

AultCare
VENDOR LOGIN GUIDE

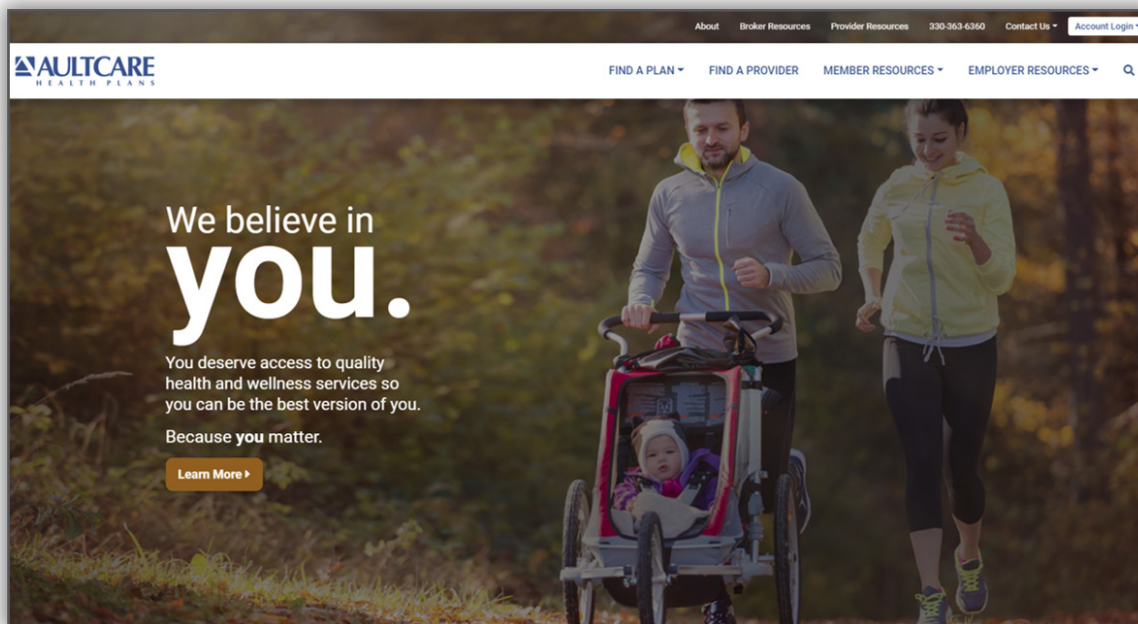


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Vendor Account REGISTRATION GUIDE

- AultCare currently accepts files via web file submission, in addition to SFTP.
- Vendors must register for an online account.
- Please use this resource and follow the instructions to create an online account.

HOW TO CREATE YOUR VENDOR LOGIN ON THE AULTCARE WEBSITE



- Open a web browser and go to www.aultcare.com.
- Click **Account Login** in the upper right corner and select **Vendor** from the drop down menu.

- Then, click on the **Register for a new account** link.

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Account Login

Please click [here](#) to go to the new member portal!

Login to your account

Username

Password

ACCOUNT LOGIN

[Forgot your password?](#)
[Forgot your username?](#)
[Register for new account](#)

Why enroll?

- Increased security**
We took our already secure site and made it even stronger.
- Our Go Green Mission**
Save trees by eliminating paper needs. View your account statements, benefits and Claims online anywhere anytime.
- Stay Informed**
Receive alerts to stay informed on the news from your employer and AultCare.
- Resource Documents**
Learn how to access resourceful member information including:
 - Summary of Benefits and Coverage/Plan Certificate
 - Deductible and out-of-pocket accumulators
 - Identification Card

Need more help?
Download the PDF
"How to Create an Account -
AultCare - On the Web"

Important Notice

- Your password is case sensitive
- Multiple invalid tries will result in a lock on your account
- If your account is locked, please contact us

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 --Netw

- Select **Vendors** as your **Membership Type** and click on the **SIGN UP NOW** button.

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Select Your Membership Type

- Member - I have insurance and would like to check my personal information (claims, benefits, etc).
- Employers- The company I work for has AultCare insurance and I am responsible for our employee enrollments and/or financial items.
- Providers - I provide healthcare to individuals.
- Brokers - My company provides enrolling assistance to Employers.
- Vendors - My company works as a 3rd party to another company.
- Non-members - I am part of the AultCare Wellness program but do not have insurance through AultCare.

Sign Up Now!

Step #1

You must agree with our Terms of Service before you can create an account with us.

1. Select **I Agree** to agree with the **Terms of Service** outlined on this page.
2. By entering your name next to the **By** text-box, you are signing your signature.

Click **CONTINUE** to proceed.

Step #2

Enter the following information:

- First Name
- Middle Initial
- Last Name
- A phone number where we can reach you
- The title of your position at your company

Click **CONTINUE** to proceed.

STEP #3

1. Enter the 9 digit Tax ID number of your company (without the dash).
2. Enter the name of your company.
3. Enter the street address, city, and state of your company.

Adding Group Numbers

1. Enter the Group Number of your company.
2. Click **Add** button.
3. The Group Number will then appear in a list box underneath.
4. If you need to add more groups, repeat the steps in this section.

Optional

If you already know someone at AultCare (e.g Account Coordinator), you can help us expedite the verification process for your vendor account by supplying the following optional information:

1. Enter your phone number.
2. Enter the name of the person you know at AultCare; (e.g., Group Account Coordinator).

Click on **CONTINUE** button to proceed.

STEP #4

Enter the following information:

Username for your account

When you enter a username, the system will tell you if it is already taken or not. If the username is already taken, please choose and enter a different username.

Password for your account

The password you choose should consist of:

- » 8 characters.
- » At least one uppercase character and one lowercase character.
- » At least one number.

Your email address

Please enter your email address. We will use this email to communicate with you.

Three security questions with answers

Please select your security questions carefully. We will ask you these questions if you forget your username and/or password.

Click **CONTINUE** to proceed.



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Step #5

- **Reason for requesting access**
Select your reason(s) for requesting access. You can select more than one reason.
- **SFTP IP Addresses**
If you will be using secure FTP transfer in addition to our website, please list the IP address(s) that will be used.
- **Authorization to represent your company**
Select **I Agree** to state you are an authorized representative of the company you are applying for this account.

Sign your name electronically by entering your name in **By** textbox.

Optional on this page

If you need to send us a message or have a question, enter it in the last text box.

Click on **CONTINUE** to proceed.

The screenshot shows the 'Account Registration' page for AultCare, specifically 'Step 5 of 6'. The page is titled 'Additional Information' and contains several sections:

- Reason For Requesting Access:** A dropdown menu with options: Exchange Electronic Claims, Remits, Sending Eligibility, Receiving Month End Reports, Monthly Billing, Core 270/271, and Online Eligibility Verification. Below the dropdown is a note: 'Select reason(s) for requesting access so that we can process your request accordingly. (Hold the Ctrl to select multiple reasons)'
- If you will be using secure FTP transfer in addition to our website, please list the IP address(s) that will be used:** A large empty text area for input.
- Information:** A red-bordered box containing the text: 'Please enter, at minimum, the following information to assist us in setting up your requested account properly:' followed by a bulleted list: 'Reason for requesting access' and 'Authorization to represent your company'.
- Authorization:** A section where the user has entered 'I, John Smith, am an authorized representative of X Company.' Below this are two radio buttons: 'I Agree' (selected) and 'I Do Not Agree'.
- By:** A text input field containing 'John Smith' with the placeholder text '(typing your name will represent your signature)'. Below the field is a small printer icon and the text 'Print this agreement'.
- Please enter any message, comments, or additional notes here:** A large empty text area for input.

At the bottom of the form, there are two buttons: '<< Previous' and 'Continue >>'. Below the form is a footer with navigation links: 'About Us | Contact Us | Privacy | Aultman Hospital | Aultman Foundation | Site Directory', the address 'AultCare • 2600 Sixth Street S.W. • Canton, Ohio 44710 Copyright © 2014 AultCare', and a search bar with the text '--Network Websites--' and a 'Go' button.

Step #6

This is the final page of your account registration process. You must agree to the Trading Partner Agreement specified on this page. You can print this agreement by clicking on [Print this agreement](#).

From this page:

1. Select **I Agree** to agree to the “Trading Partner Agreement” outlined on this page.
2. Indicate your approval by entering your name in **By:** textbox.

Click on **FINISH** to proceed.

Account Registration

Trading Partner Agreement Step # of 6

Trading Partner Agreement

This Trading Partner Agreement is made this 26 day of September, 2014, by and between AultCare Corporation, 2600 Sixth Street SW, Canton, OH 44710, and US Electronics, 4744 13th St SW, Canton, Ohio 44710, a health plan, health care clearinghouse or health care provider, or any other entity acting on behalf of a health plan, health care clearinghouse, or health care provider who transmits any health information in electronic form in connection with a transaction covered by 45 CFR Parts 160 and 162 ("Trading Partner"). AultCare Corporation represents that it is acting on behalf of itself and its affiliated entities AultCare Administrative Group and/or AultCare Insurance Company.

The Trading Partner intends to conduct transactions with AultCare Corporation in electronic form. Both parties acknowledge and agree that the privacy and security of data held or exchanged by them contains Protected Health Information (PHI). Each party agrees to take all reasonable steps necessary to ensure that transactions between them comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and regulations promulgated thereunder. The parties agree as follows:

1. Each party will take reasonable care to ensure that information submitted in an electronic transaction is timely, complete, accurate, and secure. The parties agree to take reasonable precautions to prevent unauthorized access to its own and the other party's transmission and processing systems, the transmissions themselves, and the control structure applied to transmissions between them.
2. Clearinghouse or Provider is responsible for all costs, charges, or fees it may incur by transmitting electronic transactions to, or receiving transactions from, AultCare.
3. Trading Partner will ensure that each submitted transaction conforms to the applicable Transaction Specification Addendum, as well as any specifications of the AultCare Companion Guide. AultCare may amend the Companion Guide at any time without amendment to this Trading Partner Agreement. Trading Partner shall not be required to implement such changes sooner than 50 days after publication, unless a shorter compliance period is necessary to comply with applicable federal law or regulation. The last-issued Specification Addendum of each type will be effective as of the date specified in the Specifications Addendum and Companion Guide. AultCare may reject any transaction that does not conform to the applicable Specifications Addendum and the Companion Guide.
4. Trading Partner assumes responsibility for obtaining current Companion Guide from AultCare website. AultCare will ensure amendments to the Companion Guide are identified with a revision date and posted to the AultCare website.
5. The Trading Partner agrees that it will not require any changes to definition, data condition, or use of data elements or segments, nor any additions to any data elements or segments, nor any unauthorized uses of data or elements, as prescribed in the HL7 Transaction Standard Regulation at 45 CFR Part 162.915 (a)-(c), as may be amended from time to time.
6. Before submitting any transaction in HIPAA standard transaction format, and thereafter throughout the term of this Agreement, the Trading Partner will cooperate with AultCare in any testing of the transmission and processing systems deemed necessary to ensure the accuracy, timeliness, completeness, and security of each data transaction.
7. Each party is solely responsible for the preservation, privacy, and security of data in its possession, including data in transmissions received from the other party and other persons. If each party receives data from the other not intended for it, the party shall immediately notify the sending party and arrange for the return, retransmission, or destruction of the information, as the sending party directs.
8. Termination of this Agreement or any underlying service agreement does not terminate either party's obligation under this Agreement or under federal and state laws and regulations pertaining to the privacy and security of individually identifiable health information, nor does it terminate either party's obligations regarding the confidentiality of proprietary information.
9. This Agreement shall take effect when signed by the Trading Partner and received by AultCare. In case of conflict between this Agreement and any prior contracts between the parties, this Agreement will prevail.

IN WITNESS WHEREOF, the parties hereunto fix their signatures to duplicate copies, each of which shall be deemed an original, at Canton/City, Ohio(State), this 26 day of September, 2014.

Revision Date: 09/26/2005, 07/25/2007, 11/05/09

I Agree I Do Not Agree

By: (typing your name will represent your signature)

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--Network Websites--

Upon successful completion of your account registration, you will see the following message:

**Thank you for the submission of your registration request.
You will receive an email advising on the next steps to complete the process.**

What to expect next?

- Upon completion of the registration process, you should receive an email stating the registration process has been completed. (Note: At this time, your account is not active yet.)
- We will review the application and finish with the account setup process.
- When your account setup has been completed, you will receive an email informing you your account has been set up and is ready for use. (Note: At this time, the process is complete, and you will be able to login to our website.)

If you have questions, you can contact your group coordinator, or for technical assistance, email the AultCare Web Team at <https://bit.ly/ACVendors>



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