

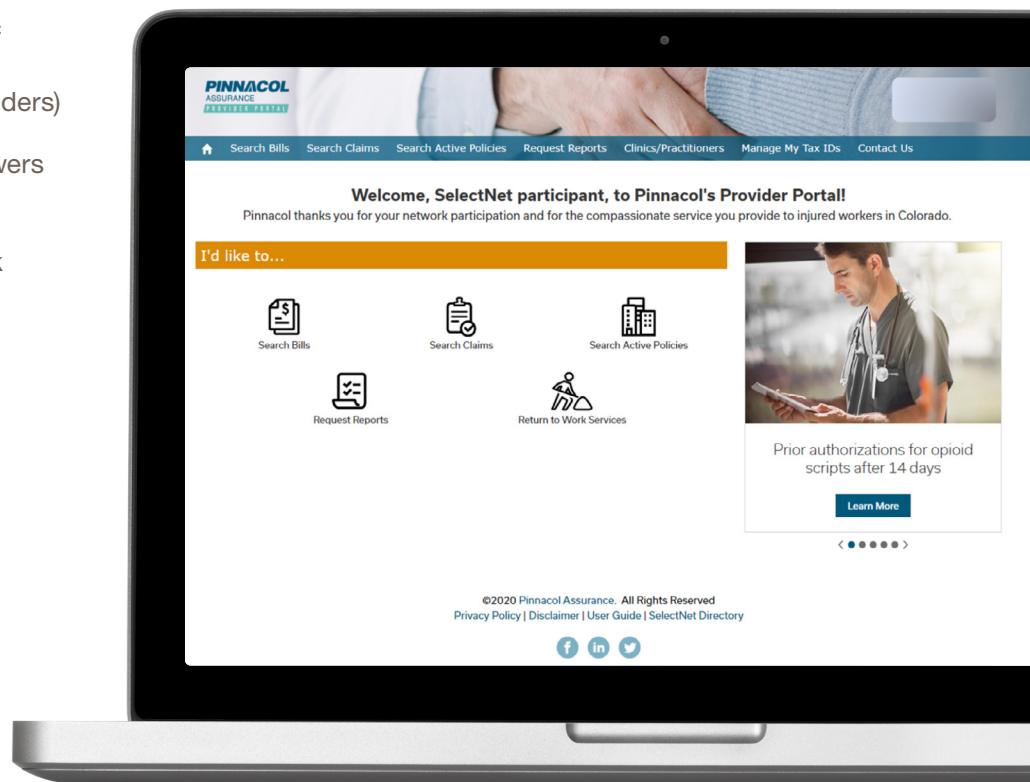
Provider Portal User Guide

More patient time, less phone time.

Pinnacol's provider portal gives you secure, convenient access to online resources. Once you register, you can:

- // check claims status
- // search bills, bill history, and print EOBs
- // appeal a bill and upload supporting documentation
- // search active Pinnacol policies
- // request clinic designation, clinic profiling and opioid prescribing reports (not available to all providers)
- // email Claim and Medical Reviewers from the claims search
- // make a referral to return to work consultants

Working with Pinnacol has never been easier. Pinnacol's provider portal is available to all providers who treat Pinnacol injured workers. Our customer service and provider relations teams are still here to provide personalized, compassionate customer service over the phone or by email.



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Registration

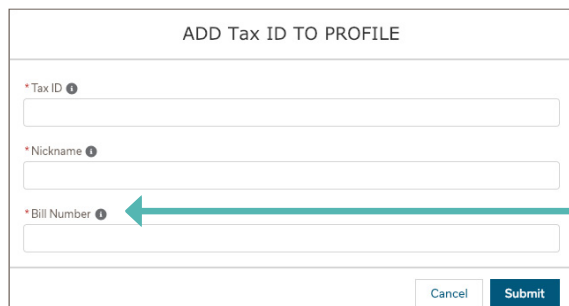
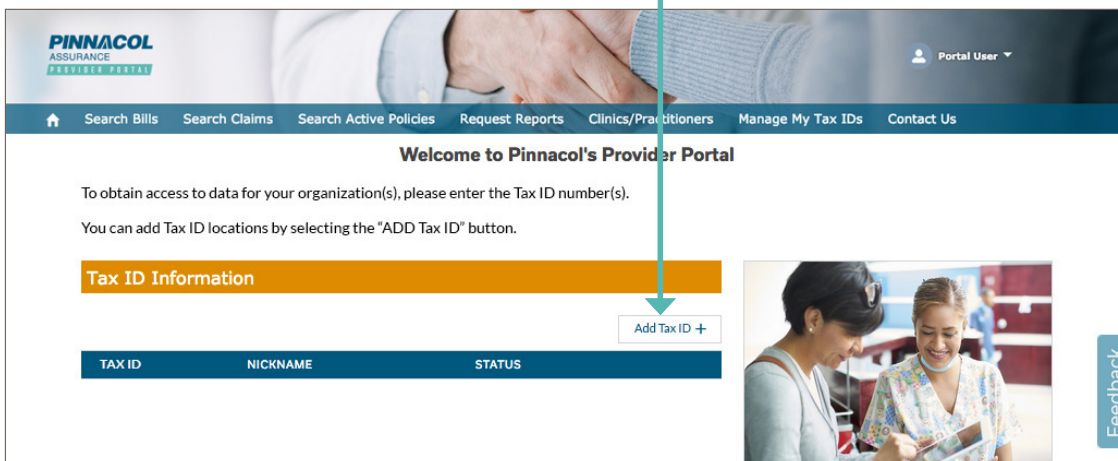
Before users can log in to the provider portal, they must complete a new registration, even if they have already registered and used the previous provider portal. Registration is a multi-step process.

STEP 1: Visit the portal at providerportal.pinnacol.com or click on **Medical Provider** from the **Sign in** tab in the upper right corner of [Pinnacol.com](https://pinnacol.com).

STEP 2: Complete the fields and submit. You may be contacted next by a Pinnacol employee who will verify your information and approve your registration request.

STEP 3: You will receive an email instructing you to enter additional clinic information in the portal. Follow the link you receive in the email.

STEP 4: From the portal home screen, click on the **Add Tax ID** button. A pop-up window will appear where you can enter the Tax ID number for your primary or physical location. You can add additional Tax IDs by clicking on the **Add Tax ID** button again.



Users must submit a **bill number** for each Tax ID. Enter the 8-digit bill number from an explanation of benefits (EOB) received within the past 120 days. The bill number can be found in the upper right corner of the EOB.

Search Bills

Users can search submitted bills either in groups or individually.

STEP 1: From the home screen, click on **Search Bills**.

The screenshot shows the Pinnacol Assurance Provider Portal. The navigation bar includes links for Search Bills, Search Claims, Search Active Policies, Request Reports, Clinics/Practitioners, Manage My Tax IDs, and Contact Us. The 'Search Bills' tab is selected. Below the navigation bar, there is a form with the following fields: 'Select a Tax ID' (a dropdown menu with two options: 'Clinic One - 123456789' and 'Clinic Two - 123456789'), 'Claim' (a text input field), 'Start Date' (a date picker), 'Bill' (a text input field), and 'End Date' (a date picker). There are 'Clear' and 'Search' buttons at the bottom of the form. A 'Feedback' button is located on the right side of the form. Below the form, there is a table with the following columns: BILL #, STATUS, SERVICE START, SERVICE END, CLAIM #, SSN, BILLED AMT, and PAID AMT.

STEP 2: Select a Tax ID from the drop-down menu. If users are only associated with one Tax ID, it will default to that Tax ID. Then enter valid search criteria in at least one of the search fields in the web form. Users may enter a claim number, EFT/check number, bill number or dates of service. If users are searching for bills by date of service, enter both the start date and end date. Searches are limited to 30 days' worth of bills at a time.

STEP 3: Click on **Search** to receive results.

The screenshot shows the Pinnacol Assurance Provider Portal. The navigation bar includes links for Search Bills, Search Claims, Search Active Policies, Request Reports, Clinics/Practitioners, Manage My Tax IDs, and Contact Us. The 'Search Bills' tab is selected. Below the navigation bar, there is a form with the following fields: 'Select a Tax ID' (a dropdown menu with two options: 'Clinic One - 123456789' and 'Clinic Two - 123456789'), 'Claim' (a text input field), 'Start Date' (a date picker), 'Bill' (a text input field), and 'End Date' (a date picker). There are 'Clear' and 'Search' buttons at the bottom of the form. A 'Feedback' button is located on the right side of the form. Below the form, there is a table with the following columns: BILL #, STATUS, SERVICE START, SERVICE END, CLAIM #, SSN, BILLED AMT, and PAID AMT. The table shows four bills with the following details:

BILL #	STATUS	SERVICE START	SERVICE END	CLAIM #	SSN	BILLED AMT	PAID AMT
12345678	Review	02/20/2018	02/20/2018	1234567	XXX-XX-1234	\$205.00	\$0.00
12345679	Review	02/13/2018	02/13/2018	1234567	XXX-XX-1234	\$265.00	\$0.00
12345670	Review	02/13/2018	02/13/2018	1234567	XXX-XX-1234	\$295.00	\$0.00
12345671	Review	02/13/2018	02/13/2018	1234567	XXX-XX-1234	\$295.00	\$0.00

STEP 4: Click on a **bill number** to view bill details.

1234567 - WORKER'S NAME

Bill Detail Payment Info Line Items

TRANS TYPE	CHECK OR EFT	ISSUE DATE	PAYMENT AMOUNT	TRANS STATUS
EFT	0000000000	08/14/2018	\$575.00	Cleared - 08/20/2018

Payee: EFT CLEARINGHOUSE

This bill and claim was reviewed in accordance with the medical fee schedule in effect for the date of service per the Colorado Workers' Compensation Rule and Regulations 7CCR1101-3. The billing provider cannot balance bill the injured worker for dollars in excess of the maximum fee schedule allowance. The billing provider has 60 days from the date of this EOB to contest the amount of dollars paid or denied and/or send a corrected bill.

[Print EOB](#) [Close](#)

STEP 5: If the bill status is closed, the user can click **Print EOB**. EOBs are only available for closed bills.

STEP 6: The EOB opens in a new tab and can be saved or printed using the download or print buttons in the upper right of the browser.



STEP 7: From the results, click on Print EOB and a new tab with that EOB will open. To print another EOB, go back to the original tab and click Print EOB on another bill.

STEP 8: From the Search Bills tab, search by EFT/Check number to see all bills associated with a specific EFT/Check number. Multiple pages of results may be returned.

PINNACOL ASSURANCE

Portal User

Search Bills Search Claims Search Active Policies Request Reports Clinics/Practitioners Manage My Tax IDs Contact Us

* Select a Tax ID 123456789

EFT/Check Number 123456789

Claim 1234567

Start Date 10/01/2018

End Date 10/01/2018

Clear Search Next

Page 1 of 5

BILL #	STATUS	SERVICE START	SERVICE END	CLAIM #	SSN	BILLED AMT	PAID AMT	
12345679	Closed	10/01/2018	10/01/2018	1234567	XXX XX 1234	\$201.30	\$131.48	Print EOB
12345679	Closed	10/01/2018	10/01/2018	1234567	XXX XX 1234	\$108.49	\$87.88	Print EOB
12345679	Closed	10/01/2018	10/01/2018	1234567	XXX XX 1234	\$121.20	\$98.17	Print EOB
12345679	Closed	10/01/2018	10/01/2018	1234567	XXX XX 1234	\$208.50	\$177.31	Print EOB

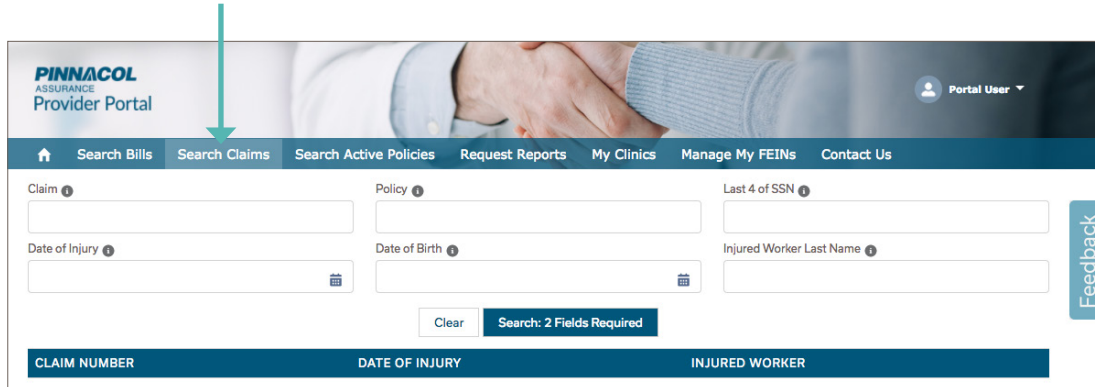
During a session, users can move within tabs and previous searches can be re-executed. When you logout, the search info will be cleared.

If you have questions about a specific bill, please contact the Pinnacol bill processor listed on the right side of the explanation of benefits (EOB).

Search Claims

Users can obtain detailed claim information or determine whether a claim has been filed.

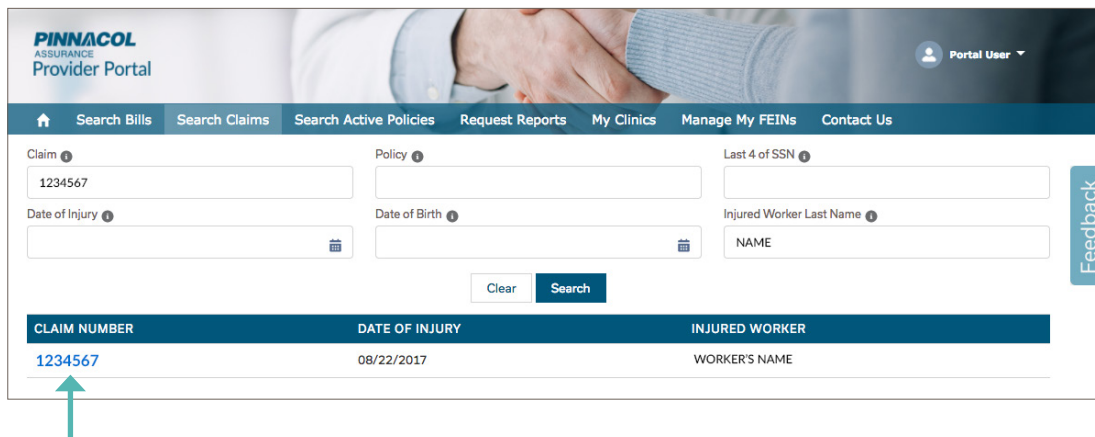
STEP 1: From the home screen, click on **Search Claims**.



The screenshot shows the Pinnacol Assurance Provider Portal. The navigation bar includes links for Home, Search Bills, Search Claims (highlighted with a green arrow), Search Active Policies, Request Reports, My Clinics, Manage My FEINs, and Contact Us. The main search form contains fields for Claim #, Policy #, Last 4 of SSN, Date of Injury, Date of Birth, and Injured Worker Last Name. Below these fields are 'Clear' and 'Search: 2 Fields Required' buttons. At the bottom, a table header shows 'CLAIM NUMBER', 'DATE OF INJURY', and 'INJURED WORKER'. A vertical 'Feedback' button is on the right side.

STEP 2: Search for a specific claim or group of claims by entering **at least two pieces of valid criteria** in the search form. Users can enter a specific claim number, the date of injury, a policy number associated with the claim, or the injured worker's last name, Social Security number or date of birth.

STEP 3: Click on **Search** to receive results.



The screenshot shows the same search form as before, but now with data entered: '1234567' in the Claim # field, '08/22/2017' in the Date of Injury field, and 'NAME' in the Injured Worker Last Name field. The 'Search' button is highlighted. Below the form, a table displays the search results:

CLAIM NUMBER	DATE OF INJURY	INJURED WORKER
1234567	08/22/2017	WORKER'S NAME

A green arrow points to the claim number '1234567' in the first row of the table. The 'Feedback' button remains on the right.

STEP 4: Click on a **claim number** to view claim details.

1234567 - WORKER'S NAME	
Accident Description While attempting to physically manage a client and de-escalate the client, staff was kicked, thrown, hit	
Employer Name Company Name Policy # 1234567 Preparer Name Preparer's Name Preparer Phone 303-123-4567	Claim Reviewer Name Claim Reviewer's Name Phone 303-361-4000 Email name@pinnacol.com
Legal Information I/W Attorney Attorney's Name I/W Attorney Phone 303-123-4567	Medical Reviewer Name Medical Reviewer's Name Phone 303-361-4000 Email name@pinnacol.com
<div> Print Close </div>	

STEP 5: Click **Print** to generate a PDF of the claim. The PDF opens in a new tab and can be saved or printed using the download or print buttons in the upper right corner of the browser.



STEP 6: Scroll to the bottom of the results window to view Medical Case Reviewer name, phone number and email address.

STEP 7: If no Medical Case Reviewer is assigned to the claim, the User will see this message:

Medical Reviewer
A Medical Reviewer is not assigned to this claim. Please contact the Claim Reviewer.

STEP 8: Click Claim Reviewer or Medical Case Reviewer email link to open an email to that address.

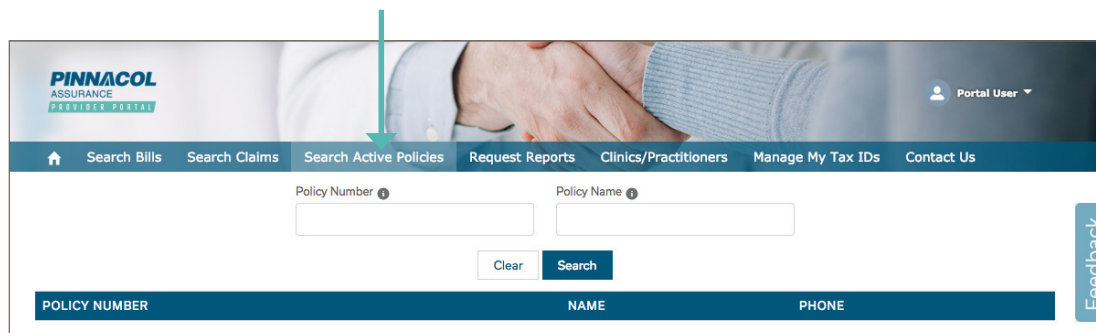
During a session, users can move within tabs and previous searches can be re-executed. When you logout, the search info will be cleared.

If you have questions about a specific claim, please contact the Pinnacol Claims Representative or Medical Case Reviewer assigned to the claim.

Search Active Policies

Users can search by policy number or policy name to verify an employer has an active policy with Pinnacol.

STEP 1: From the home screen, click on **Search Active Policies**.

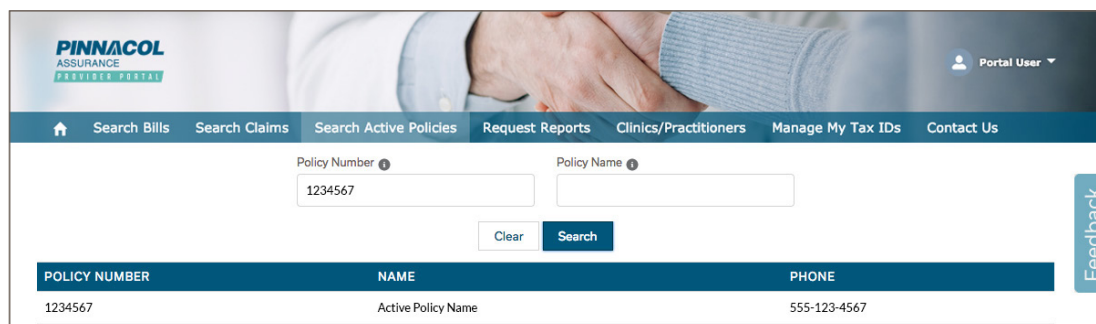


The screenshot shows the Pinnacol Assurance Provider Portal home screen. The navigation bar includes links for Search Bills, Search Claims, Search Active Policies (highlighted with a green arrow), Request Reports, Clinics/Practitioners, Manage My Tax IDs, and Contact Us. Below the navigation bar, there are two input fields: Policy Number and Policy Name. A Clear button and a Search button are located below the input fields. A Feedback button is on the right side. Below the input fields, there is a table with the following columns: POLICY NUMBER, NAME, and PHONE.

POLICY NUMBER	NAME	PHONE
---------------	------	-------

STEP 2: Enter the policy number or policy name.

STEP 3: Click on **Search** to receive results.



The screenshot shows the Pinnacol Assurance Provider Portal search results page. The navigation bar is the same as in the previous screenshot. The Policy Number field now contains the value '1234567'. The Search button is highlighted. Below the input fields, there is a table with the following columns: POLICY NUMBER, NAME, and PHONE.

POLICY NUMBER	NAME	PHONE
1234567	Active Policy Name	555-123-4567

During a session, users can move within tabs and previous searches can be re-executed. When you logout, the search info will be cleared.

Note: Policy status is based on information we have at the time the search was conducted. Please check this site frequently to confirm the status, as it may change. Due to factors beyond our control, such as delayed reporting, we cannot guarantee the accuracy of the information retrieved on this site, including whether a listed policy was in effect at the time of an injury.

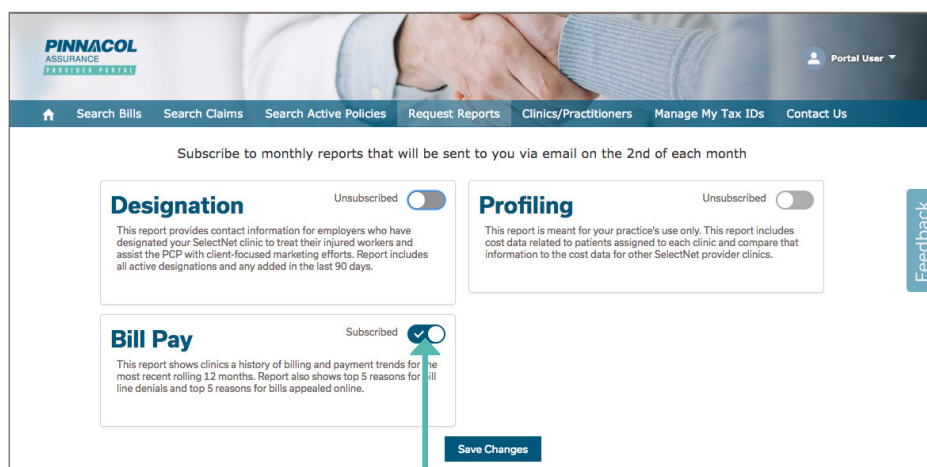
Request Reports

Pinnacol produces various reports for provider use. Availability is based on network participation and type of provider. If eligible, users can subscribe to automatic monthly reports, which are sent on the 2nd of each month to the report requester's email address.

When a user has more than one Tax ID, the option to select a Tax ID is now required before subscribing to reports. A selection is only required if the user has more than one Tax ID.

STEP 1: From the home screen, click on **Request Reports**.

STEP 2: Select a Tax ID if more than one is available.



STEP 3: Click on the slider box for the reports you wish to receive, and a check mark will indicate that you are now subscribed. Click on the slider box again to unsubscribe, and the check mark will disappear.

STEP 4: Click **Unsubscribed** on the Designation Report to see the available clinic options. Scroll to see additional options.



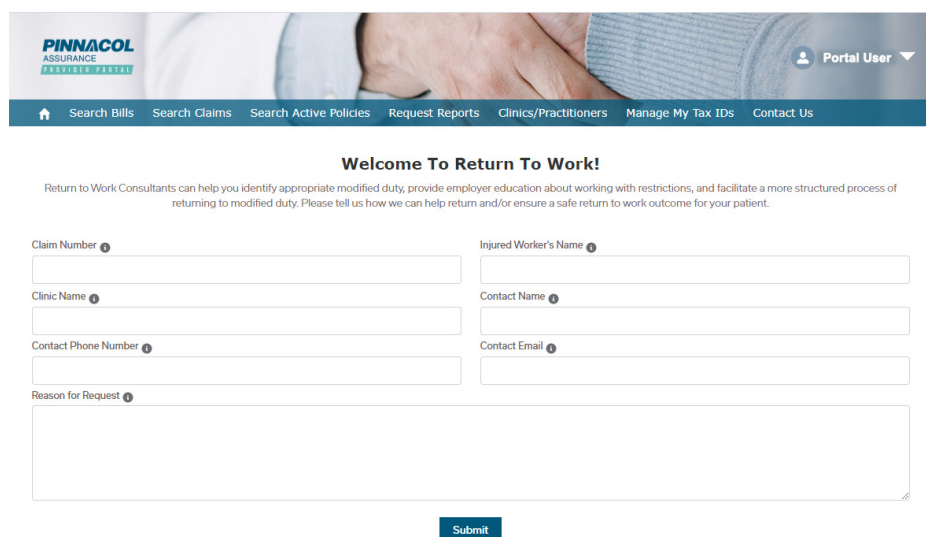
STEP 5: Click **Unsubscribe** on any clinic if the report is wanted. The selection will change to subscribed.

STEP 6: Click **Save Changes** to finalize your selections and receive a confirmation. **At least one clinic must be selected to save changes and request a designation report.**

Refer to Return to Work

Users can generate a direct referral to a return to work consultant by clicking on the return to work icon from the home screen within the Provider Portal.

This opens a new screen where your user name, email and phone number are prefilled. These entries can be edited if necessary.



The screenshot shows the Pinnacol Assurance Provider Portal interface. At the top, there's a header with the Pinnacol Assurance logo and a user profile dropdown labeled 'Portal User'. Below the header is a navigation bar with links: Home, Search Bills, Search Claims, Search Active Policies, Request Reports, Clinics/Practitioners, Manage My Tax IDs, and Contact Us. The main content area is titled 'Welcome To Return To Work!' and includes a brief description of the service. Below this is a form with the following fields: Claim Number, Injured Worker's Name, Clinic Name, Contact Name, Contact Phone Number, and Contact Email. A large text area for 'Reason for Request' is also present. A 'Submit' button is located at the bottom of the form.

WELCOME TO RETURN TO WORK!

Return to Work Consultants can help you identify appropriate modified duty, provide employer education about working with restrictions, and facilitate a more structured process of returning to modified duty. Please tell us how we can help return and/or ensure a safe return to work outcome for your patient.

Claim Number ¹

Injured Worker's Name ¹

Clinic Name ¹

Contact Name ¹

Contact Phone Number ¹

Contact Email ¹

Reason for Request ¹

Submit

After the claim number, the injured worker's name, your clinic name and the reason for the request are inserted, click submit. A green flash bar will appear at the top of the screen to indicate the request has been sent.

A Pinnacol return to work consultant will contact the requester within two business days to start the process. They'll help identify appropriate modified-duty tasks for the injured worker and educate the employer about working with restrictions, facilitating a safe return to work outcome for your patient.

Clinics/Practitioners

Users can view clinic information for multiple Tax IDs. A roster of credentialed providers can be viewed by clinic location. Updates can be made from this tab.

STEP 1: From the home screen, click on **Clinics/Practitioners**.

The screenshot shows the Pinnacol Assurance Provider Portal. The navigation bar includes links for Search Bills, Search Claims, Search Active Policies, Request Reports, **Clinics/Practitioners**, Manage My Tax IDs, and Contact Us. A teal arrow points to the 'Clinics/Practitioners' tab. Below the navigation bar, there is a dropdown menu labeled '* Select a Tax ID' with a 'Select a Tax ID' button. Below this is a table with columns for CLINIC, PHYSICAL ADDRESS, and PHONE. A 'Feedback' button is visible on the right side.

STEP 2: From the drop-down menu, select a Tax ID to receive results.
If users are only associated with one Tax ID, it will default to that Tax ID.

The screenshot shows the Pinnacol Assurance Provider Portal with the 'Select a Tax ID' dropdown menu open. The menu lists 'Clinic One - 123456789' and 'Clinic Two - 123456780'. A teal arrow points to the dropdown menu. The table below the dropdown menu has columns for CLINIC, PHYSICAL ADDRESS, and PHONE. A 'Feedback' button is visible on the right side.

The screenshot shows the Pinnacol Assurance Provider Portal with 'Clinic Two - 123456789' selected in the dropdown menu. The table below the dropdown menu has columns for CLINIC, PHYSICAL ADDRESS, and PHONE. The table displays the following information:

CLINIC	PHYSICAL ADDRESS	PHONE
CLINIC NAME	123 STREET NAME CITY, CO 12345	5551234567

A teal arrow points to the drop-down arrow in the table. A 'Feedback' button is visible on the right side.

STEP 3: Click on the drop-down arrow to display clinic or practitioner detail.

STEP 4: Select the practitioner detail to view providers associated with the selected clinic.

STEP 5: The practitioner credentialing status is indicated. “Current” indicates the practitioner’s recredential date is more than 120 days in the future. “Needs renewal” indicates the recredentialing date is within the next 120 days. “In Progress” indicates the practitioner is currently going through credentialing.

STEP 6: Click **Edit Locations** to update the clinics associated with a practitioner.

Practitioner Detail			
Click Edit Locations to add or remove the Practitioner from a clinic.			
NAME	STATUS	RECREDENTIAL BY	
PRACTITIONER 1	Current	06/30/2021	Edit Locations
PRACTITIONER 2	Needs Renewal	06/29/2018	Edit Locations
PRACTITIONER 3	Current	07/31/2021	Edit Locations

Add New Practitioner **Close**

STEP 7: Click **Add New Practitioner** to access required credentialing documents and for instructions to credential a new provider.

STEP 8: Click **Remove** to request a practitioner be removed from a specific clinic. Multiple selections can be made at one time.

STEP 9: Click **Next** to continue.

PRACTITIONER'S NAME		
CLINIC	ADDRESS	
CLINIC ONE	CLINIC ONE ADDRESS	Add
CLINIC TWO	CLINIC TWO ADDRESS	Remove
CLINIC THREE	CLINIC THREE ADDRESS	Remove

Back **Close**

PRACTITIONER'S NAME

* Effective Date

* Reason

Back **Close** **Save**

STEP 10: After adding or removing a practitioner from a clinic a window opens. It requires the user to indicate the effective date and reason for change. After the user has made changes, click **Save**. A pop-up notifies the user the request has been submitted.

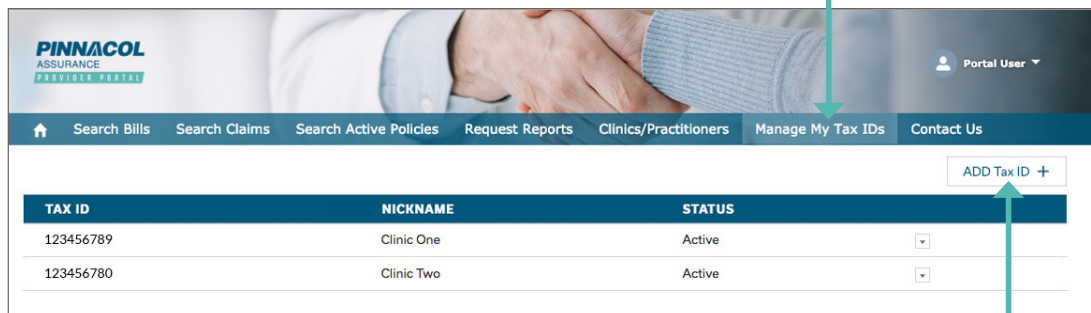
STEP 11: Click **Remove All** to request a practitioner be removed from all clinics associated with the selected Tax ID. **A pop-up will indicate that removing the practitioner from all clinics will remove the practitioner from the SelectNet contract.**

STEP 12: Click **Next**. The user must indicate the effective date and reason for the changes as above.

Manage My Tax IDs

Users can set up and manage additional Tax IDs using our portal.

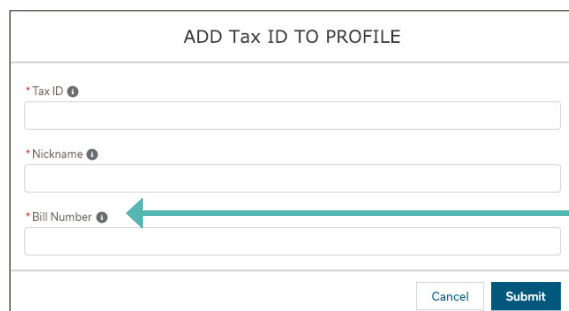
STEP 1: From the home screen, click on **Manage My Tax IDs**.



TAX ID	NICKNAME	STATUS
123456789	Clinic One	Active
123456780	Clinic Two	Active

ADD Tax ID +

STEP 2: Click on the **ADD Tax ID** button.



ADD Tax ID TO PROFILE

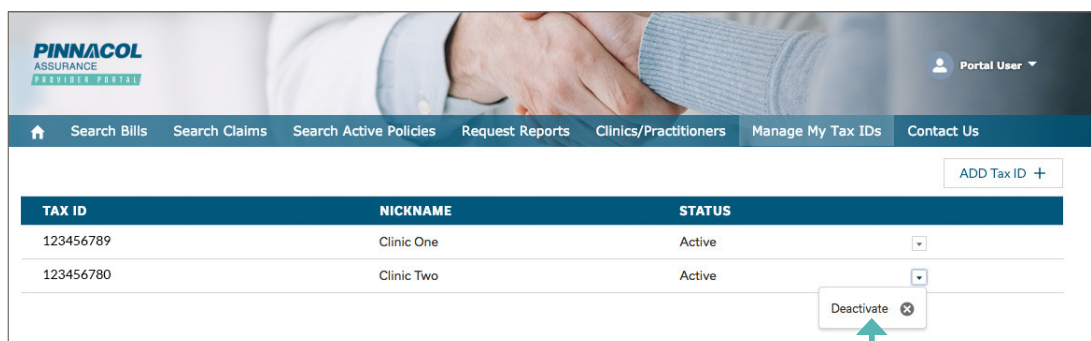
*Tax ID

*Nickname

*Bill Number

Cancel Submit

Users must submit a **bill number** for each Tax ID. Enter the 8-digit bill number from an explanation of benefits (EOB) received within the past 120 days. The bill number can be found in the upper right corner of the EOB.



TAX ID	NICKNAME	STATUS
123456789	Clinic One	Active
123456780	Clinic Two	Active

ADD Tax ID +

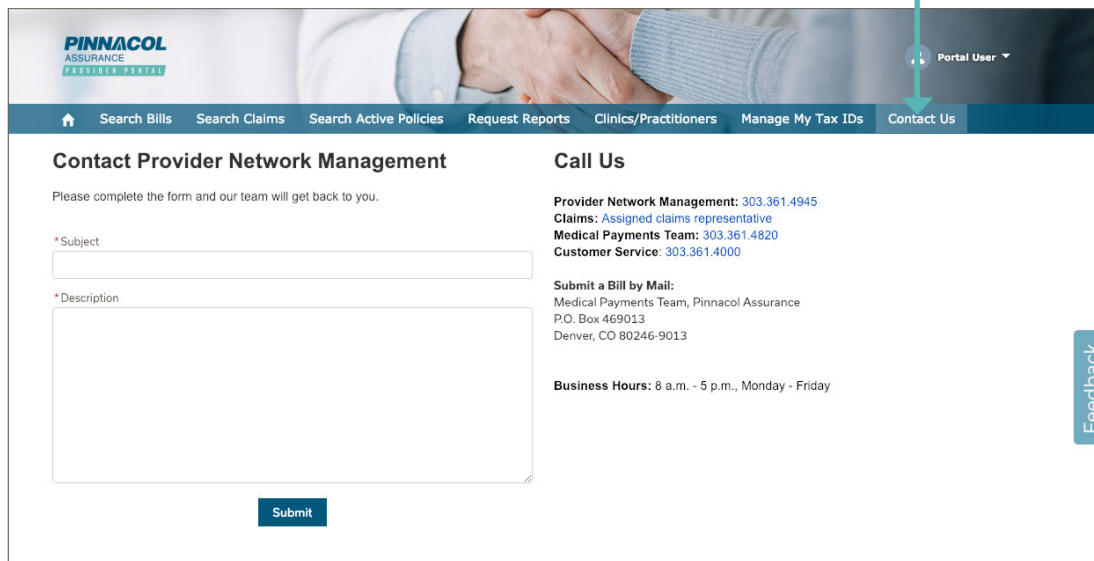
Deactivate

STEP 3: To deactivate a Tax ID, click on the down arrow to the right of the Tax ID and select **Deactivate**.

Contact Pinnacol

Users can submit a question or comment to our provider network management team.

STEP 1: From the home screen, click on **Contact Us**.



The screenshot shows the Pinnacol Assurance Provider Portal. The top navigation bar includes links for Home, Search Bills, Search Claims, Search Active Policies, Request Reports, Clinics/Practitioners, Manage My Tax IDs, and Contact Us. A green arrow points to the 'Contact Us' link. The main content area is titled 'Contact Provider Network Management' and includes a form with fields for 'Subject' and 'Description'. To the right of the form is a 'Call Us' section with contact information for Provider Network Management, Claims, Medical Payments Team, and Customer Service. A 'Submit' button is at the bottom of the form. A 'Feedback' button is on the right side of the page.

PINNACOL ASSURANCE PROVIDER PORTAL

Portal User

Search Bills Search Claims Search Active Policies Request Reports Clinics/Practitioners Manage My Tax IDs **Contact Us**

Contact Provider Network Management

Please complete the form and our team will get back to you.

* Subject

* Description

Submit

Call Us

Provider Network Management: 303.361.4945
Claims: [Assigned claims representative](#)
Medical Payments Team: 303.361.4820
Customer Service: 303.361.4000

Submit a Bill by Mail:
Medical Payments Team, Pinnacol Assurance
P.O. Box 469013
Denver, CO 80246-9013

Business Hours: 8 a.m. - 5 p.m., Monday - Friday

Feedback

STEP 2: Enter a subject and description in the open text fields. Both fields are required.

STEP 3: Click on **Submit** and our team will contact you soon.

Appeal a Bill

Users can initiate a bill appeal from the portal and receive confirmation of the appeal request.

STEP 1: From the home screen, click on **Search Bills**.

PINNACOL ASSURANCE PROVIDER PORTAL

Portal User

Search Bills Search Claims Search Active Policies Request Reports Clinics/Practitioners Manage My Tax IDs Contact Us

*Select a Tax ID
Clinic One - 123456789

Claim
Start Date
02/09/2018

EFT/Check Number
Bill
End Date
03/09/2018

Page 1 of 1

Clear Search

BILL # STATUS SERVICE START SERVICE END CLAIM # SSN BILLED AMT PAID AMT

STEP 2: Select a Tax ID from the drop-down menu, then enter the bill number.

If users are only associated with one Tax ID, it will default to that Tax ID.

STEP 3: Click on **Search** to receive results.

PINNACOL ASSURANCE PROVIDER PORTAL

Portal User

Search Bills Search Claims Search Active Policies Request Reports Clinics/Practitioners Manage My Tax IDs Contact Us

*Select a Tax ID
Clinic One - 123456789

Claim
Start Date
02/09/2018

EFT/Check Number
Bill
End Date
03/09/2018

Page 1 of 1

Clear Search

BILL #	STATUS	SERVICE START	SERVICE END	CLAIM #	SSN	BILLED AMT	PAID AMT
12345678	Review	02/20/2018	02/20/2018	1234567	XXX-XX-1234	\$205.00	\$0.00
12345679	Review	02/13/2018	02/13/2018	1234567	XXX-XX-1234	\$265.00	\$0.00
12345670	Review	02/13/2018	02/13/2018	1234567	XXX-XX-1234	\$295.00	\$0.00
12345671	Review	02/13/2018	02/13/2018	1234567	XXX-XX-1234	\$295.00	\$0.00

Click on a **bill number** to view bill details. A pop-up window will appear. Click on **BILL DETAIL**.

12345678 - WORKER'S NAME

BILL DETAIL PAYMENT INFO LINE ITEMS

TRANS TYPE	CHECK OR EFT	ISSUE DATE	PAYMENT AMOUNT	TRANS STATUS
EFT	1234567890	02/09/2018	\$702.18	Cleared - 02/15/2018

Payee: EFT CLEARINGHOUSE (OPTUM HEALTH)

Close

12345678 - WORKER'S NAME

BILL DETAIL PAYMENT INFO LINE ITEMS

Appeal

Claim

Injured Worker
WORKER'S NAME

Claim#
12345678

Claims Rep
Rep's Name

Bill Detail

STEP 4: From the bill detail screen, click on the **Appeal** button. **If this button does not appear, this bill is not eligible for online bill appeal.**

12345678 - WORKER'S NAME

*Appeal Reason ⓘ

--None--

Bill denied for notes

Claim# correction

DOS correction

ICD correction

Other

Procedure code update

Supply and/or NDC information

UB92 DRG

UB92 Principal Procedures

Units correction

STEP 5: A pop-up box will appear. Select the **Appeal Reason** from the drop-down menu.

12345678 - WORKER'S NAME

*Appeal Reason ⓘ

Claim# correction

Upload Supporting Documentation

Upload Files Or drop files

*Comments ⓘ

Support Document Cancel Submit Request

STEP 6: Enter a comment about the bill appeal.

23671975 - DIEGO GUERRERO ESPINOSA

*Appeal Reason ⓘ

Upload Files

Support Document.pdf
35 KB

1 of 1 file uploaded

Done

Cancel Submit Request

STEP 7: Uploading supporting documents is optional. If files are uploaded, a window opens and indicates a file has been uploaded. Click **Done** to close the window.

12345678 - WORKER'S NAME

* Appeal Reason ⓘ
 Claim# correction

Upload Supporting Documentation
 Upload Files Or drop files

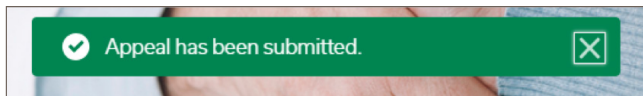
* File Type
 --Select--

Support Document
 Delete File

* Comments ⓘ

Cancel Submit Request

STEP 8: After uploading files, select a **File Type**: “medical record,” “bill,” or “attachment.” Click on **Submit Request** to submit the appeal.



STEP 9: A pop-up indicates the appeal was submitted and the bill detail will indicate the bill is in appeal.

12345678 - WORKER'S NAME

Bill Detail Payment Info Line Items

This bill is currently in the appeal process

Claim

Injured Worker WORKER'S NAME	Claim# 1234566
Claims Rep Claims Rep's Name	Worker Comp# 1234566
Policy Policy Name	Policy Mailing Address 123 Street Name City, CO 12345

Bill Detail

Bill# 12345678	Received Date 01/03/2019
Bill Processor BILL PROCESSOR'S NAME	Version Date 01/03/2019
Processor Phone 303-361-4000	Treating PROVIDER'S NAME
Bill Version 2	Patient Acct# 123456789
Billing FEIN 123456789	PPO PPO
Billing Name BILLING NAME	Contract PROVIDER'S GROUP

Print EOB Close

Users can submit documentation to complete the appeal by fax, 303.361.5940, or mail the documents to Pinnacol Assurance, 7501 E. Lowry Blvd., Denver, CO 80230.

Visit pinnacol.com/appeal-bill to initiate a manual bill appeal.

Access Credentialing Forms

Credentialing forms and instructions are available to print or download.

STEP 1: From the home screen, click on **Clinics/Practitioners**.

PINNACOL ASSURANCE PROVIDER PORTAL

Portal User

Search Bills Search Claims Search Active Policies Request Reports **Clinics/Practitioners** Manage My Tax IDs Contact Us

* Select a Tax ID

Select a Tax ID

CLINIC	PHYSICAL ADDRESS	PHONE
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Feedback

STEP 2: From the drop-down menu, select a Tax ID associated with the clinic or practitioner. If users are only associated with one Tax ID, it will default to that Tax ID.

PINNACOL ASSURANCE PROVIDER PORTAL

Portal User

Search Bills Search Claims Search Active Policies Request Reports Clinics/Practitioners Manage My Tax IDs Contact Us

* Select a Tax ID

✓ Select a Tax ID

- Clinic One - 123456789
- Clinic Two - 123456780

CLINIC	PHYSICAL ADDRESS	PHONE
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Feedback

PINNACOL ASSURANCE PROVIDER PORTAL

Portal User

Search Bills Search Claims Search Active Policies Request Reports Clinics/Practitioners Manage My Tax IDs Contact Us

* Select a Tax ID

Clinic Two - 123456789

CLINIC	PHYSICAL ADDRESS	PHONE
CLINIC NAME	123 STREET NAME CITY, CO 12345	5551234567

Feedback

STEP 3: Click on the drop-down arrow to display clinic or practitioner detail.

STEP 4: Select the practitioner detail to view providers associated with the selected clinic.

Practitioner Detail

Click Edit Locations to add or remove the Practitioner from a clinic.

NAME	STATUS	RECREENTIAL BY	
PRACTITIONER 1	Current	06/30/2021	Edit Locations
PRACTITIONER 2	Needs Renewal	06/29/2018	Edit Locations
PRACTITIONER 3	Current	07/31/2021	Edit Locations

Add New Practitioner
Close

STEP 5: Click on [Add New Practitioner](#).

STEP 6: A pop-up displays the 3 required credentialing documents. Click on each document to view and download. Instructions on credentialing are displayed.

Practitioner Detail

Group Roster

Group Participation Af...

Provider Disclosure Fo...

To credential a new practitioner, submit these forms to Credentiaing@pinnacol.com.
Have questions about credentialing? Contact Danyel Shelby at 303-361-4954.

Back
Close

Glossary of Terms

Bill: Provider billing and payment information, searchable at the claim and Tax ID.

Bill Pay Report: Shows clinics a history of billing and payment trends for the most recent rolling 12 months. Report also shows top 5 reasons for bill line denials and top 5 reasons for bills appealed online.

Claim: Information about the injured worker's case, such as claim number, date of injury and employer.

Claims Reviewer: The Pinnacol employee who guides injured workers and policyholders through the claims process. This includes investigation, coordination of care, authorization of benefits, and claims settlements.

Clinic Profiling Report: This report is meant for your practice's use only. This report includes cost data related to patients assigned to each clinic and compares that information with the cost data for other SelectNet provider clinics.

Designation Report: This report provides contact information for employers who have designated the clinic to treat their injured workers and assists the PCP with client-focused marketing efforts. Report includes designations that were added within the last 90 days, designations auto-assigned in the last 90 days and all active designations within the last 12 months.

EOB: The explanation of benefits is a statement sent by Pinnacol to explain the medical treatments and services paid on the injured workers' behalf. The form usually accompanies a check or electronic payment.

Injured worker: Commonly used term to refer to injured or ill worker or employee who is receiving treatment under workers' compensation insurance.

Medical Reviewer: The Pinnacol employee who serves as a liaison between medical providers and injured workers by planning and coordinating healthcare services with the goal of rehabilitation.

Opioid Prescribing Report: This report shows your opioid prescribing history with Pinnacol injured workers. Report displays aggregated data on prescribing patterns over the past 2 years and compares individual provider data with that of your peers.

Pinnacol.com: Pinnacol's website.

Policyholder: A person or group in whose name an insurance policy is held. Sometimes also referred to as "employer."

Provider portal: Offers secure online access to view and search sensitive claim and billing information, file billing appeals, request reports and reach out to service teams.

Provider portal home screen: The main landing page of Pinnacol's provider portal.

Tax ID: Federal Tax ID Number (required for portal registration).

Resources

1. Pinnacol.com houses myriad resources for navigating workers' compensation processes.
From pinnacol.com/medical-providers, click on **Billing and claims**.
2. Workers' Compensation Basics course, Module 8: Pinnacol Processes:
pinnacol.com/events/workers-compensation-basics-providers-0
3. How to appeal a bill:
pinnacol.com/appeal-bill
4. Choosing a designated provider:
pinnacol.com/knowledge-center/choosing-designated-medical-provider

Contact us:

Provider Network Management: 303.361.4945, provider_management@pinnacol.com

Billing: 303.361.4820

Pinnacol Customer Service: 303.361.4000