

# MHP MCNet Office Manager Services User Documentation

for MCNet version 5.0

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## **Introduction**

MCNet provides a complete Internet Portal for services provided by Midwest Health Plan. MCNet allows for the creation of an Office Manager to oversee various mid level security functions in the day to day operation of your healthcare plan including administering general authorizations and reviewing claim submissions. It also allows the Office Manger access to more detailed and sensitive material.

The main page contains health information and links to various health related sites. No login required to view non-PHI data.

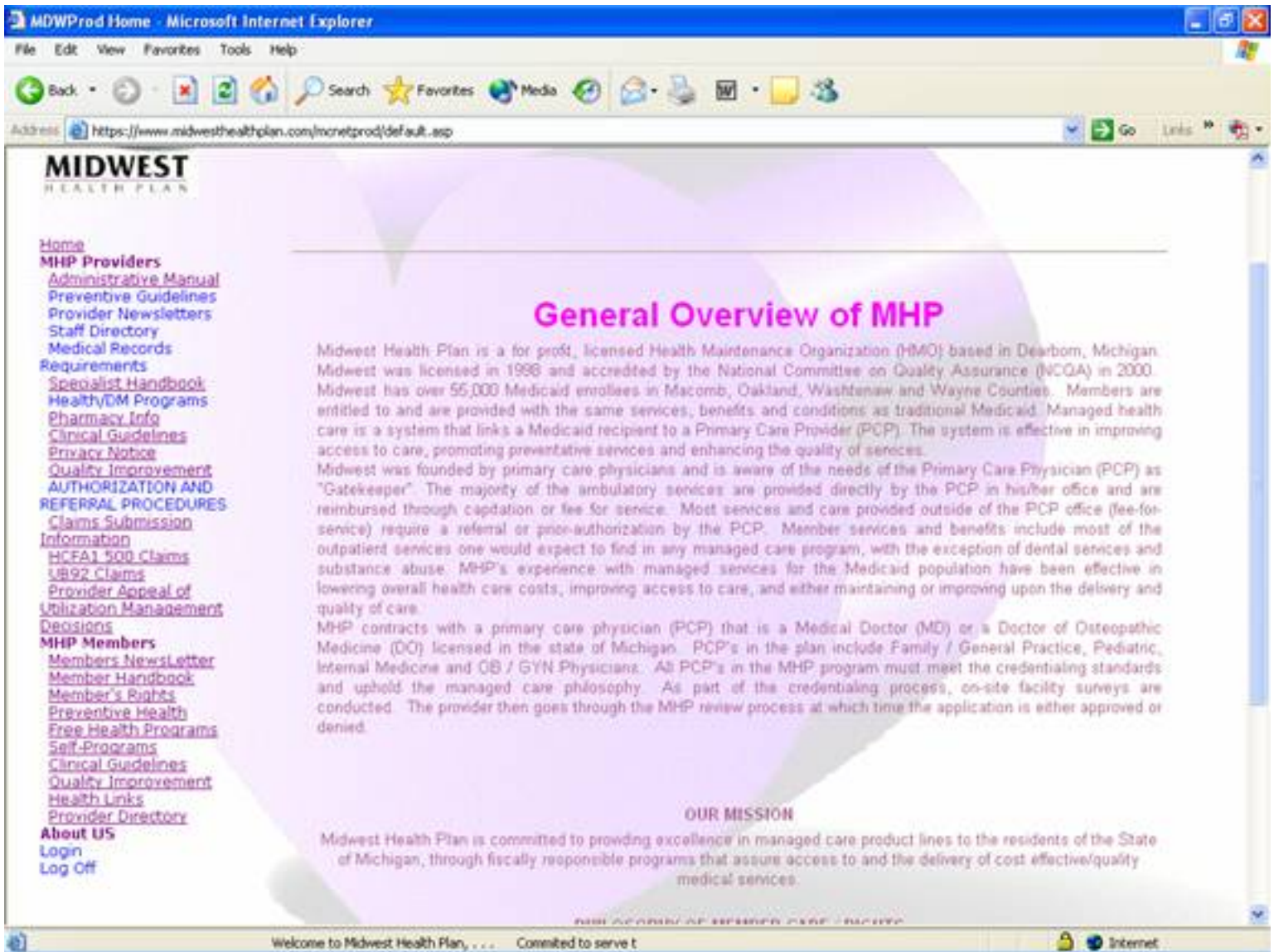


Figure 1 - Health Links

## Section 1: Logging On

This section will demonstrate how to log on MCNet.

1.1 Begin at the MCNet Homepage via Internet Explorer: Typically <http://www.midwesthealthplan.com>

Click on the **Login** link located in the left navigation bar.

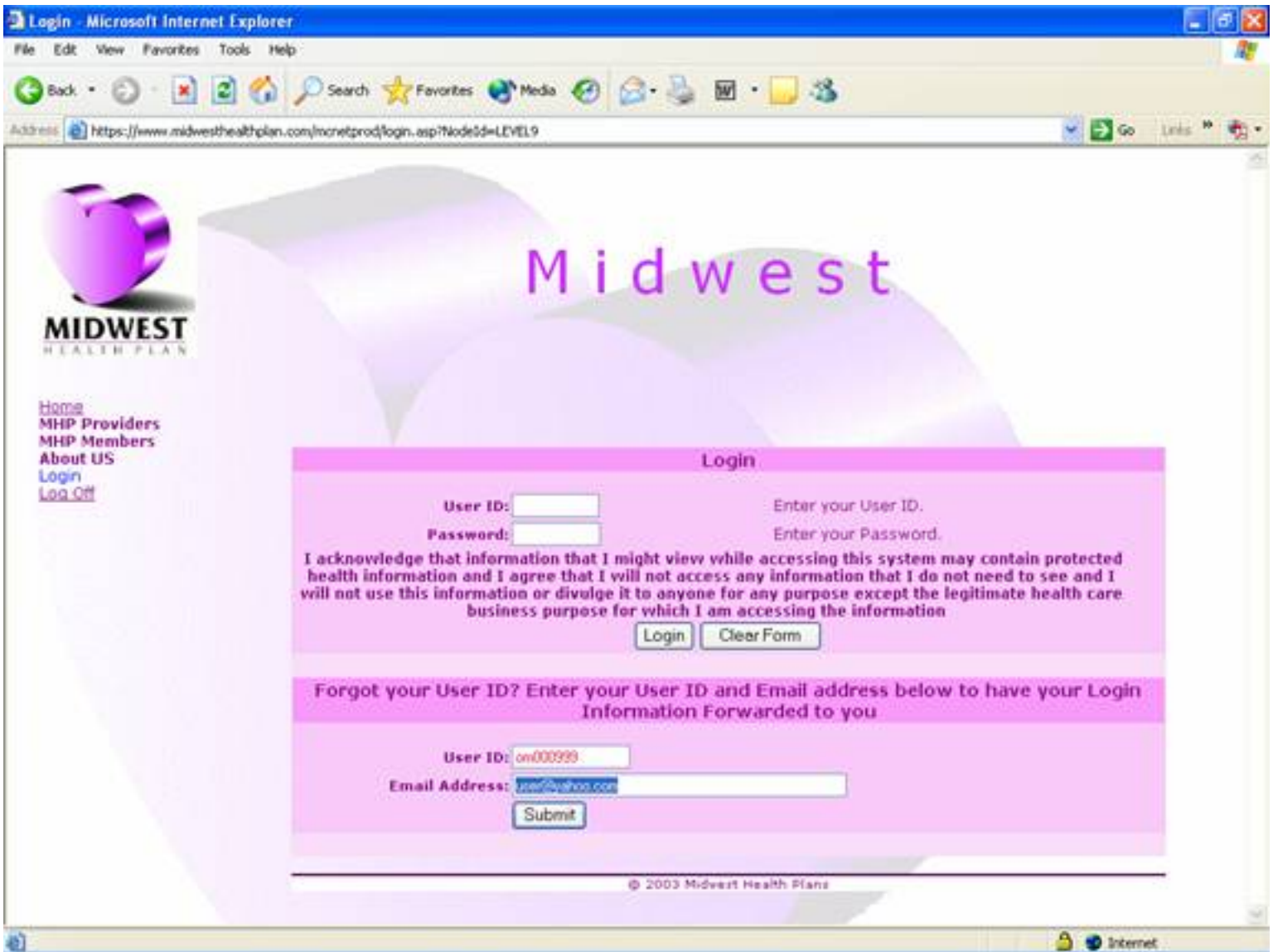


Figure 2 - Login

1.2 On the login page type your **User ID** and **Password** (You need to contact MHP provider services to request user ID and password). Click **Login**.

The login screen provide user with a password recovery mechanism if user provided email address. See figure 2 above.

1.3 When you have logged in successfully then you will see the following page with a similar **Welcome** message.

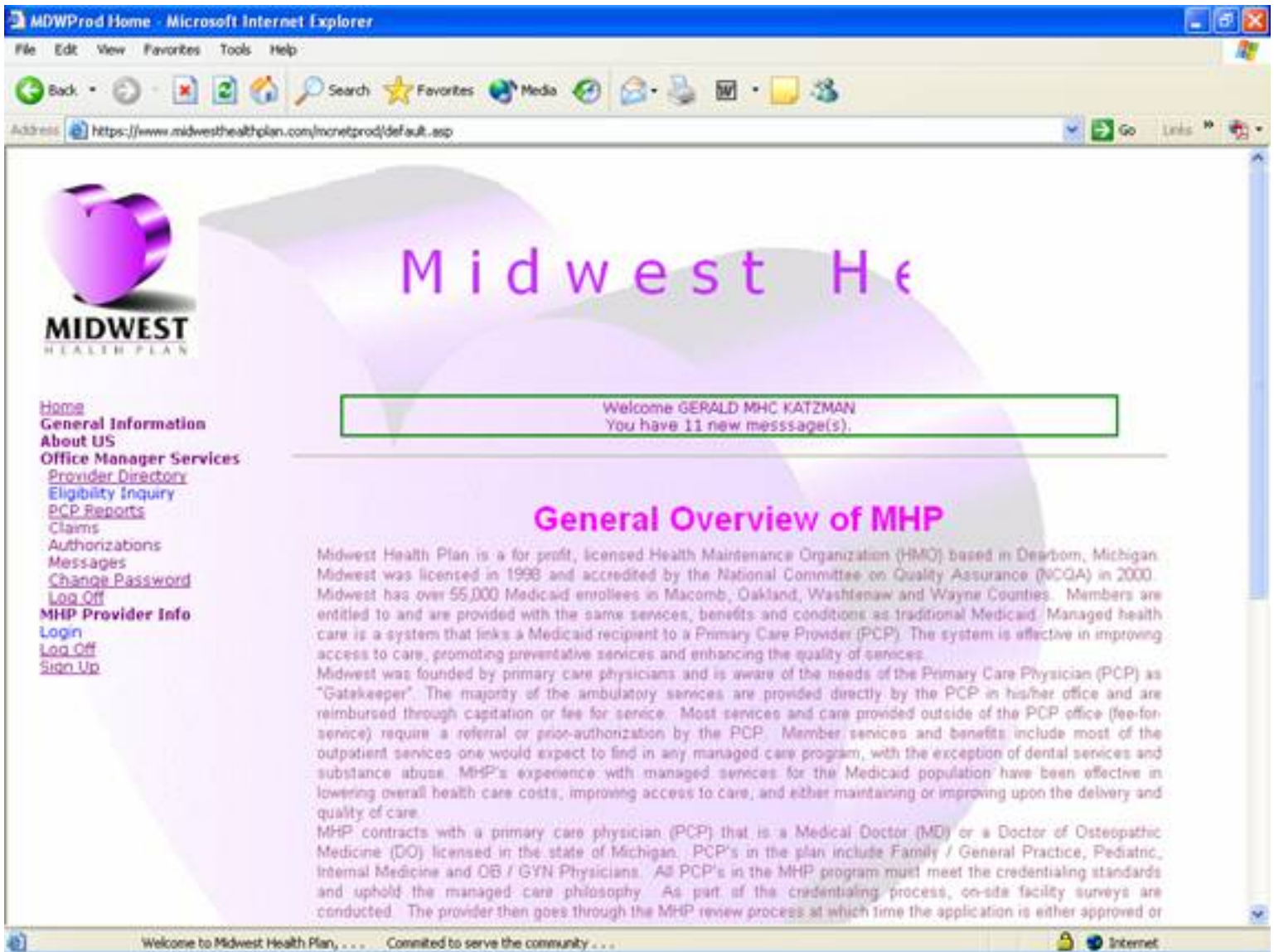


Figure 3 – Welcome Screen

## Section 2: Provider Directory

This feature allows you to view the Providers who are participating in Midwest Health Plan.

2.1 From the expanding menu on the left navigation bar, choose **Office Manager Services > Provider Directory**. Any search criteria or combination of search criteria may be used. If no information is available or for a complete listing of Providers to choose from, click on the **Search** button.

The image shows a screenshot of a Microsoft Internet Explorer browser window displaying a web page for a Provider Directory Search. The browser's address bar shows the URL: [https://www.midwesthealthplan.com/tnetprod/\\_ProviderSearchDemo.asp](https://www.midwesthealthplan.com/tnetprod/_ProviderSearchDemo.asp). The page features the Midwest Health Plan logo on the left and a navigation menu with links: Home, General Information, About US, Office Manager Services, MHP Provider Info, Login, Log Off, and Sign Up. The main content area is a search form titled "Provider Directory Search" with the instruction "Enter your search criteria below. Any combination may be selected". The form includes the following fields and options:

- Provider Name: Begins With [dropdown] [text input]
- Gender: Either [dropdown]
- Network: All [dropdown]
- Participating: All [dropdown]
- IPA/MEDGRUP: All [dropdown]
- State: All [dropdown]
- Specialty: All [dropdown]
- Zip: Begins With [dropdown] [text input]
- City: Begins With [dropdown] [text input]

At the bottom of the form are "Search" and "Clear" buttons. The footer of the page contains the copyright notice: © 2003 Midwest Health Plans. The browser's status bar at the bottom shows "Done" and "Internet".

Figure 4 - Provider Directory Search

2.2 A complete listing of all the Providers in your directory appears. Clicking on the **underline linked** text, will give you detailed information about a Provider including a directional map.

The screenshot shows a web browser window displaying the 'Provider Detail' page for SHAPIRO JACK. The page features a navigation menu on the left, a provider profile in the center, and a table of primary office hours at the bottom.

**Navigation Menu:**

- Home
- General Information
- About UPS
- Office Manager Services
- MHP Provider Info
- Login
- Log Off
- Sign Up

**Provider Detail:**

SHAPIRO JACK  
Prov ID: 001006

Specialties

PCP INTERNAL MEDICINE

IPA Affiliation's Main Address

SOSO SCHAEFER  
DEARBORN, MI 48126  
\*\*\* Map It \*\*\*

Phone: (313) 501-2600  
Fax: (313) 501-0220

Primary Office Hours	
MON	1:00pm to 5:00pm
TUE	1:00pm to 5:00pm
WED	1:00pm to 5:00pm
THU	1:00pm to 5:00pm
FRI	1:00pm to 5:00pm

**Figure 5 - Provider Information**

You can even fetch address map by clicking on the underline link Map it

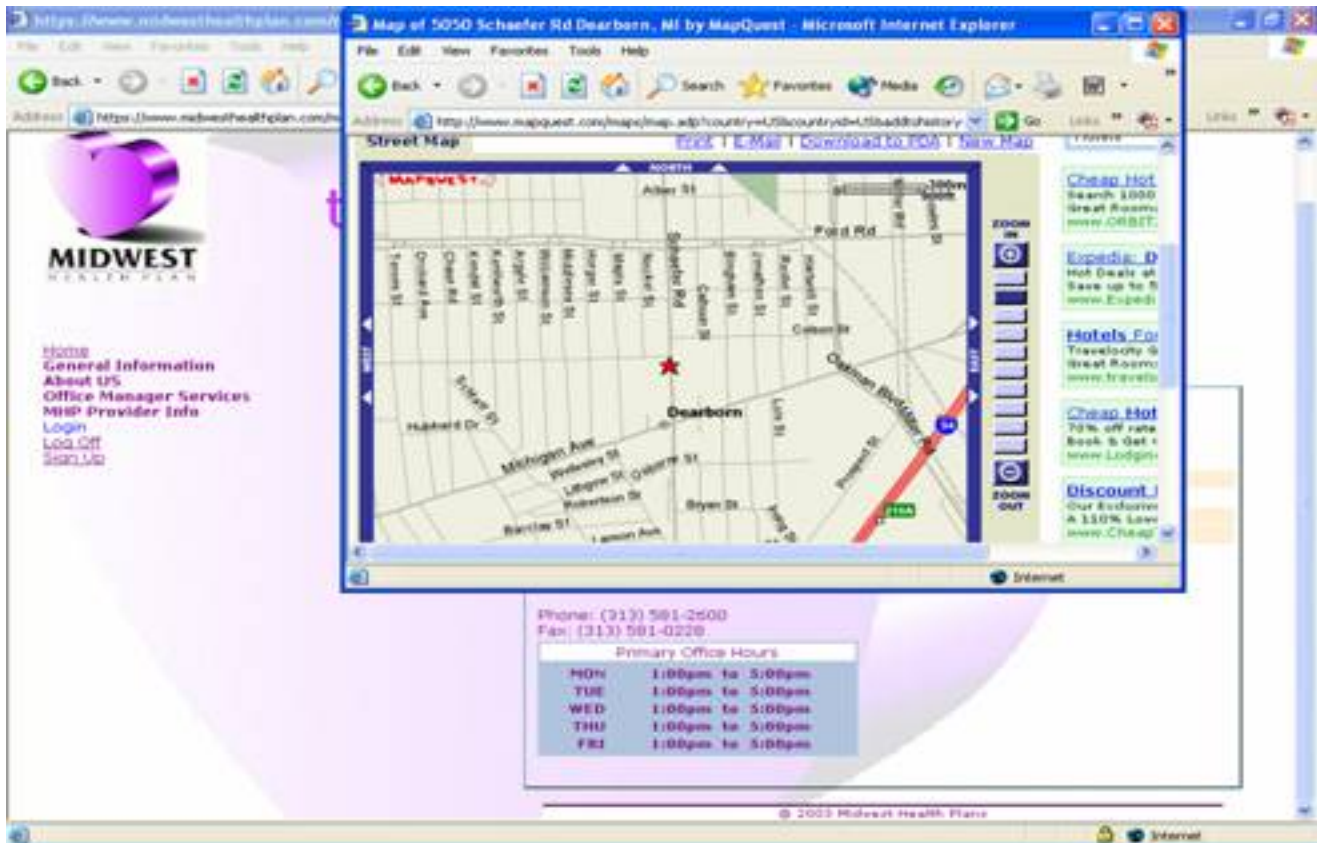


Figure 6 - Provider Address Map

## Section 3: Eligibility Inquiry

3.1 Choosing **Office Manager Services > Eligibility Inquiry** from the left navigation bar, will provide detailed information regarding members coverage including, the services they are eligible for and their Primary Care Provider. You can specify criteria or simply click the **Search** button for a full list of members in alphabetical order. From the Eligibility Inquiry results page, you can access Member Eligibility Details, Member Summary and Plan Information.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Midwest Health Plan website. The address bar shows the URL: [https://www.midwesthealthplan.com/Inetprod/EligibilitySearch.asp?NodeId=LEVEL3\\_1\\_0](https://www.midwesthealthplan.com/Inetprod/EligibilitySearch.asp?NodeId=LEVEL3_1_0). The website features a purple heart logo and the text "Midwest H" in a large, stylized font. A navigation menu on the left includes links for Home, General Information, About US, Office Manager Services, Provider Directory, Eligibility, Eligibility Inquiry, Eligibility List, Claims, Authorizations, Messages, Change Password, Log Off, MHP Provider Info, Login, Log Off, and Sign Up. The main content area is titled "Member Eligibility Search" and contains a form with the following fields:

- Recipient ID:
- HMO ID:
- Last Name:  Begins With
- Sex:  Either
- Date of Birth:
- Social Security Number:
- Home Phone:
- Eligible as of Date:
- Terminated as of Date:

At the bottom of the form are "Search" and "Clear" buttons. The footer of the page reads "© 2003 Midwest Health Plans".

**Figure 7 - Eligibility Inquiry**

### 3.2 Eligibility Download

To download eligibility, click on 'PCP Reports'

This link provides you with your site eligibility list.

Midwest Health Plan maintains multiple copies clearly identified by date stamp in file name. You can view or download file to your PC. See figure 8 below.

Acrobat Reader required viewing files. A link is provided to help you download "Free Acrobat Reader Software".

Acrobat format is the default format for Eligibility download.

Providers can choose to get files in Excel or Rich Text Format (RTF).

Please contact provider services if you prefer eligibility download in Excel or RTF.

PCP Reports - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Mail Print

Address: https://www.midwesthealthplan.com/mcnetprod/BatchSearchCM.asp?id=PCPCOMM9Node93=LEVEL3\_3\_3

**MIDWEST HEALTH PLAN**

Midw

Home  
 General Information  
 About US  
 Office Manager Services  
 Provider Directory  
 Eligibility  
 Eligibility Inquiry  
 Eligibility List  
 Claims  
 Authorizations  
 Messages  
 Change Password  
 Log Off  
 MHP Provider Info  
 Login  
 Log Off  
 Sign Up

\* Acrobat Reader Required

View Download	File Name	Date	Delete
	Eligibility as of 12_24_2004.pdf	12/30/2004 4:09:50 PM	<input type="checkbox"/>
	Eligibility as of 12_28_2004.pdf	1/4/2005 11:39:50 AM	<input type="checkbox"/>
	Eligibility as of 12_30_2004.pdf	1/4/2005 11:39:50 AM	<input type="checkbox"/>
	Eligibility as of 1_4_2005.pdf	1/4/2005 11:39:51 AM	<input type="checkbox"/>
	Eligibility as of 1_7_2005.pdf	1/7/2005 3:18:08 PM	<input type="checkbox"/>

Delete Selected Files

\* If your PC doesn't have acrobat reader software, please go to <http://www.adobe.com/products/acrobat> website download and install free software to view PDF Files

Adobe Acrobat Reader

© 2003 Midwest Health Plans

Figure 8 - Eligibility View/Download

## Section 4: Log Off

This section demonstrates how to log off the MCNet server.

4.1 From the left navigation bar simply choose **Log Off**. The Home Page screen will appear with a message that you have successfully logged off.