



## MYPLAN PROVIDER MODULE QUICK REFERENCE GUIDE

### TO LOG ON

Enter the SWHP website: [www.swhp.org](http://www.swhp.org) and click **Provider** tab (top right)

Enter **User Name**

Enter **Password login**

Press the **Enter** key and the Provider home page will display.

### MEMBERS– Member Search

Select Member Search from the **Members** tab and the Members Eligibility Inquiry page will display.

Enter the required member(s) information (Date of Birth\* and Last name\*) in the Search section.

Click **Search** to retrieve member(s) information search results.

Click **Cancel** to return to Provider home page.

### CLAIMS – Claims Status Inquiry

Select Claims Status Inquiry from the **Claims** tab and the Claims Status Inquiry page will display.

Enter required information in the Patient/Subscriber Information section.

Click **Search** to retrieve Claims Status Inquiry search results.

Click **Payments** to display Explanation of Payment (EOP) List page. EOP's are only displayed when checks have been issued. To access detailed claims information, click the **Claim Number** link and the Claims Status Response page will display. Detailed information is provided.

Click **Cancel** to return to Provider home page.

### SIGN OUT

When you are ready to exit the system, click the **Sign Out** button located on the top right corner of the page. The session will be discontinued and you will return to the Login page.

If you have any questions regarding the data you are verifying, please e-mail us at [swhpques@swhp.org](mailto:swhpques@swhp.org) or call a Customer Service Coordinator at 1-800-321-7947.