

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



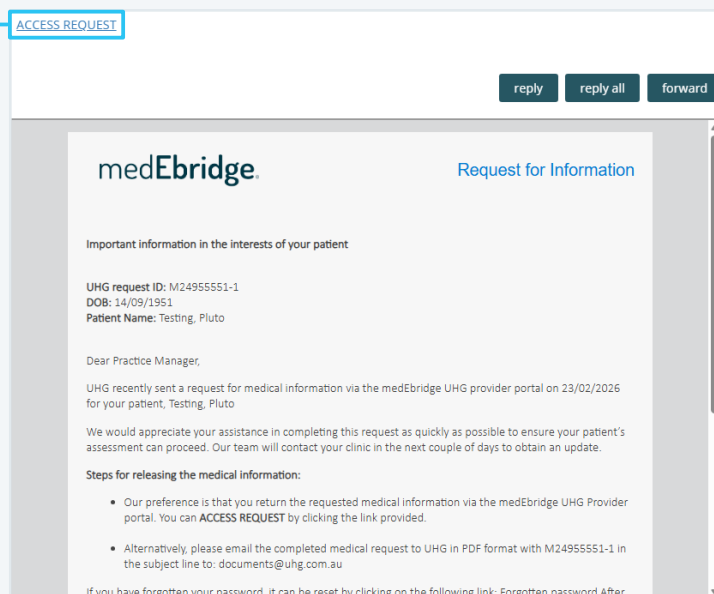
The ability to communicate with the UHG Case Manager directly via medEbridge®



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

How your UHG requests will arrive in the portal

- 1 All UHG requests will be sent directly to your Provider Portal
- 2 When a new request is available, you will receive an email notification prompting you to log in
- 3 In the email, click the 'Access Request' in the top left corner
- 4 The link will take you straight to the portal login page
- 5 Simply enter your username and password to access and manage your new request



Let's take a tour

A view of the dashboard

The dashboard features a dark blue header with the MedEbridge logo, a 'Dashboard' button, a 'Cases' button, and a user profile 'Jacqui Cooper'. The main content area is titled 'DASHBOARD' and contains two sections: 'CASES OVERVIEW' and 'MY FLAGGED CASES'. The 'CASES OVERVIEW' section shows three status bars: 'ACTIVE (incl. On hold)' with 25 cases, 'COMPLETE' with 86 cases, and 'CANCELLED' with 3 cases. The 'MY FLAGGED CASES' section has a red flag icon and the text 'Cases you flag as important will appear here.' Below this is a table with columns for Case ID, Participant, Referrer, and Created Date.

Dashboard and cases

Login name and details

View of cases and status

CASES OVERVIEW

ACTIVE (incl. On hold)	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

The 'YOUR CASES' view includes a search bar, filter buttons, and a table of cases. The search bar has the placeholder text 'Search on Case ID or Participant Name'. The filter buttons are 'ALL 80', 'ACTIVE 24', 'COMPLETE 14', and 'CANCELLED 42'. The table has columns for Case ID, Created Date, Participant, Product, Referrer, Provider, Managed By, and Appt Date. Two cases are listed: one for 'Doe, Jack' and one for 'Smith, John'. Callouts point to the 'Provider' column header, the search bar, the 'Case ID' column, and a case row.

Search by patient name of case ID

Click 'Provider' to sort in alphabetical order

YOUR CASES

ALL 80 ACTIVE 24 COMPLETE 14 CANCELLED 42

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	

Case ID

Click on case to view

A view of the cases (continued)

medEbridge

DashboardCases

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 (melflowers7099@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

medEbridge

DashboardCases

Demo Practice

CASES / CASE M10946689-1

CASE ID M10946689-1

Upload report or invoice

CASE ATTACHMENTS

CASE COMMUNICATIONS

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			Submission Details: Treating Doctor Report Select der: Demo Provider Org , Dr Demo...

WHAT WOULD YOU LIKE TO DO?

ADD NOTE

ADD FILES

Upload document or add a note

Add/drop files/invoice

WHAT WOULD YOU LIKE TO DO?


ADD NOTE


ADD FILES

ADD FILES TO CASE M10946689-1

ATTACH YOUR FILES

Drag & drop files here or [browse](#)

Accepted file types: .docx,.pdf,.jpeg,.png,.jpe,.jpg,.doc,.rtf,.txt,.gif,.bmp
(Up to 1 GB allowed)

File(s)	Category	Add Note
Sample - Provider Re....docx	Assign a category	
	Patient Transfer File XML	
	Provider Invoice	
	Provider Report	

Upload

Cancel

Select document category

Add notes option 1

WHAT WOULD YOU LIKE TO DO?


ADD NOTE


ADD FILES

ADD NOTE

Visible To: ☒ Service Provider ⓘ ☐ Customer ☒ Provider + Practice Manager ⓘ

Enter your note...*

☒ Alert UHG

Add

Cancel

User must select 'Alert UHG'

Add notes option 2

Adding a note when uploading a document

ADD FILES TO CASE M10946689-1

ATTACH YOUR FILES

Drag & drop files here or [browse](#)
Accepted file types: .docx,.pdf,.jpeg,.png,.jpg,.doc,.rtf,.txt,.gif,.bmp
(Up to 1 GB allowed)

File(s)

Category

Add Note

Sample - Provider Re....docx

Provider Report

Add a note for this attachment

Visible to ⓘ
Customer, Practice Manager, Provider, Service Provider

Upload

Cancel

Add your note / message to Case Officer here

Review before submission

?

JUST CHECKING

The files/notes you added will be sent to:
Practice Manager; Provider;
Service Provider

No, return to add files

Yes, send files

✓

GREAT!

The file(s) have been added to the case.
They're now visible to Customer; Practice Manager; Provider; Service Provider

Adding additional users to your portal account

You can have multiple users set up under your Provider Portal account.

To add a new user, simply email medEbridgesupport@uhg.au with:

- The person's full name
- Their email address

Our support team will set them up for you — we take care of the rest!



Confirming receipt of a request in the portal

You can easily confirm that you've received our request through the Provider Portal. Here's how:

- 1 Log in to your Provider Portal
- 2 Click on the Case ID for the request you want to confirm
- 3 You will see a 'Click Here' button — select this to begin

PLEASE CONFIRM YOU HAVE RECEIVED THIS REQUEST

Please click on the following link to confirm you have this patient on file

CLICK HERE

- 4 A short series of questions will appear, asking you to confirm:
 - Whether the patient is on file
 - The fee you will be charging
 - Your expected turnaround timeframe
- 5 Once completed, this replaces the need for follow up calls or emails from the UHG team, helping keep everything streamlined and efficient

Completing reports using the digital link

Doctors can choose to complete their reports through a secure digital link, making the process faster and easier. Here's how it works:

- 1 Download the paperwork from your portal as you normally would
- 2 Provide the paperwork to the doctor following your usual workflow, whether that's:
 - Emailing it to them, or
 - Uploading it into your PMS software
- 3 The doctor can open the digital questionnaire/report and begin completing it online
- 4 They can save it as a draft at any time and return to finish it later
- 5 Once complete, the doctor simply saves a PDF copy for your clinic's records
- 6 A copy is also automatically stored in your Provider Portal, ready for you to download and file as needed

Why the digital report is easier for doctors

- Quick and simple to complete
- Uses conditional logic, drop downs, and reflexive questions, so clinicians only see questions relevant to them
- Guides doctors through required fields
- Helps reduce errors and incomplete reports

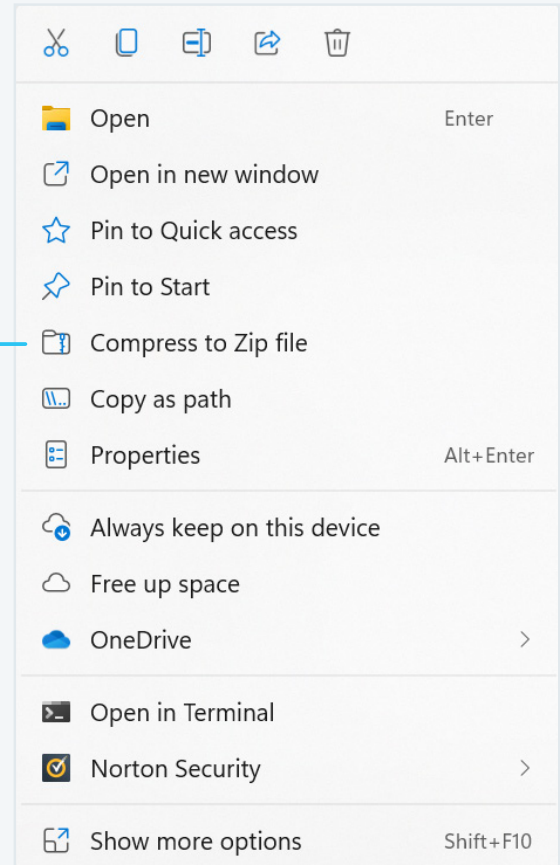
Creating a .zip file for submission to the portal on a PC

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**

