Conduent Provider Portal Guide

Provider User ID & Password request:

- Send email request for a username and password to:

  CalAIM_CS_invoicesubmission@centene.com

  a. Subject Title the email: Conduent Provider Portal Access Request

  b. Body of the body: Requesting user and password for the Cal Aim provider portal and include the following information

    Email address

    First name

    Last name

    Telephone number

- When the new account is created, it will be sent to the email distribution and the provider will be sent the credentials.

- Once a username/password is received, go to the website to process available invoices: Conduent Provider Portal (https://calaim.portal.conduent.com/).

    a. Username = provider's email

    b. Password = sent via email once requested

Note: Requested password can take up to 24-72 hours to generate

Accessing Conduent website and submitting invoice:

Go to the website: Conduent Provider Portal (https://calaim.portal.conduent.com/).

Please Log In to Access the site

User Name: | |

Password: [ ]

☐ Remember me next time.

[Log In]

Please submit an email to this address in order to access the site. CalAIM_CS_invoicesubmission@centene.com

    c. Username = provider's email address

    d. Password = provided via email request

- From the Home Page, highlight the Request section and click "Image Upload" application

- From the Image Upload Search page, click "Upload Images"

- Once selected, a new pane will appear. It is set up by default to receive Invoices for Healthnet Office.

a. If the invoices to be uploaded are for Healthnet (ABS), proceed to step 6.

b. If the invoices to be uploaded are for California Health & Wellness (Centene/Amisys), change the office from the dropdown to California Health & Wellness as shown below, then move to step 6.

- Next, the image of the claim needs to be uploaded. Click the browse button to locate.
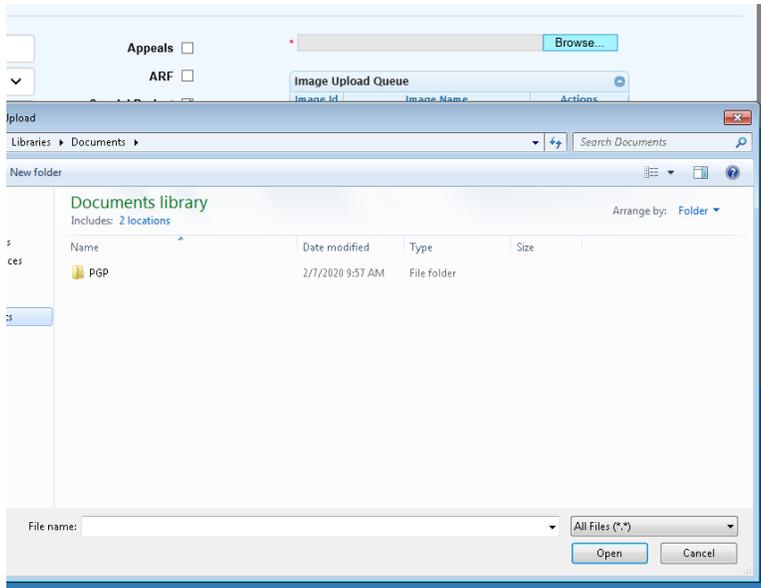
- Click on the file that needs to be uploaded and click "Open". The file should now show in the pane below the browse option. Multiple images can be uploaded for the claim or just a single image. If the image is not needed, the "delete" button can be clicked under the Actions section to delete the claim. The claim can also be viewed as this phase by clicking the "View" button.

  Note: There is not a functionality to upload multiple claims at once so make sure all images that are in the list belong to the same claim.
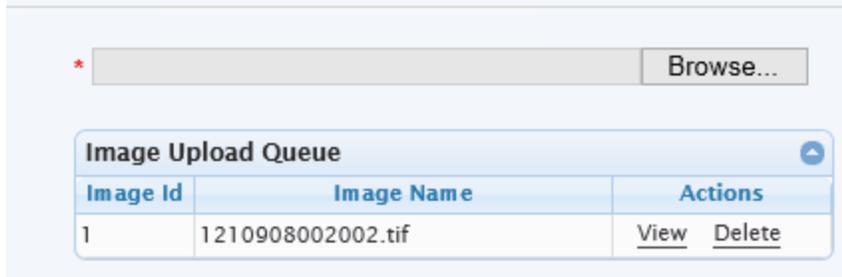
- Once both elements are completed, the data and the images, press "Submit" to propagate the Upload Request. A confirmation number will appear in the bottom right of the screen.

    a. If the upload request is no longer needed, "Reset" can be pressed to clear all the data that was previously included.

    b. Pressing "Back to Report" will ignore all action completed within the Upload Images section and return to the original Upload Request Report.

9. The user can either submit more claims using steps 5-8, or close out the web browser once done to end the uploading session on the portal.