



# 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.

**Registered Insurance Adjuster**

User ID

Password

Captcha  


**Login**

[Forgot Login Details](#)

## 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.

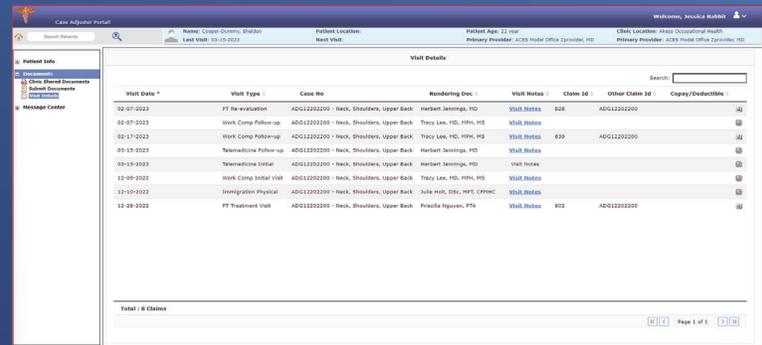


Patient Name	Age	Gender	Encounter Date	Case Number	Case Status
<a href="#">Cramer, Doreen, Sheldon</a>	22.0	M	12-09-2022	ADG12202200 - Neck, Shoulders, Upper Back	Open

## 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.



Visit Date	Visit Type	Case No	Rendering Doc	Visit Notes	Claim ID	Other Claim ID	Copy/Reduplicate
02-07-2022	PT Re-evaluation	ADG12202200 - Neck, Shoulders, Upper Back	Harriet Jennings, MD	Visit Notes	628	ADG12202200	
02-07-2022	Work Comp Follow-up	ADG12202200 - Neck, Shoulders, Upper Back	Tracy Lee, MD, MPH, MS	Visit Notes			
02-17-2022	Work Comp Follow-up	ADG12202200 - Neck, Shoulders, Upper Back	Tracy Lee, MD, MPH, MS	Visit Notes	639	ADG12202200	
03-15-2022	Telemedicine Follow-up	ADG12202200 - Neck, Shoulders, Upper Back	Harriet Jennings, MD	Visit Notes			
03-15-2022	Telemedicine Initial	ADG12202200 - Neck, Shoulders, Upper Back	Harriet Jennings, MD	Visit Notes			
12-09-2022	Work Comp Initial Visit	ADG12202200 - Neck, Shoulders, Upper Back	Tracy Lee, MD, MPH, MS	Visit Notes			
12-10-2022	Investigation Physical	ADG12202200 - Neck, Shoulders, Upper Back	Julia Hill, DSc, MPT, CPHIC	Visit Notes			
12-20-2022	PT Treatment Visit	ADG12202200 - Neck, Shoulders, Upper Back	Priscilla Nguyen, PT	Visit Notes	602	ADG12202200	

## PATIENT INFO

<confirm case adjusters should access this>

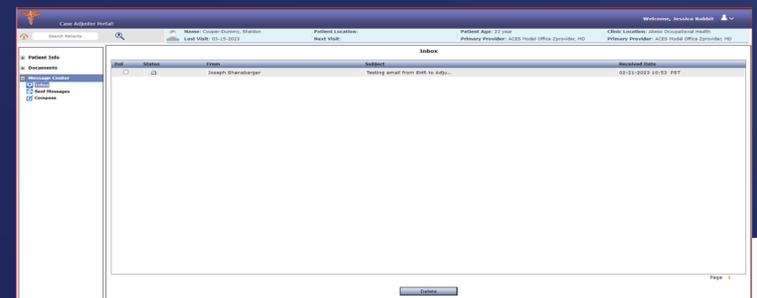
## DOCUMENTS

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

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

## MESSAGE CENTER

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



ID	Status	From	Subject	Index	Received Date
13		Health Share Manager	Testing email from HSH to Adju...		03-21-2022 10:53 PM

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