


# Provider Portal User Guide

## J. Rice Portfolio Sample



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### Overview

The Provider Portal is LHI's exclusive website that supports provider and practitioner services across a variety of contracts. A number of the encounters you have with LHI will be facilitated through the Provider Portal. The portal will allow you to complete trainings, review pertinent exam documentation, complete appointment documentation and upload tests results.

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## Functions of the Provider Portal

**LHI** CARE for MISSION CRITICAL™ ProviderPortal

Home Knowledge Center Credentialing Appointments My Profile

**LHI CONNECTS**  
**PROVIDERS, EMPLOYERS,**  
**& EXAMINEES**  
TO IMPROVE WORKFORCE HEALTH

**Questions or Problems?**  
For assistance please contact the Provider Assistance Line at 888.852.1988. [Click here](#) to access the Contact Us page.

**Quick Links**  
Access our most useful tools.

**Knowledge Center**  
The Knowledge Center contains information on all LHI services that you are registered to provide. Find interactive training videos, scopes of work, guidelines for services, and reference documents here.

**Appointment Center**  
In the Appointment Center, you can view your appointments and services, download pre-populated paperwork for performing services, then upload the completed forms after services are performed.

**Event Center**  
In the Event Center, you can view your current events, sign up for upcoming events, and schedule training for new services.

**Accounting Center**  
In the Accounting Center, you can submit new invoices, view past invoices and review payment history for your services.

**Login**  
User Name:   
Password:   
   
[Forgot User Name or Password](#)

Sign up to become an LHI Provider

LHI Home | Provider Apparel | Contact Us | Minimum Site Requirements | Privacy | About Us | Report Problem

### Home

Return to Provider Portal home page

### Knowledge Center

Complete training and view reference material

### Credentialing

Complete provider and practitioner credentialing documents

### Appointments

View appointments, medical records, order request, complete electronic worksheets and upload radiographs and/or applicable exam documents

### My Profile

Update profile information for LHI

### Quick Links

Access to additional Provider Portal resources

## Logging In

1. Once your user account is created, you can log in to the Provider Portal to begin working with LHI
2. Navigate to the Provider Portal at providers.logisticshealth.com
3. Enter your user name and password into the Login section of the page
4. Click 'Login'
5. If you perform exams at multiple clinics, a dialog box will appear. Select the location of your upcoming appointment and click 'OK'

**Login**

User Name:

Password:

**Login** **Help**

[Forgot User Name or Password](#)

Sign up to become an LHI Provider 

	Provider Id	Provider Name	Provider Address
<input type="radio"/>	100002	Test Provider 2	donotenter , TX donotenter
<input checked="" type="radio"/>	114025	LHI - Internal Team	328 Front Street South La Crosse, WI 54601

**Ok** **Cancel**

## Appointment Center

To access the Appointment Center, choose one of the following two options:

1. Hover over 'Appointments' on the menu bar and select 'View Appointments' from the dropdown menu
2. Click 'Go' in the Appointment Center section of the home page, then click 'View Appointments'

**LHI** CARE for MISSION CRITICAL™ *ProviderPortal*

Home Knowledge Center **Appointments** My Profile

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In the Appointment Center, you can view your appointments and services, download pre-populated paperwork for performing services, then upload the completed forms after services are performed.

**GO** **GO**

## Locating Your Appointments

The Appointment Center will default to display all of today's appointments for your facility. This includes appointments for other practitioners at your facility. Only view and complete exams that are assigned to you.


ProviderPortal

Home
Knowledge Center
Appointments
My Profile

### Appointment Search

Enter your search criteria below and click on the Search button. To perform a new search, please click the Clear button first to clear current search criteria.

SSN:

Ext. Emp. Id.:

First Name:

Last Name:

Voucher No.:

Order Id.:

Order Status:

GE SR Id.:

Service Type:

Appt. Status:

Date Filter:

Date From:

Date To:

---

[Export](#)


Drag a column header here to group by that column

Order Id Appt. Id	Voucher Number	Emp. Id	SSN	Last Name	First Name	Ord. Status	Appt. Date Appt. Notes	Practitioner Name	Appt. Status	Detail
28072144 22001015	F28072144		999-99-9999	Veteran	John	InProgress	07/07/2017 08:00 AM	Dr. Smith	Scheduled	<a href="#">Detail</a>
28050569 21980777	F28050569		111-11-1112	Veteran	Jane	InProgress	07/07/2017 10:00 AM	Dr. Johnson	Scheduled	<a href="#">Detail</a>
28051014 21981405	F28051014		111-11-1999	Veteran	Mike	InProgress	07/07/2017 10:00 AM	Dr. Smith	Scheduled	<a href="#">Detail</a>
28059305 21988437	F28059305		121-11-1112	Veteran	Sam	InProgress	07/07/2017 10:00 AM	Dr. Henderson	Scheduled	<a href="#">Detail</a>

### How to Search for an Appointment

The Appointment Search screen allows you to find appointments in a variety of ways. You can limit your search by using the individual search fields.

1. Select the 'Clear' button
2. Enter the appropriate criteria into any of the available fields
3. Select the 'Search' button


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SSN:

Ext. Emp. Id.:

First Name:

Last Name:

Voucher No.:

Order Id.:

Order Status:

GE SR Id.:

Service Type:

Appt. Status:

Date Filter:

Date From:

Date To:

---

[Export](#)

Drag a column header here to group by that column

Order Id Appt. Id	Voucher Number	Emp. Id	SSN	Last Name	First Name	Ord. Status	Appt. Date Appt. Notes	Practitioner Name	Appt. Status	Detail
28078977 22007935			213-42-1341	test2	test	InProgress	08/21/2017 08:00 AM	Dr. Smith	Scheduled	<a href="#">Detail</a>

### Search Results

Review the search results to locate the correct appointment. If the appointment is not listed, consider adding additional criteria to narrow your search further. Only 100 results will populate at a time. Click 'Detail' to select the appointment.

Drag a column header here to group by that column

Order Id Appt. Id	Voucher Number	Emp. Id	SSN	Last Name	First Name	Ord. Status	Appt. Date Appt. Notes	Practitioner Name	Appt. Status	Detail
28078977 22007935			213-42-1341	Veteran	John	InProgress	08/21/2017 08:00 AM	Dr. Smith	Scheduled	

### Appointment Detail Page

The Appointment Detail screen contains an electronic record of each appointment, including: scheduling information, completion progress and electronic worksheets required for each appointment. In addition, there is a placeholder for appointments that require documents or images to be uploaded. The screen has five main sections:

The screenshot shows the 'Appointment Detail' page in the LHI ProviderPortal. It includes a navigation bar with 'Home', 'Knowledge Center', 'Appointments', and 'My Profile'. The main content area is divided into several sections:

- 1 Order and patient information:** Displays Order ID (28078977), Patient ID (John Veteran), DOB (1/1/1990), Address (La Crosse, WI 54601), SSN, Age (27), Gender (Female), and Practitioner Name (Dr. Smith).
- 2 Scheduling information:** Shows the appointment scheduled for 08/21/2017 at 08:00 AM for a Physical Exam.
- 3 Appointment information and progress:** Lists the provider (Test Provider 2), location (NONOTENTER WI), and worksheet progress (2 items to do).
- 4 Worksheets section:** A table listing required worksheets such as 'Medical Records/Cfile Review - FILL FIRST' and 'VA Ear Conditions (including Vestibular and Infectious Conditions) DBQ', with their status (Pending) and a 'Fill' button.
- 5 Documents section:** A table listing documents like 'VA Order Request Details', 'Claims File Read 1st (Medical Records)', and 'VA Relevant Evidence', with their action status (View) and buttons for 'View', 'Fill', 'Upload', and 'Sign'.

- 1 Order and patient information
- 2 Scheduling information
- 3 Appointment information and progress
- 4 Worksheets section which contains the DBQ(s) you must complete for the Veteran's appointment
- 5 Documents section which contains the instructions from the VA and the Veteran's medical records

### Required Documents to Review

Before every exam, review the Order Request ,Claims File and any Relevant Evidence identified by the VA. You must have your popup blocker disabled to view these documents.

### VA Order Request (2507)

The Order Request contains the formal instructions from the VA for the exam. To open the Order Request, go to the Documents section of the Appointment Details page and click the 'View' button for the VA Order Request Details.

Documents

Service	Document	Action Status	Action
VA Order Request	VA Order Request Details	View	View  Fill  Upload  Sign
VA Order Request	Claims File Read 1st (Medical Records)	View	View  Fill  Upload  Sign
VA Order Request	VA Relevant Evidence	View	View  Fill  Upload  Sign