

12 Steps to Submitting an EAP Claim in the Provider Portal

1 Login to the Provider Portal

<https://portal.ibhsolutions.com>

The first time you login, you will be prompted to set your own password, which is case sensitive.

Username: **use your email**

Temporary Password: **IBH#12345**

2 Go to the **Claims** module (left-side menu), and then select **Provider - New Direct Submission**.

3 Enter the **Last Name**, **DOB**, and **HP** (Health Plan), and then click **Search**. The member's information will appear. Click **Submit Claim** for the specific/correct member.

4 Enter the **Authorization Number**, if one exists. Otherwise, leave it blank.

5 Verify the member information, making sure you have the right person.

6 Enter your **NPI Number** where it asks for Provider No. This should populate the remaining provider fields so you can skip those sections.

7 Under **Claim Details**, select **POS** and **Outcome**. Do not include an Admission Date of Service for EAP claims.

8 Enter **EAP** for the **Diagnosis Code**. Other diagnosis codes for EAP counseling will result in a rejected claim.

9 For EAP claims, only use the EAP Service Code, **99404**, to avoid having your claim rejected. Make sure the **time field reads 00:00**.

10 Add Clinical Indications (notes or attachments) as needed.

11 Click **Save** to complete and submit the claim, or click **Save & Add for Same Member** to submit the claim but then add another claim for the same member.

12 After you submit a claim, you can go to **Claim Search** for a printable **CMS form**.