Log in to Oxfordhealth.com

2. Click Facilities on the left navigation.
3. Enter your user name and password.
4. Click log in.

If you do not have a user name and password, please call our Web Help Desk at (800) 811-0881

Check Eligibility & Benefits

1. Enter the Oxford Member ID, or Social Security number (SSN) and the patient’s first name, or first name, last name and date of birth (DOB).
2. The date of service (DOS) defaults to the current date but you may change it to seven days in the future or up to one year in the past.
3. Click Enter and the patient’s eligibility will be confirmed or denied. Other information displayed may include: Member ID, eligibility date, plan/network type, referral requirements, various copayments and primary care physician (PCP) information.
4. You may wish to click on Check Member’s Benefits to view a list of benefits with links to summary information, which includes precertification requirements and visit/benefit maximums.

Check Claims

1. Select your Oxford Provider ID number or Federal Tax Identification Number (FTIN) from the drop down boxes.
2. Select one of the following options:
   o Search for a specific patient and date of service (DOS), or
   o Search for multiple patients (up to 10 patients’ claims by Oxford Member ID number or Social Security number), or
   o Search for claims by check number and issue date (search will retrieve all claims associated with the remittance advice), or
   o Search for claims by status and DOS, or
   o Search for claims by procedure code and DOS
3. You may then enter up to 12 procedure codes and click Enter.
4. If the results page shows that precertification is required, you can click on Initiate Precert to submit the request. Refer to Submit Precert Requests below for more information.

Check tab and Transactions tab features (continued)

Check Referrals

Enter the patient’s Oxford ID or Social Security number (a referral number is optional). Click Enter and referrals for that patient will be displayed.

Check Precert Status

- Select one of the following options:
  1. View by Oxford Member ID number or Social Security number. Then enter a specific date or select the button to view the last five precertification requests, or
  2. View by reference number. If you enter a specific reference number the system will display that precertification request only.

Check Radiology Precert Status

This link will bring you to the CareCore National web site (www.carecorenational.com) where you can check the status of a radiology authorization, after logging in with a user ID and password. If you haven’t used the web site before, click Register on the home page.

Check Electronic Payments & Statement (EPS)

Link to the EPS Web site where you can register to receive electronic remittance advice (ERA) and electronic funds transfer (EFT). If you are unfamiliar with this free service, visit WelcometoEPS.com.

Check Precert Required Inquiry

1. Enter the Oxford Provider ID
2. Enter the Oxford Member ID and date of birth
3. Select the place of service and enter the date of service.
4. You may then enter up to 12 procedure codes and click Enter.
5. If the results page shows that precertification is required, you can click on Initiate Precert to submit the request. Refer to Submit Precert Requests below for more information.

Check Chemotherapy Prior Authorization Status

This link will bring you to the “Notification Submissions and Status” web page (ww2.radiologynotifications.com) where you can check the status of a chemotherapy authorization.

Please note: all DOS searches are limited to a 31 day period.
Submit Menu and Transactions tab features

Submit Notification of Admission
Use this function to notify Oxford of inpatient maternity, direct/elective, or emergency room admissions. By using our electronic admissions notification feature, you benefit from 24-hour access\(^1\), and no faxes or phone calls are necessary.

- Select appropriate type of “Notification of Admission” from the navigation bar.

For Maternity or Direct/Elective Admission
- You will be prompted to search for the associated precertification by Oxford Member ID number/Social Security number or Oxford Member ID and reference number.
- If the corresponding precertification request is listed, click on “NOTIFY” in the Notification Status column for the corresponding admission.

Enter the following information:
- Date of Delivery or Date of Admission
- Attending Physician information
- Type of Injury (if applicable)

If a corresponding precertification request is not found, click on “Notify Oxford of an Admission” near the bottom of the page.

Follow remaining steps outlined below.

For Emergency Room Admissions\(^2\) or Admissions that do not have a corresponding precertification request:
- Enter the following information
  - Type of Admission
  - Date of Admission
  - Diagnosis Code
  - Attending Physician information
- After confirming that the information entered is correct, you will receive a reference number and status.

Submit Precert Requests
1. Enter the following information:
   - Patient’s Oxford Member ID and date of birth (DOB)
   - Service provider’s information
   - Primary procedure code, number of visits, place of service, and date of service
   - Principle diagnosis code
   - Contact name and phone number
   - Recommended: enter any additional information in the Comments box.
2. After confirming that the information entered is correct, you will receive a reference number and status.

Submit Radiology Precert Requests
This link will bring you to the CareCore National web site (www.carecorenational.com) where you can submit a radiology authorization, after logging in with a user ID and password. If you haven’t used the web site before, click Register on the home page.

Post-n-Track
This page provides information about Oxford DirectConnect, powered by Post-n-Track.com ®, which allows you to submit claim batches and other HIPAA transactions directly to Oxford, free of charge.

Submit Chemotherapy Prior Authorization Request
This link will bring you to the “Notification Submissions and Status” web page (ww2.radiologynotifications.com) where you can submit a chemotherapy authorization.

Have a Question?
Call our Web Help Desk at (800) 811-0881, Monday through Friday 8am to 6pm EST.

System maintenance is scheduled daily from 2am to 3am and from 1pm Saturday through 6am Monday EST. Certain transactions will be unavailable during these hours.

\(^1\) Except for system maintenance periods

\(^2\) When entering a notification for an emergency room admission, you will be prompted to locate the patient by entering his/her Oxford Member ID and DOB or by entering the Subscribers Oxford Member ID along with the patient’s last and first name and DOB.