



Provider Secure Website Manual

HOW TO USE THE SECURE PROVIDER WEBSITE . . .

San Francisco Health Plan's Provider Secure Website is a fast and secure way for providers and their office staff to verify member's eligibility, download member rosters, and check claims status for their practice. To access the web site, follow these easy steps to creating a unique USER ID and password.

Registration for USER ID and PASSWORD

A. Basic Feature—this feature allows you to **Verify Member Eligibility & PCP** and **Search for Claims**:

- Go to www.sfhp.org/providers/
- Click on **“Sign up here”** under the login
- Fill in requested information for steps 1-6
- Choose a USERNAME for step 7
- Click **Finish**.
- Your password will be sent to you via the e-mail that you submitted in the registration process.

B. Additional Features—allows you to:

- **View Current Patient Roster**
- **Download member roster in Excel format**
- **Search for Authorizations**

*To obtain access to these features, submit form at the bottom of page with additional feature requests.

Checking Member Eligibility Online

- Go to www.sfhp.org/providers/
- Enter Username and Password
- Click on **“Login”**
- Click on **“Verify member Eligibility & PCP”**
- Choose **“Search by ID”** or **“Search by Last name and Date of Birth”**
- Fill in requested information
- Click on **“Check Eligibility...”**

Download Patient Roster in Excel Format

- Go to www.sfhp.org/providers/
- Enter Username and Password
- Click on **“Login”**
- Click on **“View Current Patient Roster”**
- Click on **“Download Excel Spreadsheet”**

Search for Claims

- Go to www.sfhp.org/providers/
- Enter Username and Password
- Click on **“Login”**
- Click on **“Search for Claims”**
- Enter required fields
- Click **“Go”**

If you have questions please contact **Rinku Bhadra, Provider Relations – (415) 615-4405**

If you are experiencing technical difficulties, please contact **Ying Li, Information Systems – (415) 615-4227**