ACES CASE ADJUSTER PORTAL

Akeso Occupational Health offers an integrated Case Adjuster Portal to provide secure selfservice capabilities at the time and place of their convenience.



Powered by



BENEFITS OF THE CASE ADJUSTER PORTAL

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Secure Real-time sharing of Information Clinics securely share Employee's Protected Health Information (PHI) with their registered Case Adjusters.

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Worker's Comp Reports Through the Portal, Case Adjusters gain access to important information such as lab and radiology results.

Secure Messaging Case Adjusters can send secure messages to the clinic.

Registered Insurance Adjuster
User ID
Password
Captcha
Enter the characters displayed
Login
Forgot Login Details

CASE ADJUSTER PORTAL SAVES TIME BY AUTOMATING ADMINISTRATIVE TASKS

The Case Adjuster Portal serves to streamline communication between you and Akeso Occupational Health

Case Adjusters can manage their cases and access important documents.

Through the Case Adjuster Portal, all relevant information on an employee's claim can be shared electronically.

| CONTACT YOUR CLINIC | | | | | |
|---------------------|--|--|--|--|--|
| Clinic Name: | | | | | |
| Phone: | | | | | |
| Email: | | | | | |

ACES CASE ADJUSTER PORTAL

LOGIN TO THE ACES CASE ADJUSTER PORTAL

- 1. Click the URL link included in the email you receive with your username and password or visit our web site and select the ACES LOG IN button.
- 2. The Login of Aces Case Adjuster Portal will be displayed.
- 3. Enter the User ID and Password in the appropriate fields.
- 4. When prompted, enter the Captcha Code in the space provided to validate your access.
- 5. Tap the Login button.

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HOME SCREEN

Upon logging into the Portal, the clinic's logo will display in the upper left and there will be a "Welcome" to the logged-in user to the right of that. If you hover the mouse over the user's name, the Employer Name will display.

Each user can manage their own profile by tapping the silhouette icon, which lets you change your User ID and Password as well as log out of the portal.

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|------|-------------------------------------|-------|----------|------------------|---|---------------|
| 📙 Ak | so Support 📒 Akeso Site 📙 MS Knowle | | | | | |
| | Case Adjuster Portall | | | | Welcome, Jessic | a Rabbit 👗 🗸 |
| Ŷ | | | | | | |
| | | | | Patient List | | |
| | | | | | | |
| | Patient Name * | Age 🗄 | Gender 🗄 | Encounter Date 🗄 | Case Number 🗄 | Case Status 🗄 |
| | Cooper-Dummy, Sheldon | 22.0 | М | 12-09-2022 | ADG12202200 - Neck, Shoulders, Upper Back | Open |

NAVIGATING THE DATA

The HOME page displays all of the patients assigned to the case adjuster. Entering the CASE NUMBER in the SEARCH option, the user is able to narrow down the view to one specific patient. Locate the specific encounter date and click on the patient's name which is a hyperlink to open the encounter.

Conveniently, from the sidebar menu allows the user to review clinic shared documents, submit documents to the clinic and view visit details.

| | | | | | | | | elcome, Jessica Rabbit | . ~ |
|--|-----------------|---|---|------------------------------|----------------------------------|---------------------|-------------------------------------|---|------------|
| Search Patients | ۹ | Name: Cooper-Dummy, Sheldon Last Visit: 03-15-2023 | Patient Location: Next Visit: | Patient Age: Prinsary Pro | : 22 year wider: ACES Model C | flice Zprovider, MC | Clinic Location: Primary Provide | Akeso Occupational Health #) ACES Model Office Zprovider | MD |
| Patient Info | | | v | isit Details | | | | | |
| Documents Clinic Shared Documents Submit Documents | | | | | | | Sea | rch: | |
| Visit Details | Visit Date * | Visit Type 0 | Case No | Rendering Doc 0 | Visit Notes | Claim Id | Other Claim Id | Copay/Deductible 0 | _ |
| 3 Message Center | 02-07-2023 | PT Re-evaluation | ADG12202200 - Neck, Shoulders, Upper Back | Herbert Jennings, HD | Visit Notes | 828 | ADG12202200 | | - |
| | 02-07-2023 | Work Comp Follow-up | ADG12202200 - Neck, Shoulders, Upper Back | Tracy Lee, HD, HPH, HS | Visit Notes | | | | 8 |
| | 02-17-2023 | Work Comp Follow-up | ADG12202200 - Neck, Shoulders, Upper Back | Tracy Lee, HD, HPH, HS | Visit Notes | 639 | ADG12202200 | | 383 |
| | 03-15-2023 | Telemedicine Follow-up | ADG12202200 - Neck, Shoulders, Upper Back | Herbert Jennings, HD | Visit Notes | | | | 8 |
| | 03-15-2023 | Telemedicine Initial | ADG12202200 - Neck, Shoulders, Upper Back | Herbert Jennings, MD | Visit Notes | | | | |
| | 12-09-2022 | work Comp Initial Visit | ADG12202200 - Neck, Shoulders, Upper Back | Tracy Lee, HD, HPH, HS | Visit Notes | | | | |
| | 12-10-2022 | Immigration Physical | ADG12202200 - Neck, Shoulders, Upper Back | Julie Holt, DSc, MPT, CFHHC | Visit Notes | | | | |
| | 12-28-2022 | PT Treatment Visit | ADG12202200 - Neck, Shoulders, Upper Back | Priscilla Nguyen, PTA | Visit Notes | 802 | ADG12202200 | | - |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | Total : 8 Claim | 1 | | | | | | | _ |
| | | | | | | | K | C Page 1 of 1 >>> | 1 |

PATIENT INFO <confirm case adjusters should access this>

DOCUMENTS

From the sidebar menu, select DOCUMENTS, expand to view options:

- 1. *Clinic Shared Document* allows the user to view and print Work Status Reports and more.
- 2. Submit Documents allows the user to upload documents for the clinic to review.
- 3. *Visit Details* allows the user to select a specific encounter to view the patient's Work Status Report and Progress Notes.

| * | Case Adjuster Portal! | _ | _ | | | | Welco | me, Jessica Ra | bbit 🛓v |
|---|-----------------------|-------|----------|------------------|---|---------------|------------|----------------|-------------|
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| | | | | Patient List | | | | | 2 |
| | | | | | | | Se | earch: | |
| | Patient Name * | Age 🗄 | Gender 🕴 | Encounter Date 🗄 | Case Number + | Case Status + | Claim Id 🕴 | Ins Billed | Ins Balance |
| | Cooper-Dummy, Sheldon | 22.0 | Ν | 12-09-2022 | ADG12202200 - Neck, Shoulders, Upper Back | Open | | 0.00 | 0.00 |
| | Cooper-Dummy, Sheldon | 22.0 | н | 12-10-2022 | ADG12202200 - Neck, Shoulders, Upper Back | Open | | 0.00 | 0.00 |
| | Cooper-Dummy, Sheldon | 22.0 | м | 12-28-2022 | ADG12202200 - Neck, Shoulders, Upper Back | Open | 802 | 254.14 | 254.14 |
| | Cooper-Dummy, Sheldon | 22.0 | м | 02-07-2023 | ADG12202200 - Neck, Shoulders, Upper Back | Open | | 0.00 | 0.00 |
| | Cooper-Dummy, Sheldon | 22.0 | м | 02-07-2023 | ADG12202200 - Neck, Shoulders, Upper Back | Open | 828 | 13.99 | 13.99 |
| | Cooper-Dummy, Sheldon | 22.0 | н | 02-17-2023 | ADG12202200 - Neck, Shoulders, Upper Back | Open | 839 | 74.71 | 74.71 |
| | Cooper-Dummy, Sheldon | 22.0 | М | 03-15-2023 | ADG12202200 - Neck, Shoulders, Upper Back | Open | | 0.00 | 0.00 |

MESSAGE CENTER

Allows the user to compose, send and receive messages from the clinic teams.

| Case Adjuster Po | | | | | Welcome, Jessica Robbit 💄 🗸 |
|---|------------|--------------------------------|-------------------------|---|---|
| A Search Patients | Q | Massel Cooper-Durniny, Sheldon | Patient Location | Patient Age: 22 year Oderson Developer 1/211 March (Office Territology MD) | Clink: Location: Akese Occupational Health Reference Resolution: ACEE Model Office Technology MD |
| a Patient Jafo | | | Inbox | | Primary Provider, Accordition once Excenter, No |
| * Documents | Del Status | From | Subject | | Received Date |
| Biologia Contro Control Control Control Control Control Control | 0 a | hangk Sundarger | Thing and him list to d | ι. | 0000 ME 1603 / MT |
| | | | | | |
| | | | Delete | | 7450 L |

www.akesomedical.com





