




Neighborhood Health Providers' Quick Reference Guide

NHP Provider Web Portal

NHP's Provider Web Portal is a quick, convenient, and secure way to verify member eligibility, submit claims, obtain authorization status and much more, 24 hours a day, 7 days a week!

How do I sign up?

Registration is quick and easy. All you need to do is...

1. Visit www.getnhp.com and click on the **PROVIDERS** link
2. Once on the Provider homepage, click the silver **NHP ONLINE** button 
3. On the right side of the web portal homepage, click **SIGN-UP** and follow the step by step instructions to complete your one time registration!

Using the ELIGIBILITY/CLAIMS/AUTHS SEARCH

How do I verify eligibility?

Click on the top left link named **ELIGIBILITY/CLAIMS/AUTHS SEARCH**. Here, you may search for member eligibility (including member PCP assignment, member and PCP demographics and member copayment information). If you registered as a PCP, your patient roster will appear, which can be downloaded to your computer. Click on **DOWNLOAD RESULTS** and click on **SAVE** or **OPEN**. You may now **SAVE** the file to your computer, or **OPEN** the file and then save the file to your computer.

How do I request authorization?

After you verify eligibility of a member, you may request an authorization by selecting one of the following:

To Post a Concurrent Review for an Inpatient Admission for This Member, Click **HERE**.

To Submit an Inpatient Authorization Request for This Member, Click **HERE**.

To Submit a request for Outpatient Services for This Member, Click **HERE**.

To Submit a request for Outpatient Surgery for This Member, Click **HERE**.

To Submit a request for Home Health Care Services for This Member, Click **HERE**.

To Submit a request for DME/Orthotics/Prosthetics Services for This Member, Click **HERE**.

To Submit a request for Outpatient Transportation Services for This Member, Click **HERE**.

A list of the services that require an authorization are listed under each heading.

How do I check claim status?

Once you have selected your member from the **PATIENT ROSTER** or **ELIGIBILITY** tab, click on the **CLAIMS** tab. All claims for the member will be shown. To narrow your search, re-enter the member ID and enter a begin and end date of service. Once you locate your claim, select to view the claim details (date claim received, payee name, payment address, bulk check amount and more).

How do I check authorization status?

Once you have selected your member from the **PATIENT ROSTER** or **ELIGIBILITY** tab, click on the **AUTHORIZATION** tab. All authorizations for the member will be shown. To narrow your search, re-enter the member ID and enter a begin and end date.

Using the CLAIMS ONLY SEARCH

This option can be used if you do not need to verify eligibility of the member prior to checking claim status.

Date Range Search

Enter the **Member's ID** or **CIN Number**, indicate a 'from:' and 'to:' time frame from the drop down choices. Click on **SEARCH**.

Patient Search

Enter the **Member's ID** or **CIN Number** and the Date of Birth. Click on **SEARCH**.

Claim # Search

Enter up to 10 claim numbers, press 'enter' after each claim number. Click on **SEARCH**.



If you have any questions, please call the Provider Services Department at 1-800-558-7970, Monday through Friday, from 9AM to 5PM.

