



Important Announcement: Launch of New El Paso First Web Portal

El Paso First Health Plans will launch our new Web Portal System on **January 2, 2017**. The current portal will no longer be available and all current portal accounts will be terminated. Registration for new web portal access will be required for all users.

Register Now: Don't delay and register now in preparation for the New Year! Please utilize the following link for new Web Portal account registration and follow the prompts!
<https://secure.healthx.com/elpasoprovider>

New Web Portal functions will include:

- ✓ Eligibility status for multiple members at a time
- ✓ Determine status for multiple claims at a time
- ✓ Confirm payment of claims
- ✓ Confirm status of Prior Authorizations
- ✓ Submit Prior Authorizations
- ✓ View Reporting (for authorized users only)
- ✓ Reset your password online
- ✓ *Submit Claims both Institutional and Professional (via Availity)*
- ✓ *Submit Corrected Claims (via Availity)*
- ✓ *Submit Claims with other Primary Coverage (via Availity)*

Availity Claims Submissions Link: In order to enhance your claims submission options El Paso First partnered with Availity. This process will require an Availity Claim Portal Account at no cost to you! Availity registration is quick and simple. If you already have an Availity account you may utilize your current Availity login and begin your claim submissions now! To create an Availity Claim Portal Account please visit www.availity.com and follow the registration prompts.

New Web Portal Trainings: El Paso First will hold new web portal trainings on December 20th and 21th. If you have not reserved your spot please register online at <https://epfwebportal.eventbrite.com> or email providerservices@epfirst.com.

We appreciate your patience during this transition phase and look forward to continued improvements to assist in communication with El Paso First Health Plans Inc.

Please contact our Provider Relations Team at 915-532-3778 x1507 with your questions or concerns.