Provider Relations

SAN FRANCISCO HEALTH PLAN
Here for you

Secure Provider Portal Instructions

San Francisco Health Plan's online secure Provider Portal [www.sfhp.org/providers] is a fast and secure way for providers and their staff to verify members' eligibility, download member rosters for primary care sites, and check authorizations status for their practice. To access the website and create an account, follow the steps in the "Registering for Access to the Provider Portal" section below.

Registering for Access to the Provider Portal

Basic Feature—this feature allows you to Verify Member Eligibility & PCP:

1. Go to www.sfhp.org/providers
2. Click "Provider Secure Login"

Providers

Secure Provider Login

Providers can also check member
eligibility by calling (415) 547-7810.

3. Click "Sign up here"

Provider Login

Enter your username and password and click Login.
Not registered? Sign up here for access!

Username: [   ]

Password: [   ] Forgot your password?

Login... or Sign up.

4. Fill in requested information for steps 1-6
5. Choose a USERNAME for step 7
6. Click Finish.

Your password will be sent to you via the e-mail that you submitted in the registration process. Please check your spam or junk mail folder if you have not received it. You will receive a confirmation email from provider.relations@sfhp.org when your username has been activated.

Checking Member Eligibility

1. Go to www.sfhp.org/providers
2. Click "Provider Secure Login"
3. Enter the username you selected during registration and the password you received via email
4. Click "Login"

Provider Login

Enter your username and password and click Login.
Not registered? Sign up here for access!

Username: sfhp1234

Password: •••••••• Forgot your password?

Login... or Sign up.

5. Click "Verify Member Eligibility & PCP"

Authorizations

Search for Authorization

Claims

Search for Claim

Membership

View Current Patient Roster

Verify Member Eligibility & PCP

For access to additional features please call 415-547-7818 x7084.

6. **"Member Search" will open in a new window—please ensure that your browser is not blocking pop ups**
7. Enter last name OR member ID, in addition to any other information to limit search by
8. Click "Search"
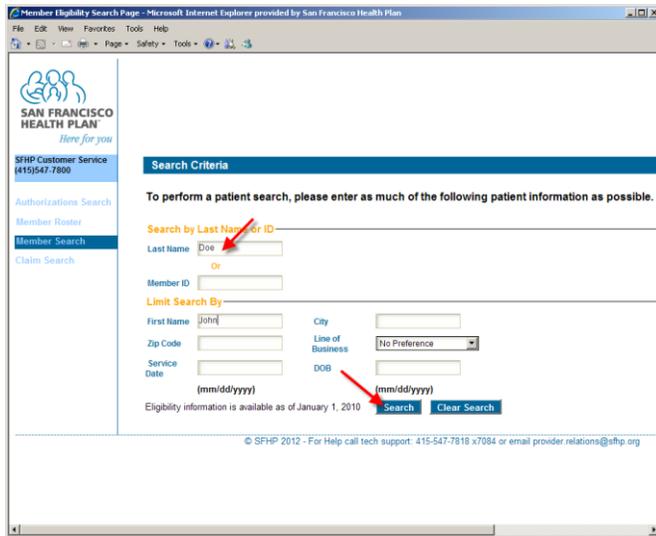
9. Click "View Details" next to member's name to view eligibility information
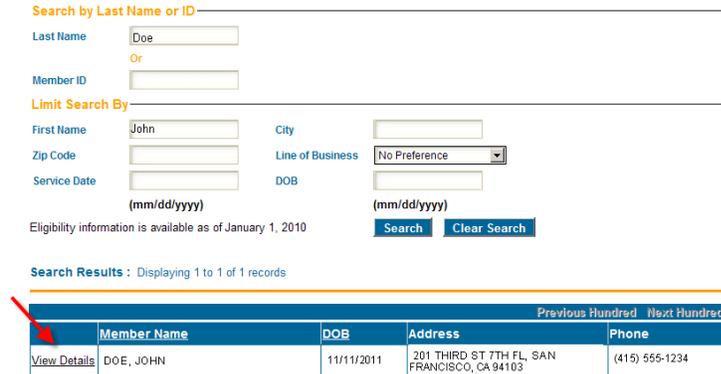
Search for Claims

1. After logging in, click "Search for Claim"
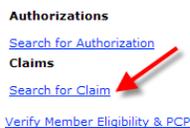
2. **"Claim Search" will open in a new window—please ensure that your browser is not blocking pop ups**
3. Enter required fields in addition to any other information to limit search by
4. Click "Search"
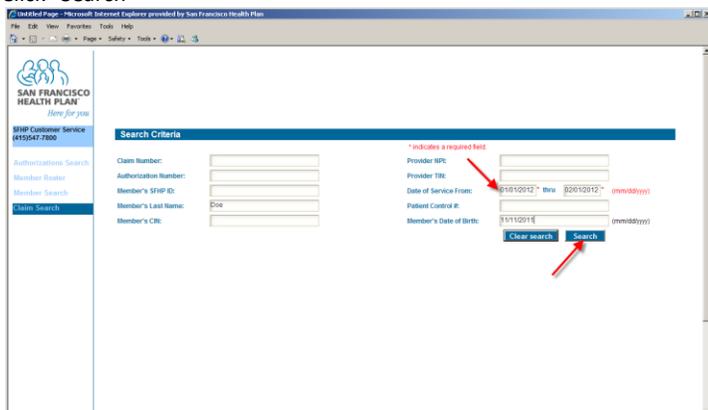
5. For your security and protection of your information, you will only be able to view the claims whereby your organization is the Billing Provider on the claim.
   - o You will be able to view status of each claim that has been submitted.
   - o You will only be able to view **details** for those claims where a FINAL decision has been made. To view details, click on the claim number on the left hand side. You will be able to view the line-level detail for each finalized claim including payment amounts.
6. For claims that have not been finalized, their status is IN PROCESS and viewing details is not available.
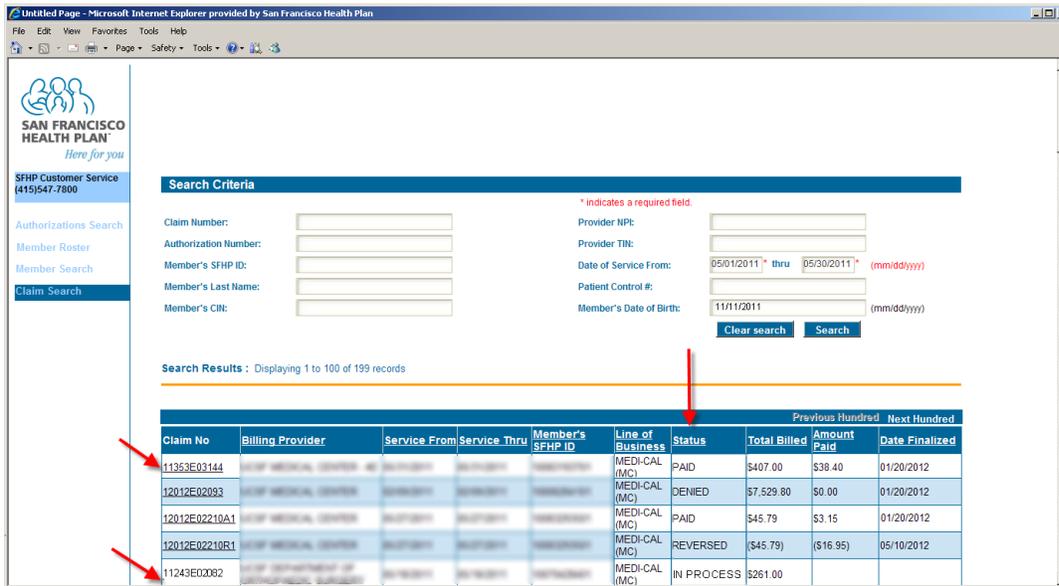
To obtain access to the additional features below, please email provider.relations@sfhp.org.

Search for Authorizations

1. After logging in, click "Search for Authorization"

2. **"Authorizations Search" will open in a new window—please ensure that your browser is not blocking pop ups**
3. Enter required date fields in addition to any other information to limit search by
4. Click "Search"
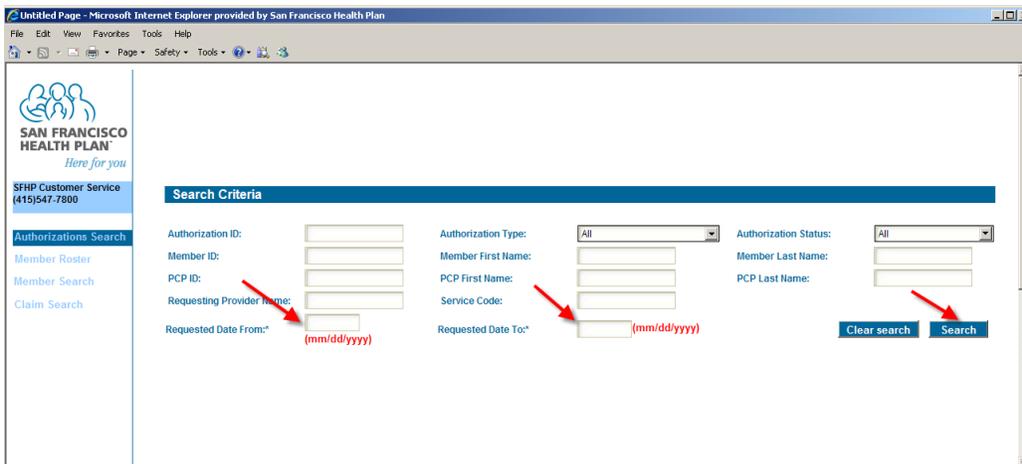
Download Patient Roster in Excel Format

1. After logging in, click "View Current Patient Roster" if you are an SFHP primary care provider

Authorizations

Search for Authorization
Claims

Search for Claim
Membership

View Current Patient Roster

Verify Member Eligibility & PCP

For access to additional features please call 415-547-7818 x7084.

2. **"Member Roster" will open in a new window—please ensure that your browser is not blocking pop ups**
3. Click "Download Excel" and the roster will open in Excel

Questions or Technical Support?

If you have questions regarding this site please contact Provider Relations at (415) 547-7818 ext. 7084 or provider.relations@sfhp.org.