

ADDRESS UPDATES: WONDERBOX PWP URL AND PO BOX FOR PAPER CLAIMS

Effective November 7, 2016 the Provider Web Portal will have a new web address <https://ata.therapyadmin.com/pwp>. This will be the URL for you to use to access remittance statements, submit claims, view status of any claims and Patient Responsibility letters dated November 7, 2016 or later.

This does not affect the HS1 Web Portal which administers Sunshine MMA/ CW, Coventry HK/Medicaid, Humana & Amerigroup.

Remittances and Patient Responsibility letters dated prior to November 7, 2016 is not being transferred to the new web address. You will still be able to access historical data with current user name and password on the existing URL of <https://atafl.therapyadmin.com/pwp> through 2017.

Providers will not be able to enter claims on the portal after 5:00 PM EST Friday 11/4/16, the module will be disabled at that time. Providers who are all set up on the new web address and login will be able to start submitting claims on Monday 11/7/16. If you encounter any issues please contact Holly Cartwright: hacartwright@therapyadmin.com or

Questions?

If you have questions we encourage you to contact us at ProviderPortal@therapyadmin.com or you may contact your Provider Relations Representative at (888) 550-8800 option 2.

Scott Gale: dsgale@therapyadmin.com and they will be able to assist in claim entry.

All paper claim submissions should be sent to:

**PO BOX 592
Milwaukee, WI 53201**

What you need to know

We will begin reaching out to your office to assist with getting you registered for this new web address starting November 3, 2016.

At this time the only thing changing is the web address. The features and the functions of the portal will be the same. However, an enhanced Provider Web Portal will be launched in 2017 that will be sporting a fresh new look and include even more time-saving features for your office including:

- Authorization entry
- Creating a "member on the fly" for new patients
- Updating office contact information
- A new roster feature to make submitting authorizations and claims even easier

This information is intended **only for** Coventry/Aetna Commercial & Coventry Medicare