



Web Portal Account

FAQs and Basic Troubleshooting

Accessing Web Portal Account	
Which web browser should I use to access the portal?	We recommend using Google Chrome to access the web portal in order to reduce errors related to compatibility issues.
I want to request for a Web Portal account. How can I obtain access?	To register for web portal access, please fill out the online registration form through the NMM Website: www.nmm.cc -> Providers -> Provider Portal -> Select your requesting IPA -> New User?
What IPAs does Network Medical Management currently manage?	Please visit the NMM website for the full IPA list: https://www.nmm.cc/provider-portal
Where can I find the log-in page for the IPA that I need?	
Can I use the same log-in page/username to access all of the IPAs?	<p>Not all IPAs will be included in the same account as each IPA has its own portal policy. Please review below on how each IPA is setup:</p> <p><u>Allied + Sub IPAs are included in one portal account; therefore, they can be accessed in the same log-in page:</u></p> <p>APC - Allied Pacific of California ADV - Advantage Health Network APCMG - Access Primary Care Medical Group (Brand New Day) AVISTA - Arroyo Vista Family Health Center CVIPA - Citrus Valley Independent Physicians GOM - Greater Orange County Medical Group GSGP - Greater San Gabriel Valley Physicians AHPN – Adventist Health Physicians Network: Glendale Adventist (GAMC), White Memorial (WMMC) <i>Note: If you log into any of the IPAs listed above, you will have the same access across all boards depending on how your original account was setup.</i></p> <p><u>The following IPAs each have its own separate portal login:</u></p> <p>LSMA – LaSalle Medical Associates AHC – Accountable Health Care ACMG – Alpha Care Medical Group CFC - Community Family Care</p>
What should I do if I need help with an IPA that your company used to manage?	Please reach out to that IPA's team directly for more information.
How can I retrieve my username if I forgot?	Please contact Web Portal Support Line at (626) 943-6146 for assistance. Be prepared to provide the office Tax-ID and IPA for us to locate your username.
How come I requested portal access for a specific IPA, but I did not received the access?	<p>There are several possible reasons as to why the request may not have been granted. Reasons may include, but not limited to:</p> <ul style="list-style-type: none"> • no associated providers • the providers are termed • the tax ID does not show up in our system for that IPA • NMM no longer manage that IPA.
How are the accounts distributed among our office staffs?	We provide 1 portal per office location and assign an admin to manage user login for any administrative support. Billers are also given a separate billing account.

Password Issue

Why is my temporary password not working?	New temporary password that are provided to you are case sensitive, so be sure to type in all CAPITAL letters.
How do I reset my password if I forgot it or if previous password has expired?	All IPA portal login pages have [Forgot password?] link located below the [Log In] box. When you select the link, input your username in the free text field and click [Submit]. The password reset request will be sent to the user email that the portal was assigned to. Please be mindful of who the portal admin is and which email is used.
Basic troubleshooting tips for login password issues	<ol style="list-style-type: none">I. Make sure you are using Google Chrome to rule out compatibility issues.II. If you are experiencing issues logging in with the new temporary password or right after a password reset, follow this step to refresh your browser cookies:<ol style="list-style-type: none">i. Press <u>ctrl/shift/delete</u> at the same time on your keyboard -> A new page will open with a window pop-up for [Clear browsing data]ii. Select [Advanced] -> Be sure [Time Range] is toggled to [All time] in the drop down fieldiii. All categories listed below [Time Range] should be marked except for [Password and other sign-in data]iv. Click [Clear Data]v. Once your data is cleared, refresh your browser page using ctrl+F5 or open a new tab and try logging into your account againIII. If the above steps provide no resolution, please try using another computer or speak with your IT department to check your browser to verify that your office's firewall is not blocking access.IV. Check your keyboard and make sure to turn off your Caps Lock. Alternatively, you can use the [Shift] key if you need to type in capital letters.
Why did I not receive the email to reset my password?	Password will be sent out either by phone call or by email. If by email, a password will be sent out using the email address saved on file for the user account. This address is usually associated with the office manager or admin representative, depending on how the account was originally setup. You may need to contact the primary contact person to assist with password reset.

Portal Features

Eligibility/ Member Search

When I am searching for a member to check eligibility or to submit authorization, I get the error message “There were no results for this search. Please check the fields and try again”.

I called the Eligibility department and they verified that the member is active in the system, but I am still unable to pull the member up in the portal.

Common solutions/reasons:

- I. When you are searching for a member to check eligibility and/or to submit/view authorization and claims, it is not required to fill in all fields. Please search for the member by either typing in the member’s ID and date of birth (DOB) or the first two letters of first and last name + DOB.
- II. In the provider field, there are two options to search by:
 - i. **[By PCP]:** Use this field to search for member’s eligibility if you are from a primary care physician office as this will allow you to view members that are assigned to your doctor’s office. If you are unable to locate member, it is possible that the member may still be assigned to their previous PCP in our system. You can verify this through the [By Other] section. If the information is incorrect, please contact our Eligibility department to update.
 - ii. **[By Other]:** Use this field to search for member’s eligibility if you are not from a PCP office or if member is not assigned to your PCP. Again, if the information in our system does not match with the Health Plan website, please contact our Eligibility department for an update.

Authorization

When I try to submit an authorization, I received an error message: [Oh no! None of the providers associated with this userID has write access to the auth module. No authorization can be created]

Why do I not have access to submit authorizations online?

The error message indicates that your portal does not have write access to submit authorization online. The qualification for submitting authorizations online will depend on the contract status between the provider and an IPA, where it may be limited to “read only” credential. Biller accounts are also limited to “read only” authorization access.

Authorization

How can I obtain read/write authorization access?

- I. **For non-contracted providers:** If your office is non-contracted and would like to become a contracted provider to obtain full authorization access, please follow the instructions below and navigate to the description titled “To Become a Contracted Provider” in the purple text box:
<http://www.nmm.cc/nmm/en/contactus.jsp>
- II. **For providers with contract changes:** If your provider was originally either non-contracted or non-credentialed and has already completed the credentialing process, please contact the Web Portal support line for a live agent to assist you with updating the portal setup at: 626-943-6146
- III. If the above qualification does not apply to you and/or if you have further questions, please contact the Web Portal support for assistance: 626-943-6146

How do I submit an authorization request through fax?

Authorization paper forms can be found on each IPA’s login website at the bottom of the page. There is a hyperlink titled “Authorization Request Form” where you can retrieve the print out sheet of the authorization form. Please note that the fax number is provided in the document and each IPA has its own designated fax number for routine and urgent referral type.

Claims

I want to check for the claim status

If you are calling from a third-party billing company to check on a claim status and you do not have a Web Portal account, please contact the provider's office you are billing for to register for a biller portal account on your behalf.

<https://www.nmm.cc/provider-portal>

Vendor Portal

What is the vendor portal URL and how can I obtain access to the Vendor Portal to retrieve EOB copies?

Please note this portal does run by its own UserID and password so you will need to retrieve a separate login credential from your provider portal to access the account.

If you already have a provider portal account, there is a module titled [Vendor Portal] on the left side-bar that will direct you to the vendor portal login page. Otherwise, the direct link to the vendor portal login page is as follows: <https://vendor-portal.nmm.cc/>

To obtain portal access, please contact Web Portal support for assistance: 626-943-6146.

Other

How can I contact a specific department for questions?

Please contact the operator number and they can direct you to the correct department per your request: (626) 282-0288

How can I obtain additional resources for the newly acquired IPA?

For all newly acquired IPAs that transitioned over to NMM recently, providers will be provided a memo with a list of department contacts and detailed instructions that will guide you through the transition phase.

For further in depth assistance, please refer to the provider Web Portal User Manual located at the bottom of the page on each IPA's login website.