

Health Share providers can check members' OHP eligibility and health plan assignments online – without picking up the phone or going to MMIS. Clinical Integration Manager (CIM) is available for all Health Share providers, regardless of which health plans contract with you.

Below you will find the answers for many frequently asked questions. If you see something that is not addressed in this document, please contact Ayin's (formerly known as PhTech) Provider Relations department at 503-584-2169, selecting Option 2.

How do I access Health Share's Provider Portal (Clinical Integration Manager (CIM))?

Provider offices that see Health Share CCO members will be granted access to Ayin's secure web tool, CIM.

- The web address of the provider portal is <https://id.ayin.com>.
- Each user of CIM in your office will require a unique username and password.
- To register as a new user, visit <https://help.ayin.com> and submit a request. If you experience issues or need additional assistance you can call CIM support at 503-584-2169, selecting Option 2. Once you are registered and activated by Ayin Provider Relations, each user in a provider office may then directly register other users within the office.
- All offices have access to the online CIM User Manual at <https://providermanual.helpdocsonline.com/home>.
- For more information on training, please contact Ayin's Provider Relations department at 503-584-2169, selecting Option 2 or email support@ayin.com.

How will I check for current member eligibility on the provider portal?

For Health Share members—most OHP members residing in Washington, Multnomah, and Clackamas counties— you can look up OHP eligibility and the Health Share member's health plan assignments by utilizing Health Share's provider portal (CIM).

What other tools will be available for checking OHP eligibility and Health Share members' health plan assignments?

- Providers may initiate a real-time ANSI X12 270 eligibility request to query coverage information from Health Share on patients for whom services are scheduled or have already been delivered. In real time mode, a provider transmits a 270 request and remains connected while the receiver processes the transaction and returns a 271 response.
- The information included in the 271 response is not intended to provide a complete representation of all benefits, but rather to address the status of eligibility and Health Share member's health plan assignment.
- The data included in the 271 response and displayed on the web portal is to be considered true and

accurate at the particular time of the transaction. Further questions regarding eligibility data for Health Share members should be directed to Health Share customer service by calling: 503-416-8090 or toll free at 1-888-519-3845.

- If a provider office has the capability for this process, Ayin will take their request and add them to a work queue on a first come, first serve basis.
- For information on how to establish the 270/271 real time eligibility process, please contact Ayin EDI Support via email at EDI.Support@ayin.com or by calling 503-584-2169 Opt. 1.