Welcome

to the Carisk Imaging Provider Portal

Carisk Imaging is passionate about the value that diagnostic testing brings to helping people heal. We value relationships with treating doctors, network providers, patients, payers and attorneys, and we strive to bring all of these members to our community together. The Carisk service level makes the process easy, so you can get back to the art of medicine.

This user guide provides comprehensive instructions for efficiently navigating and utilizing key features within the Carisk Provider Portal. For billing inquiries, please contact your designated Carisk Billing Representative. For matters related to use of the portal, suggestions, or trouble logging in, please contact your dedicated Provider Relations Specialist or email providerrelations@cariskpartners.com.

Access Functionality that Simplifies the Referral and Billing Process

Referring Patients: The Carisk Provider Portal simplifies the process of referring patients, allowing you to seamlessly submit and manage patient referrals. Experience the convenience of a centralized platform designed to enhance communication and collaboration between providers and the Carisk Network.

Navigating Bill Status: Effortlessly track and monitor the status of your bills through the intuitive interface of the Carisk Provider Portal. Stay informed about the progress of submitted bills, reducing the need for manual follow-ups and streamlining your administrative workflow.

Payment Information: Access comprehensive payment information at your fingertips. The portal provides real-time updates on payment processing, ensuring transparency and giving you insights into your claim. Export EOB's with just the click of a button.

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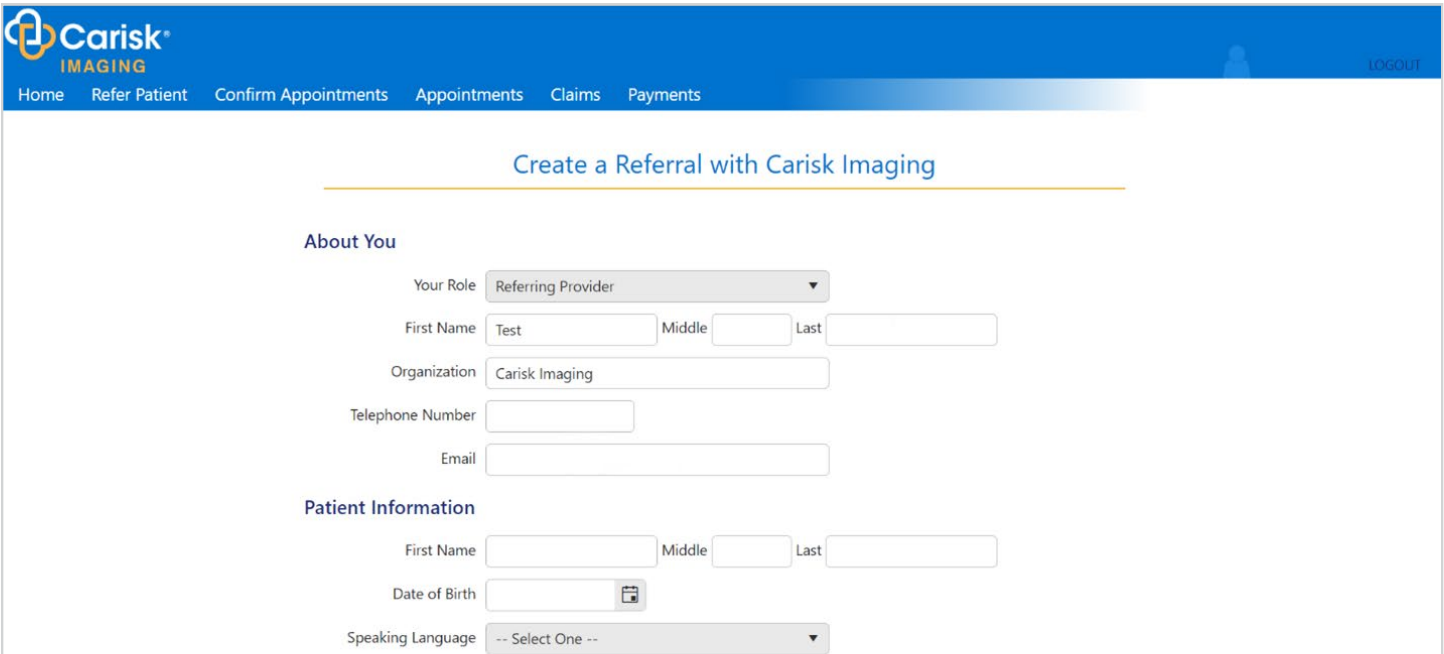
Referring a Patient and Confirming Appointments

REFERRING A PATIENT

The Carisk Provider Portal simplifies the process of referring patients. Follow these rules to ensure a seamless referral experience:



Accessing the Referral Page

1. To refer a patient through the Carisk Provider Portal:
2. Log in to the portal.
3. Click on "Refer a Patient."

Submission Process

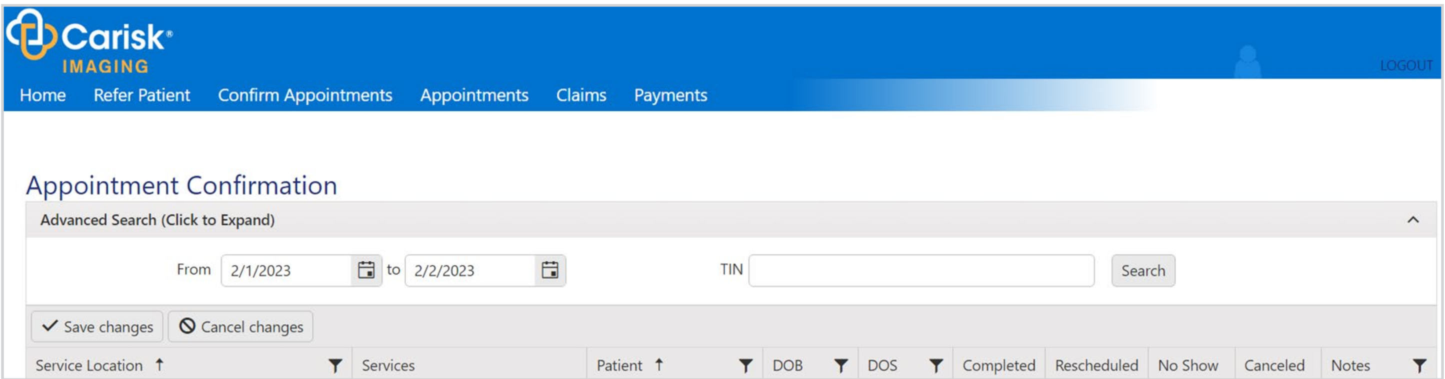
By submitting a referral this way, your contact information will be pre-populated on the top portion of the referral sheet. Follow these steps:

1. Complete patient details.
2. Specify referral details.
3. Review information for accuracy.
4. Click "Submit."

CONFIRM APPOINTMENTS

Notifying the Carisk Call Center

1. Access the “Confirm Appointments” page.
2. Check the corresponding box for appointment status (completed, rescheduled, no-show, or canceled).
3. To update an appointment, check the box and click “Save Changes.”
4. Click “Cancel Changes” to discard updates.



SEARCH APPOINTMENTS

Accessing the Search Feature

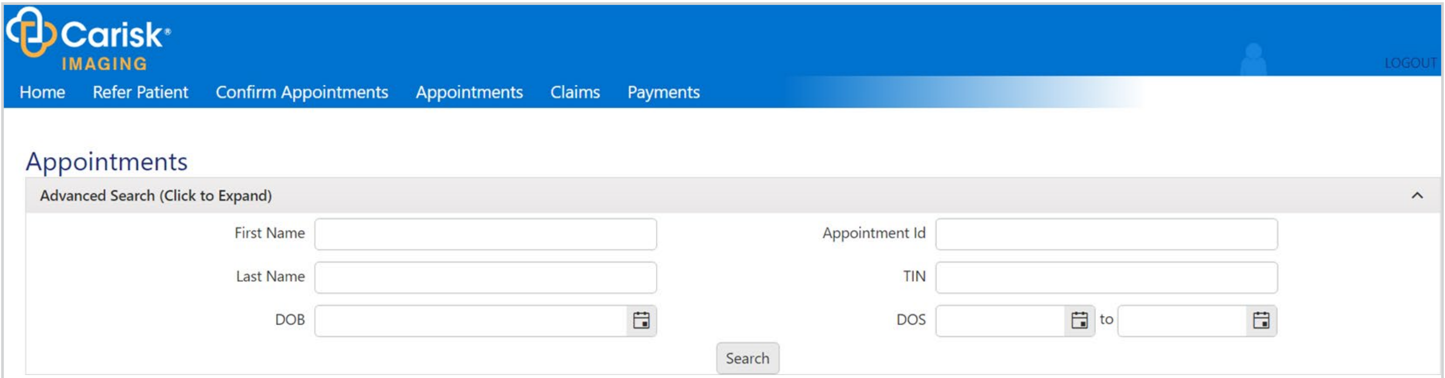
1. To search appointments, enter a date range or enter the TIN, then click “Search.”
2. Searching by TIN returns appointments with a DOS within the last month.

   Note: The search criteria cannot go past one month. Entering a date range more than one month will result in an error message.

APPOINTMENTS OVERVIEW

Viewing Previous Appointments

1. Click on “Appointments” to check the status of previous appointments.
2. Two fields must be filled when searching by first name or TIN.
3. The DOS range cannot exceed one year.



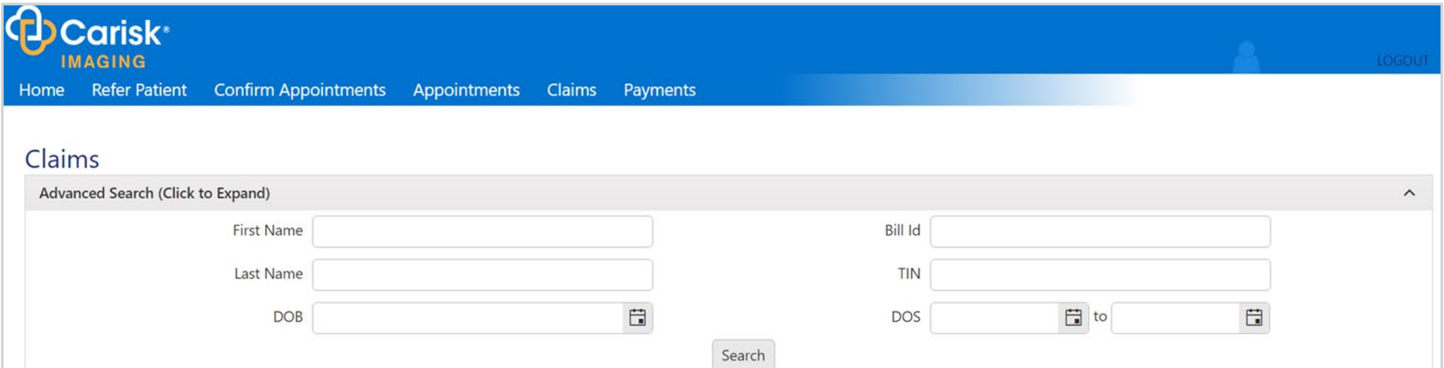
Detailed Appointment Information

1. Click on the hyperlink in the “Appointment ID” column to see specific details.
2. Details include patient information, claim details, services, and scheduling status.
3. Sort the page by clicking on column headings.
4. An error message will be displayed if only the TIN field or first name is filled in.

Reviewing Claim Details and Status

CLAIMS OVERVIEW

The Carisk Provider Portal provides a user-friendly interface for reviewing details and status updates of claims. To ensure a smooth experience, please follow the rules outlined below:



RULES FOR REVIEWING CLAIM DETAILS AND STATUS

Accessing Claims

To review details and status of a claim:

- Click on the “Claims” section in the portal.

Search Criteria

When searching for a claim, adhere to the following rules:

- **First Name or TIN Fields:** Both the first name and TIN (Tax Identification Number) fields must be filled in for an accurate search.
- **Date of Service (DOS) Range:** The date of service range specified cannot exceed one year. Please provide a valid date range within the one-year limit.
    - Information for claims and/or EOP’s up to six years old is accessable in the portal. For information regarding claims and/or EOP’s over six years old, please contact your Carisk Billing Department representative directly.

Search Process

Follow these steps to search for claim details:

1. Enter the required information in the “First Name” and “TIN” fields. If using first name and TIN, you must include a third field.
2. Specify a valid date range for the Date of Service.
3. Click on the “Search” button.

Error Handling

If the search criteria do not adhere to the specified rules, the system will provide an error message. Common errors include:

- Incomplete information in the first name or TIN fields.
- A Date of Service range exceeding one year.

Claim Details Page

Upon successful search, click on the Bill ID or hyperlink to access specific details, including:

- Patient information.
- Claim specifics.
- Services rendered by CPT Code

Sorting Claims Page

The claims page can be sorted for easier navigation. Simply download to PDF or Excel by using the Export feature

Bill Statuses

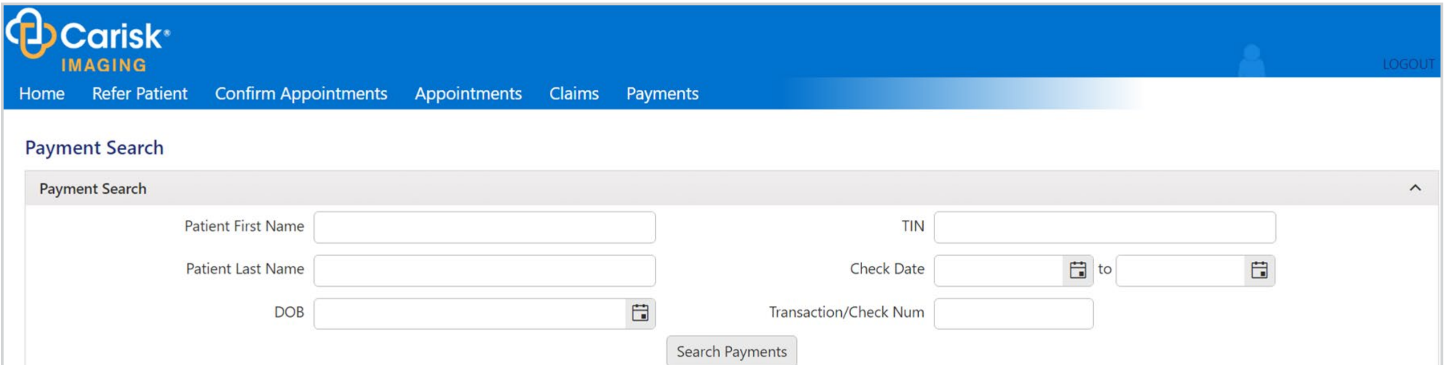
Bill Status	Description
Awaiting Bill	Provider needs to submit the bill to Carisk Imaging.
Financially Closed	The bill ID is closed; Carisk Imaging is no longer pursuing this bill.
Missing Medical Report	The provider needs to submit the medical report.
Pending Processing	The bill is pending submission to the payer. Additional Information is Needed.
Processing	An EOP to the Service Location.
Returned	The bill has been returned to the provider.
Submitted	Submitted to the payer, pending payer acceptance.
Unsubmitted	Bill does not meet Benefits and Eligibility validation at this time. Carisk is working on obtaining information.

- **Submission Method:** All bills and medical reports can be submitted via email to: ci_claims@cariskpartners.com.
- **E-Billing Information:** For information about our e-billing platform, please visit the Carisk Partners website: www.cariskpartners.com.

Payments and EOP Information

PAYMENTS AND EOP OVERVIEW

Effectively managing payments and Explanation of Payment (EOP) information is essential for your business. Follow the rules outlined below to ensure a smooth experience when reviewing payment details and EOP information.



Accessing Payment Information

To review payments and EOP information:

- Click on the designated section for payments or EOP in the portal.

Search Criteria for Payments/ EOP Information

When searching for payment details:

- Ensure accurate information is provided for the search.
- Specific search criteria may include payment date, patient name, TIN, Transaction/Check Number or Date of Birth

Date Range Limitation

For both payments and EOP information:

- Date ranges should be specific and not exceed relevant timeframes.
- Avoid specifying date ranges that span more than one year for accurate results.

Search Process

Follow these steps when searching for payment and EOP information:

1. Enter accurate information in the required fields.
2. Specify a valid date range based on the search criteria.
3. Click on the “Search” button.

Error Handling

If the search criteria do not adhere to the specified rules:

- The system will provide an error message.
- Common errors may include incomplete information or date ranges exceeding one year.

Detailed Payment and EOP Page

Upon successful search, click on the payment or EOP ID to access specific details, including:

- Payment transaction details.
- EOP specifics and breakdown.

Sorting Payment and EOP Page

The payments and EOP page can be sorted for easier navigation: Simply download to PDF or Excel by using the Export feature