

Welcome to Consociate Online Claims Access, an online source to benefit and claim information. We encourage you to utilize this guide to make the most of this convenient informational tool.

GETTING STARTED

Using your internet browser, go to www.consociate.com.

- Click **Members & Providers Click Here**.
- Under the **Employees** heading, click **Claims Access**.
- Click **Provider**.

New Users

- If you are a new user, click **Register**.
- Enter the required information (name, address, etc...).
- Click **Next**.
- Select your type of provider and click **Next**.
- Click **Add TIN**:
- Enter the provider's TIN (Tax ID Number) and click **Submit**.
- Check the box if the correct provider name and address appears and click **Submit**.
- To add an additional TIN, click **Add TIN** or to proceed click **Next**.
- Verify the provider information and click **Submit**.

Note: You will receive your password via e-mail within 72 business hours. If you need immediate access please contact your Customer Service Department for more details at (800) 798-2422 or (217) 423-7788.

Registered Users

Simply enter your User ID and Password and click **Submit**.

TOOLS FOR YOUR USE

Following you will find a brief description of the tools Consociate *Online Claims Access* has to offer. All navigation tools are on the left side of your screen. Simply click on the headings pertinent to the task you wish to complete.

Security

The Security feature allows you to:

- Change your password by clicking on Change Password, make the change and click **Submit**.
- Change your user ID or e-mail address by clicking on
- My Profile, making the change and click **Submit**.

Note: Address changes must be submitted in writing via fax (217) 423-4575.

INQUIRY

The inquiry feature allows you access to claims, coverage verification and links to other pertinent web sites.

Note: Verification of coverage and benefits information is based upon available data. It does not constitute a guarantee of coverage or payment of any claims. Be aware there may be outstanding claims not yet posted to an account.

Claims Inquiry

This feature allows the provider to check on the status of claims or view an Explanation of Benefits (EOB).

- To view a claim:
 - Click **Claims Inquiry**
 - Enter the Social Security Number of the insured and click **Submit**.
 - Select the name of the claimant you wish to inquire about from the drop down list
 - Enter a date range in which the claim occurred
 - Click **Submit**.
 - Also within this screen you can view the ICD-9 Codes. Simply click on the blue number for the code's description.
- To view a claim detail:
 - Click on the eyeglass icon under the View Detail column.
 - This screen allows you to view a copy of the EOB that is mailed to the provider and a copy of the disbursed check. Simply click on the **EOB/Checks** button (not available for all plans).
 - Also within this screen you can view the Procedure and Message Codes. Simply click on the **blue number** under the appropriate column.

Coverage Verification

This feature allows the provider to review the insured's and dependents' coverage including: coverage type, deductible amounts and accumulators. To access this information:

- Click **Coverage Verification**
- Enter the Social Security Number of the insured and click **Submit**.
- Choose a date and a claimant for which you want to verify coverage and click **Submit**.
- The claimant's eligibility will then appear.

LINKS

This feature allows the provider easy access to the web sites of specific organizations that pertain to various plans.

HELP

If at any point you are having trouble navigating the site or have a question:

- Click on Contents and then Provider Tasks.
A Provider Table of Contents will appear.
- Click on the topic of your inquiry.
- If you need additional help and would like to speak to a Customer Service Representative, please feel free to call us at **(800) 798-2422** or **(217) 423-7788**.

Consociate

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Consociate Third Party Administrator

Consociate Care Preferred Provider Organization