ACES Portal User's Guide

(Provider - Eligibility Check ONLY)

Contents

ACES Portal - Provider Guide

The use of this Provider Portal replaces the need for using the Data Warehouse and the Interactive Voice Response System (IVRS) to check eligibility. It has the benefit of working in real time, allows for the printing of eligibility search results, and can display future eligibility.

First Time Setup

1. Fill in your First and Last Names
2. Enter an email or mobile phone number
3. Set your Password
4. Click Agree & Join

A security code will be sent to either the email, or mobile phone specified in setup.

5. Enter the Security Code
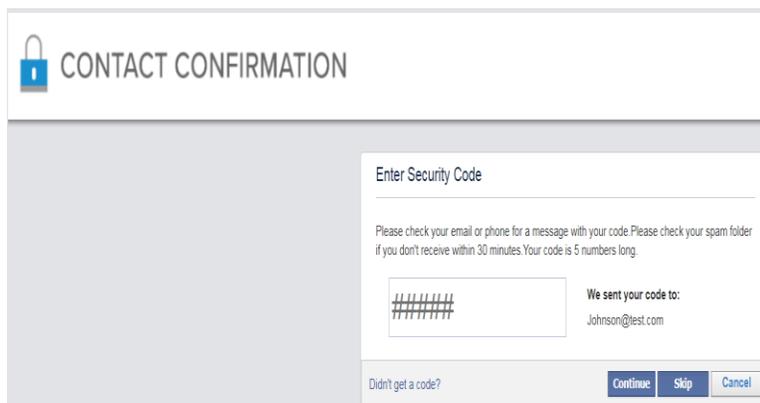
6. Select the proper option for you (Individual Practitioner or HCHCP Contracted Hospital or Facility)

7. Click NEXT
8. Fill out the Practitioner, Hospital, or Facility information including either their NPI, or TIN

NOTE: If there is an error with the NPI or TIN, the following message will display:

aces-app-uat.hillsboroughcounty.org says

The NPI or Tax ID you entered does not match our records. Please try again or contact member services at (813) 272-5040

OK
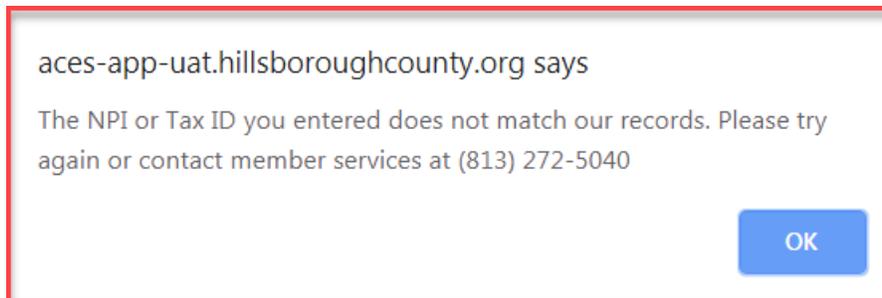
9. After correcting the error, click CONFIRM

PROFILE CONFIRMATION

Clicking the Confirm button indicates that you have reviewed the information you have provided as part of your profile and you certify that the information you have provided is complete and accurate to the best of your knowledge. Failure to provide accurate information can impact system access.

CONFIRM ✔

INDIVIDUAL PRACTITIONER INFORMATION

ACCOUNT OWNER: Albert Johnson   **PORTAL LOGIN:** ajohnson@test.com   **CUSTOMER ID:** 2111996

Practitioner: Pablo Acevedo   **National Provider ID (NPI):** 16997▮▮▮
Address: 6919 North Dale Mabry Highway, Tampa, FL, USA   **Zip Code:** 33614
Modified on: 9/17/2019

Use the Start Page

From this page, you can access Eligibility Check to look-up client eligibility. You can also see Account Information for the Practitioner, Hospital, or Facility used to create the account.

ENGINUITY v6.0.0   Log Off
Hello Albert

Main Menu ⌄

⚙ Eligibility Check

⚙ Account Information

Hillsborough County Florida   HEALTH CARE & SOCIAL SERVICES PROVIDER PORTAL

Current Date: 8/26/2019

ACCOUNT OWNER: Albert Johnson   **PORTAL LOGIN:** Johnson@test.com   **CUSTOMER ID:** 2135977

SEARCH INSTRUCTIONS ▼

Enter the Client's PID **OR** Complete First Name, Complete Last Name and Date of Birth
Enter the Service Date you want to check eligibility for
Click 'Check Eligibility' button to display the results
    Active clients - will display in the 'Check Results Requested' section
    Ineligible clients - will have a check next to the clients PID
PRINTING: Select the printer icon to print

ANY QUESTIONS RELATED TO ELIGIBILITY, PLEASE CONTACT MEMBER SERVICES AT (813) 272-5040

Clear   **Check Eligibility**

Eligibility   PID ⓘ   First Name   Last Name   Date of Birth ⓘ   Service Date * ⓘ

8/26/2019

Search

To check eligibility for a client, you will need to enter either their PID or their complete First Name, Last Name and Date of Birth. You can also change the Service Date if you need to check eligibility for a date other than the current, default date.

If you would like to check eligibility for more than one individual at a time, click enter after filling in the fields (and before clicking the CHECK ELIGIBILITY button).

NOTE: Partial searches are not allowed for any of the fields.

Search Results

Clicking the CHECK ELIGIBILITY button should display results like those shown below.

NOTE: A row that displays as orange (2ⁿᵈ row above) indicates no eligibility.

The first row of results displays a client who is not eligible for a past service date listed but Future Eligibility Exists.

The second row of results displays a client who is Eligible for service on the date listed.

The third row of results displays a client who is Ineligible for future service date listed but shows actual eligibility dates.

Search Results Printout

The eligibility results show the Client Information, including their status as well as their Current Eligibility Information and Service Date Requested. This may be printed out by clicking the printer icon. When printed, there is a history of when the Check Results were requested as well as by whom.

Account Information

This displays information on the Practitioner, Hospital, or Facility that was used to create the account.

Log In (after initial setup)

1. Enter User Id and Password
2. Click Start

Reset Password

To change your password:

1. Click 'Reset Password'

In the entry window

2. Enter your User ID (Email Address or Mobile Phone number used when registering)
3. Click Search

New password link will be sent to your email account

4. Check your email & click the link in your email
5. Login and enter the Security Code provided in your email

The End