

Regence Online Services for Providers

Regence Online Services for Providers is a Web-based application used by contracted physicians, other health care professionals and facilities to access and input information on our members to whom they provide care.

Regence Online Services for Providers saves time by eliminating the need to contact Customer Service for routine information, allowing providers and their office staff direct access to:

- Verify patient eligibility and benefits
- View deductible and out-of-pocket maximums
- Review the status of submitted claims
- Obtain copies of payment vouchers
- Search for participating network providers

Connectivity Options

Regence Online Services for Providers is available to contracted physicians, other health care providers and facilities via the *Provider Web Site*. The application requires Netscape 4.7+ or Internet Explorer 5.0+. Netscape 6.0+ is not supported.

Note: To utilize this online system, your browser must support 128-bit encryption.

Hours of Operation

The system is available Monday through Friday from 7:15 a.m. to 6:25 p.m. and Saturday 8:15 a.m. to 3:00 p.m. Federal Employee Program (FEP) information is available all hours Monday through Saturday with the exception of midnight to 12:30 a.m. and all hours on Sunday with the exception of 7 a.m. to noon.

Training and Support

Regence Online Services for Providers features clearly-labeled buttons to assist users in identifying the functions available to them and to help them navigate the system. Additional help is also available on every screen. A user manual addressing day-to-day questions and troubleshooting may be downloaded on the Help section of Regence Online Services for Providers.

Regence provider consultants are available to provide your office with hands-on training and to assist with problems, questions or suggestions. Provider consultants may be contacted via e-mail at or_provider_consultants@regence.com. For technical and security support please contact our Enterprise Support Center at 1 (888) 427-0470. The Support Center is open Monday through Friday from 7:00 a.m. to 5:00 p.m.

How do I register to become a user?

1. Determine a site administrator in your office or organization. Site administrators are responsible for requesting a role change for a user, assist new users in becoming active and will also send Regence a request to deactivate users.
2. Visit our *Provider Web Site* at **www.or.regence.com/provider** and click on the link for Regence Online Services.
3. Complete an *Information Form* for each site, organization or office that will be using the application. Incomplete forms will delay access to Regence Online Services for Providers.
4. Your provider consultant will contact you within seven business days following your completion of the *Information Form* to complete initial set up of your account. A Organization Access Identification (OAID) will be assigned to you after completing this step.
5. Your OAID will allow you and your staff, as new users, to self-register online at the *Provider Web Site*. You cannot complete the self-registration process without a OAID.
6. Once the self-registration process is completed, Regence will contact you within five business days to confirm your registration. You may then commence using Regence Online Services for Providers by selecting *Existing Users* and logging in.

If you have not been contacted by Regence within five business days, please contact our Enterprise Support Center at 1 (888) 427-0470 to verify the status of your request.