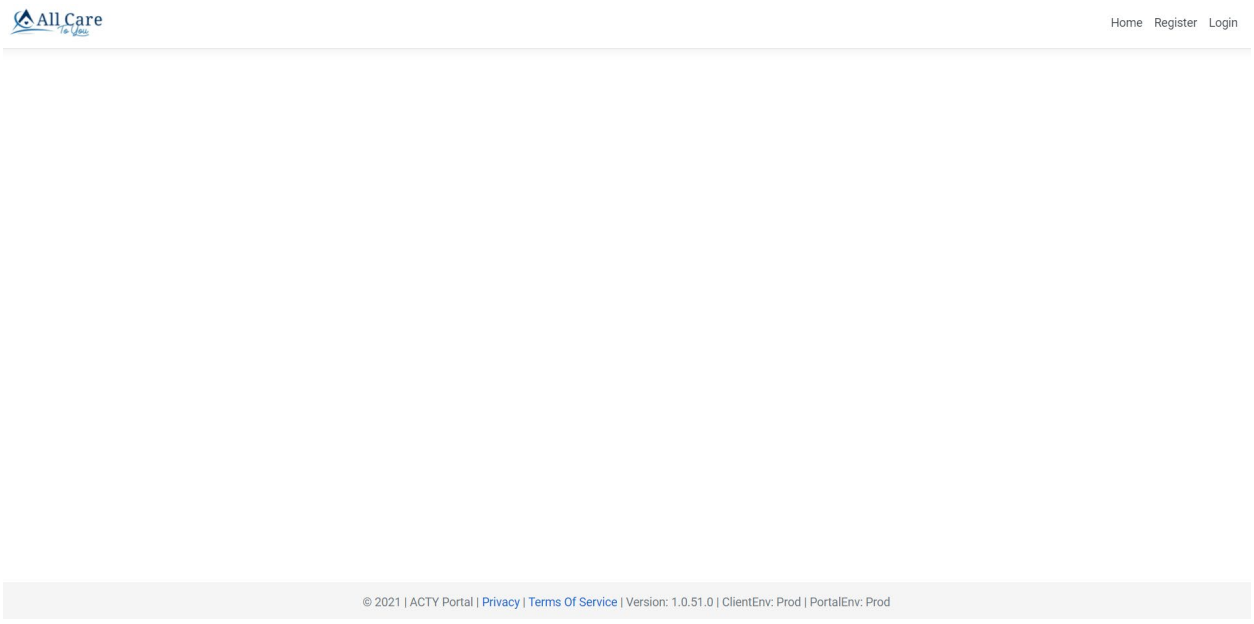
ACTY Portal Overview

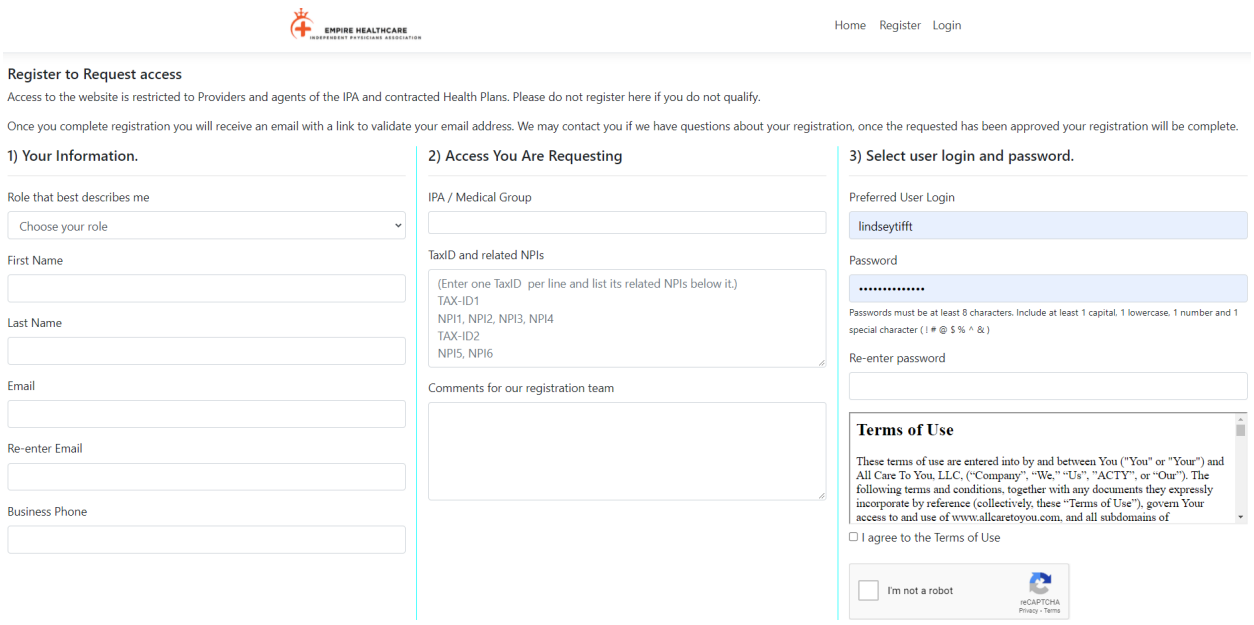
CARE MANAGEMENT

ACTY Portal Landing Page

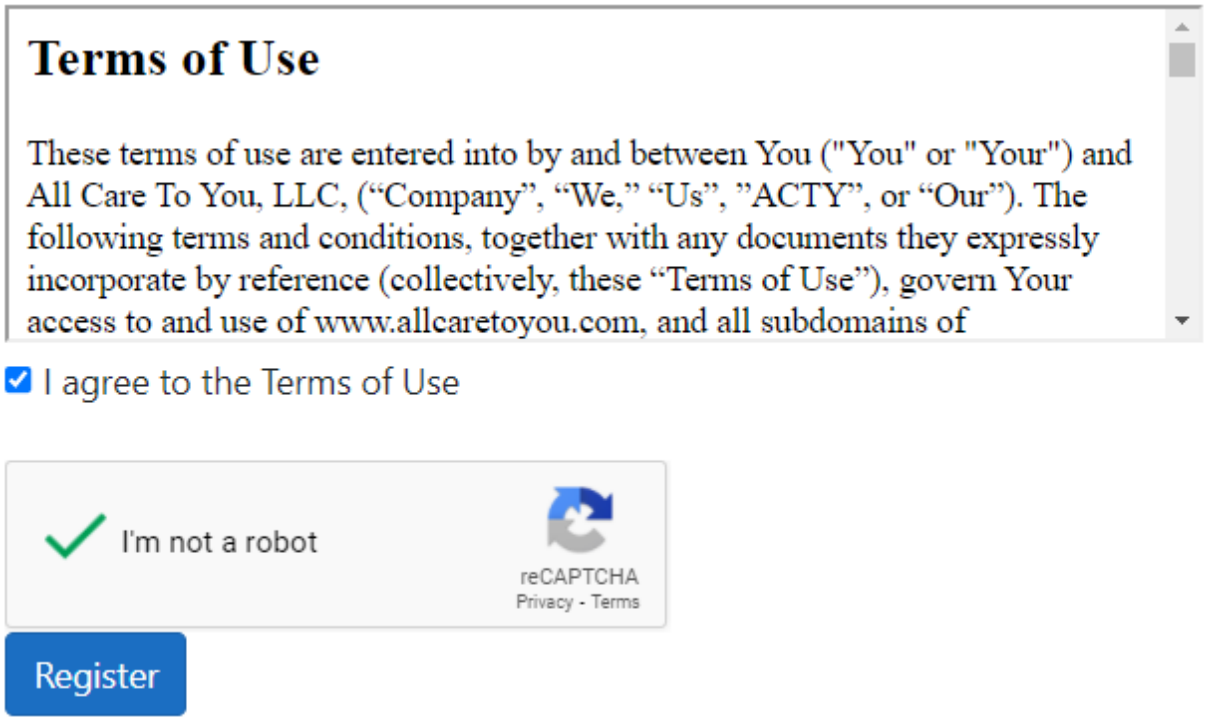
https://portal.allcaretoyou.com/ehi



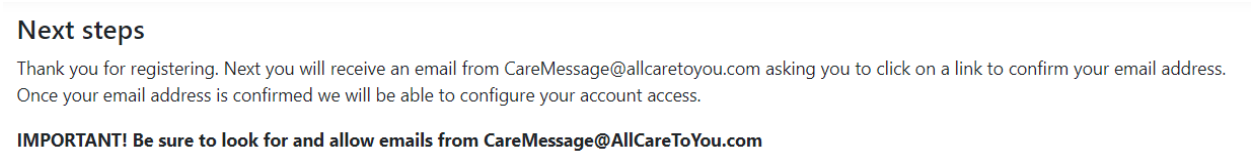
PORTAL REGISTRATION – To Register, click Register on the top right of the page



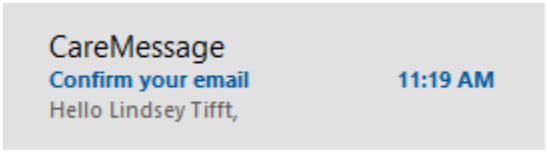
Fill out all the required fields, agree to the Terms of Use, click the I'm not a robot box, then click the blue Register button.

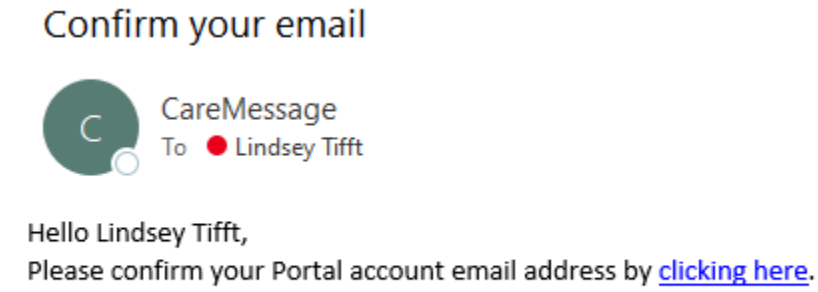


Once you click the Register box, you'll receive confirmation for registering and notification of the next steps in the registration process.

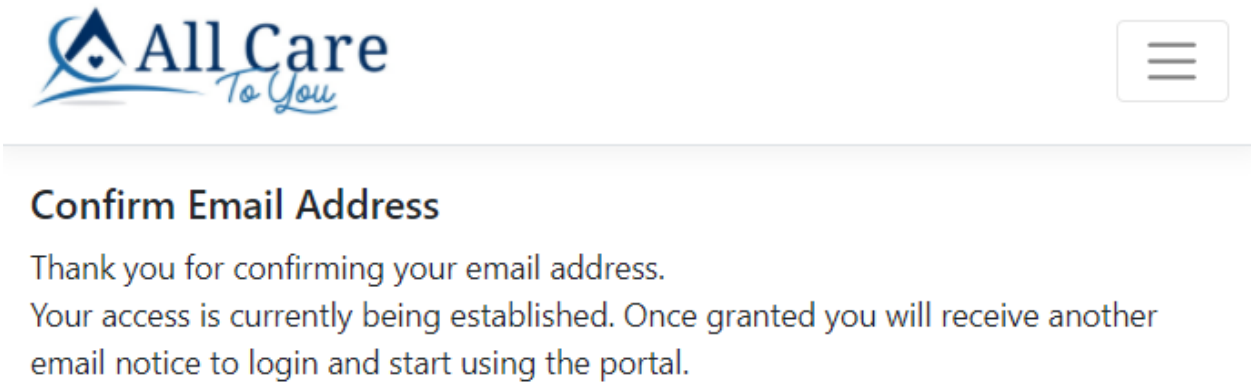


Check the inbox of the email address you registered with. You'll receive an email from CareMessage to confirm your email address.

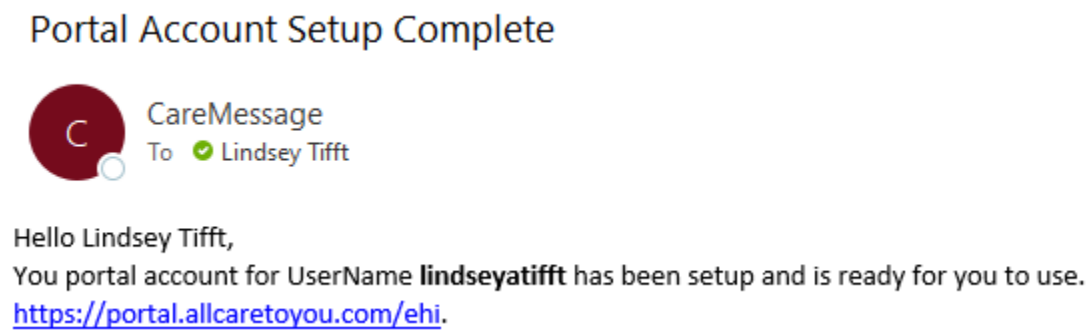




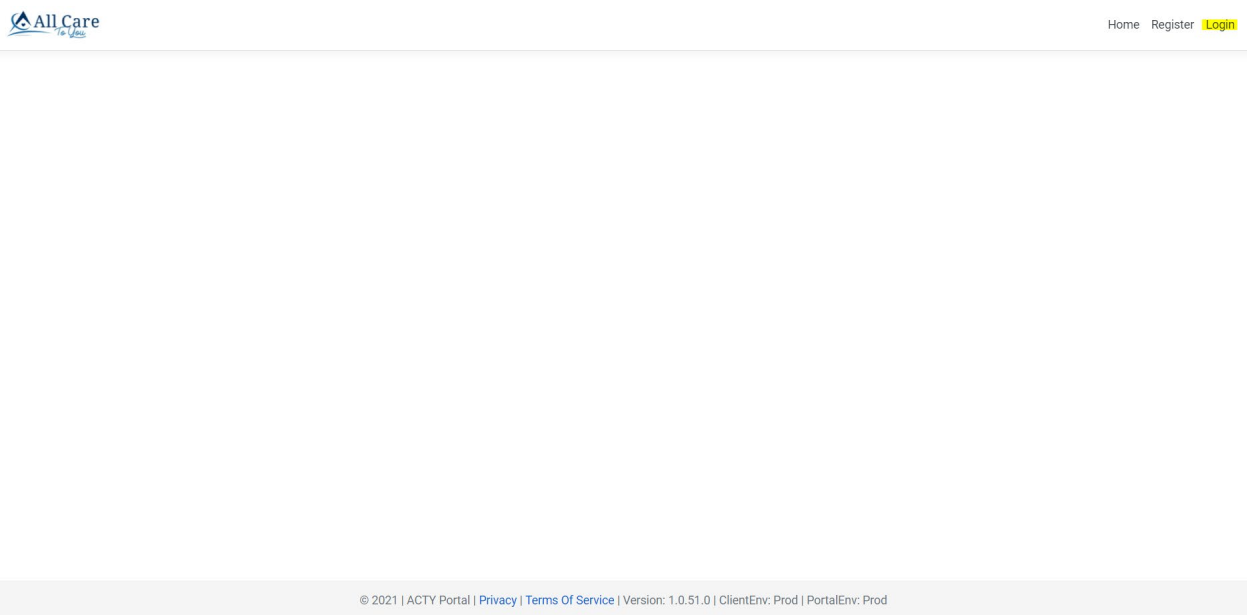
Once you've confirmed your email address, you'll receive notification that the registration process is complete and that your access is currently being established.

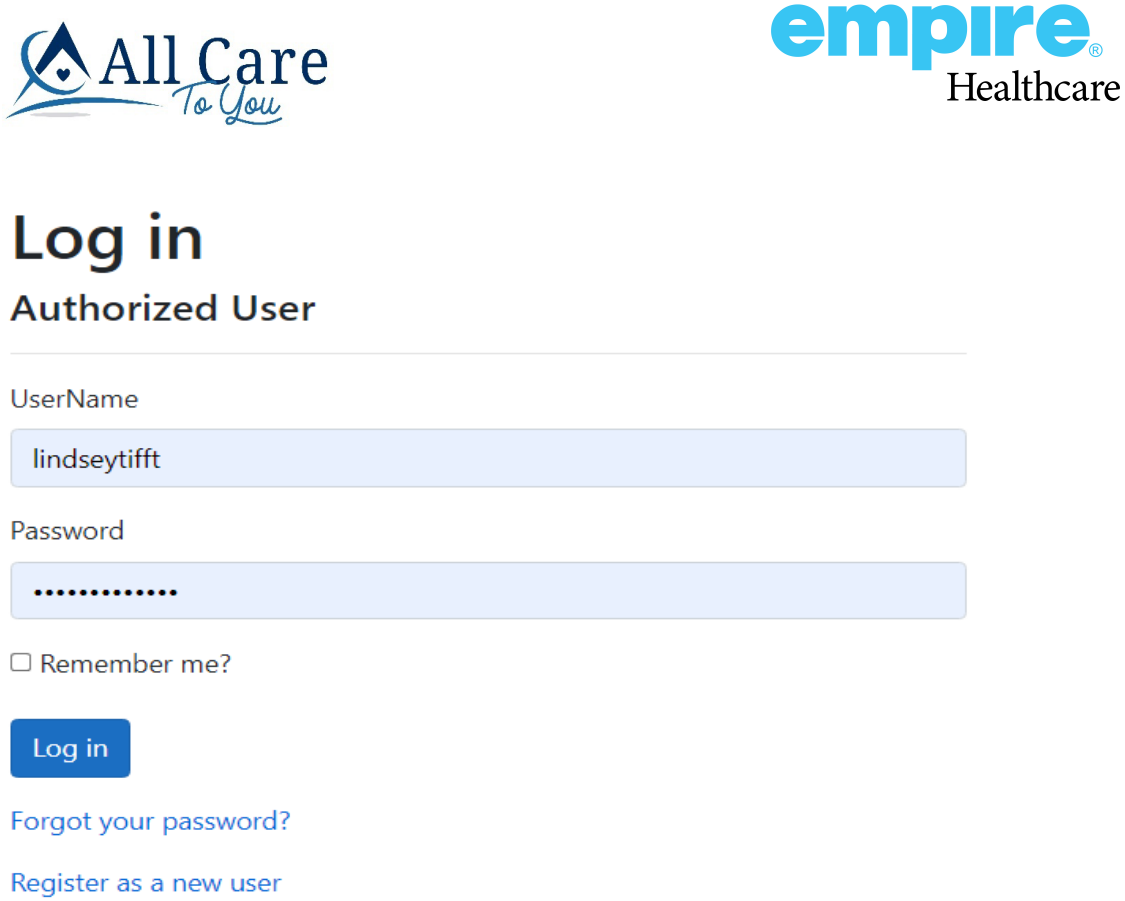


Once your access has been established, you'll receive another email confirming that setup has been complete.

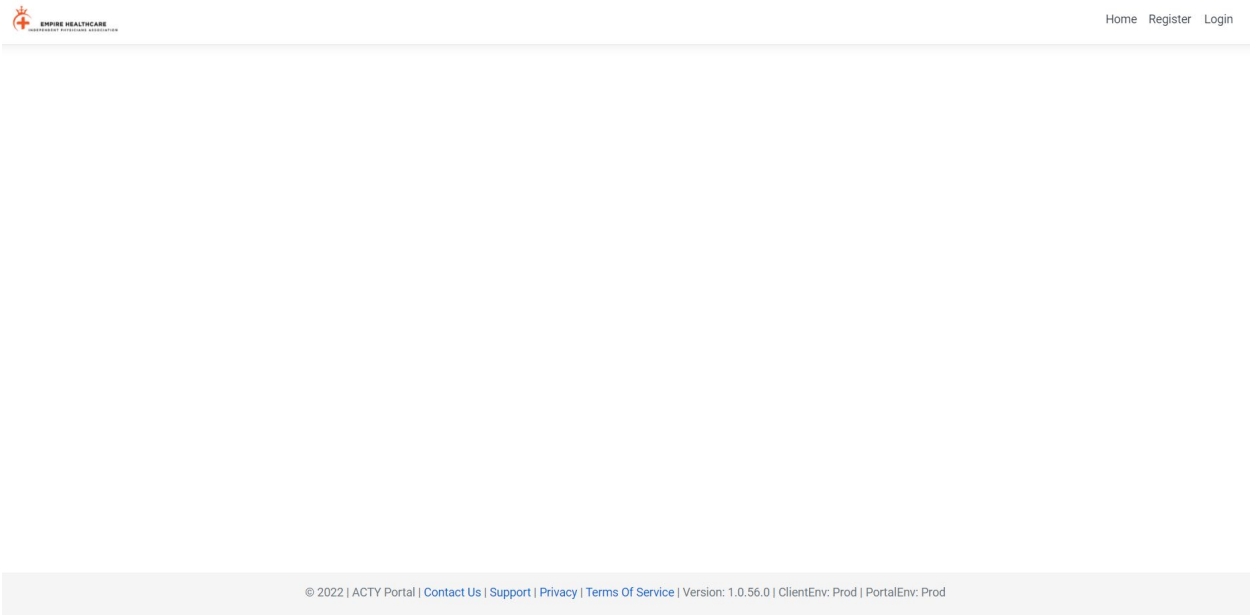


PORTAL LOGIN - Click Login on the top right of the page

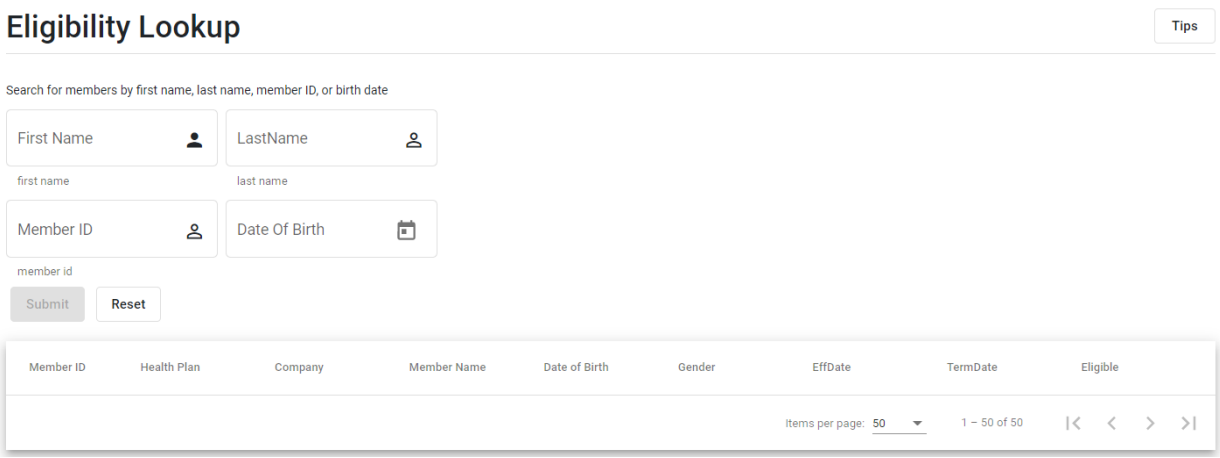




EHI Home Page

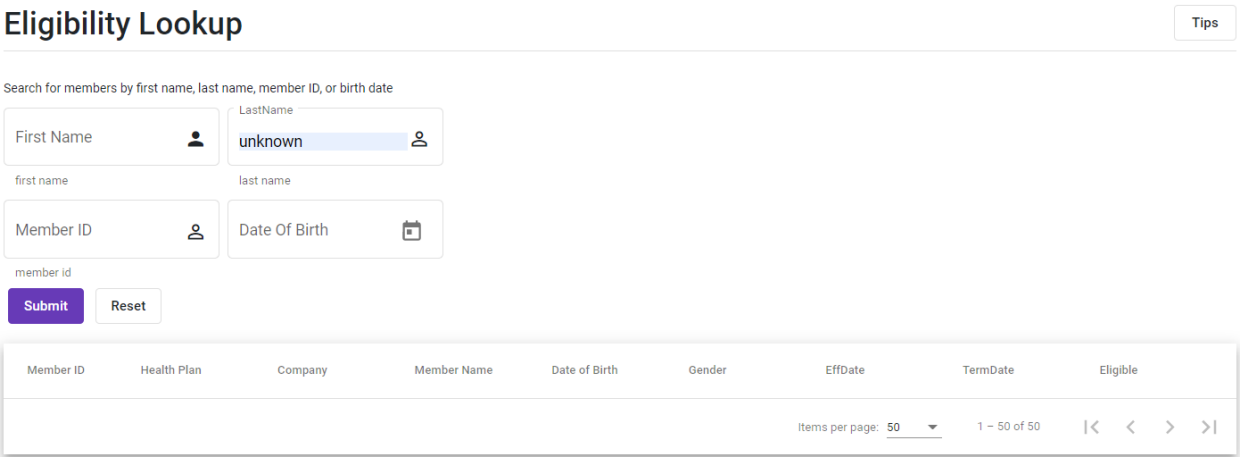


ELIGIBILITY LOOK UP – Check Eligibility

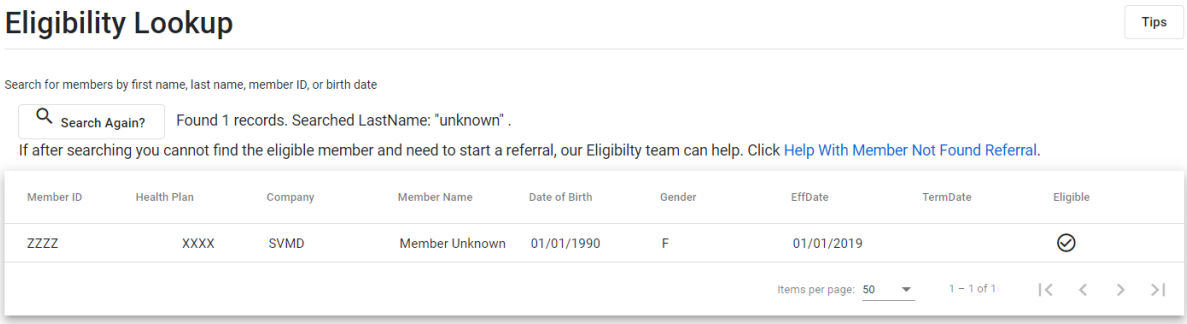


Enter Member's Name, ID or Birthdate and click Submit to find Member

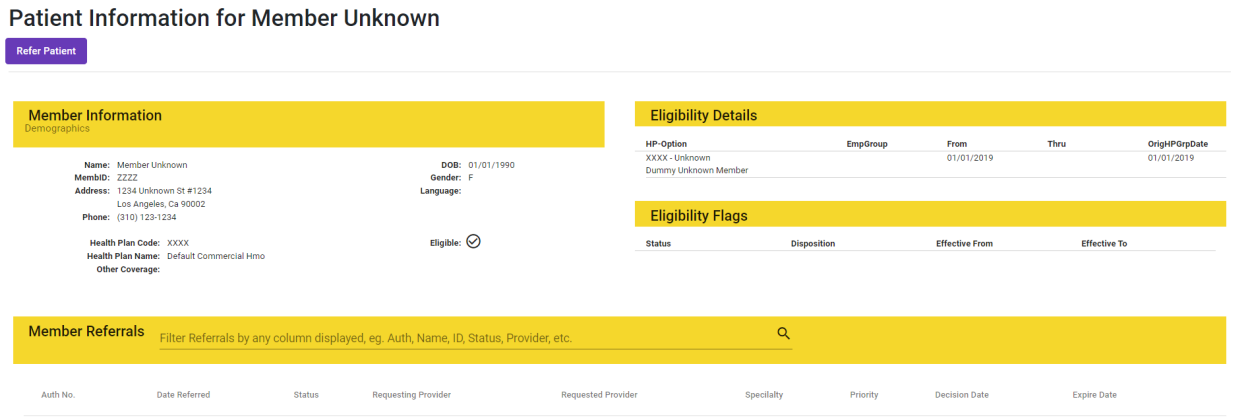
Using "Member Unknown" for HPI purposes.



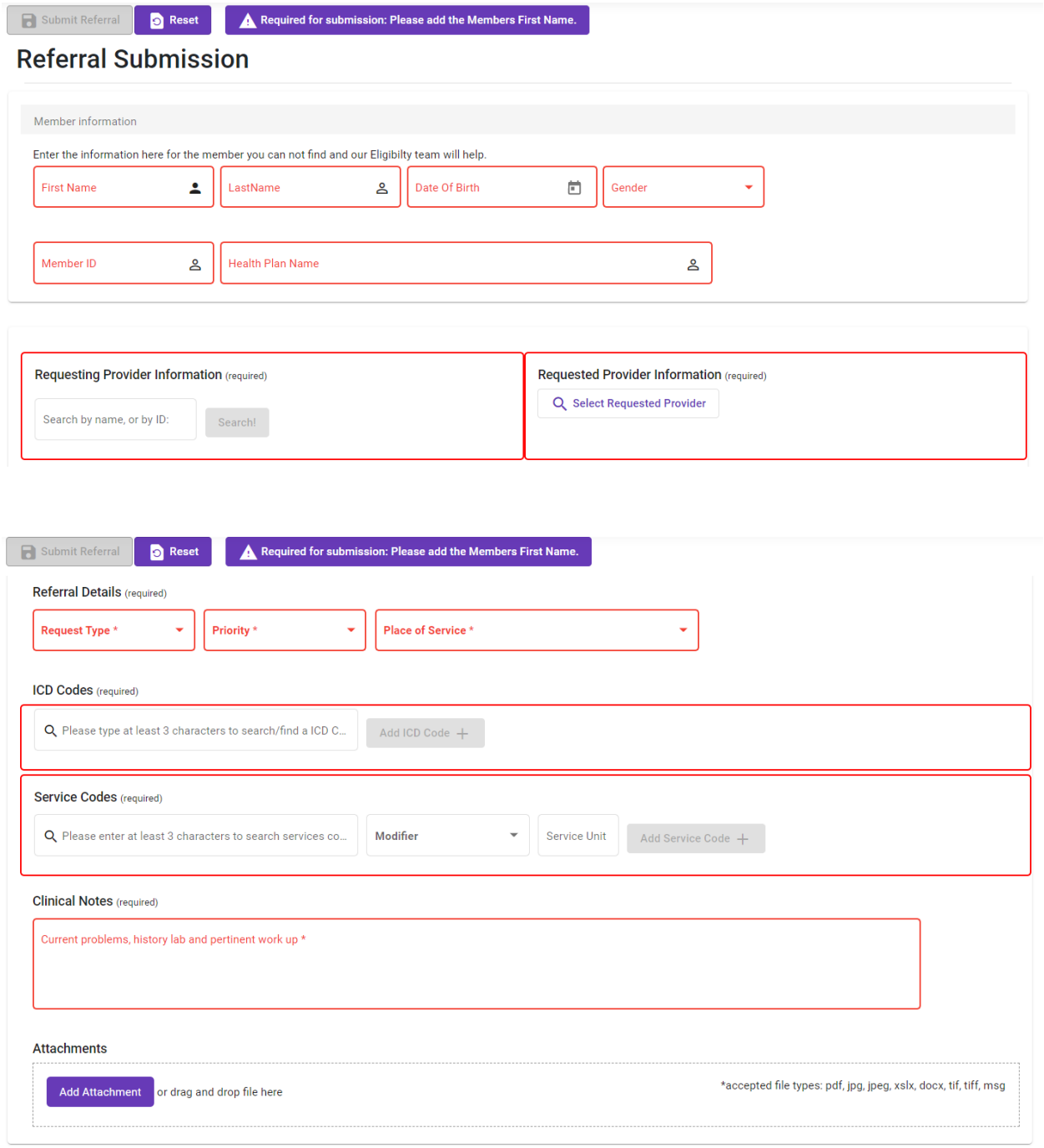
Eligibility search results - Click on the Member ID to select the Member



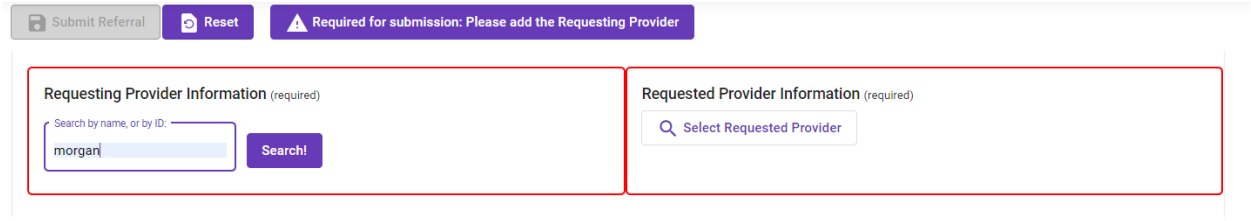
REFFERAL SUBMISSION – Click Refer Patient (purple box)



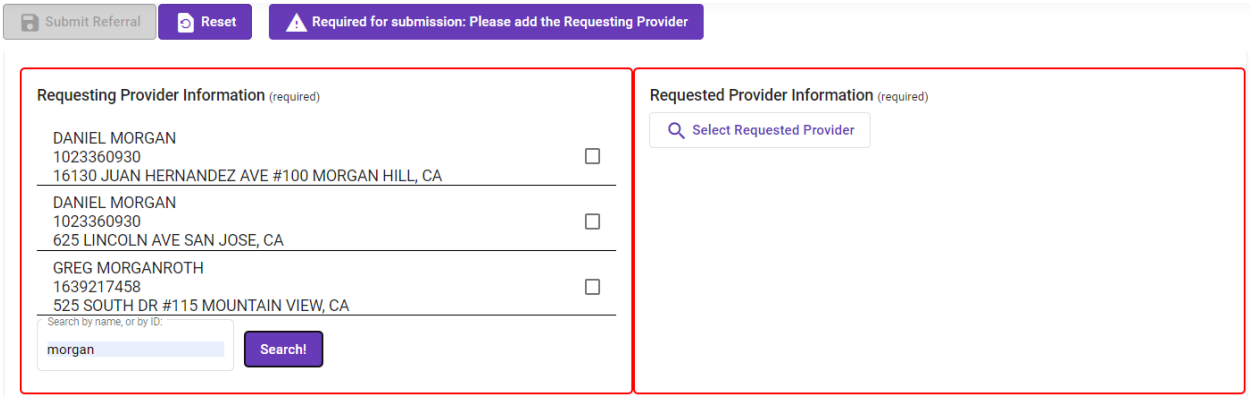
Full Referral Submission Page

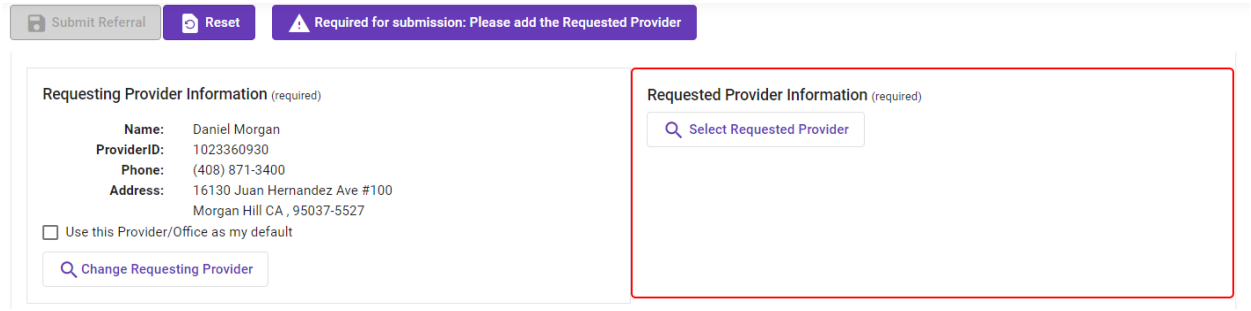


Search for provider requesting referral by entering Name and clicking Search!
This is usually the PCP or the Specialist requesting this service for the Member

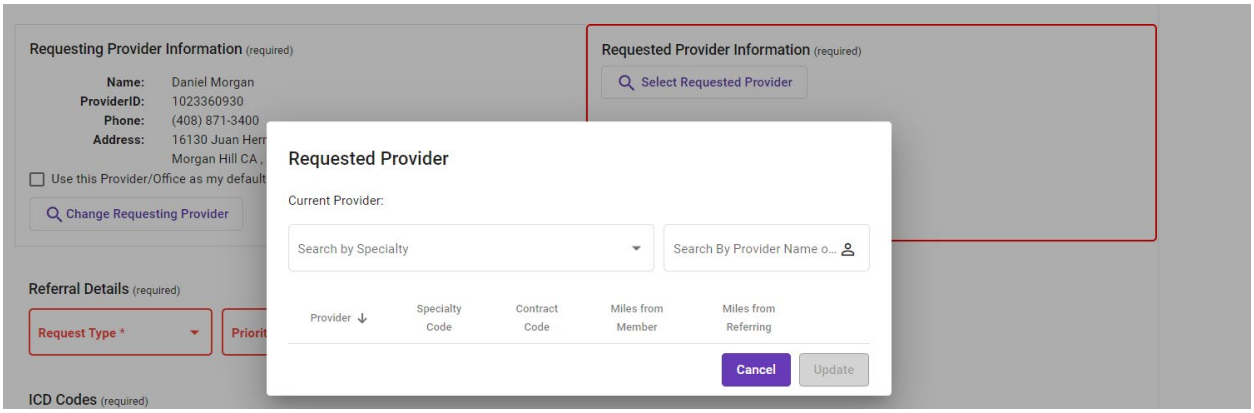


View results and select the appropriate Provider

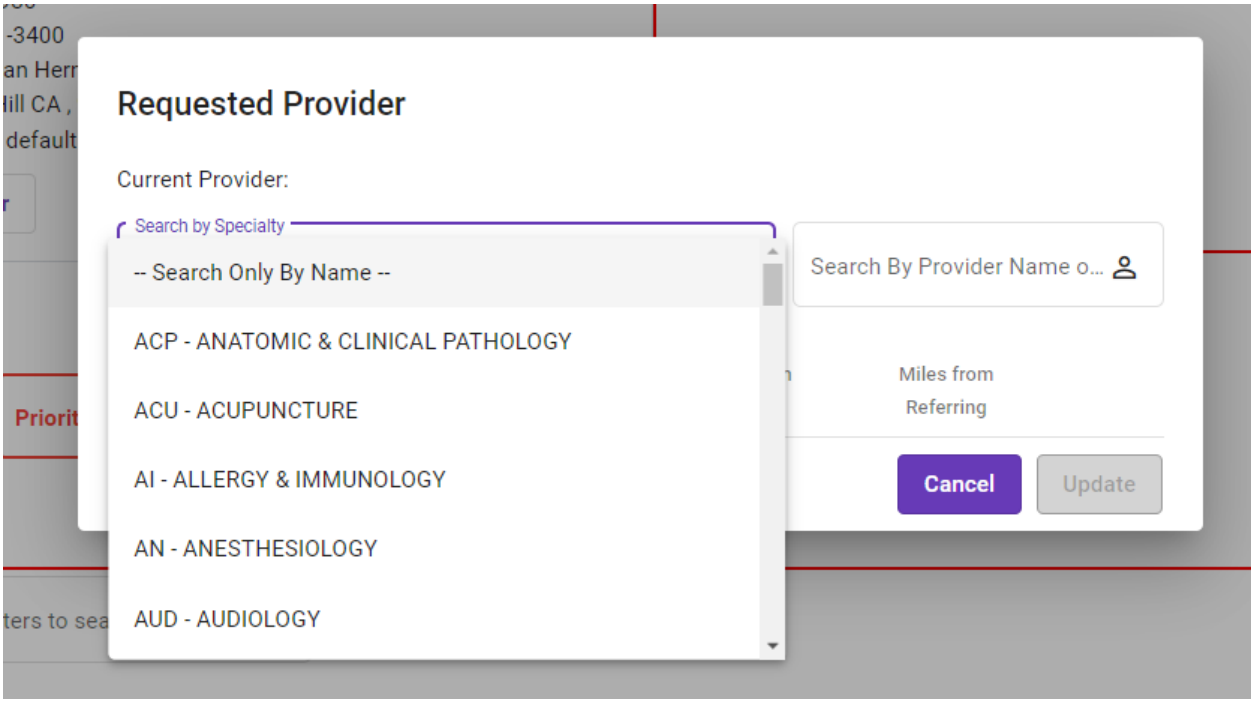




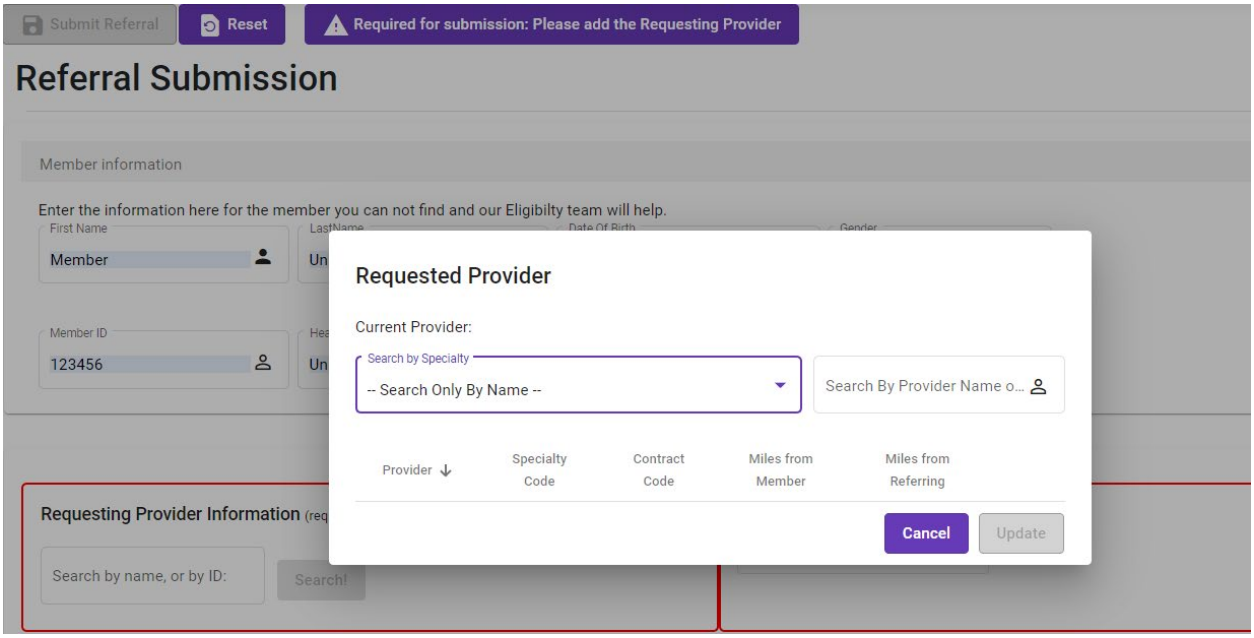
Search for the Requested Provider by entering the Provider's Specialty



Click on the desired Specialty

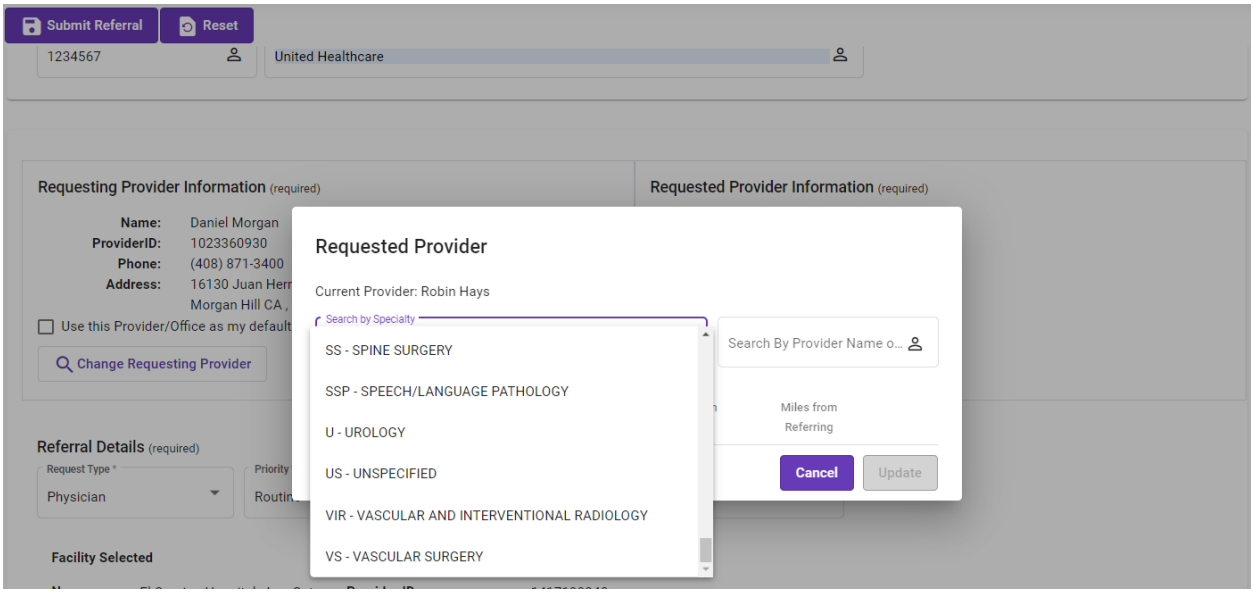


If you do not know the Specialty, you can select Search Only By Name and enter the Provider's name

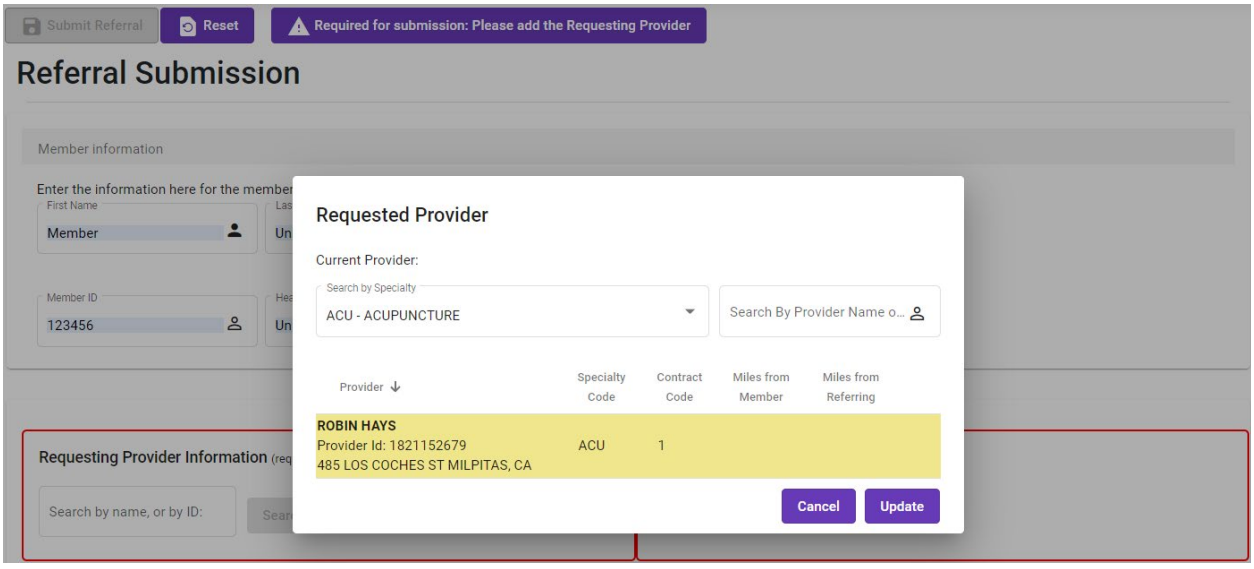


If the requested Provider is not listed for selection, then select US – UNSPECIFIED and list the following in the notes:

First and Last Name
Specialty
Phone Number
Address

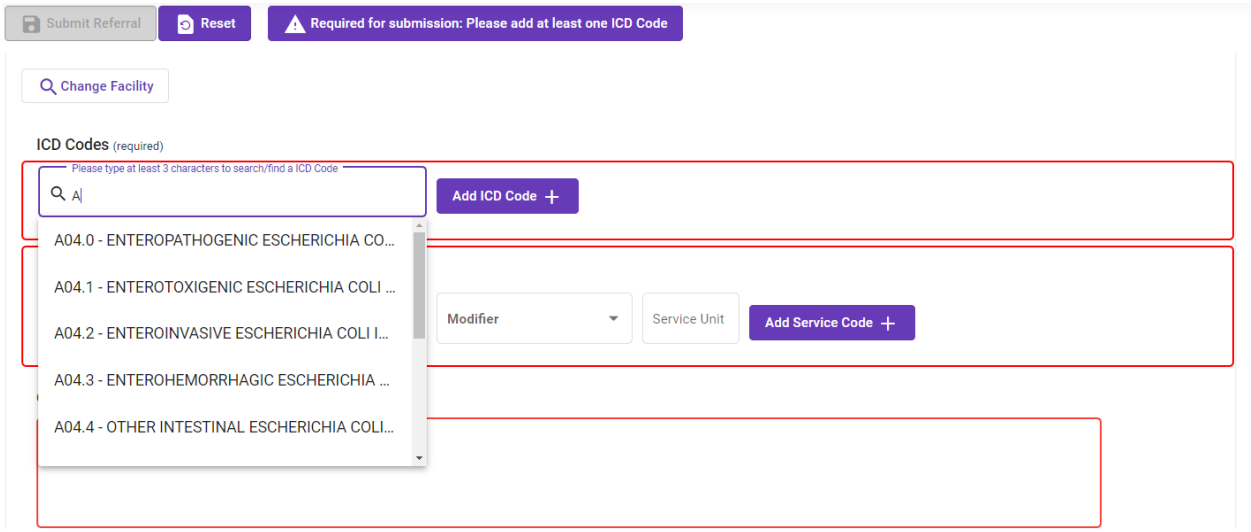


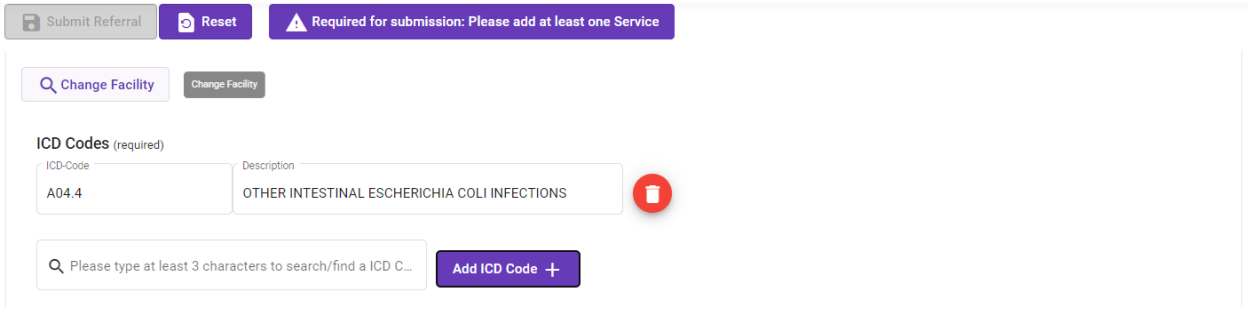
Select the appropriate Provider and click Update



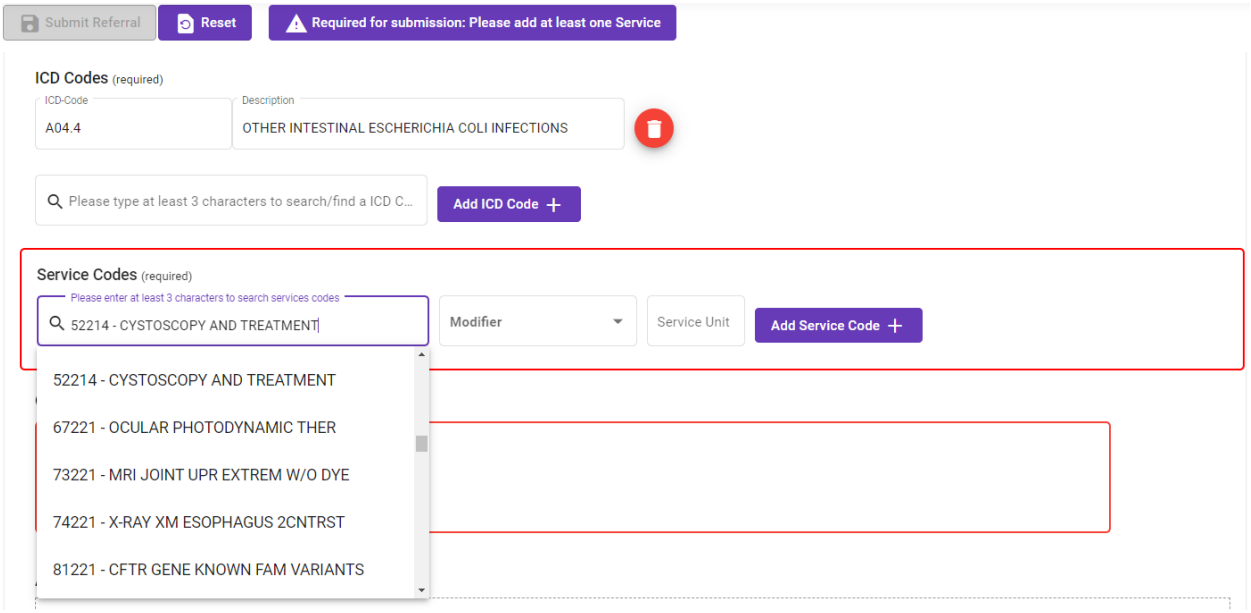
Add Referral details *Note – Facility is required for the following Place Of Service (21,22,24)

Enter ICD Codes

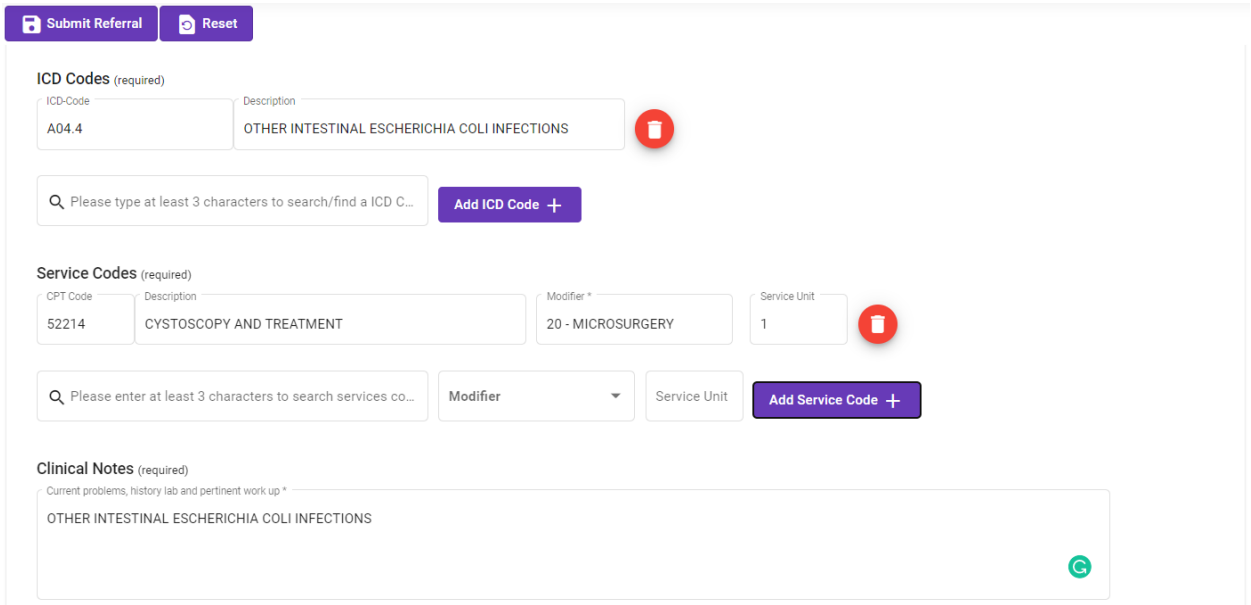




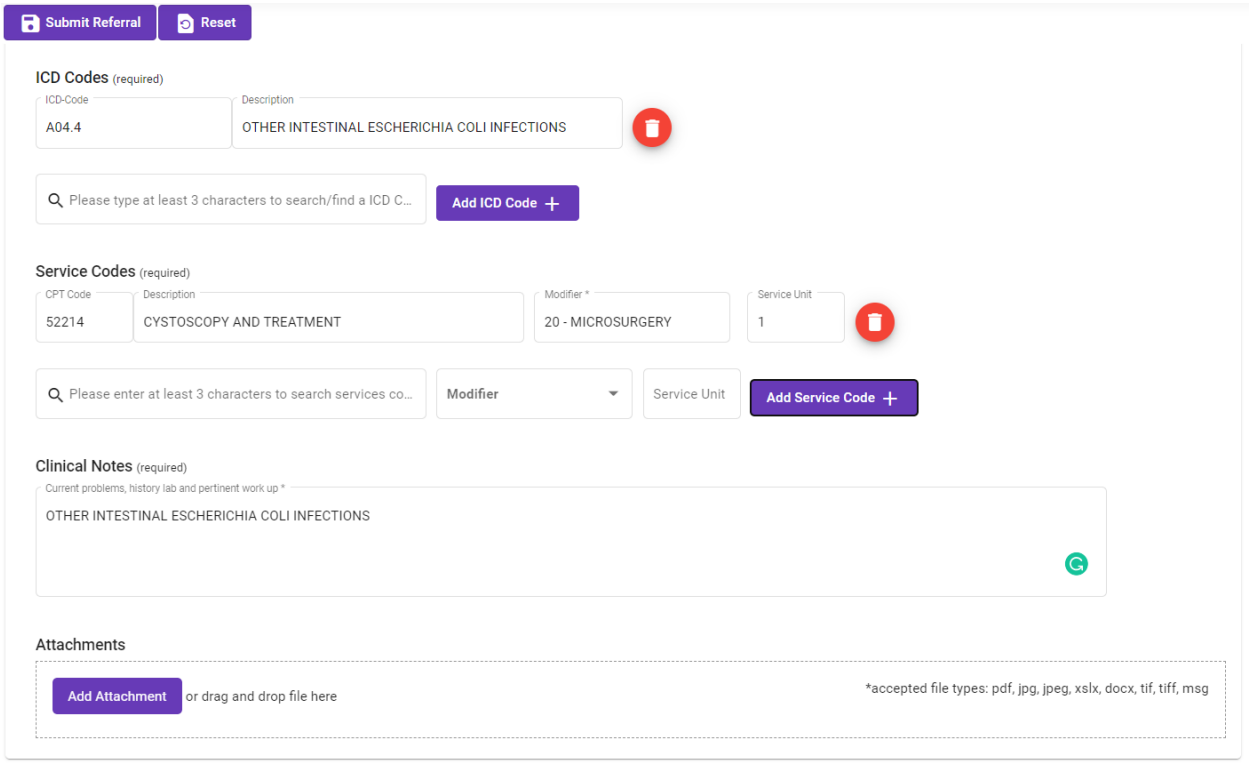
Enter Service Codes



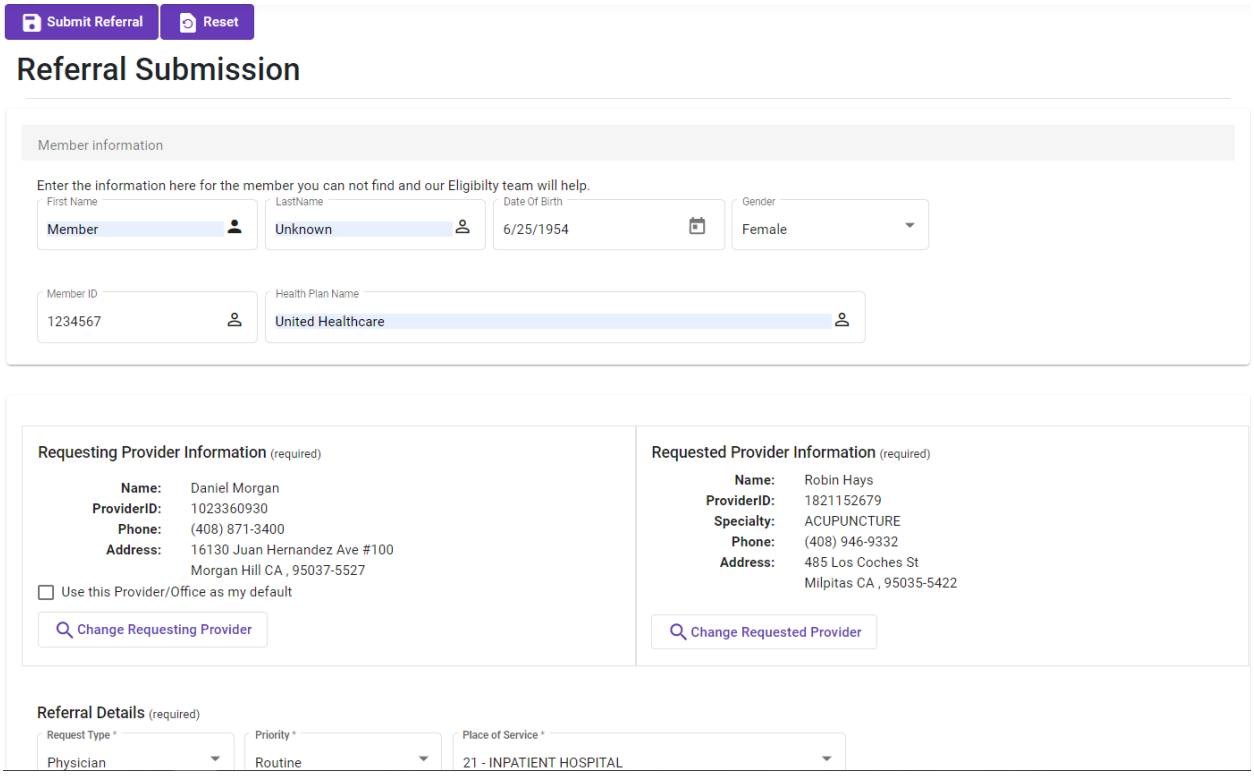
Enter Clinical Notes



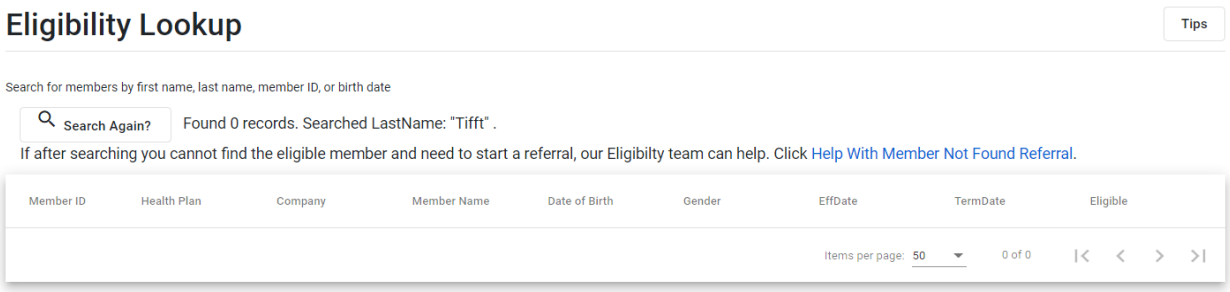
Add any Attachments



Once all the fields are completed, click Submit Referral at the top left of the page

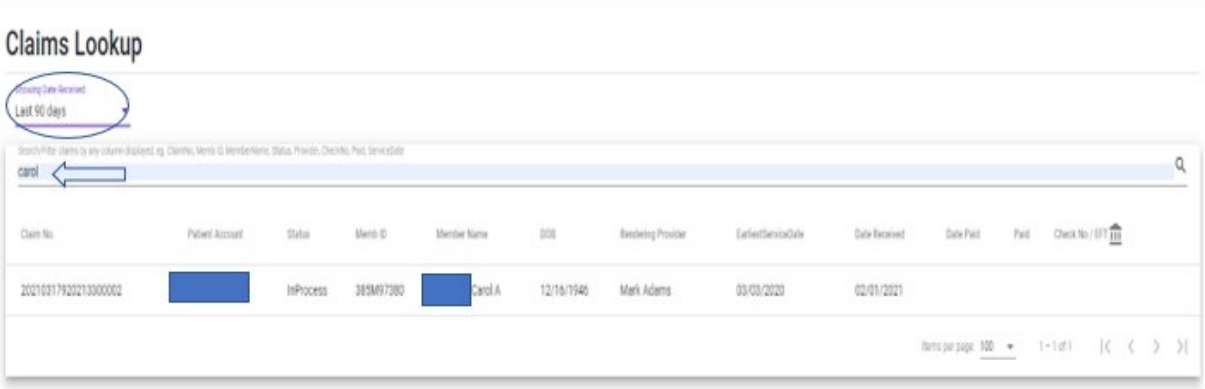


If a Member cannot be found, click Help With Member Not Found Referral. Then continue the same process listed above.

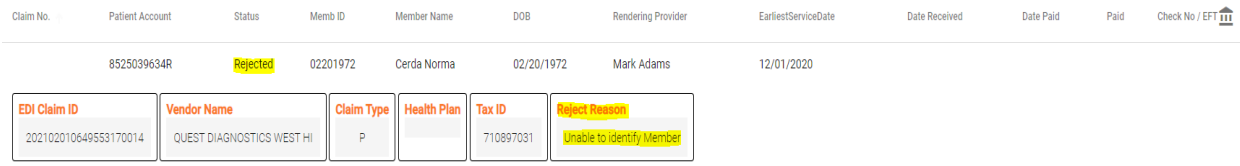


CLAIMS SEARCH – Click on the Claims header

Add a filer or show all claims for the past 90-730 days



Click on the line to see details or RA



If you have any questions or need support, please call 949-750-2058