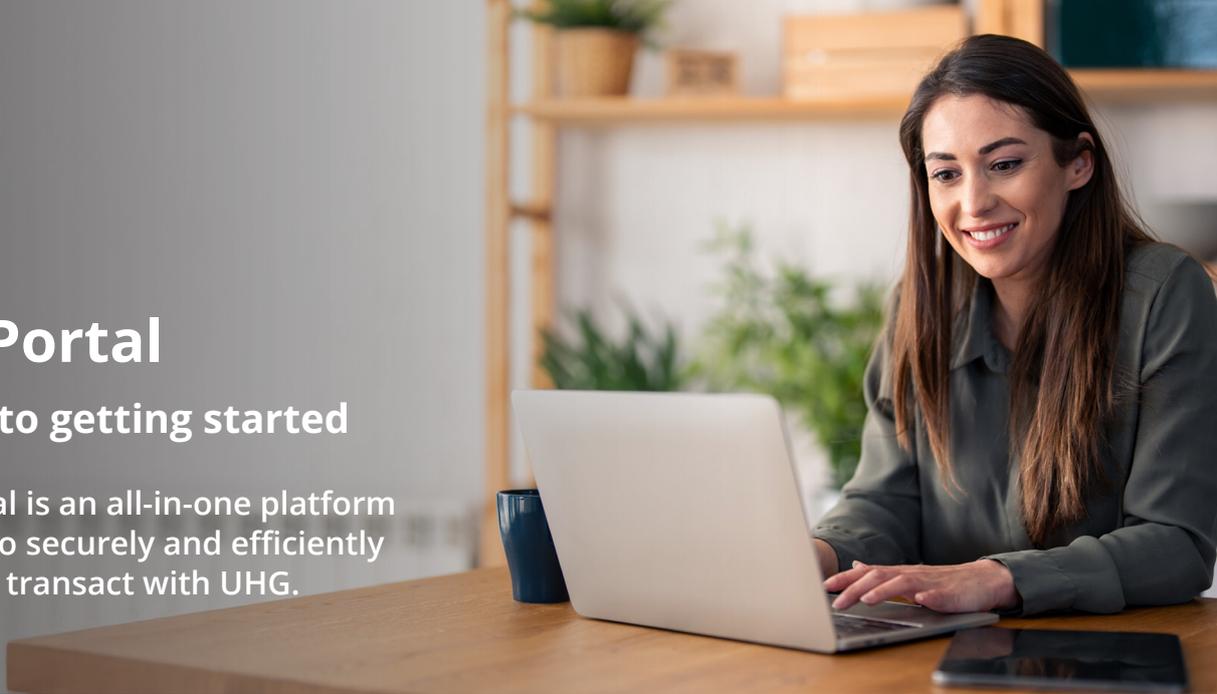


# Provider Portal

## A quick guide to getting started

The provider portal is an all-in-one platform that enables you to securely and efficiently communicate and transact with UHG.



Designed for busy practices, the secure portal is easy to navigate and will provide you with:



A fast and efficient way of uploading large files and invoices



Complete transparency across all UHG requests and the status of those requests



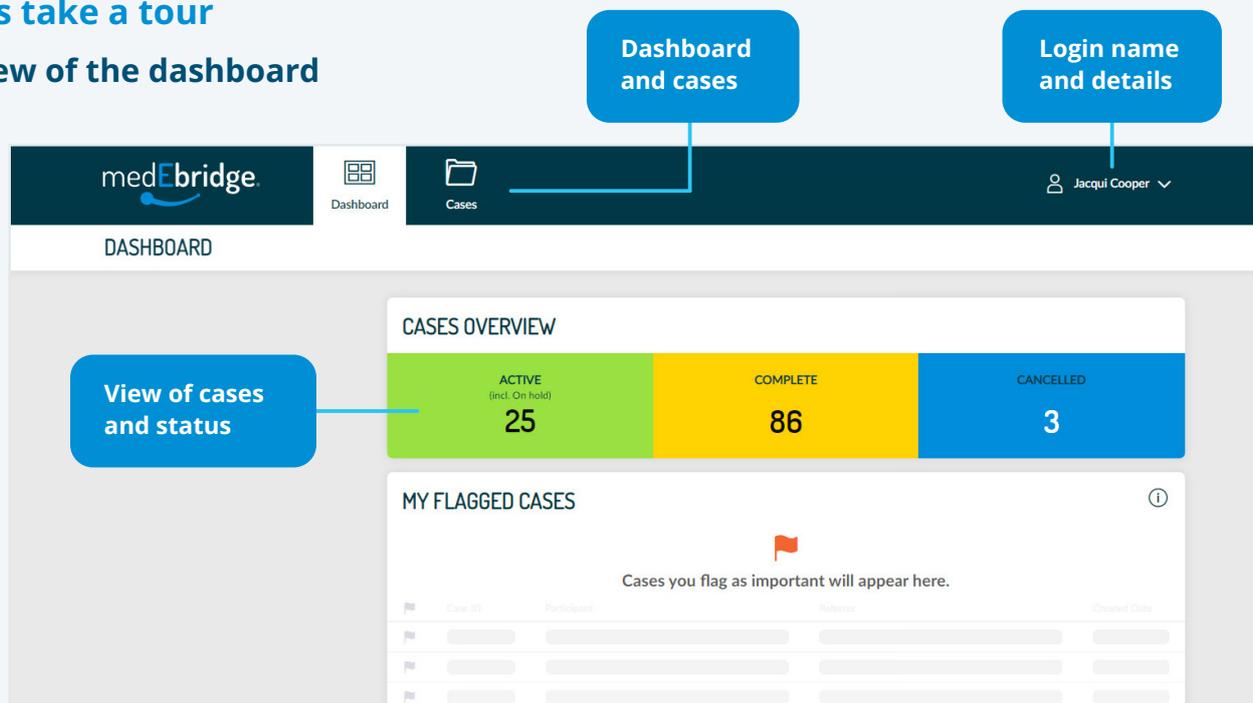
The ability to communicate with the UHG Case Manager directly via medEbridge®



An easy and secure method for the exchange of medical information, saving time and paper

## Let's take a tour

### A view of the dashboard



**Dashboard and cases**

**Login name and details**

**View of cases and status**

**medEbridge** Dashboard Cases Jacqui Cooper

**DASHBOARD**

**CASES OVERVIEW**

ACTIVE <small>(incl. On hold)</small>	COMPLETE	CANCELLED
25	86	3

**MY FLAGGED CASES**

Cases you flag as important will appear here.

Case ID	Participant	Referrer	Created Date

## A view of the cases

**YOUR CASES**

ALL 80 ACTIVE 24 COMPLETE 14 CANCELLED 42

Search on Case ID or Participant Name

Click 'Provider' to sort in alphabetical order

Search by patient name of case ID

Case ID	Created Date	Participant	Product	Referrer	Provider	Managed By	Appt Date
M10946705-1	16/05/2022 9:35	Doe, Jack	Treating Doctor Report	MedEbridge Demo	Mr Demo Specialist	Unified Healthcare Group	
M10946697-1	16/05/2022 9:32	Smith, John	Medical File Copy	MedEbridge Demo	Dr Demo AlliedHealth	Unified Healthcare Group	

Click on case to view

Case ID

medEbridge Dashboard Cases Demo Practice

CASES / CASE M10946689-1

CASE ID M10946689-1

Click to expand or minimise window

PROVIDER: Dr Demo GP, Cardiologist

Organisation	Location	Service Provider	
Demo Provider Org	Prahran	Unified Healthcare Group	

REQUESTED BY: medEbridge demo

Department	Requestor	Claim Number	Insurance Type
Life Claims	Demo Account (mellflowers7099@gmail.com)	12345	Income Protection (IP)

Date of Claim  
03/05/2022

REQUESTED FOR: Doe, Jane

Gender	Date of birth	Please nominate if the participant is deceased or terminally ill	Address
Female	05/01/1984	N/A	Victoria 3128 Box Hill South Nash Road Australia

PRODUCT(S): Treating Doctor Report

Click to download your request from UHG

## How to upload and exchange information

The screenshot shows the medEbridge interface for a case with ID M10946689-1. The interface includes a navigation bar with 'Dashboard' and 'Cases' options, and a user profile 'Demo Practice'. The main content area is divided into sections: 'CASE ID M10946689-1', 'CASE ATTACHMENTS', and 'CASE COMMUNICATIONS'. A table lists communication entries with columns for 'Added', 'From', 'To', 'Type', and 'Note Preview'. Two callouts are present: 'Upload report or invoice' pointing to a plus icon in the attachments section, and 'Upload document or add a note' pointing to a plus icon in the communications section. A modal window titled 'WHAT WOULD YOU LIKE TO DO?' is overlaid, showing 'ADD NOTE' and 'ADD FILES' options.

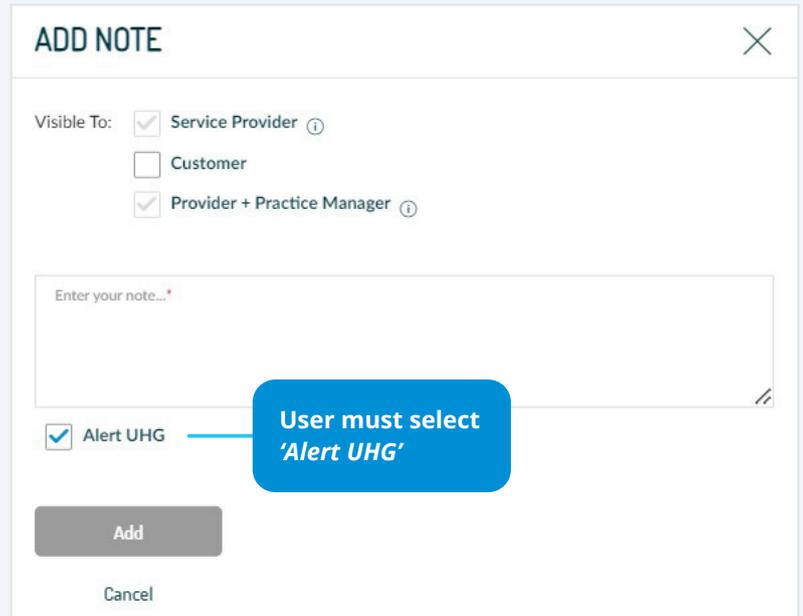
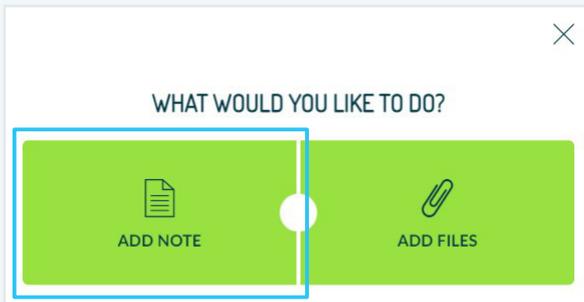
Added	From	To	Type	Note Preview
16/05/2022 9:30	System Processes	Customer,Practice Manager, Provider	Note	Case was placed on hold with reason: Signed Authority Required by Provider : Please be advised the p...
16/05/2022 9:30	Melissa Flowers	Customer,Service Provider,Practice Manager, Provider	Note	Order Submission Details: Treating Doctor Report Select Provider: Demo Provider Org , Dr Demo...

## Add/drop files/invoice

The screenshot shows the 'ADD FILES TO CASE M10946689-1' modal window. It features a section titled 'ATTACH YOUR FILES' with a dashed box for file upload and a list of accepted file types: .docx, .pdf, .jpeg, .png, .jpe, .jpg, .doc, .rtf, .txt, .gif, .bmp (Up to 1 GB allowed). Below this is a table with columns for 'File(s)', 'Category', and 'Add Note'. A file named 'Sample - Provider Re...docx' is listed. A dropdown menu is open under the 'Category' column, showing options: 'Patient Transfer File XML', 'Provider Invoice', and 'Provider Report'. A callout 'Select document category' points to the 'Provider Invoice' option. The modal also includes 'Upload' and 'Cancel' buttons.

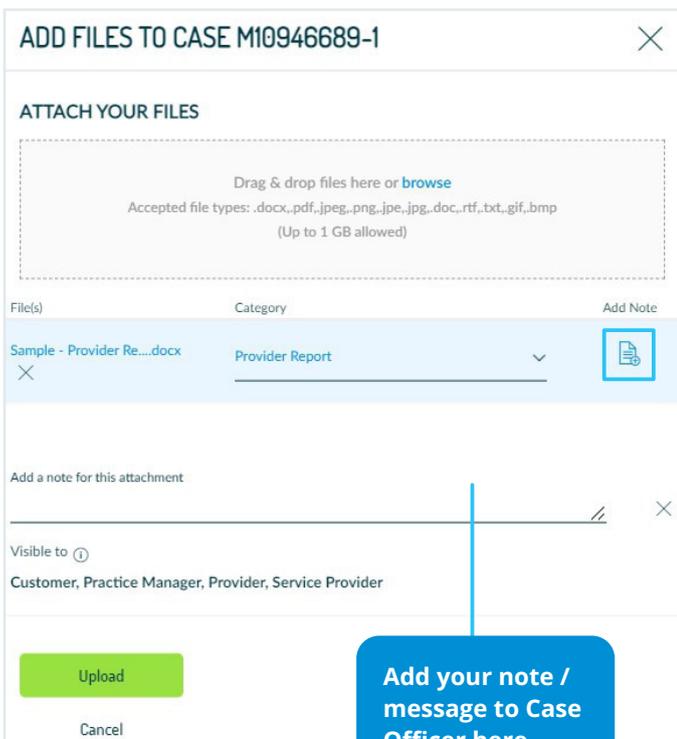
File(s)	Category	Add Note
Sample - Provider Re...docx	Assign a category	

## Add notes option 1

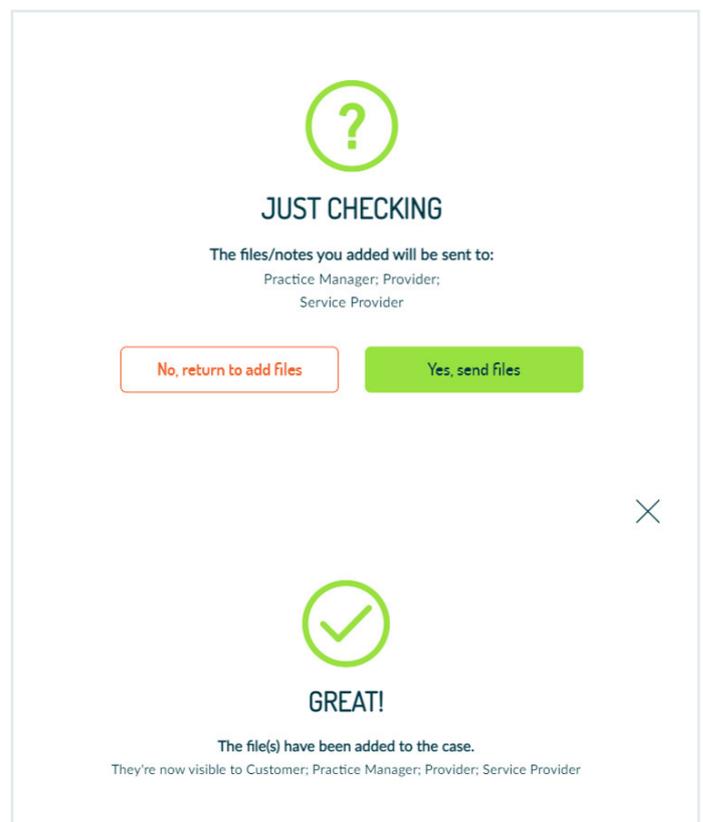


## Add notes option 2

Adding a note when uploading a document



## Review before submission



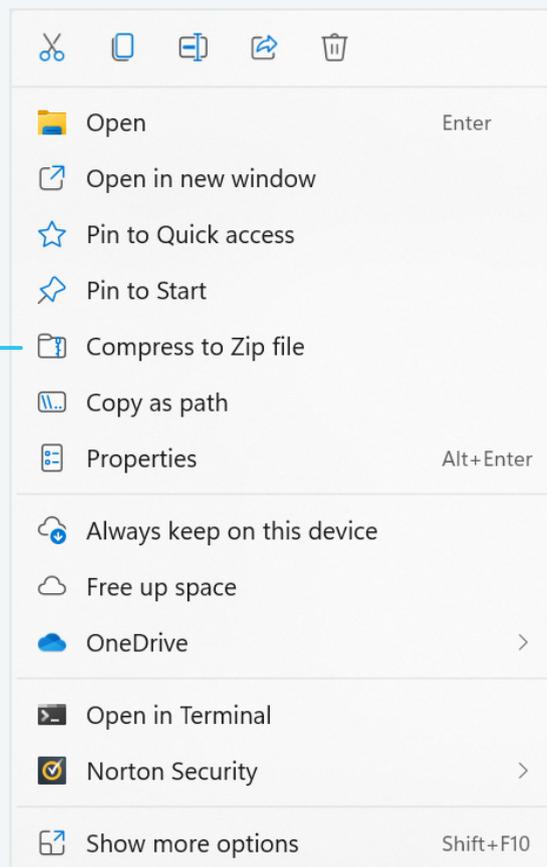
## Creating a .zip file for submission to the portal on a PC

### For Windows 10 and below

- 1 Right click on the file or folder containing the files
- 2 Select *Send to*
- 3 Select *Compressed (Zipped) folder*

### For Windows 11

- 1 Right click on the file or folder containing the files
- 2 Select *Compress to Zip file*



## Creating a .zip file for submission to the portal on a Mac

- 1 Right click on the file or folder containing the files
- 2 Select *Compress 'file name'*

If you have further questions, please contact your direct Account Manager or speak to our customer service team on **1300 558 583**

