ACES Portal User’s Guide

*(Provider - Eligibility Check ONLY)*
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The use of this Provider Portal replaces the need for using the Data Warehouse and the Interactive Voice Response System (IVRS) to check eligibility. It has the benefit of working in real time, allows for the printing of eligibility search results, and can display future eligibility.

First Time Setup

1. Fill in your First and Last Names
2. Enter an email or mobile phone number
3. Set your Password
4. Click Agree & Join

A security code will be sent to either the email, or mobile phone specified in setup.

5. Enter the Security Code

6. Select the proper option for you (Individual Practitioner or HCHCP Contracted Hospital or Facility)
7. Click NEXT
8. Fill out the Practitioner, Hospital, or Facility information including either their NPI, or TIN

NOTE: If there is an error with the NPI or TIN, the following message will display:

9. After correcting the error, click CONFIRM
Use the Start Page
From this page, you can access Eligibility Check to look-up client eligibility. You can also see Account Information for the Practitioner, Hospital, or Facility used to create the account.
Search
To check eligibility for a client, you will need to enter either their PID or their complete First Name, Last Name and Date of Birth. You can also change the Service Date if you need to check eligibility for a date other than the current, default date.

If you would like to check eligibility for more than one individual at a time, click enter after filling in the fields (and before clicking the CHECK ELIGIBILITY button).

**NOTE:** Partial searches are not allowed for any of the fields.

Search Results
Clicking the CHECK ELIGIBILITY button should display results like those shown below.

NOTE: A row that displays as orange (2nd row above) indicates no eligibility.

The first row of results displays a client who is not eligible for a past service date listed but **Future Eligibility Exists**.

The second row of results displays a client who is **Eligible** for service on the date listed.

The third row of results displays a client who is **Ineligible** for future service date listed but shows actual eligibility dates.
Search Results Printout
The eligibility results show the Client Information, including their status as well as their Current Eligibility Information and Service Date Requested. This may be printed out by clicking the printer icon. When printed, there is a history of when the Check Results were requested as well as by whom.

Account Information
This displays information on the Practitioner, Hospital, or Facility that was used to create the account.
Log In (after initial setup)
1. Enter User Id and Password
2. Click Start

Reset Password
To change your password:
1. Click ‘Reset Password’
2. In the entry window
3. Enter your User ID (Email Address or Mobile Phone number used when registering)
4. Click Search
5. New password link will be sent to your email account
6. Check your email & click the link in your email
7. Login and enter the Security Code provided in your email

The End