

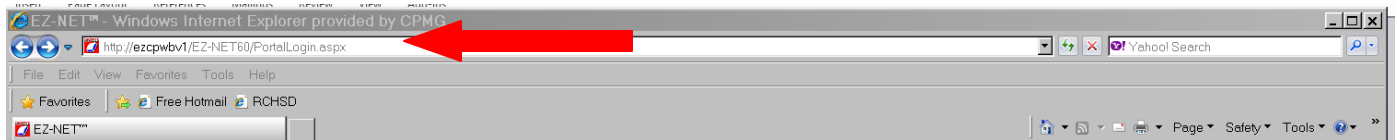


Training Manual

To access the new EzNet 6x, simply click on the Internet Explorer icon on your desktop



This will bring up the internet.



In the browser window, type:

<https://eznet.rchsd.org>

You will be directed to the Login Page for EzNet 6x. Please login, using your assigned username and password. Reminder: passwords are case sensitive. Click, "Login" (New users: you were given a temporary password to login, you will be asked to change your password after you login).

A screenshot of the EzNet 6x login page. The page header includes the logo for "Rady Children's Hospital-San Diego" and "Children's Physicians Medical Group" with the slogan "Saving your health". Navigation tabs for "Home", "About us", and "Contact us" are visible. The main content area is titled "Welcome to the New EZ NET Portal!" and contains a disclaimer, instructions for previous and new users, and a login form. The login form has fields for "Username:" and "Password:" with red arrows pointing to them, and a "Login" button with a red arrow pointing to it. Below the login form are links for "New User Registration" and "Forgot Password?". The page also features a "Latest News" section and a "Health Plan" section with a "Customer Service" section. The footer contains copyright information and the text "EZ-NET 6.2.1 - 20110917".

NEW USERS:

You will be prompted to change your password after logging into the system. Reminder: passwords are case sensitive and must be 8 characters long. Please set up a recovery question and answer and password recovery hint prior to clicking on "submit".

Change Password -- Webpage Dialog [Close]

Rady Children's Hospital-San Diego
Children's Physicians
Medical Group

Change Password

Old Password: Will be the temp password you were

New Password: Create a new password that is unique to you.

ConfirmNewPassword:

Submit

Password Recovery Setup

Recovery Question and Answer

Question:

Answer:

Password Recovery Hint

Hint:

Set Hint

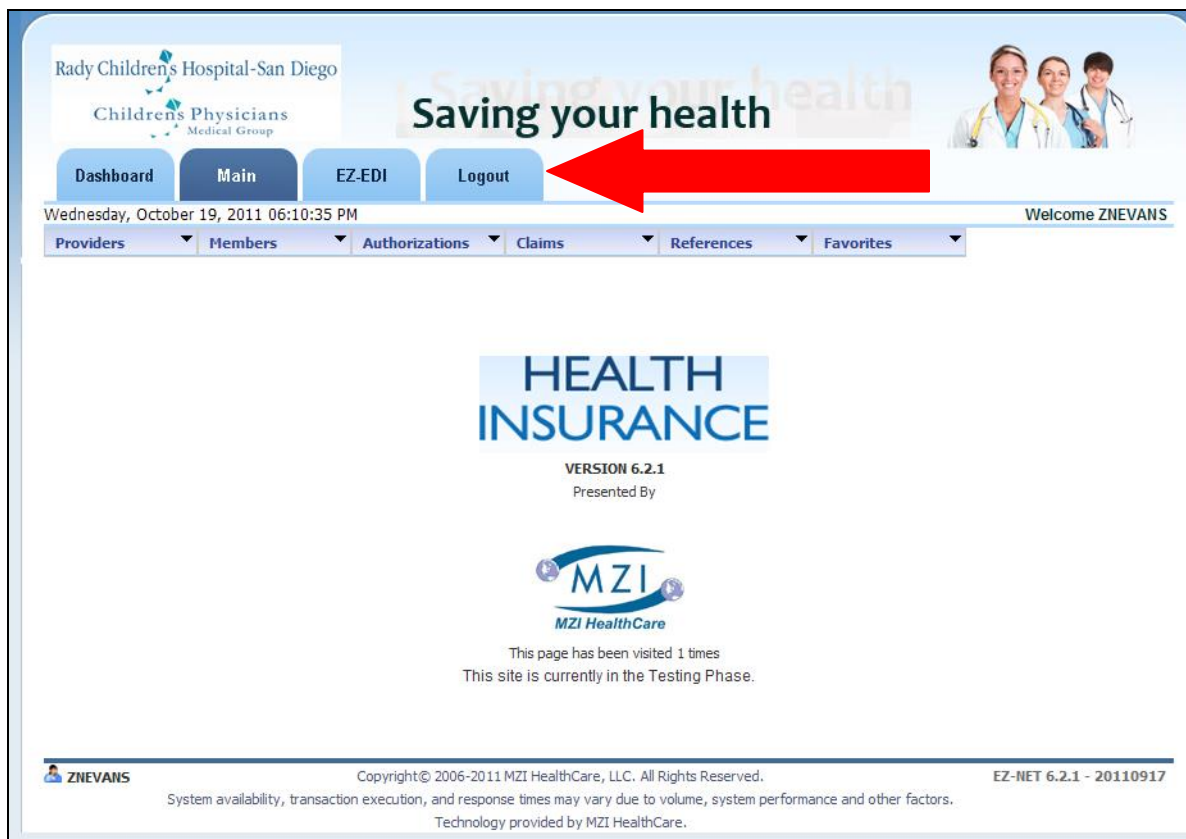
EXISTING USERS:

Once you log into EzNet 6x, you will see several tabs on the screen:

Dashboard Tab: contains quick links to the various Health Plan websites.

Main Tab: You will be able to access several different areas (Providers, Members, Authorizations, Claims, References and Favorites). Reminder: you may not have access to all areas as access levels are configured based on role/title and business need.

Ez-EDI Tab: We look forward to enabling this tab in the future to accept online claims, eligibility and authorization processing.



The screenshot displays the user interface for EzNet 6x. At the top left, the logo for Rady Children's Hospital-San Diego and Children's Physicians Medical Group is visible. The main header area features the slogan "Saving your health" and a photograph of three healthcare professionals. Below the header, there are four navigation tabs: "Dashboard", "Main", "EZ-EDI", and "Logout". A large red arrow points to the "Logout" tab. The "Main" tab is currently selected. Below the tabs, the date and time "Wednesday, October 19, 2011 06:10:35 PM" are shown on the left, and "Welcome ZNEVANS" is on the right. A horizontal menu contains dropdown menus for "Providers", "Members", "Authorizations", "Claims", "References", and "Favorites". The central content area displays "HEALTH INSURANCE" in large blue letters, followed by "VERSION 6.2.1 Presented By" and the "MZI HealthCare" logo. Below the logo, it states "This page has been visited 1 times" and "This site is currently in the Testing Phase." The footer includes the user name "ZNEVANS", copyright information "Copyright© 2006-2011 MZI HealthCare, LLC. All Rights Reserved.", and the version number "EZ-NET 6.2.1 - 20110917". A disclaimer at the bottom reads: "System availability, transaction execution, and response times may vary due to volume, system performance and other factors. Technology provided by MZI HealthCare."

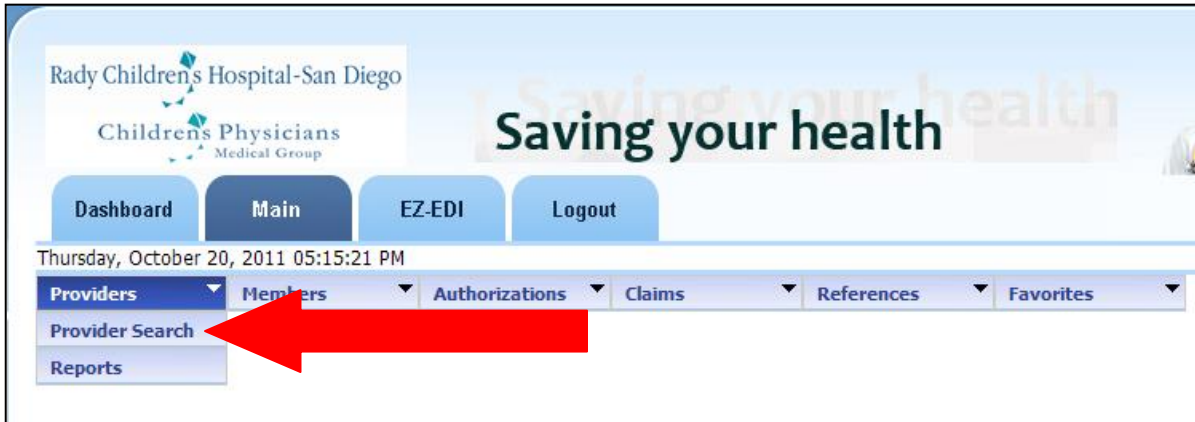
Click on the **Main Tab** to access submenus: Providers, Members, Auths, Claims, References and Favs



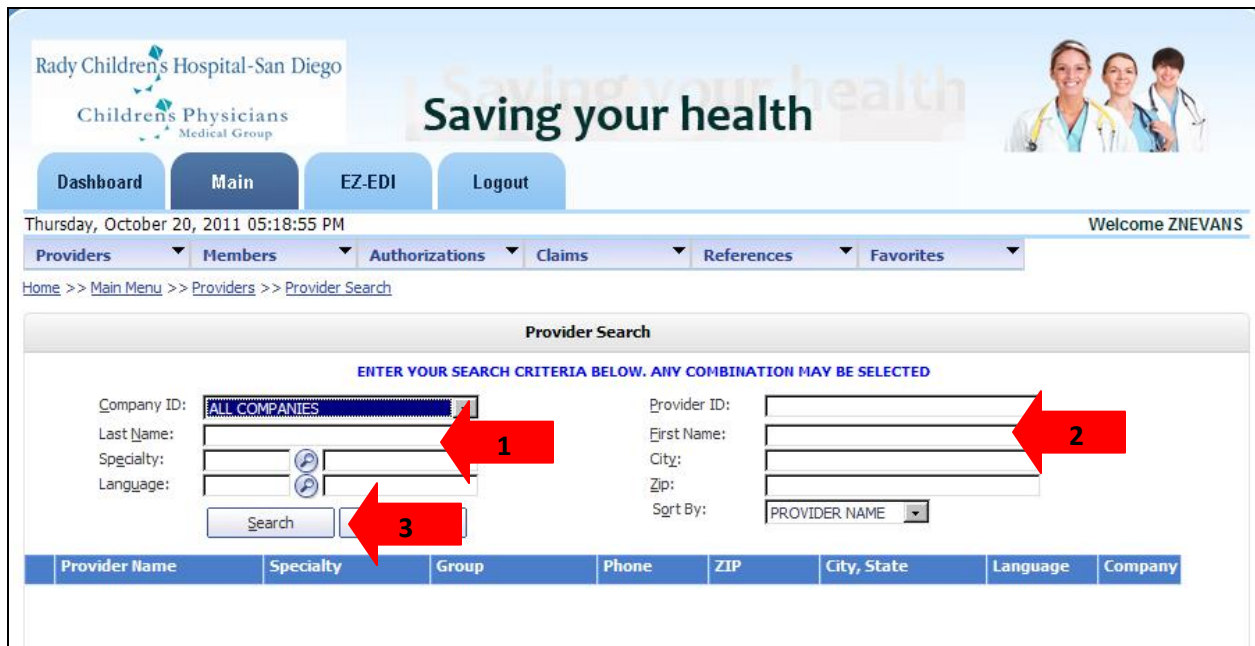
This screenshot shows the same user interface as the previous one, but with the "Main" tab highlighted by a red arrow. The date and time have updated to "Thursday, October 20, 2011 05:08:48 PM". The rest of the interface, including the navigation tabs, dropdown menus, and central content area, remains the same.

PROVIDERS:

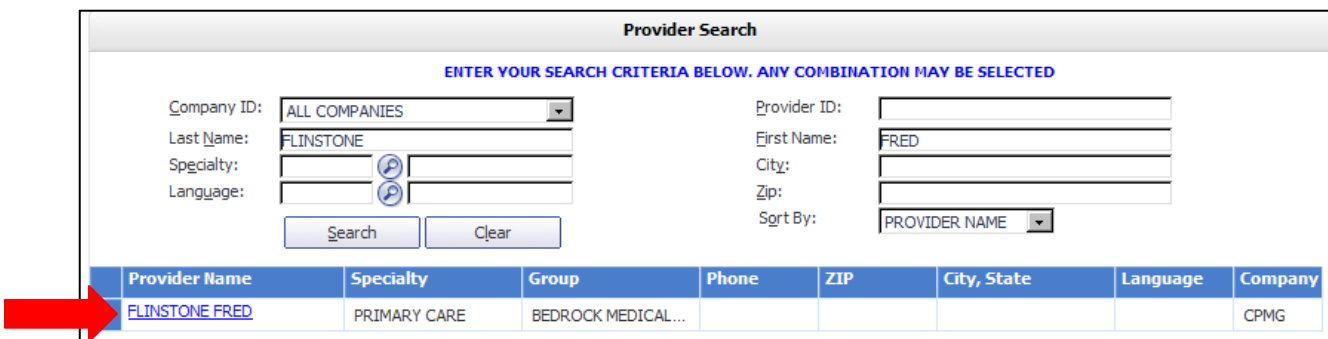
From the Providers drop-down menu you can perform Provider Searches. To access provider search, click on the drop-down arrow and then click on "Provider Search".



This will bring up the provider search screen. Enter the the Last Name and First Name of the provider and then click on the Search button. Note: the more search criteria entered, the narrower the search.

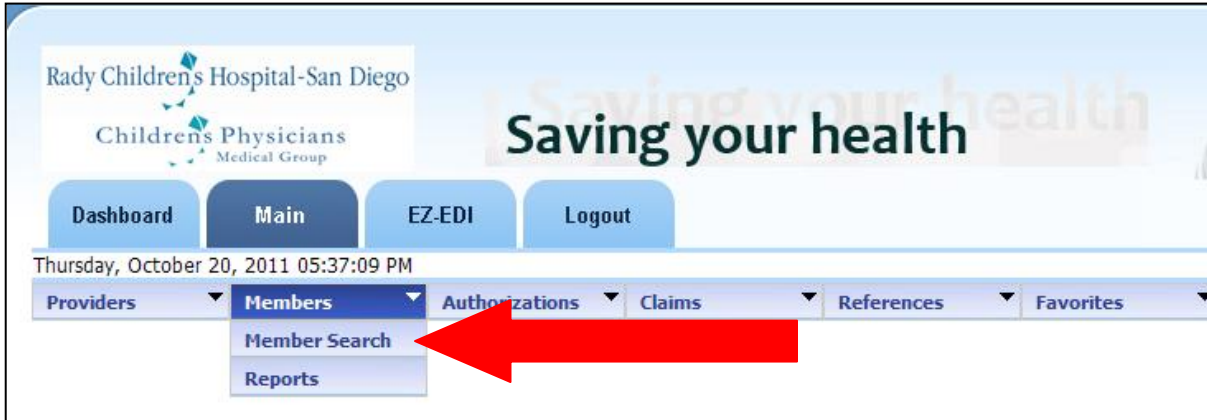


This will bring up the list of Provider Name and demographic information associated with the provider. Double-click the provider name to access more information.



MEMBERS:

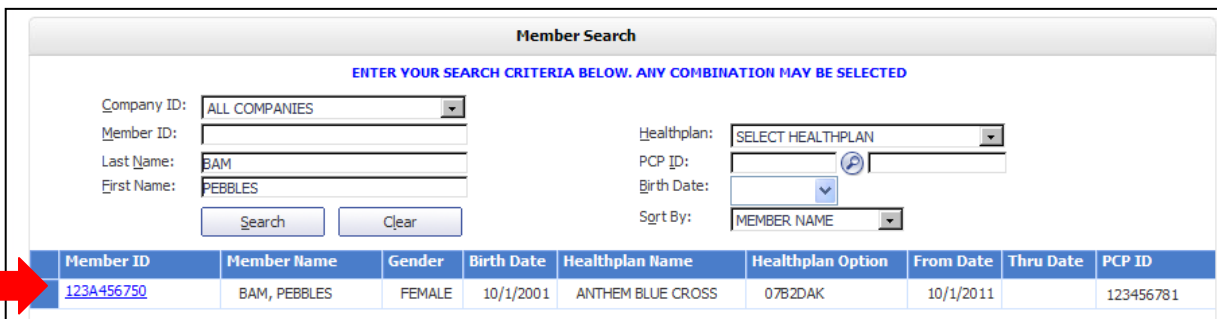
From the Members drop-down menu you can perform Member/Eligibility Searches. To access member search, click on the drop-down arrow and then click on "Member Search".



This will bring up the member search screen. Enter the the Last Name and First Name of the member and then click on the Search button. Note: the more search criteria entered, the narrower the search.



This will bring up the list of Member Name and demographic information associated with the member. Double-click the member name to access more information.



Rady Children's Hospital-San Diego
Children's Physicians Medical Group

Saving your health

Dashboard Main EZ-EDI Logout

Friday, October 21, 2011 09:13:50 AM Welcome ZNEVANS

Providers Members Authorizations Claims References Favorites

Home >> Main Menu >> Members >> Member Search

Eligibility - Member Information

Member Information

Company ID:	CPMG	Member Name:	BAM PEBBLES
Member ID:	123A456750	Gender:	FEMALE
DOB:	10/01/2001	Age:	10 YEARS
Relation to Sub:	CHILD	Home Phone:	
Address:		Mobile Phone:	
City/State/Zip:		E-Mail:	

Member Benefit Information

Healthplan:	ABC	Benefits Plan:	0762DAK
Benefits Effective:	10/01/2011	Benefits Termed:	
Benefits Category:	A		

PCP OV

Co-Pay:	\$5.00	Co-Insurance:	0.00%
---------	--------	---------------	-------

Additional Benefit Search

Benefits Category:

Co-Pay: Co-Insurance:

Primary Care Provider Information

PCP Name:	FLINSTONE FRED	Provider ID:	123456781
Specialty:	PRIMARY CARE	Phone:	
Fax:		PCP Effective:	10/01/2011
PCP Termination:			

By double-clicking on the member name will access the Eligibility- Member Information screen. From this page you will see member demographic information, Health Plan, PCP assignment, and PCP Office Visit copay. *Note: For full benefit information, please contact the Health Plan directly.*

AUTHORIZATIONS:

From the Authorizations drop-down menu you can perform Authorization Inquiries. To access authorizations, click on the drop-down arrow and then click on "Inquiry".

Rady Children's Hospital-San Diego
Children's Physicians Medical Group

Saving your health


Dashboard Main EZ-EDI Logout

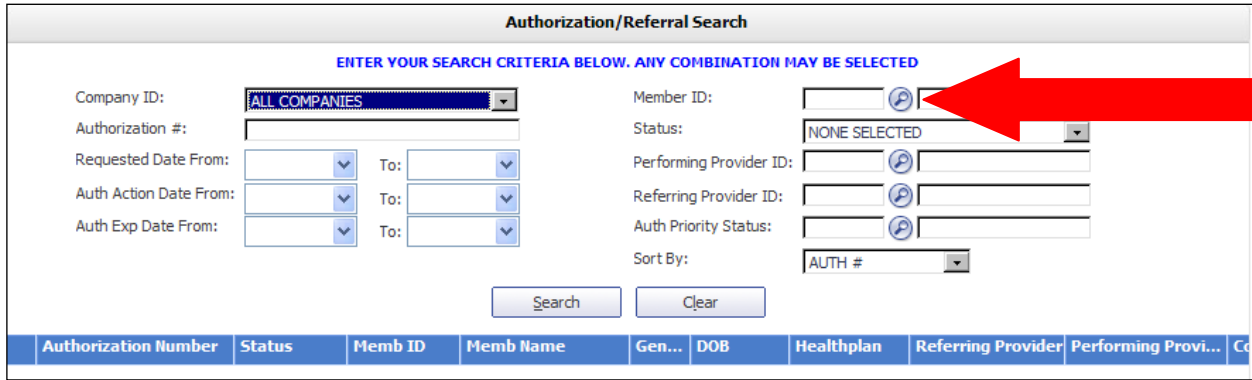
Thursday, October 20, 2011 05:12:11 PM

Providers Members Authorizations Claims References Favorites

Inquiry

Submission

This will bring up the Authorization/Referral Search screen. The easiest way to search for an authorization is by authorization #, if available, or by Member ID. If you do not know the Member ID, simply click on the magnifying glass  button next to the Member ID field to search by first and last name.



Authorization/Referral Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED


Company ID:

Authorization #:

Requested Date From: To:

Auth Action Date From: To:

Auth Exp Date From: To:

Member ID: 

Status:

Performing Provider ID:

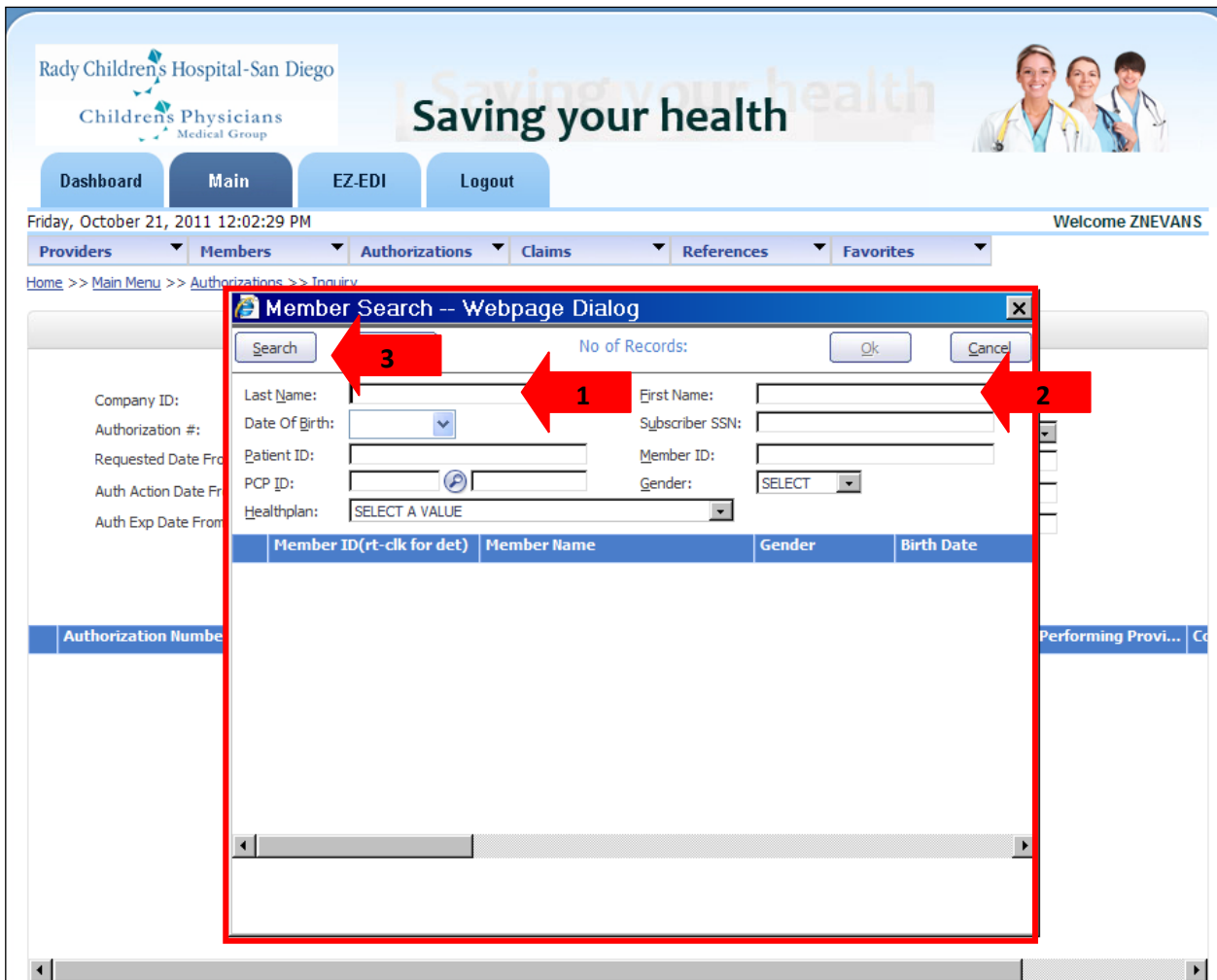
Referring Provider ID:

Auth Priority Status:

Sort By:

Authorization Number	Status	Memb ID	Memb Name	Gen...	DOB	Healthplan	Referring Provider	Performing Provi...	Co
----------------------	--------	---------	-----------	--------	-----	------------	--------------------	---------------------	----

This will bring up the Member Search box. You may search for a member by last name, first name (partial names are accepted). Note: the more search criteria entered, the narrower the search.



Rady Children's Hospital-San Diego
Children's Physicians Medical Group

Saving your health

Dashboard Main EZ-EDI Logout

Friday, October 21, 2011 12:02:29 PM Welcome ZNEVANS

Providers Members Authorizations Claims References Favorites

Home >> Main Menu >> Authorizations >> Inquiry

Member Search -- Webpage Dialog

No of Records:

Company ID:

Authorization #:

Requested Date From:

Auth Action Date From:

Auth Exp Date From:

Last Name:

Date Of Birth:

Patient ID:

PCP ID:

Healthplan:

First Name:

Subscriber SSN:

Member ID:

Gender:

Member ID(rt-clk for det)	Member Name	Gender	Birth Date
---------------------------	-------------	--------	------------

Authorization Number Performing Provi... Co

Members matching your search criteria will appear in the bottom of the Member Search. Select the member that matches and click the OK button.

Member ID(rt-clk for det)	Member Name	Gender	Birth Date
123A456750	BAM,PEBBLES	FEMALE	10/1/2001

By clicking OK, the member ID field will be populated. Click the Search button to bring up the authorizations for the member. **Please note: You will only be able to view those authorizations for your office/specialist or if you are the assigned PCP.**

Authorization Number	Status	Memb ID	Memb Name	Gen...	DOB	Healthplan	Referring Provider	Performing Provi...	Co...
----------------------	--------	---------	-----------	--------	-----	------------	--------------------	---------------------	-------

Authorizations requested by your office or for your office, will appear at the bottom of the screen. Double-click on the authorization number that matches your search criteria to access more information.

Authorization/Referral Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: Member ID:
 Authorization #: Status:
 Requested Date From: To: Performing Provider ID:
 Auth Action Date From: To: Referring Provider ID:
 Auth Exp Date From: To: Auth Priority Status:
 Sort By:

Authorization Number	Status	Memb ID	Memb Name	Gen...	DOB	Healthplan	Referring Provider	Performing Provi...	Co
20111021700058500001	SYSTEM HOLD	123A456750	BAM,PEBBLES	FEM...	10/1/2001	ABC	FLINSTONE FRED	RUBBLE BARNEY	Cl

This will allow you to view the Authorization/Referral Details: Authorization, Patient, Diagnosis, Referring Physician, Performing Physician and Services Information. You have the ability to print out a copy of the authorization for your records, by clicking on the Printable Version button. **Please note: Fax Cover is not an option at this time.**

Authorization/Referral Details

Authorization Information

Authorization #: 20111021700058500001 Company ID: CPMG
 Status: SYSTEM HOLD Request Date: 10/21/2011
 Processed By: Auth Action Date: 10/21/2011
 Place Of Service: OFFICE Expiration Date: 01/19/2012
 LOS: 0 Units: 1
 Priority Status: 2 - MEDIUM HP Authorization #:

Patient Information **Diagnosis Information**

Patient Name: **BAM,PEBBLES**
 DOB: 10/01/2001
 Age: 10 YEARS
 Gender: FEMALE
 Memb ID: 123A456750
 Healthplan: ABC
 PCP OV Co-Pay: N/A

Code	Description
382.9	OTITIS MEDIA NOS

Referring Physician Information

Name: **FLINSTONE FRED** Provider ID: 123456781
 Specialty: PRIMARY CARE Phone:
 Fax:

Performing Physician Information

Name: **RUBBLE BARNEY** Provider ID: ENT1234
 Specialty: OTOLARYNGOLOGY Phone:
 Fax:

Services

Service	Type	Description	Mod	Qty	Co-Pay	Admit Date	Discharge Date	Admit T
99205	P	OFFICE/OUTPATIENT VISIT N		1.0	20.00			
PRIRTN	H	PRIOR AUTH ROUTINE REF ST		1.0	0.00			
APRAUTOAPR	H	APPROVED PER AUTO-APPRVL		1.0	0.00			

To print out the authorization form, simply click on the Print button. To return to the authorization details screen, you can click on the 'back to auth details' button.

Authorization Print -- Webpage Dialog

PRINT BACK TO AUTH DETAILS

Authorization Information

Authorization # :20111021700058500001 Company ID:CPMG
 Status:SYSTEM HOLD Request Date:10/21/2011
 Processed By: Auth/Action Date:10/21/2011
 Place Of Service:OFFICE Expiration Date:01/19/2012
 LOS:0 Units:1
 Priority Status:2 - MEDIUM HP Authorization #:

Patient Mailing Address

Patient Information **Diagnosis Information**

Patient Name:BAM ,PEBBLES DOB:10/1/2001 Age:10.055 Gender:FEMALE Memb ID:123A456750 Healthplan:ABC PCP OV Co-Pay:N/A	Code	Description
	382.9	OTITIS MEDIA NOS

Referring Physician Information **Performing Physician Information**

Name:FLINSTONE FRED Provider ID:123456781 Specialty:PRIMARY CARE Address: Phone: Fax:	Name:RUBBLE BARNEY Provider ID:ENT1234 Specialty:OTOLARYNGOLOGY Address: Phone: Fax:
--	---

Additional Information

Services

Service	Type	Description	Mod	Qty	Co-	Admit	Discharge	Admit	Admit
---------	------	-------------	-----	-----	-----	-------	-----------	-------	-------

We currently do not offer on-line authorization submission but look forward to implementing this feature at a later date.

Rady Children's Hospital - San Diego
 Children's Physicians
 Medical Group

Saving your health

Dashboard Main EZ-EDI Logout

Thursday, October 20, 2011 05:12:11 PM


Providers Members **Authorizations** Claims References Favorites

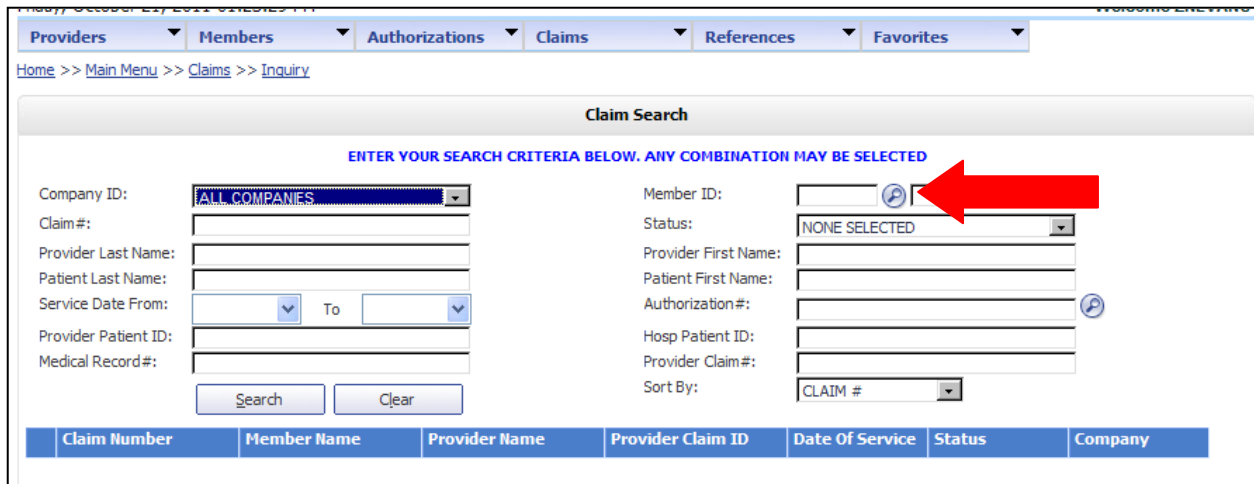
- Inquiry
- Submission

CLAIMS:

From the Claims drop-down menu you can perform Claim Inquiries. To access claims, click on the drop-down arrow and then click on "Inquiry". We currently do not offer on-line claim or appeal submission but look forward to implementing this feature at a later date.



This will take you to the Claims Search screen. To check status on a claim that your office submitted for services, you can search by claim #, Provider name, or Member ID. If you do not know the Member ID, simply click on the magnifying glass  button next to the Member ID field to search by first and last name. **Please note: You will only be able to view those claims submitted by your office.**



This will bring up the Member Search box. You may search for a member by last name, first name (partial names are accepted). Note: the more search criteria entered, the narrower the search.

The screenshot shows a web application interface for 'Rady Children's Hospital-San Diego' with a 'Saving your health' slogan. A 'Member Search -- Webpage Dialog' is open, featuring a search bar with a 'Search' button (labeled 3), a 'No of Records:' indicator, and 'Ok' and 'Cancel' buttons. Search criteria include Last Name (labeled 1), First Name (labeled 2), Date Of Birth, Patient ID, PCP ID, Healthplan, Subscriber SSN, Member ID, and Gender. A table below the search criteria is currently empty, with columns for Member ID, Member Name, Gender, and Birth Date.

Members matching your search criteria will appear in the bottom of the Member Search. Select the member that matches and click the OK button.

The screenshot shows the same 'Member Search -- Webpage Dialog' with search results. The search criteria are filled out: Last Name: BAM, First Name: PEBBLES. The 'No of Records:' indicator shows '1'. The 'Ok' button is labeled 2. The results table has one row: Member ID 123A456750, Member Name BAM, PEBBLES, Gender FEMALE, Birth Date 10/1/2001. A red arrow labeled 1 points to the first row of the table.

Member ID(rt-clk for det)	Member Name	Gender	Birth Date
123A456750	BAM, PEBBLES	FEMALE	10/1/2001

By clicking OK, the member ID field will be populated. Click the Search button to bring up the claims for the member. **Please note: You will only be able to view those authorizations for your office/specialist or if you are the assigned PCP.**

Claim Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

<p>Company ID: <input type="text" value="ALL COMPANIES"/></p> <p>Claim #: <input type="text"/></p> <p>Provider Last Name: <input type="text"/></p> <p>Patient Last Name: <input type="text"/></p> <p>Service Date From: <input type="text"/> To <input type="text"/></p> <p>Provider Patient ID: <input type="text"/></p> <p>Medical Record #: <input type="text"/></p> <p style="text-align: center;"><input type="button" value="Search"/> </p>	<p>Member ID: <input type="text" value="123A45675"/> <input type="button" value="OK"/> <input type="text" value="BAM,PEBBLES"/></p> <p>Status: <input type="text" value="NONE SELECTED"/></p> <p>Provider First Name: <input type="text"/></p> <p>Patient First Name: <input type="text"/></p> <p>Authorization #: <input type="text"/></p> <p>Hosp Patient ID: <input type="text"/></p> <p>Provider Claim #: <input type="text"/></p> <p>Sort By: <input type="text" value="CLAIM #"/></p>
---	---

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status	Company
--------------	-------------	---------------	-------------------	-----------------	--------	---------

Claims submitted by your office, will appear at the bottom of the screen. Double-click on the claim number that matches your search criteria to access more information.

Saving your health

Friday, October 21, 2011 02:06:17 PM

Providers Members Authorizations Claims References Favorites

Home >> Main Menu >> Claims >> Inquiry

Welcome ZNEVANS

Claim Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

<p>Company ID: <input type="text" value="ALL COMPANIES"/></p> <p>Claim #: <input type="text"/></p> <p>Provider Last Name: <input type="text"/></p> <p>Patient Last Name: <input type="text"/></p> <p>Service Date From: <input type="text"/> To <input type="text"/></p> <p>Provider Patient ID: <input type="text"/></p> <p>Medical Record #: <input type="text"/></p> <p style="text-align: center;"><input type="button" value="Search"/> <input type="button" value="Clear"/></p>	<p>Member ID: <input type="text" value="123A45675"/> <input type="button" value="OK"/> <input type="text" value="BAM,PEBBLES"/></p> <p>Status: <input type="text" value="NONE SELECTED"/></p> <p>Provider First Name: <input type="text"/></p> <p>Patient First Name: <input type="text"/></p> <p>Authorization #: <input type="text"/></p> <p>Hosp Patient ID: <input type="text"/></p> <p>Provider Claim #: <input type="text"/></p> <p>Sort By: <input type="text" value="CLAIM #"/></p>
---	---

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status	Company
20111021900057800001	BAM,PEBBLES	RUBBLE,BARNEY		10/21/2011	RELEASE TO A/P	CPMG

Page of Total Item(s):

Copyright© 2006-2011 MZI HealthCare, LLC. All Rights Reserved. EZ-NET 6.2.1 - 20110917

System availability, transaction execution, and response times may vary due to volume, system performance and other factors. Technology provided by MZI HealthCare.

From the Claim/Encounter Details screen you will be able to view Status, Provider, Additional and Services Information. You may also access additional claim line details under the Services portion.

Claim / Encounter Details														
Status Information														
Claim#:	20111021900057800001	Company ID:	CPMG	Status:	RELEASE TO A/P	Provider Claim #:		Check:	0	Claim Type:	PROFESSIONAL	Payee:	VENDOR	
Authorization#:	20111021700058500001													
Date Received:														
Date Paid:														
Payment Status:														
Vendor:	246810121													
Patient Information							Diagnosis Information							
Name:	BAM, PEBBLES						Code	Description						
DOB:	10/01/2001						382.9	OTITIS MEDIA NOS						
Gender:	FEMALE													
Age:	10 YEARS													
Health Plan:	ANTHEM BLUE CROSS													
Member ID:	123A456750													
Benefit Plan:	HMO ERISA													
Prov Pat ID:														
Address:	123 STONEY RIDGEWAY													
Provider Information														
Name:	BARNEY RUBBLE						Provider ID:	ENT1234						
Specialty:	OTOLARYNGOLOGY						Place Of Service:	OFFICE						
From Date:	01/01/2001						Through Date:							
Additional Information														
Services														
Details	Service...	Service...	Description	CPT M...	Qty	Billed Amt	Cntc Amt	Co-Pay	WH Amt	Adj Amt	Net Paid	Adj Code	Adj Desc	Place Of Service
DETAILS	10/21/20...	99213	OFFICE/O...		1.0	N/A	N/A	N/A	N/A	N/A	N/A			
					T...	N/A	N/A	N/A	N/A	N/A	N/A			



From the Claim Line Item Details screen, you will be able to view status information pertaining to the specific line item. To return to the Claim/Encounter Details screen, simply click the 'Back to Claim Details' button.

Claim Line Item Details													
Status Information													
Claim#:	20111021900057800001	Status:	RELEASE TO A/P	Service Code:	99213	Check:		Service Description:	OFFICE/OUTPATIENT VISIT EST	Date Paid:		Service Date:	10/21/2011
Quantity:	1.0			Billed Amount:	N/A			Contract Amount:	N/A			Co-pay Amount:	N/A
Withhold Amount:	N/A			Adjust Amount:	N/A			Net Paid:	N/A			Interest:	N/A
<input type="button" value="Back to Claim Details"/>													

Additional drop menus include -

References: Ability to look up Procedure, Diagnosis, Place of Service and CPT Modifier Codes.

Favorites: Ability to store commonly used Procedure, Diagnosis, Place of Service and CPT Modifier Codes.

Rady Childrens Hospital-San Diego
Childrens Physicians Medical Group

Saving your health

Dashboard Main EZ-EDI Logout

Friday, October 21, 2011 02:16:31 PM

Welcome ZNEVANS

Providers Members Authorizations Claims References Favorites

HEALTH INSURANCE

VERSION 6.2.1
Presented By

MZI HealthCare

This page has been visited 11 times
This site is currently in the Testing Phase.

When Logging out of EzNet, always remember to click on the Logout Tab.

Rady Childrens Hospital-San Diego
Childrens Physicians Medical Group

Saving your health

Dashboard Main EZ-EDI Logout

Friday, October 21, 2011 02:16:31 PM

Welcome ZNEVANS

Providers Members Authorizations Claims References Favorites

HEALTH INSURANCE

VERSION 6.2.1
Presented By

MZI HealthCare

This page has been visited 11 times
This site is currently in the Testing Phase.