



Instructions for obtaining OrthoNet Web Portal Account access:

1. Visit [www.OrthoNet-online.com](http://www.OrthoNet-online.com)
2. Click on the Provider link and you will be directed to the "Provider Information" page.
3. On the left hand side of the page under "Health Plan Contracts" click on the Health Plan that you would like access to.
4. On the right hand side of the page click on "New User-Account Request Form"
5. All areas marked with a red Asterisk must be completed. Please be advised, you will need a previous OrthoNet prior authorization number in order to create a Web Portal Account.
6. You will then be asked to verify that you are not a robot requesting an account. You will be asked to click on any box that has the image we are requesting. Once all boxes with the requested images are selected, you will proceed to click on the "Submit Form" tab.
7. You will then receive an email requesting that you verify your email address.
8. Once you verify your email address your Account Request will be submitted to the "OrthoNet Web Portal Team for verification and processing"
9. Once your account has been verified, an email will be sent to account requestor with a link to create your account password.

How to log in to your OrthoNet Web Portal Account:

1. Visit [www.OrthoNet-online.com](http://www.OrthoNet-online.com)
2. Click on the Provider link and you will be directed to the "Provider Information" page.
3. On the left hand side of the page under "Health Plan Contracts" click on the Health Plan by name.
4. On the right hand side of the page under "Prior Authorization Submission and Status" click on "Request Authorization or Check Status".
5. Enter your OrthoNet web portal email address and password in their respective fields.
6. Press Login.
7. You will then receive a random security code (six digit code) via email, which must be entered (within 30 minutes), in order to complete the login process. A new security code will be supplied each time you login to the OrthoNet Provider Web Portal.
8. Once required fields are filled out, you can begin submitting prior authorization requests and also check the status of previously submitted authorizations.

## Frequently asked questions:

Do I need to enter the "Provider ID" Number(s) under Health Plan Contracts when completing my new web portal account?

No. OrthoNet's Web Support Team will link all providers that appear under the Tax Identification Number, at the Health Plan level and provider data supplied to OrthoNet. Provider ID is not required, but providing it can speed up the approval process.

Is there any particular format I should be using when creating my OrthoNet Web Portal password?

Yes. Your password need to be 8 to 24 characters long and must contain three of the following four options: Uppercase letters, Lowercase letters, Numeric and Special characters.

Is there a limit to the number of OrthoNet web accounts our office/practice can have?

No. Your practice/group/personnel can have multiple accounts. However, each web portal account needs a unique/different email address.

Can I opt out of getting a verification code each time I log in?

Unfortunately not. As a result of the New York State Cyber-Security Mandate that went into effect March 1, 2018, you will need to use a new security code each time you login to your OrthoNet Provider Web Portal.

What happens if I entered in the wrong CPT code(s) after submitting an authorization?

Unfortunately, once the authorization has been approved, you will not be able to retract the approval. You must contact OrthoNet Provider Services and advise them that you would like to cancel the approved request. Once the request has been cancelled, you can re-submit a new Authorization request with the correct CPT code.

What if my provider is not listed in the web portal?

When this occurs, contact OrthoNet's Web Portal Support Department at (800) 771-3195. The Web Support Team can verify whether or not the provider in question, appears on the monthly (electronic file) the Health Plan provides to OrthoNet. You may also need to contact the Health Plan directly to have them update the information in their system and send any missing information on the next provider file they send to OrthoNet

I have submitted a prior-authorization request via the OrthoNet Web Portal and the authorization is still in "received" status. Who should I call?

If you submitted a prior-authorization request and the status indicates it is "received", allow the appropriate time for processing. Received status indicates it is still in review. If you need further information or would like to speak with someone, please contact OrthoNet Provider Services.

Will I see the status of my prior-authorization request change at any given point once it has been submitted?

Yes. The initial status you will see after submitting your request in is "Received". This simply means that it is currently undergoing review by our clinical department. Please allow time for processing. The status will be updated to reflect either: "Review Complete – Approved", "Review Complete – Partial Approval" or "Review Complete – Medical Necessity Denial".