



July 2017

Re: Provider Website (WholeHealthPro) Portal Re-launch 2017

Dear WholeHealth Network Provider:

WholeHealth Networks, Inc., ("Tivity"), a subsidiary of Tivity Health Support, LLC has launched our newly enhanced provider portal, www.WholeHealthPro.com. The site is intended to serve as a more interactive, intuitive and easy to navigate online resource for our practitioners and their office staff.

Overview of Enhancements

- **Design layout:** We have added a new look and feel to our provider portal and restructured our layout of materials to be more intuitive and easy to navigate. We hope you like it!
- **Provider Communication:** We have added new functionality that will allow you to choose your method of communicating with us, email or fax. Email will allow you to receive your utilization management messages directly to your computer, or mobile device.
- **Administrator Account:** The primary account administrator will be able to update their profile settings, clinic settings, and communication settings all in one location on the site.
- **Office Admin Account Administration:** The primary account administrator will be able to assign office admins access to function on the portal as an authorized user.
- **Message Center:** The message center is your email box for authorization notifications and medical records requests. You will be able to read utilization management messages and respond to them directly through your inbox.
- **Authorization Request:** The authorization request questions have not changed, but we have updated the navigation to make it easier and faster to enter the necessary information.
- **Authorization Search:** The authorization search allows you to view authorizations for details and status, as well as view documents associated with authorization requests.
- **Claims Address Lookup:** For your convenience, by selecting the office location and entering basic patient information, the portal can provide you with the claims submission address.
- **Reference Library:** View your participating Health Plan Group Summaries and Fee Schedules any time under the Reference Library section of the portal. Information at the stroke of a key!
- **Upload Medical Records:** We are very excited to offer you the capability to upload requested medical records electronically! This new functionality can be accessed through messages sent to your inbox, or through the Authorization Search screens.

The first time you visit the provider portal, you will be required to complete the registration process on the site.

Registration is completed when you follow these 3 simple steps:

1. **Provide Practitioner NPI and DOB**
2. **Provide First and Last Name with a valid email address**
3. **Create a password and confirm account through email notification**

Our goal is to make your experience with our provider portal site easy and efficient, so you don't have to spend time on the telephone with customer service.

To allow additional time for you to complete the registration process, we will have a link to the old legacy site available for use from the new site.

IMPORTANT: Please make sure you register on the new site as soon as possible. The temporary link to the old site will only be available for a limited period.

Thank you for being a participating provider with WholeHealth Networks, Inc., ("Tivity"), a subsidiary of Tivity Health Support, LLC.