OrthoNet Web Portal

Frequently Asked Provider Questions

Listed below are Frequently Asked Questions (FAQs) for network providers using OrthoNet's secure website www.orthonet-online.com.

1) **What are the benefits in using the Web Portal?**
   By utilizing the various features of our website, provider offices can save significant administrative time. Some examples of functionalities that are:
   - Checking status of authorization requests
   - Reprint copies of authorization letters
   - Submit authorization requests (including extensions)

2) **Who can use the Web Portal?**
   Participating providers for the health plans that we service, specifically, Health First Pain Management and Spinal Surgery, and Emblem Health Pain Management and Spinal Surgery. Non-participating providers cannot access the portal.

3) **How to find access to the Web Portal on your website?**
   From the main homepage, "click" on "Submit Online."
   - Please choose the link "Request Authorization or Check Status" to log into your existing OrthoNet account.
   - If you do not already have an existing OrthoNet web portal account please complete the online "New User-Account Request Form"

4) **How do I familiarize myself with the Web Portal?**
   Click on the Web Portal "FAQ" link for step-by-step instructions.

5) **Whom should I contact for questions on the Web Portal?**
   If you have questions regarding the portal, please visit our website at www.orthonet-online.com. You may also contact our dedicated Web Portal Support line at 1-800-771-3195. Before calling, we recommend that you first familiarize yourself with the Web Portal by referencing the Web Portal **"FAQ"** link. This link can be found on the Submit Online tab of OrthoNet's website.

6) **How current is the information that is available on the website?**
   Authorization data is updated every evening. It is our goal to be able to update the information more frequently throughout the day.

7) **What should I do if I encounter difficulties using the website?**
   If you are having trouble logging in to the Web Portal, or if you have questions about using the various features of the website, please contact our dedicated support staff at 1-800-771-3195. OrthoNet will not be able to assist you with any internet, Windows, ISP, printing, or hardware-related issues.

8) **How secure is this site?**

   The interactive component of the website uses the latest in secure server technology and SSL encryption to ensure that any confidential information is protected. Any authorization inquiries generated by providers from the site are also secured so you can be assured that all Protected Health Information (PHI) remains confidential.

   *The eligibility information shown on this website is updated based upon health plan data provided to OrthoNet. This information may no longer be current as of the date of access and should not be relied upon unless verified with the health plan. Providers are advised to call the health plan directly for current, definitive information, or for answers to any other questions pertaining to member eligibility and benefits.