




AERIAL CARE PROVIDER PORTAL QUICK REFERENCE GUIDE

How to Access Aerial Care



- 1) Aerial Care is compatible **ONLY** with Internet Explorer and Google Chrome.
- 2) Log on to Prospect Medical's website: www.prospectmedical.com
- 3) Under **For Providers**, click on **Provider Login (Aerial Care)** link
- 4) Enter **Login Name** and **Password**, click **Continue**

Aerial Care access is granted to providers that have a contracted status with Prospect Medical. To obtain a Login and password or to schedule training for your office, **please contact Network Management at (800)708-3230, prompt 1 for Providers, prompt 7 for Aerial Care Assistance.**


Viewing Eligibility Information

- 1) Click on the **Eligibility** tab and complete at least one of the fields and click **Submit**
- 2) Eligibility search result will appear providing eligibility status – **Green icon = Eligible** and **Red icon = Not Eligible**
- 3) View and sort eligibility information based on desired criteria in **Search** or **Advanced Search**
- 4) Click on  icon to view member information and eligibility details

Referral Submission, Referral Status, and Referral Modification

- 1) Click **Submit Online Referral** located to the left side of the dashboard
- 2) Fill in one or more fields and click **Search**
- 3) Member search result will appear. Click **Refer** located to the right side of the screen
- 4) Select appropriate referral **Specialty**
- 5) Only routine referral submissions can be submitted online. **STAT/URGENT request must be called in to Medical Management at (800) 708-3230, prompt 1 for Providers, prompt 5 for STAT/Urgent Referrals.**
- 6) Select the appropriate Place of Service
- 7) Enter CPT code(s), Service Unit(s), and ICD-10 code(s), click on **Add Next** to enter additional codes
- 8) Enter your **Clinical Symptoms/Findings** in box
- 9) Enter your **Treatment Plan** in box
- 10) Submit referral by clicking **Submit Referral**
- 11) To add attachments, click on  icon, select the file to be attached using the "Browse" button, add comments about the file in the "Description" box (optional), then click on **Save Attachment**. The attachment will be forwarded to our Medical Management Team
- 12) **Verify referral status**, click Referrals tab
- 13) The status column illustrates the referral status
- 14) Click on  icon to view referral details
- 15) Enter your **modification request** (changes to CPT codes, ICD-10 codes, referral extensions, Facility/Provider modifications, etc.) in **Comments** box, click **Save Comments**. Medical Management will acknowledge your request and can be viewed under the **Referral Alerts** tab on the dashboard.**

Claim Status (claim and encounter submissions should be sent through Office Ally).

- 1) Click on **Claims** to verify claim status
- 2) The status column illustrates the claim status
- 3) Click on  icon to view the details of the claim

Note: You may search by entering data in any of the search fields. Please use your **Capitation Summary Report** posted to your Aerial Care dashboard under the My Links section and/or access your **Claim/Encounter Remittance Advice** through Office Ally to reconcile your billing account information. Information displayed under the Claim Detail page on Aerial Care is not an accurate financial reporting source.

****Note: DME, Home Health, and Injectable Drug referral submissions must be requested on a Treatment Authorization Request Form located on Aerial Care dashboard under the My Links section, as an attachment within the Provider Manual. Please contact Network Management at (800) 708-3230, prompt 1 for Providers, prompt 7 for Aerial Care assistance.**



AERIAL CARE PROVIDER PORTAL QUICK REFERENCE GUIDE

Aerial Care Troubleshooting

Our office uses Firefox, Opera, or Safari and we have been experiencing difficulty viewing member/claim detail on Aerial.

Aerial Care is optimized for Internet Explorer and Google Chrome. Other internet browsers may impede the performance of Aerial Care, including displaying missing or mismatched information.

Our office accesses Aerial Care through a shortcut saved on our desktop and noticed that we are not receiving updates to our referral status, claim status, and links are outdated.

Accessing Aerial Care through a shortcut does not allow you to receive updates. It is important that you access Aerial Care by visiting www.prospectmedical.com; under the **For Providers** section, then selecting the **Provider Login (Aerial Care)** link.

We have multiple physicians in our office and there are instances when we are unable to view eligibility for an eligible member.


You will not be able to verify eligibility for a member assigned to another physician. When your office is responsible for verifying eligibility for multiple providers, you may request a "Group User" account to be set up with one user and one password to view member information for all physicians.

Our office uses the Eligibility Lookup feature to verify member eligibility. We insert the member information into the fields provided and our member eligibility search does not find a match.

The Eligibility Lookup feature conducts a search based on the member information inserted into the fields provided. If any of the inserted information mismatches, your member eligibility search result will be match not found. Less is more in this case. Try entering only three letters from the member's first name, last name and date of birth then proceed to conduct your member eligibility search. You may submit a [Member Inquiry form](#) using the hyperlink when you receive the "Sorry, we could not find a match" notice. Please allow 1 to 2 days for eligible member to show on Aerial Care.

We are a group of physicians who submits referral request using the provider login of the physician that has requested treatment. We have noticed that we are sometimes unable to verify referral status using a partner physician's provider login.

When you follow up on a submitted referral request, you must use the same provider login that was used to submit the referral request. You will not be able to verify referral status using another provider's login.

Our office has many approved referral requests that we want to print for the member's medical record but when we click on the  icon, the referral request does not open for viewing.

This may be a result of the settings on your Internet Explorer Pop-up Blockers or capacity of Cookies (storage of previously viewed internet pages). The setting on your Pop-up Blockers must be turned off and your Cookies must be deleted regularly.

Referrals submission page freeze when the office is using multiple web browser tabs.

Aerial does not recognize that multiple tabs are being used and will freeze as a result. Please only use one browser tab for a single login session to avoid this error.

I am not able to submit a referral for follow-up care via Aerial Care.

Provider must be contracted with the same network that the member is enrolled with, in order to be given rights to view eligibility and submit referrals. If member is not found, specialists can fax in your referral request using Prospect's Treatment Authorization Form or request a new referral from the member's PCP.

My specialist provider not showing on the drop down list when it used to show before.

The drop down list is dependent on the patient. The specialist must be contracted with the same network that the member is enrolled with, in order to see provider when trying to submit a referral for that member.