

# Regence Online Services for Providers

## *Regence Online Services for Providers*

Regence Online Services for Providers is a Web-based application used by contracted physicians, other health care professionals and facilities to access and input information on our members to whom they provide care.

Regence Online Services for Providers saves time by eliminating the need to contact Customer Services for routine information, allowing providers and their office staff direct access to:

- Verify patient eligibility and benefits
- View deductible and out-of-pocket maximums
- Create new referrals, verify existing referrals or pre-authorization
- Review the status of submitted claims
- Obtain copies of payment vouchers
- Search for participating panel providers

## **Connectivity Options**

Regence Online Services for Providers is available to contracted physicians, other health care providers and facilities. The application requires Netscape 4.7+ or Internet Explorer 5.0+. Netscape 6.0+ is not supported.

To utilize our system, your PCs will need an Internet browser with 128-bit encryption and an Internet Service Provider with a connection speed of 56K or higher. A cable or DSL connection is recommended.

Regence BlueShield will be using the services of the Washington Healthcare Forum sponsored OneHealthPort. OneHealthPort offers a single secure portal that simplifies access to local health care information. OneHealthPort helps health plans, hospitals and other health care organizations in the Northwest to attract and authenticate online users in a HIPAA compliant manner.

In addition, you can access:

- BlueCard members, through BlueExchange
- Federal Employee Program (FEP members)
- Regence MedAdvantage members (for all four plans, Washington, Utah, Idaho and Oregon).

Access the links within Regence Online Services for Providers and follow the on screen instructions for our BlueCard, FEP or Regence MedAdvantage members.