

ACES CASE ADJUSTER PORTAL

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



BENEFITS OF THE CASE ADJUSTER PORTAL



Secure Real-time sharing of Information

Clinics securely share Employee's Protected Health Information (PHI) with their registered Case Adjusters.



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.

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.

Registered Insurance Adjuster

User ID

Password
 

Captcha


[Forgot Login Details](#)

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.

Registered Insurance Adjuster

User ID

Password

Captcha


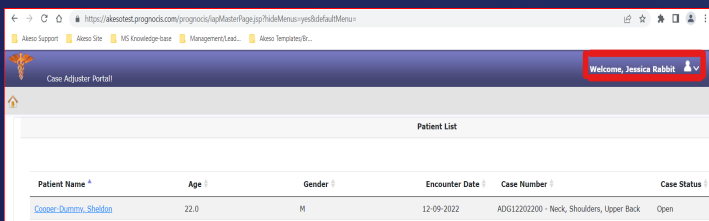
[Login](#)

[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.

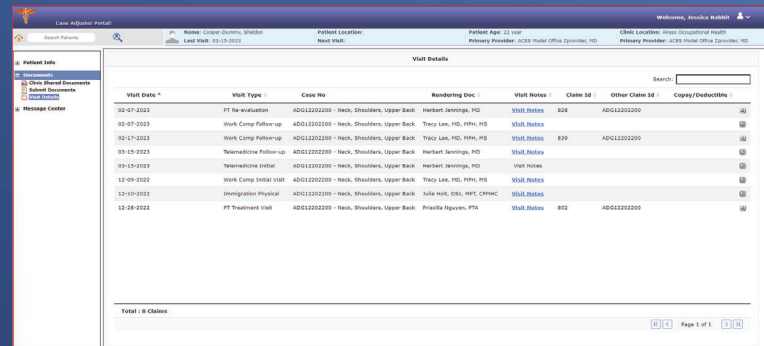


Patient Name	Age	Gender	Encounter Date	Case Number	Case Status
Coozer-Dumny, Sheldon	22.0	M	12-09-2022	ADG12202200 - Neck, Shoulders, Upper Back	Open

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
02-07-2023	PT Re-evaluation	ADG12202200 - Neck, Shoulders, Upper Back	Harriet Jennings, MD	Visit Notes	828	ADG12202200	
02-07-2023	Work Comp Follow-up	ADG12202200 - Neck, Shoulders, Upper Back	Tracy Lee, MD, MPH, MS	Visit Notes			
02-17-2023	Work Comp Follow-up	ADG12202200 - Neck, Shoulders, Upper Back	Tracy Lee, MD, MPH, MS	Visit Notes	839	ADG12202200	
03-15-2023	Telemedicine Follow-up	ADG12202200 - Neck, Shoulders, Upper Back	Harriet Jennings, MD	Visit Notes			
03-15-2023	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	802	ADG12202200	

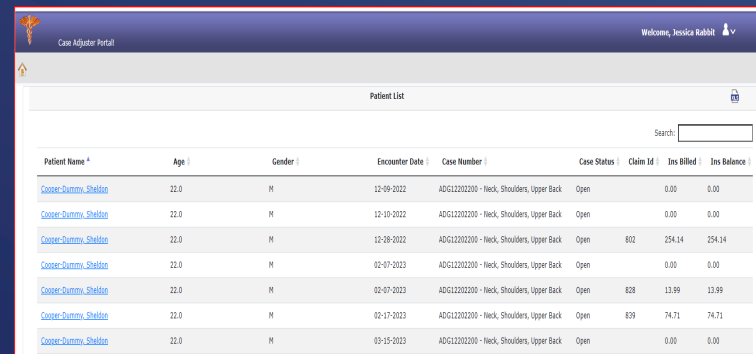
PATIENT INFO

<confirm case adjusters should access this>

DOCUMENTS

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

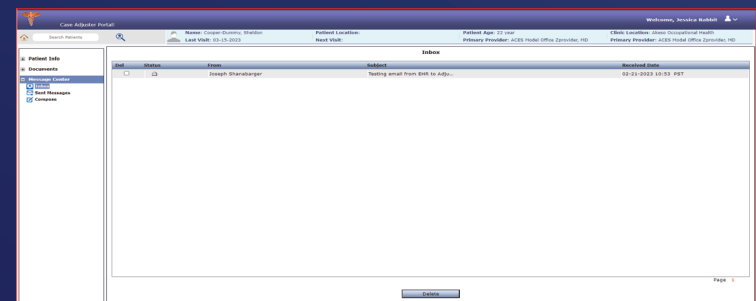
1. **Clinic Shared Document** allows the user to view and print Work Status Reports and more.
2. **Submit Documents** allows the user to upload documents for the clinic to review.
3. **Visit Details** allows the user to select a specific encounter to view the patient's Work Status Report and Progress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



Patient Name	Age	Gender	Encounter Date	Case Number	Case Status	Claim Id	Ins Billed	Ins Balance
Coozer-Dumny, Sheldon	22.0	M	12-09-2022	ADG12202200 - Neck, Shoulders, Upper Back	Open		0.00	0.00
Coozer-Dumny, Sheldon	22.0	M	12-10-2022	ADG12202200 - Neck, Shoulders, Upper Back	Open		0.00	0.00
Coozer-Dumny, Sheldon	22.0	M	12-09-2022	ADG12202200 - Neck, Shoulders, Upper Back	Open	802	254.14	254.14
Coozer-Dumny, Sheldon	22.0	M	02-07-2023	ADG12202200 - Neck, Shoulders, Upper Back	Open		0.00	0.00
Coozer-Dumny, Sheldon	22.0	M	02-07-2023	ADG12202200 - Neck, Shoulders, Upper Back	Open	828	13.99	13.99
Coozer-Dumny, Sheldon	22.0	M	02-17-2023	ADG12202200 - Neck, Shoulders, Upper Back	Open	839	74.71	74.71
Coozer-Dumny, Sheldon	22.0	M	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.



From	Subject	Received Date
Health Share Manager	Testing email from HSH to Adju...	03-21-2023 10:53:58 PST