

MHP MCNet Provider User Documentation

for MCNet version 5.0

Revision Date: 04/12/2005

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Introduction

MCNet provides a complete Internet Portal for services provided by Midwest Health Plan. MCNet allows the Provider convenient access to information such as eligibility verification, claims inquiry, submissions and authorizations as well as links to company information and health related sources.

MCNet allows providers who are authorized to view CAP financial data to download and view monthly CAP reports.

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

MIDWEST HEALTH PLAN

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General Overview of MHP

Midwest Health Plan is a for profit, licensed Health Maintenance Organization (HMO) based in Dearborn, Michigan. Midwest was licensed in 1998 and accredited by the National Committee on Quality Assurance (NCQA) in 2000. Midwest has over 55,000 Medicaid enrollees in Macomb, Oakland, Washtenaw and Wayne Counties. Members are entitled to and are provided with the same services, benefits and conditions as traditional Medicaid. Managed health care is a system that links a Medicaid recipient to a Primary Care Provider (PCP). The system is effective in improving access to care, promoting preventative services and enhancing the quality of services.

Midwest was founded by primary care physicians and is aware of the needs of the Primary Care Physician (PCP) as "Gatekeeper". The majority of the ambulatory services are provided directly by the PCP in his/her office and are reimbursed through capitation or fee for service. Most services and care provided outside of the PCP office (fee-for-service) require a referral or pre-authorization by the PCP. Member services and benefits include most of the outpatient services one would expect to find in any managed care program, with the exception of dental services and substance abuse. MHP's experience with managed services for the Medicaid population have been effective in lowering overall health care costs, improving access to care, and either maintaining or improving upon the delivery and quality of care.

MHP contracts with a primary care physician (PCP) that is a Medical Doctor (MD) or a Doctor of Osteopathic Medicine (DO) licensed in the state of Michigan. PCP's in the plan include Family / General Practice, Pediatric, Internal Medicine and OB / GYN Physicians. All PCP's in the MHP program must meet the credentialing standards and uphold the managed care philosophy. As part of the credentialing process, on-site facility surveys are conducted. The provider then goes through the MHP review process at which time the application is either approved or denied.

OUR MISSION

Midwest Health Plan is committed to providing excellence in managed care product lines to the residents of the State of Michigan, through fiscally responsible programs that assure access to and the delivery of cost effective/quality medical services.

Welcome to Midwest Health Plan, ... Committed to serve t

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.

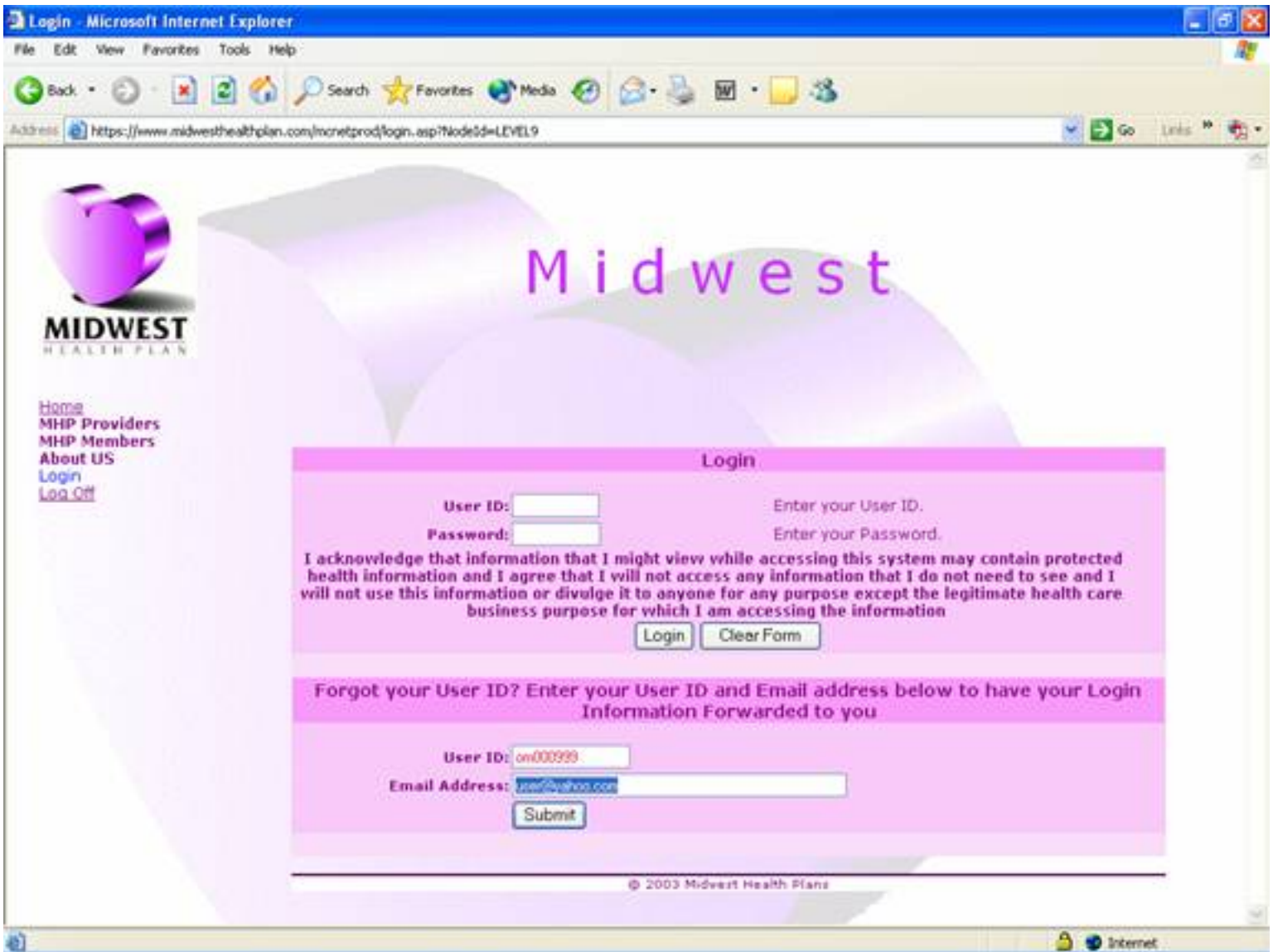


Figure 2 - Login

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.

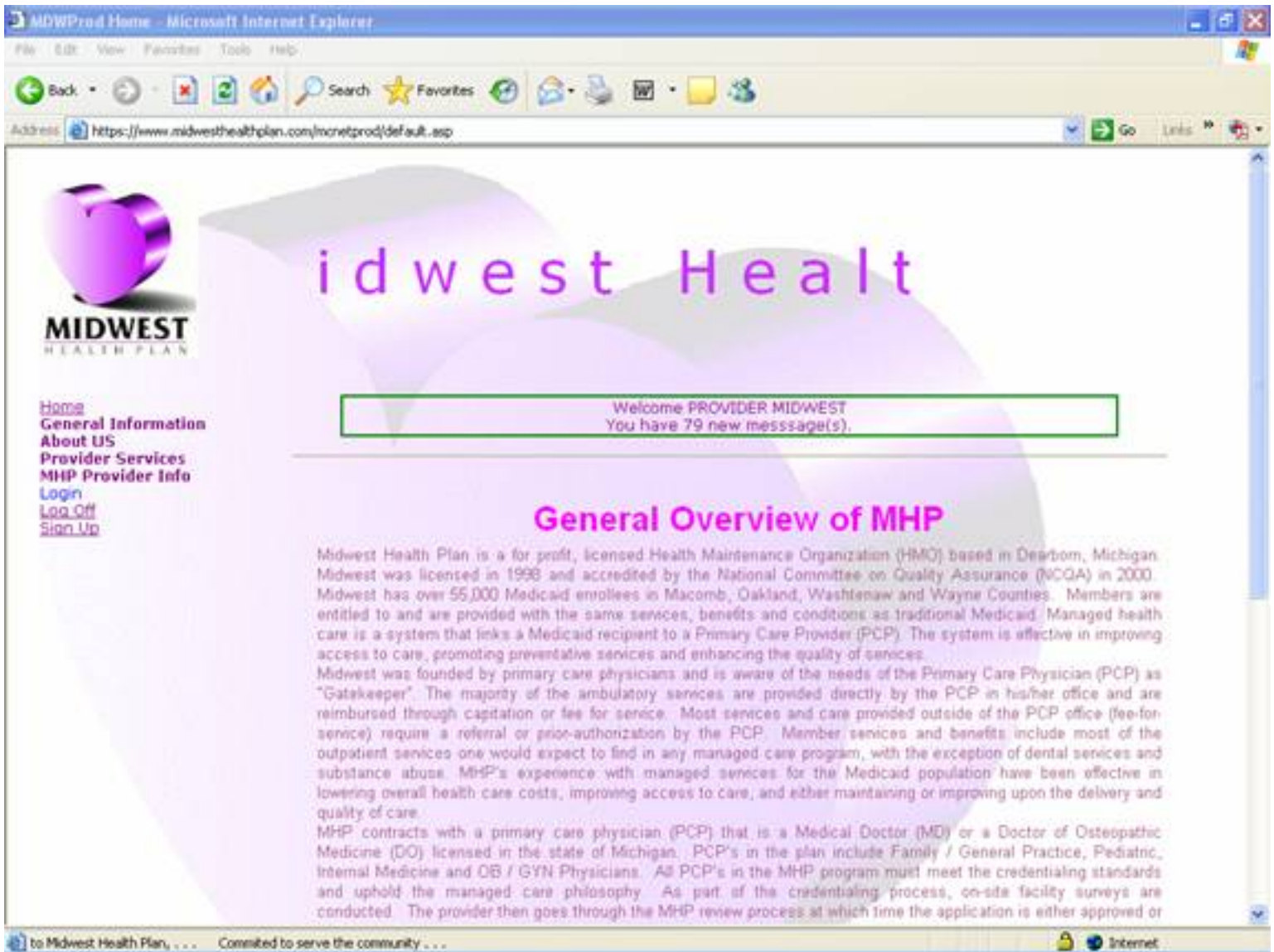


Figure 3 – Welcome Screen

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 **Provider 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.

Provider Search - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address: https://www.midwesthealthplan.com/tnetprod/_ProviderSearch.asp?NodeId=LEVEL5_9



Midwest

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Provider Directory Search

Enter your search criteria below. Any combination may be selected.

Provider Name:	Begins With	<input type="text"/>
Gender:	Either	<input type="text"/>
Participating:	All	<input type="text"/>
State:	All	<input type="text"/>
Zip:	Begins With	<input type="text"/>
City:	Begins With	<input type="text"/>
Network:	All	<input type="text"/>
IPA/HEDGROUP:	All	<input type="text"/>
Specialty:	All	<input type="text"/>

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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 with the URL: https://www.midwesthealthplan.com/mcnetprod/_SearchResults.asp?Action=Query&PCP_CHANGE=0&Map=Pro. The page content includes:

- Navigation Menu (Left):**
 - Home
 - General Information
 - About US
 - Provider Services
 - Claims Submission
 - Provider Reports
 - Auth/Referrals
 - Provider Directory
 - Eligibility
 - Claims
 - Authorizations
 - Messages
 - Change Password
 - Log Off
 - MHP Provider Info
 - Login
 - Log Off
 - Sign Up
- Provider Detail (Right):**
 - UNASSIGNED MDW
 - Prov ID:000999
 - Specialties
 - PRIMARY CARE [CREDENTIALLED]
 - IPA Affiliation's
 - Main Address
 - 5050 SCHAEFER STREET
 - DEARBORN, MI 48126
 - *** Map It ***
 - Phone: (313) 581-3700
 - Fax: (313) 582-3092

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Figure 5 - Provider Information

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

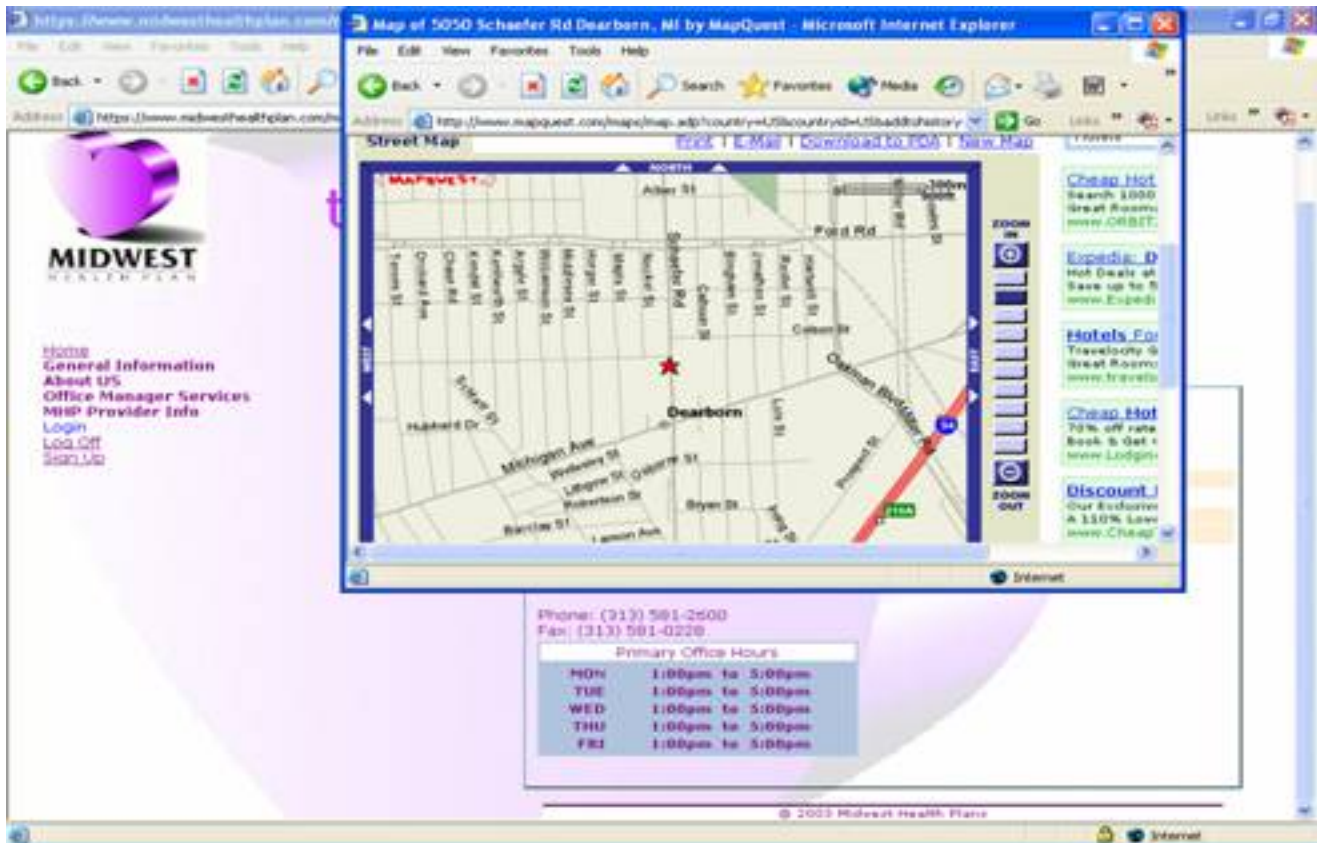


Figure 6 - Provider Address Map

Section 3: Eligibility Inquiry

3.1 Choosing **Provider 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.

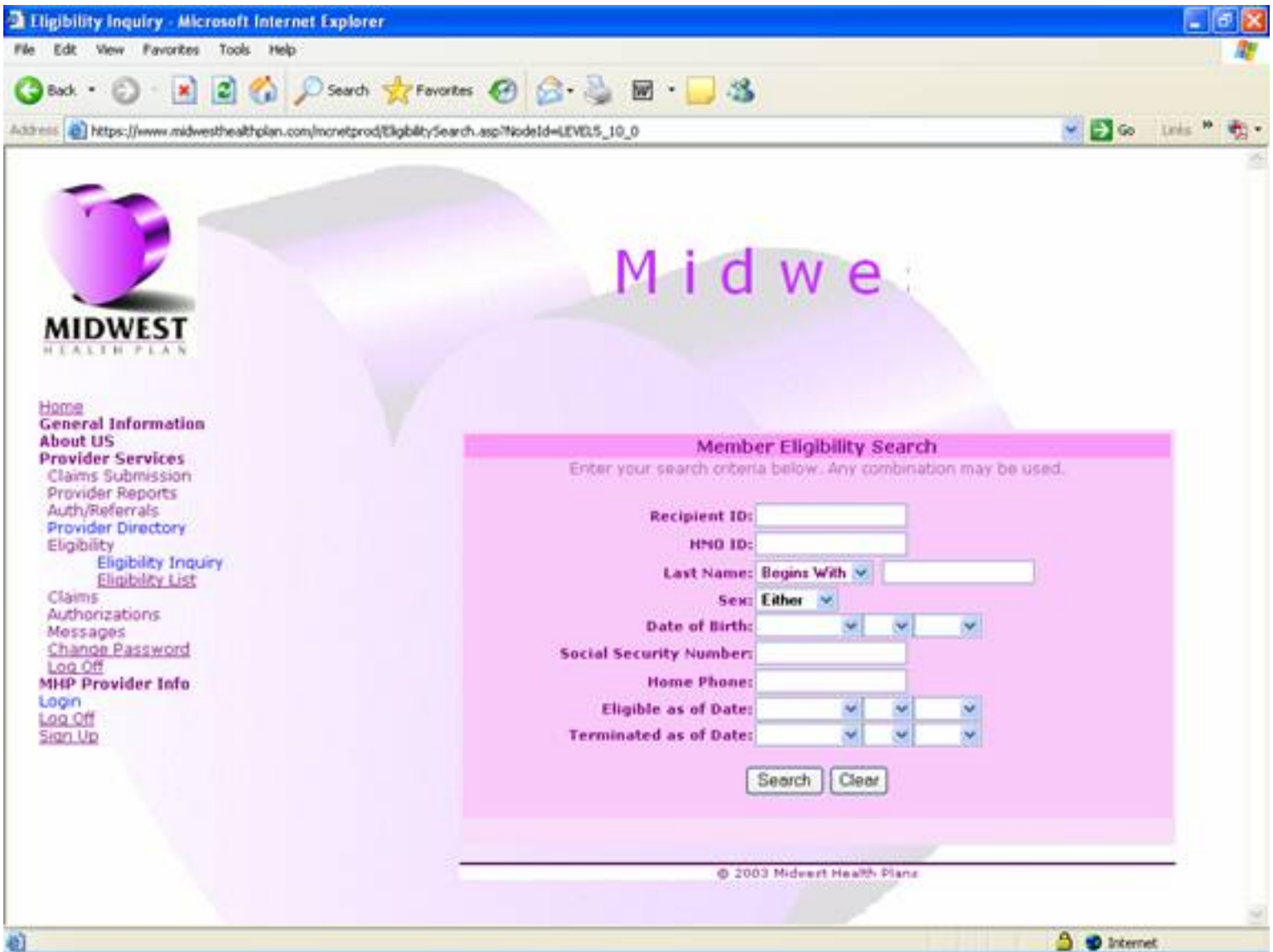


Figure 7 - Eligibility Inquiry

Section 4: Cap Report Download

To download Cap Reports, click on 'Provider Reports'
 This link provides you with your business Cap detail report.
 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 downloaded files.

PCP Reports - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://www.midwesthealthplan.com/mcnetprod/BatchSearchCM.asp?id=PRVCOMMNodeID=LEVEL5_4_0

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* Acrobat Reader Required

View	File Name	Date	Delete
Download	Capitation Detail Report for Vendor 383123777Run Month 200503 printed on 3_21_2005.pdf	4/12/2005 9:38:34 AM	<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

Figure 8 – Cap Report View/Download

Section 5: 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.