

## New Provider Portal Training Announcement FAQs

Access Dental Plan Network Providers,

A new portal for ADP providers is coming in January, with the same URL. Expect an updated look and feel and an improved portal experience, with newly added capabilities on the way! This change is needed to provide a more seamless experience including electronic submission of claims and authorizations. Easier access to key information such as claims history and member data. We look forward to enhancing your experience with us!

### FAQ's:

**1. What are the new features?**

We are implementing a new portal that will allow us to better keep up with advances in technology to provide an improved self-service experience for you and your team. In the new portal, you will be able to:

- Verify member eligibility and member assignment.
- Submit claims, prior authorizations, and appeals and grievances.
- Check claims history and status.
- Check prior authorizations status.
- Submit referrals request.
- Access documents and resources (e.g., training manuals)

**2. When will the new portal be implemented?**

You will be able to register on the new portal in early December. Please note that the new portal will replace the existing provider portal for government business only (GMC and PHP). Commercial plans (DHMO and PPO) will be managed in the existing portal. This will eventually be moved to the new portal at a future date. ADP will provide a notice to all network providers when this takes effect.

**3. How can I access the new portal? Will this affect my current login?**

You will receive a welcome email for the new portal to register and instructions on how to access the new portal. Once registered you will receive an email to create your password using your security questions. Your username on the new portal will be your listed primary email address.

**4. What is changing in the new portal and how will the change affect my day-to-day activities?**

The new portal will now provide the ability to submit and check status on claims, pre-authorizations. The ability to submit referrals.

**5. When will I receive more information on the new portal, including login information, user guides, and training?**

Your login credentials will be sent to you in early December. At this time, you will have access to user guides and FAQ's so that you can familiarize yourself with the new portal. You will be invited to sign up for webinar training to be held beginning November 27, 2023, through December 15<sup>th</sup>. Additional training will be scheduled in January. If you have any questions about registering on the new portal or signing up for training, please reach out to [providerrelations@premierlife.com](mailto:providerrelations@premierlife.com).

**6. How can I receive support on the new portal if I have any questions?**

You can reach out to [providerrelations@premierlife.com](mailto:providerrelations@premierlife.com) for any questions you may have.