Your Password in future.

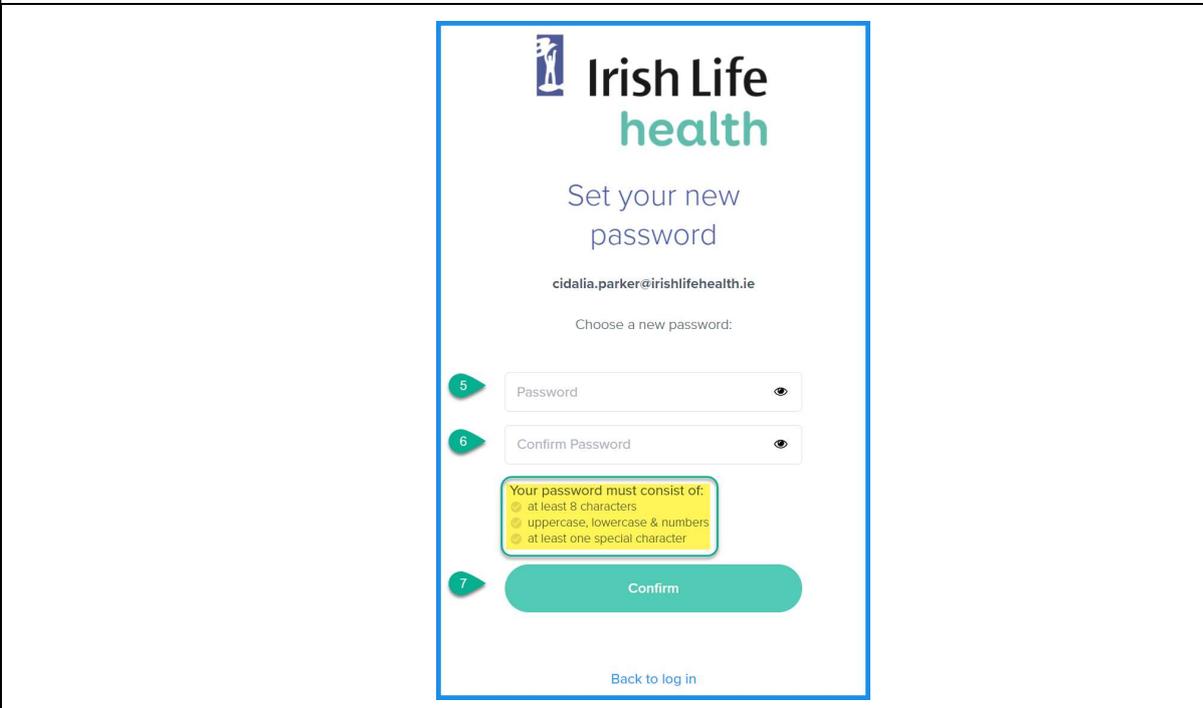
1. On the Login tab, click Forgot Password.
2. Enter your email address.
3. Click Reset my password.



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



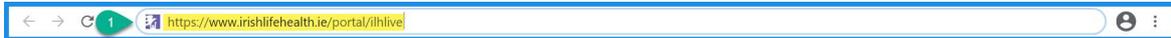
5. This opens the Reset Password screen. Enter a password that meets the requirements.
6. Re-enter this same password.
7. Click Confirm.



4 Logging in

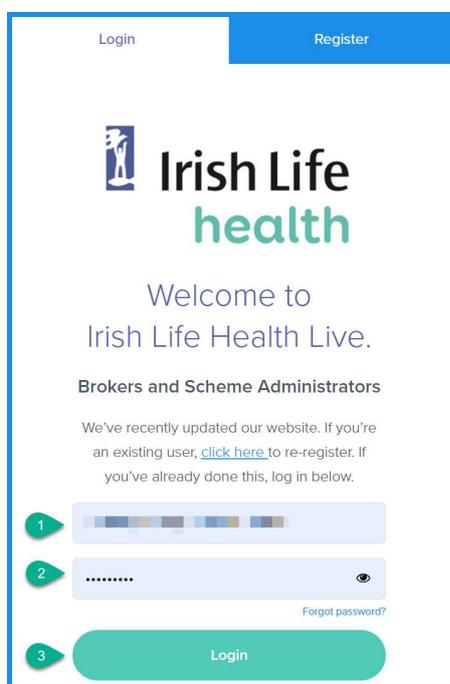
Once you have registered and confirmed or created your password, you can log in to use the portal.

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.



5 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.

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

6 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.

6.1 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.

Search Policy

1 Policy Number Member Number Full Name and Date of Birth

2 Policy Number
VIV

3 Date of birth
01/08/1976

4 Find Policy

Policy Number	Member Number	Name	Date of Birth	Plan	Policy Renewal Date
5 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

Cover and Benefits

7

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

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

Address Line 2

Address Line 3

Town / City

County

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 (Cancelled)', is highlighted with a green box. A green arrow points from this box to a yellow notification bar that reads: 'This member has been cancelled and is not currently covered under this policy.' Below this, the section 'Member's hospital cover' 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 notification bar: 'This member has been cancelled and is not currently covered under this policy.'

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.

Policy D **8** Cover and Benefits

Cover Details for VIVG

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

Rygpabeymy Fvjq-Uhne
(Policyholder)

9 **Rygpabeymy Fvjq-Uhne**
Member Number:
Select Starter

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

10 **Public Hospitals**

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

> View member's hospital list

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.

Irish Life health

Tailored Health Plans
Lists of Medical Facilities

Lists of Medical Facilities: as of 15 February 2021

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.

6.2 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

6.3 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

7 Schedules and Forms

7.1 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:

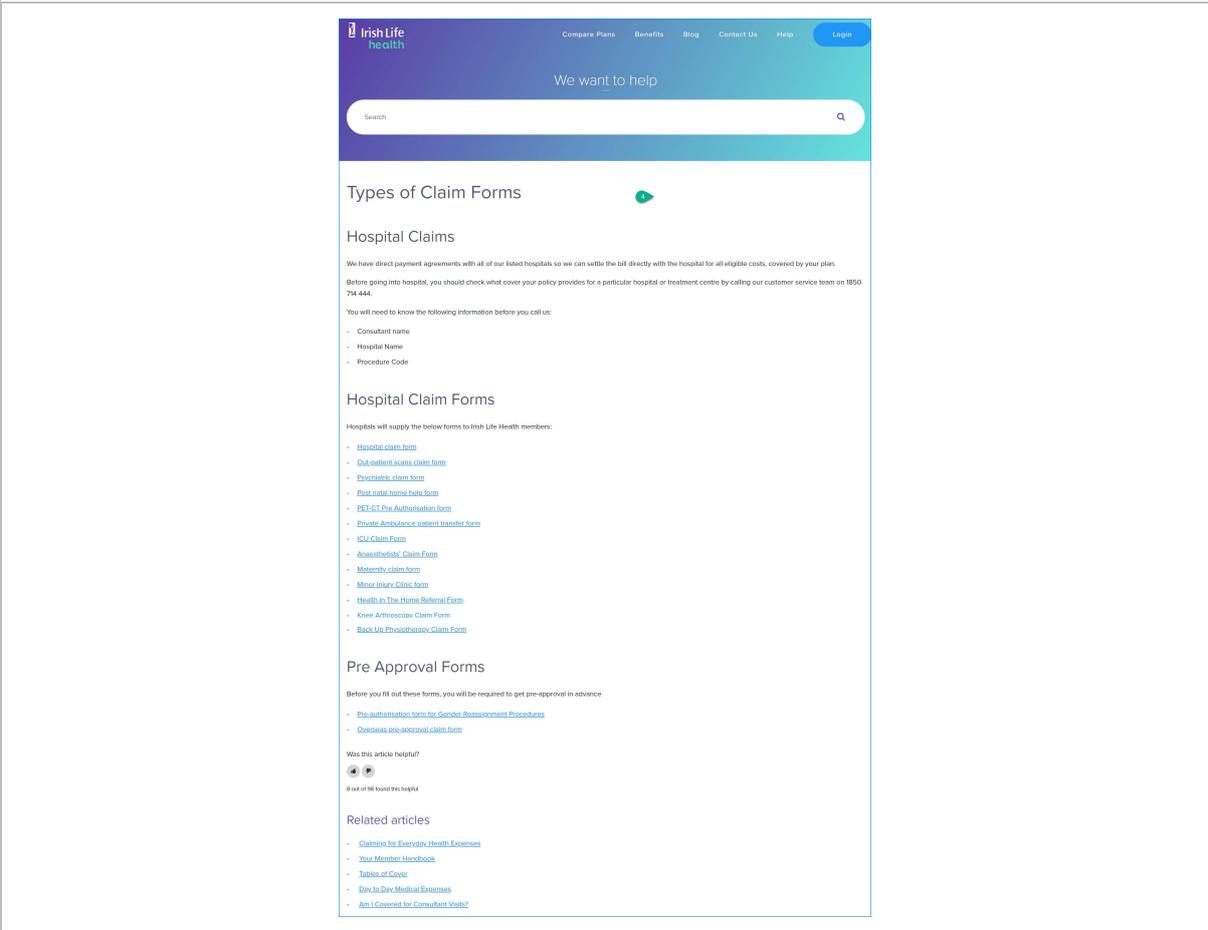
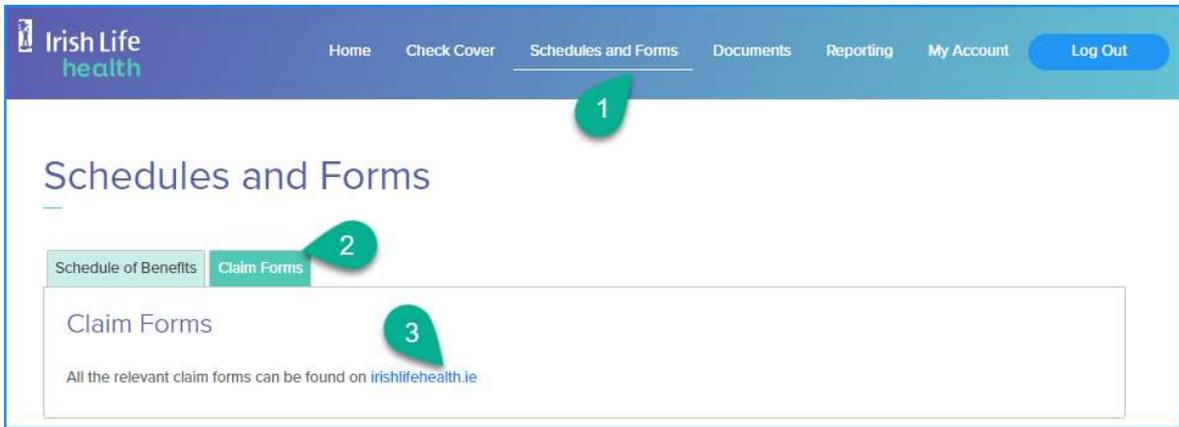
1. Click the Schedules and Forms menu.
2. On the Schedule of Benefits tab,
3. Click the link for the year that you require.

The relevant Irish Life Health web page opens.

7.2 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.



8 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

- Or, change the Date From and Date To fields, and
- 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

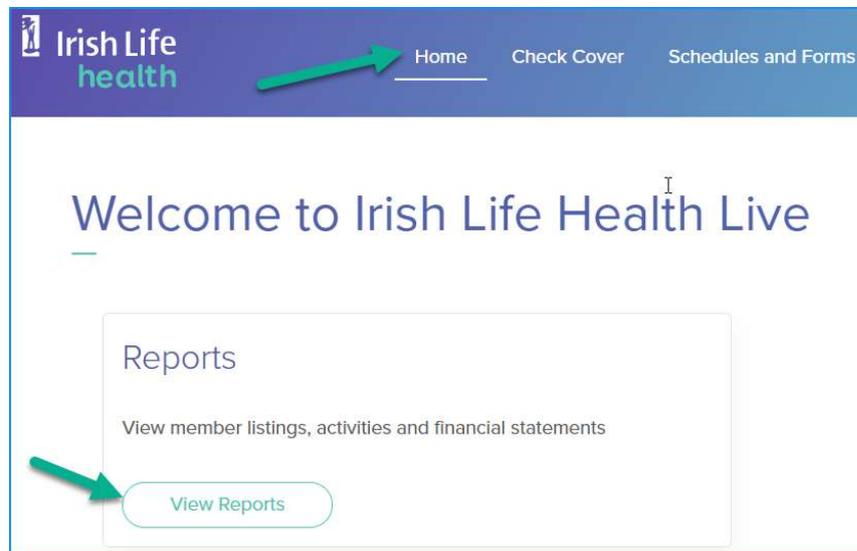
020

020

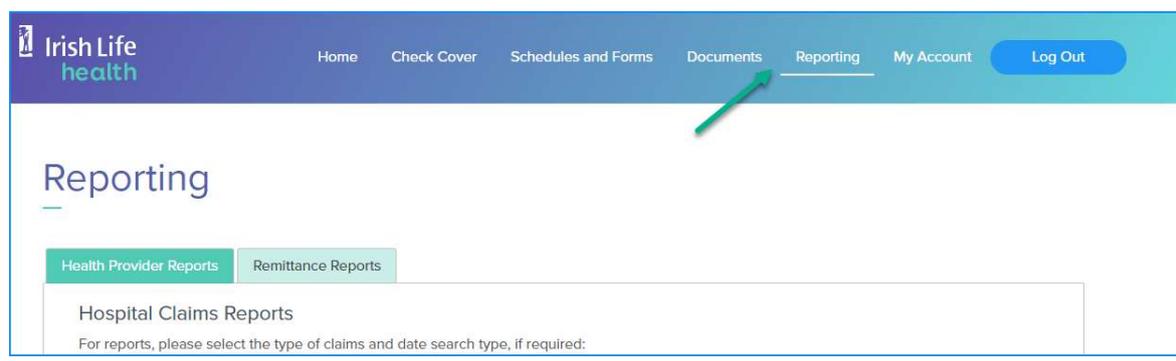
020

9 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] 1)U

A [redacted] (33 [redacted] 5) PPSN:(87 [redacted] 1)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

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.

9.1 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

Admission Date 3

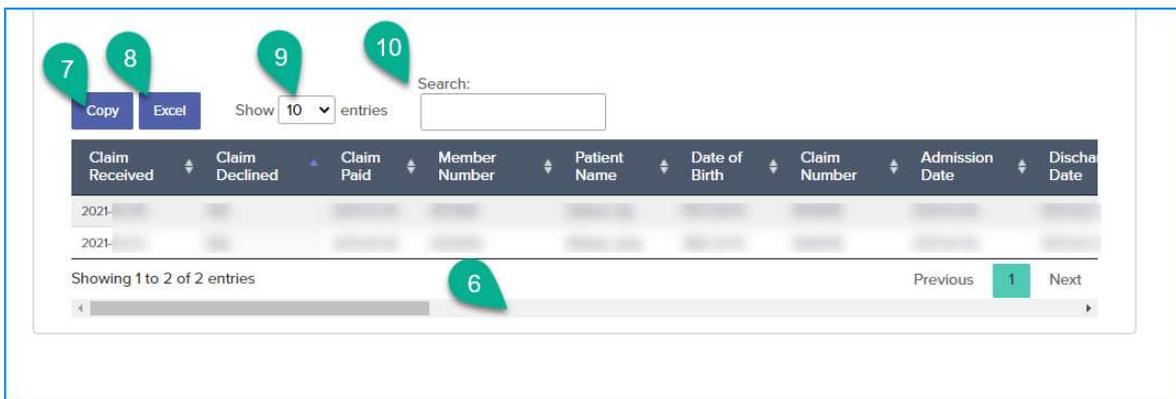
From/To Dates

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

9.2 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

The screenshot shows the 'Hospital Claims Reports' form within the 'Health Provider Reports' section. The form includes the following elements:

- 1:** A dropdown menu for selecting a consultant.
- 2:** A dropdown menu for selecting the 'Claim Type', currently set to 'Claim Paid'.
- 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:' (containing '15/02/2021') and 'To:' (containing '30/02/2021').
- 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 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

9.3 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' (callout 3); 'Date Format' with radio buttons for 'DD/MM/YYYY' and 'MM/YYYY' (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 are 'From:' and 'To:' sections, each with month and year dropdowns. Callout 5 points to the 'To:' section with a lightbulb icon. Two yellow callout boxes provide clarification: one points to the 'From:' month dropdown (January) stating 'This will be the 1st of the month.', and another points to the 'To:' month dropdown (February) stating 'This will be the 28th of the month.' At the bottom 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

Previous 1 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

Important note:

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

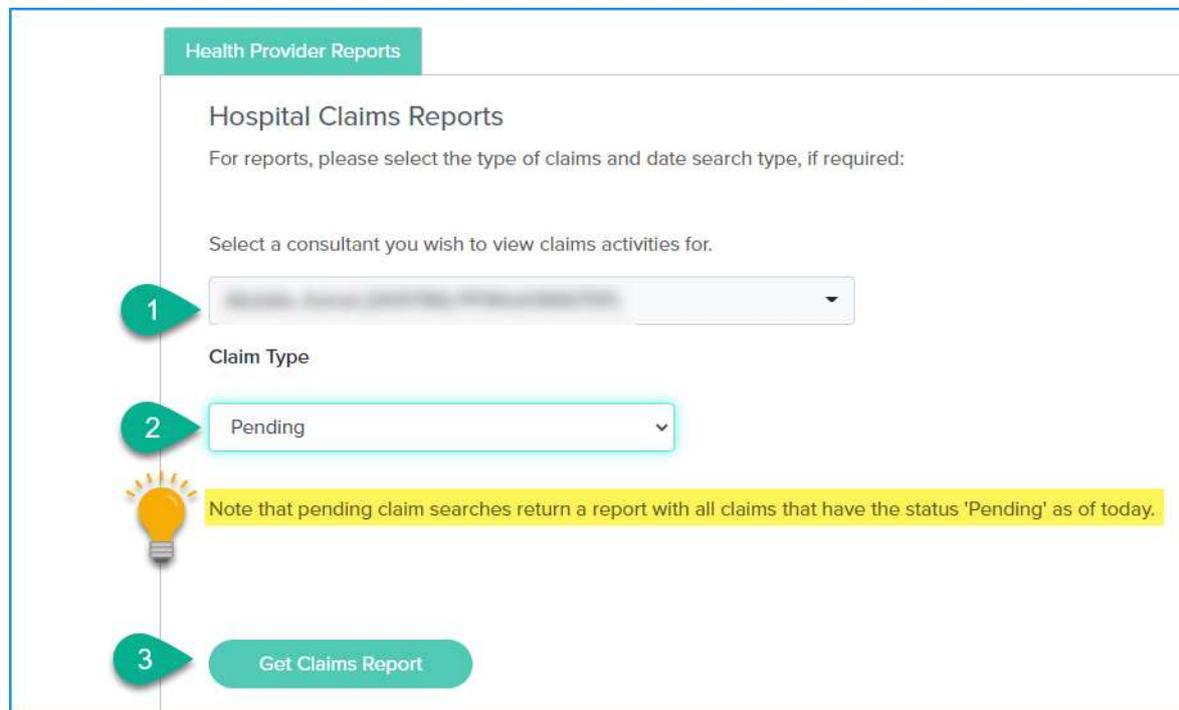
The way to identify these in this view is to look for a date in the Clawback Date column. A line item with a date in this column is a clawback, not a payment. Once you export the report into Excel you can filter and exclude these in Excel so that you can access an accurate paid total.

9.4 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 [Consultant Name] ▼

Claim Type

2 Pending ▼

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

3 Get Claims Report

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

Previous 1 Next

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

9.5 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' input field with '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. At the bottom, there is a pagination bar with 'Showing 1 to 2 of 2 entries' (callout 6), 'Previous', '1', and 'Next' buttons.

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

9.6 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

The screenshot shows a web form titled 'Hospital Claims Reports' under the 'Health Provider Reports' section. The form instructions state: 'For reports, please select the type of claims and date search type, if required:'. The form contains the following elements:

- A dropdown menu for 'Select a consultant you wish to view claims activities for.' (Step 1).
- A dropdown menu for 'Claim Type' with 'Declined' selected (Step 2).
- Radio buttons for 'Search Type': 'Admission Date' and 'From/To Dates' (Step 3).
- Radio buttons for 'Date Format': 'DD/MM/YYYY' (selected) and 'MM/YYYY' (Step 4).
- Text input fields for 'From:' (01/01/2021) and 'To:' (01/05/2021) (Step 5).
- A green '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.

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						

Showing 1 to 2 of 2 entries

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

9.7 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

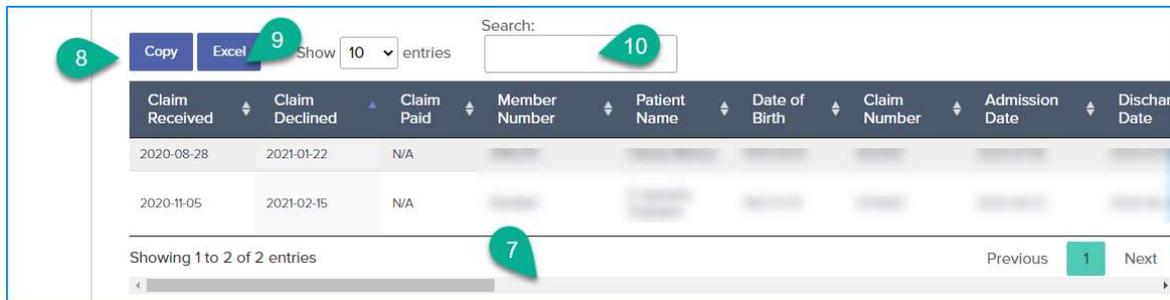
Note: the From date will be calculated as the **first** of the chosen month and the To date the **last** day of the chosen month.

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:' (January, 2021) and 'To:' (May, 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 green 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

9.8 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 report results interface. At the top, there are buttons for 'Copy' (callout 8) and 'Excel' (callout 9), followed by a 'Show 10 entries' dropdown and a 'Search:' input field (callout 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. Below the table, it says 'Showing 0 to 0 of 0 entries' (callout 6) and has 'Previous' and 'Next' navigation links.

9.9 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

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

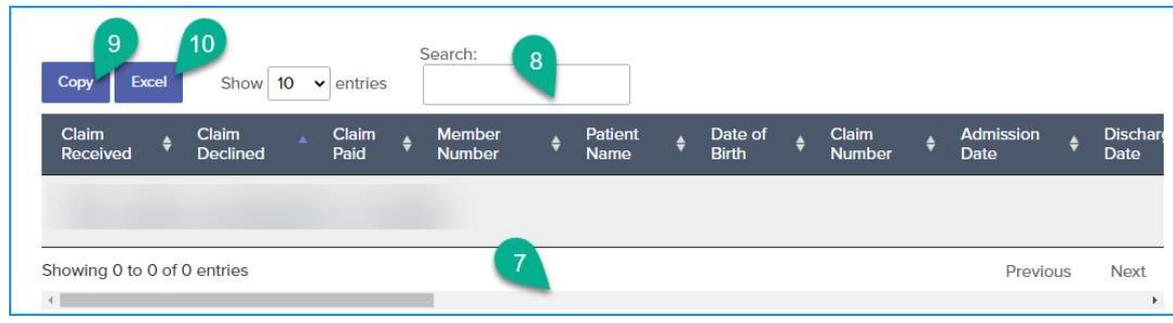
From:

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.



9.10 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

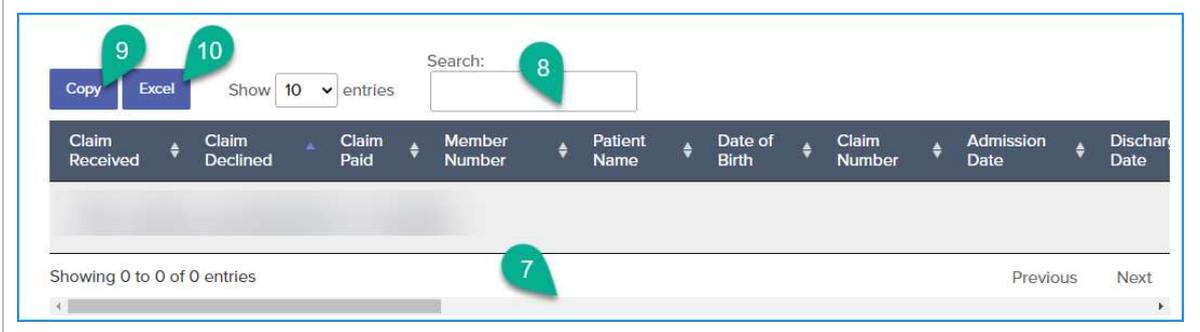
Note: the From date will be calculated as the **first** of the chosen month and the To date the **last** day of the chosen month.

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.



9.11 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' form. It includes a title bar 'Health Provider Reports', a subtitle 'Hospital Claims Reports', and a note: '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 consultant selection dropdown; 2 points to a 'Claim Type' dropdown set to 'All Claims'; 3 points to the 'Admission Date' radio button; 4 points to an 'Admission Date' text input field containing '15/02/2021'; and 5 points to a 'Get Claims Report' button.

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:' input 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, there is a pagination bar showing 'Showing 0 to 0 of 0 entries' (6) and 'Previous Next' navigation links.

a. 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:

To:

5

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 viewing health provider 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 controls 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. At the bottom left, it says 'Showing 0 to 0 of 0 entries' (callout 7). At the bottom right, there are 'Previous' and 'Next' navigation links. A horizontal scrollbar is visible at the very bottom of the table area.

b. 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

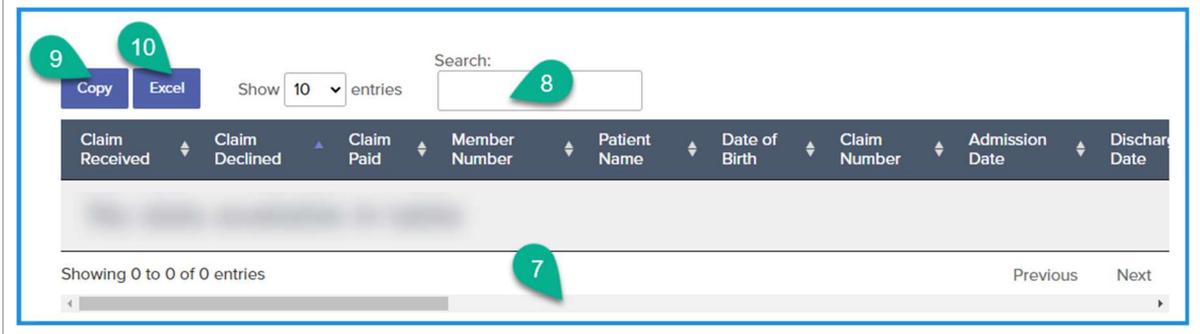
Note: the From date will be calculated as the **first** of the chosen month and the To date the **last** day of the chosen month.

6. Click Get Claims Report

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

- 1:** A dropdown menu for selecting a consultant.
- 2:** A dropdown menu for 'Claim Type' set to 'All Claims'.
- 3:** Radio buttons for 'Search Type', with 'From/To Dates' selected.
- 4:** Radio buttons for 'Date Format', with 'MM/YYYY' selected.
- 5:** 'From:' date selection with 'January' and '2021' chosen. A callout box points to the month dropdown with the text: "This will be the first day of this month."
- To:** date selection with a lightbulb icon, 'May' and '2021' chosen. A callout box points to the month dropdown with the text: "This will be the last day of this month."
- 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 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.

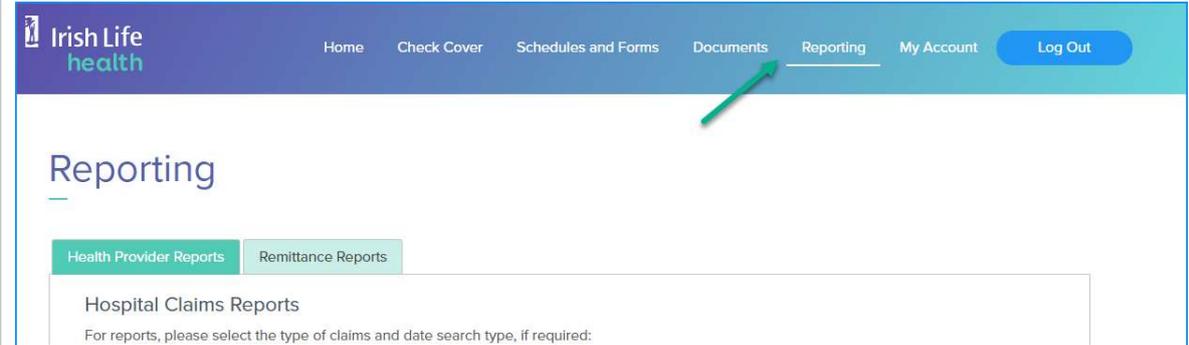


13 The Remittance Reports

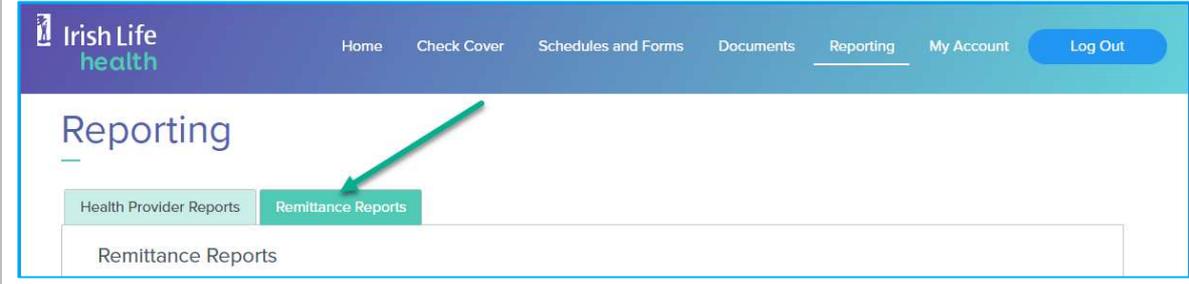
To find and download Remittance Reports, click the Reporting menu from the home page,



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 "From:" section has a month dropdown set to "January" (with a callout "1" and "This will be the first of the month.") and a year dropdown set to "2021". The "To:" section has a month dropdown set to "January" (with a callout "2" and "This will the last day of this month") and a year dropdown set to "2021". At the bottom, there is a green button labeled "Get Claim Payment Runs" with a callout "3".

4. The high level view of the claim payment report for the period specified displays as a table.
5. You have the ability to Copy the information in the table to another application outside of the portal.
6. You can also export the report to Excel, or
7. Download it as a PDF.
8. You can Search within results in this view where needed.
9. Click the Detail button to access the individual payments that make up this claim payment report.
10. At this level, you can view the total payment amount for this payment run. The individual claims that make up this total can be accessed using the Detail view.

Claim Runs

5 Copy 6 Excel 7 PDF Search: 8

	Payment Run	Aggregation Key	Run Date	Provider	Payment Amount	PWST Amount	Provider Number
9 Detail	4920	1725599	2021-01-24		€1.	€0.00	1237327

Showing 1 to 1 of 1 entries 10 Previous 1 Next

1. The detailed view shows the individual claims that make up the payment run. Included in this view is the Patient Name, Claim Number, Your Reference, Invoice Date, Paid Amount and PSWT deduction (where relevant).
2. You again have the ability to Copy the data or export to Excel or as a PDF.
3. You can increase the number of items in the view up to 100, or
4. Click Next to see more entries.
5. Important: if a Paid Amount appears as a negative amount (e.g. €-140.00), this indicates that there has been a clawback processed on an invoice.

Go back

2 Copy 3 Excel PDF Show 10 entries Search: 1

Patient Name	Claim Number	Your Reference	Invoice Date	Paid Amount	PWST
			2017-12-19	€295.15	€0.00
			2020-01-21	€1,424.13	€0.00
			2020-08-18	€901.79	€0.00
			2020-08-18	€246.76	€0.00
			2020-08-13	€4,204.10	€0.00
			2020-09-18	€1,760.00	€0.00
			2020-09-01	€852.45	€0.00
			2020-09-01	€3,818.34	€0.00
			2020-09-01	€3,363.28	€0.00
			2020-09-28	€1,272.78	€0.00

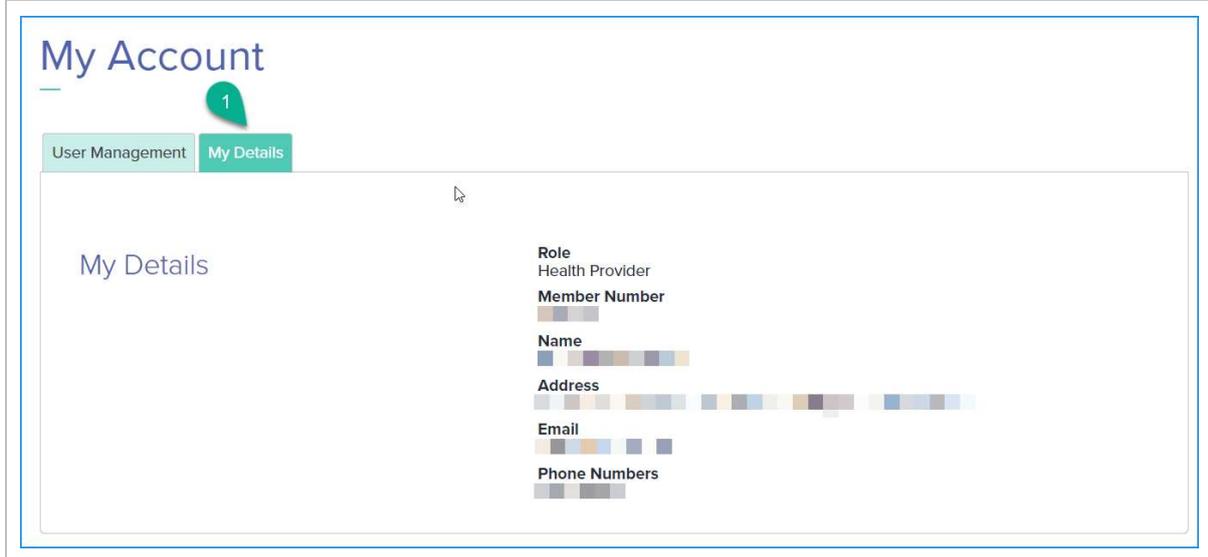
Showing 1 to 10 of 848 entries Previous 1 2 3 4 5 ... 85 Next 4

A paid amount may be a negative if a clawback has been processed on an

9 My Account

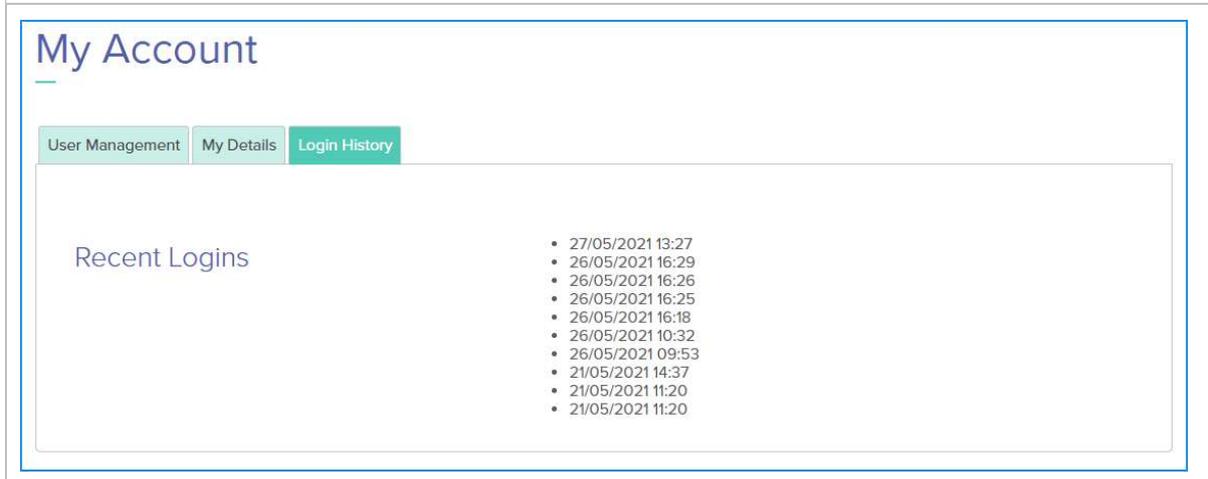
9.1 My Details

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.



9.2 Login History

This tab shows your Recent Logins.



10 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