Provider Portal Tutorial and FAQ

QicLink Benefits Exchange (QBE) – user ID and password are case sensitive.

Once inside QBE – please use all CAPS.

Benefits Tab

You have the ability to search by enrollee SSN, enrollee ID, enrollee last name, or by the same for dependents. Remember to be in all CAPS.

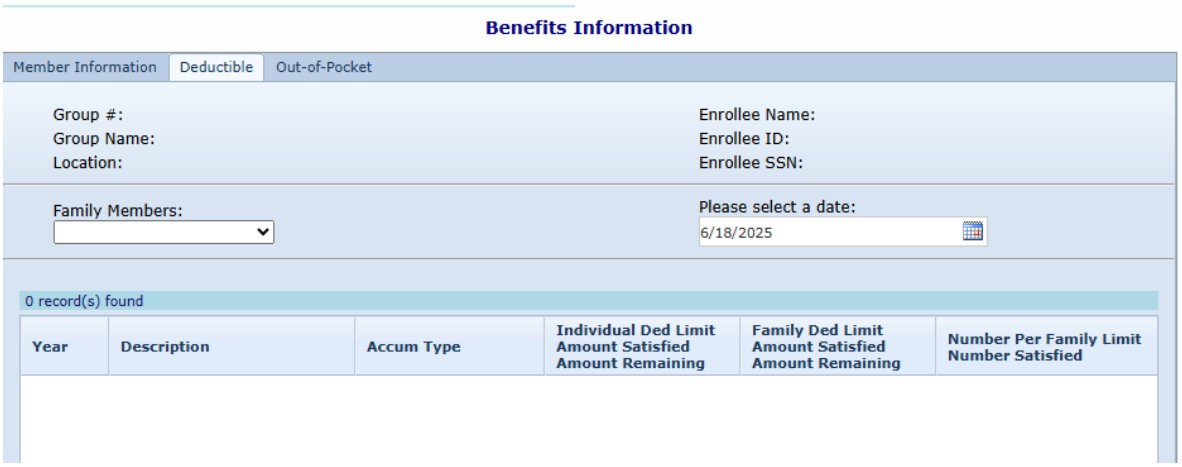
When searching by member ID –

9W – remove the 9W and only enter the numbers

Medicare Supplement – use their Medicare ID number

8T – use the full ID number

The system will provide up to date benefit information for deductible and out of pocket limits and amounts remaining.



Claims Tab

You have the ability to search by enrollee SSN, enrollee ID, enrollee last name, or by the same for dependents. Or by claim number, check number, or voucher number. Remember to be in all CAPS.

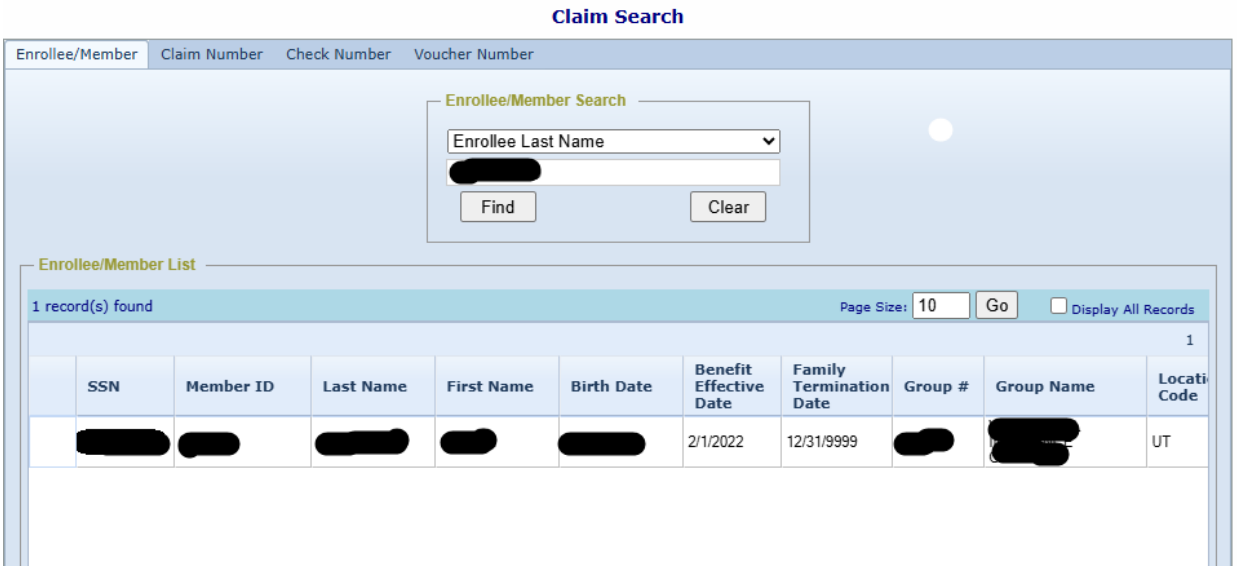
When searching by member ID –

9W – remove the 9W and only enter the numbers

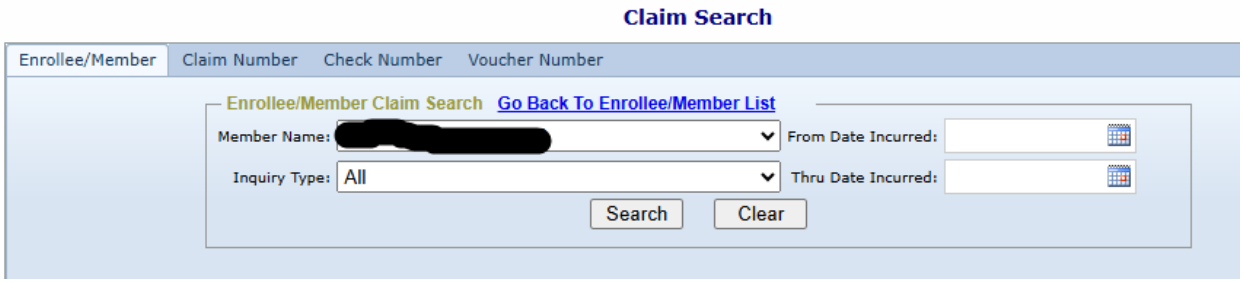
Medicare Supplement – use their Medicare ID number

8T – use the full ID number

Depending on how you search, a list of enrollees/members may show. Double click on the correct member to search for claims.



You can narrow down your search or just hit the search button for all claims.



A list of claims or a claim will pull up.

To view / print the EOB click on the Check EOB link.

If you receive a "RedCard" error, it means the EOB is not yet ready to view. Check back in a few days.

If the claim does not show, and you have allowed up to 30 days since your submission, please resubmit the claim.

Payor ID- 30434 Medicare Supplement claims

Payor ID-37247 All others

Claims Mailing Address:

PO Box 21703

Eagan, MN 55121

Fax (801) 263-1189 or email claims@wmimutual.com