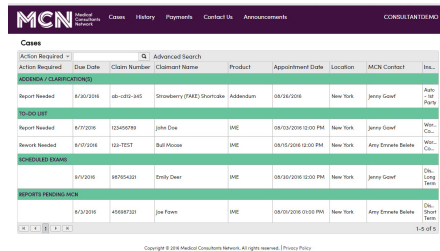


# PROVIDER PORTAL QUICK GUIDE

## NAVIGATING THE PORTAL

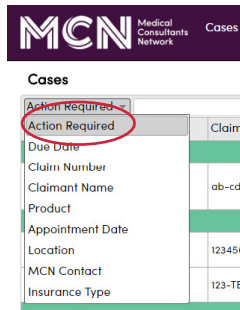
Once you have logged into the portal you will see a list of your case services with MCN.



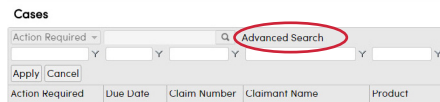
Note the purple bar at the top of the page with five tabs: Cases, History, Payments, Help, and Announcements.

## CASES

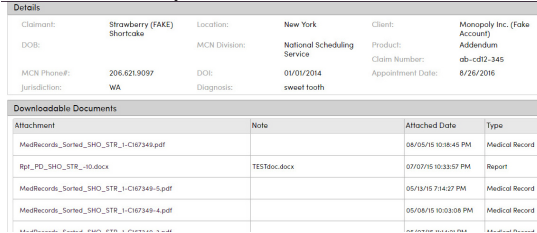
The “Cases” page will show your case services divided into 5 categories: Addenda/Clarification(s), Reviews to Accept, To-Do List, and Scheduled Exams. Sort these by clicking on “Action Required,” or filter by service status, due date, claim number, claimant’s name, etc.



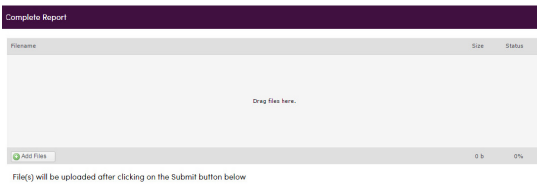
Here you can also click on **Advanced Search** to reveal a menu that allows you to search for multiple criteria in one search.



To get to a specific case, double click in the white space on that service line. This will take you to the claimant’s page. You can see name, appointment date, client, etc. You will also see any **Downloadable Documents** available for you on this case.



When you are ready to respond to addenda/clarification request(s), upload a report or dictation, or edit a report, go to the **Complete Report** section of the claimant’s page. There you can upload files,



add comments, instructions, or questions, and indicate the status of the document you are uploading.



- I have completed this report.
- I am uploading a partial draft. I will complete at a later time.
- I am uploading a voice file that needs to be transcribed.
- I have a question about this case.

Your **To-Do List** is where you will find your not yet finalized reports. There are different statuses: **Report Needed** (MCN needs your dictation), **Signature Needed** (you will need to review the report and give approval for signature) or **Rework Needed** (there is at least one portion of your report that you need to update). You will also see the report due date and appointment date. You can follow the same steps listed above for uploading reports/dictation. The final section on the **Cases** page is **Reports Pending MCN**.

**Hold for Testing** means that someone has requested testing to be performed and MCN is waiting on the results. **Hold for Multiple** means that we are waiting to hear from another provider on the panel for this claimant and **your portion of the report does not need additional work at this time**.

The **MCN Contact** is the Client Service Specialist who is working on your report, should you need to contact them.

## HISTORY

The **History** tab will take you to your past three months’ worth of exams. If you would like to look further back, you can use the search tab to find the claimant name, claim number or appointment date. You can also click within the column title’s cells to sort by product, appointment date, location, etc.

## PAYMENTS

The **Payments** tab will show your services that have been processed for payment. You can click on the pdf to view your payment statement.



**Questions? Contact:**  
 Support@mcn.com  
 www.mcn.com