

### Log in to Oxfordhealth.com

1. Access [Oxfordhealth.com](http://Oxfordhealth.com).
2. Click Providers on the left navigation.
3. Enter your user name and password.
4. Click log in.

If you participate and do not have a username and password:

1. Click on “Need to Register?”
2. In the drop down box, select Register as a Healthcare Provider.
3. Enter your Oxford Provider ID and email address.
4. Enter your Social Security number (SSN) or Federal Tax Identification Number (FTIN).
5. Enter your date of birth and create a user name and password.

*Non participating physicians and other healthcare professionals follow a different process.*

**Note for non participating providers:** if your date of birth is not in our system, you will receive an error message when you attempt to register. Please call Provider Service at 800-666-1353 to have your date of birth added to our system.

### Check menu and Transactions tab features



#### Check Eligibility & Benefits

1. Enter the Oxford Member ID, or 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 on the Enter button 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.

#### 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 DOS, or

### Check menu and Transactions tab features (continued)

- o Search for multiple patients (up to 10 patients’ claims by Oxford Member ID number or SSN), 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

Please note: all DOS searches are limited to a 31 day period.

#### Check Referrals

Enter the patient’s Oxford ID or SSN. A referral number is optional. Press 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.
  - a. Then enter a specific date or select the button to view the last five precertification requests, or
  - b. 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](http://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 & Statements (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](http://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](http://ww2.radiologynotifications.com)) where you can check the status of a chemotherapy authorization.

## Submit menu and Transactions tab features



### Submit Referrals

1. Select one of the following options:
  - o Enter the patient's Oxford Member ID number only, OR
  - o Enter the Subscriber's Oxford Member ID, the patient's relationship to the Subscriber, patient's last name, first name and date of birth.
2. After clicking Enter, the patient's information will be displayed and you will need to confirm it is the correct patient.
3. Enter the NPI or Oxford Provider ID for the physician or other healthcare professional to which the patient is being referred.
4. The provider's information will be displayed and you will be asked to confirm that it is the correct physician or other healthcare professional.
5. Enter a date of service or range of service dates (up to 180 days).
6. Select from 1-30 visits.
7. Choose the applicable answer to the question, "Has patient authorized the release of medical information?"
8. The information you have entered will be displayed for your review and confirmation.
9. If there are no errors, click on Correct.

**Note: Your referral is not submitted until you complete all steps and receive the reference number.**

10. You will have the option to enter another referral for this patient to the *same* physician/healthcare professional.
11. If you select No, then you will have the option to submit another referral for this patient to a *different* physician/healthcare professional or to submit only the current referral.
12. If you choose to submit only the current referral and click Enter, you will receive a reference number.

## Submit menu and Transactions tab features (continued)

### Submit Precert Requests

1. Enter the following information:
  - o Patient's Oxford Member ID and date of birth (DOB)
  - o Service provider's information
  - o Primary procedure code, number of visits, place of service, and date of service
  - o Principle diagnosis code
  - o Contact name and phone number
  - o 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](http://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](http://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](http://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.