

Portal FAQ for EAP Providers

Can I submit EAP claims in the provider portal?

Yes. By using the secure portal, you can submit claims quickly and easily, along with having cloud-based access to track your records and **get paid faster**.

How do I login to the portal?

Login now, using **your email** as a username and this temporary password: **IBH#12345**. It's **case sensitive**. The first time you login, you will be prompted to set your own, private password.

What else can I do on the portal?

Once you start using the portal (any time after 2/1/21) you'll have access to all of your records going forward. In addition to being able to submit claims, you can **access EOBs** once claims are paid. You can also **request authorizations** and upload Clinical Data in support of your requests.

Is the portal easy to use?

Most people find it **easy to use**. You are likely using similar tools to submit claims to other vendors.

Do I have to use the portal?

We will not be accepting faxed claims (or vouchers) going forward. If you are unable to upload your claims to the portal now, you can still mail them to us for now:

IBH
2204 Lakeshore Drive
Birmingham, AL 35209

Do I need to use a specific claim form?

Yes, if you don't use the portal, please mail your EAP claims using a **standard CM 1500** form. If they are not submitted on the correct form, the claim will be rejected.

Should I include diagnoses codes on my EAP claims?

Please only use the following two codes on EAP claims:

EAP Diagnosis Code: **EAP**
EAP Service Code: **99404**

EAP is designed for short term intervention and referral to treatment. We **DO NOT** diagnose. Please **do not add** behavioral health diagnoses codes on EAP claims or the claims will be rejected by our system.

I've been working with RBH (Reliant) in Portland, but the portal says IBH. Who is IBH?

In recent years, IBH has acquired several companies, including RBH. As a result, we're continuing to make improvements, like opening the provider portal nationwide. In coming months, you'll notice the refreshed IBH brand replacing the RBH and other legacy IBH brands.

How do I use the provider portal?

Simply login to get started. If you need help, you can learn how to login, find your way around, and submit a claim by viewing the following resources:

[Video: How to Login to the Provider Portal](#)

[1-Page Guide: Submitting an EAP Claim on the Portal](#)

[FAQ: Portal FAQ for EAP Providers](#)

What if I don't have an authorization number or can't find it? Can I still submit a claim?

You can **request authorization numbers through the portal**.

You can also **add a note to your claim** stating you are unsure of the authorization number, and the examiner will then link the authorization number to your claim for you.

Can I get an authorization number before I provide counseling?

Yes. If a member calls you for EAP counseling, you can request authorization numbers through the portal, or call to let us know the appointment is scheduled and get the authorization number then:

[866-750-1327](tel:866-750-1327)

What if I submitted a claim and haven't been paid yet?

If you submitted a claim more than 30 days ago, please **check the status in the portal**. You can send a message from the portal asking for support. Using the portal and **signing up for electronic payments** are the two best ways to get paid fast.

How long do I have to wait to get paid?

If your claims are submitted with correct information, you can expect payment within 30 days.

I have questions that are not answered on this FAQ.

If you have other questions, please email us:

helpdesk@americanbehavioral.com