

Conduent Web Portal Business Partner User Manual

Anthem Local Mail Scanning and Indexing

Prepared for:

[Anthem.](#)

September, 2021

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2 Revision History and Change Log

Date	Version	Revised by	Change Summary
02/05/2016	1.0	Alma Ramos	Change in formatting for the document and general update
08/08/2017	1.1	Alma Ramos	Change in formatting and branding
11/03/2020	1.2	Alma Ramos	Revision and update, covering of PHI
09/01/2021	1.3	Pramila Arun	Internet Explorer Upgrade to Microsoft Edge

3 Introduction to the Conduent Web Portal

The Conduent Web Portal provides Anthem Business Partners with an electronic tool for submitting or retrieving documents that are processed by the Conduent Local Mailroom in the Aranda Center, Woodland Hills CA. These tools and reports include:

- Creation of Batch Coversheets for paper or electronic submission of documents to the Mailroom for processing.
- Submission of requests for pulls and or rescans
- Access to General Reports such as;
 - DCN Report
 - Logged Item Search
 - Fax Receipts
 - Email Receipts

Please note, the Conduent web portal for Local Scan/ Index is for those documents that are E&B Legacy, claims/ corr or miscellaneous documents. This web portal does not support E&B HIX/ACA documents

Web Portal Login

The following URL provides the link to the Conduent Web Portal

Production:

<https://eupload.portal.conduent.com/webportal/Login.aspx>

Test:

<https://eupload.uat.portal.conduent.com/webportal/Login.aspx>

You must have a User ID and Password established in order to access the Portal.

CONDUENT 

LOGIN

User ID:

Password:

Login

[Change password](#)

[Forgot/Reset Password](#)

[Don't have an account? Sign up here](#)

INFORMATION

[Help](#)

[About Us](#)

Web Portal for West E&B Scan/Index (POP)

Anthem

CONDUENT 

If you are a new user, please click on the 'Don't have an account?' option or [Sign up here](#)

Are you having any issues accessing this site? Did you [clear your temporary files](#) and [add this site to trusted sites](#)?

If reviewing the [help](#) didn't resolve your issue please [send us an email](#). Please remember, this is not a WellPoint owned site so please do not contact WellPoint's helpdesk.

Enter your User ID, Password and click the "Login" button.

LOGIN

Web Portal

User ID:

Password:

Login

[Change password](#)

[Forgot/Reset Password](#)

[Don't have an account? Sign up here](#)

Conduent Web Portal Home

The Web Portal Home Page provides access to all tools and reports as well as the ability to request new user access, change / update passwords and log out

Web Portal West E&B



Home	Request Actions ▾	Reports ▾	Local Mail ▾	Change Password	Logout	Help
------	-------------------	-----------	--------------	-----------------	--------	------

HOME

Conduent - West E&B Scan & Index - Web Portal © 2017

User creation Self-Service

New users are able to create their own account by clicking on the options available in the Web Portal.

Web Portal for West E&B Scan/Index (POP)

CONDUENT

Anthem

CONDUENT

LOGIN

User ID:

Password:

Login

[Change password](#)

[Forgot/Reset Password](#)

[Don't have an account? Sign up here](#)

INFORMATION

[Home](#)

[About Us](#)

If you are a new user, please click on the 'Don't have an account?' option or [Sign up here](#)

Are you having any issues accessing this site? Did you [clear your temporary files](#) and [add this site to trusted sites](#)?

If reviewing the [help](#) didn't resolve your issue please [send us an email](#). Please remember, this is not a WellPoint owned site so please do not contact WellPoint's helpdesk.

Web Portal for Local Mail Scan/Index (POP) User Creation Request

Username:

Password:

The password length must be 8-20 characters and must contain at least one number, one letter and one special character (@#%\$)

Re-type password:

First Name:

Last Name:

Your Email: (wellpoint.com, anthem.com or bcbsga.com)

The requested information needs to be entered and an email notification will be sent to the email provided containing a URL link for the user to click in to finalize the process of creation for the new account user.

Change Password

Users can update / change their passwords by selecting the menu option "Change Password" on the Home screen.

Home | **Request Actions** | **Reports** | **Local Mail** | **Change Password**

HOME

Fill the information required

Change User Password

User Name: business.partner

Old Password:

New Password:

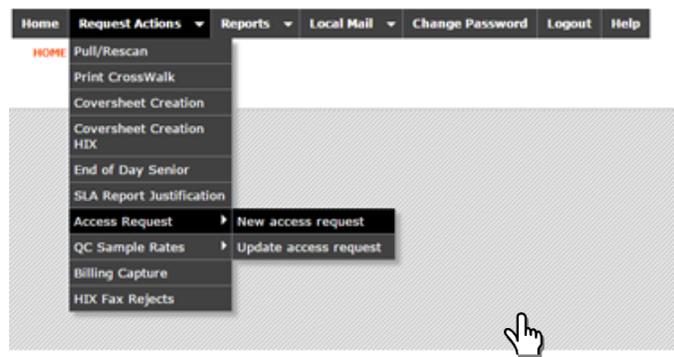
Re-Type Password:

Password Hint:

Email: Update Email

New Access Request

New Access Requests can be submitted through the Conduent Web Portal by selecting 'New access request' from the Access Request menu and entering the information for the requested new account



Enter the required information

NEWUSERREQUEST

New user request access

Login Code: *

First Name: * Last Name:

Description:

Download template [here](#) to upload the user information

File: No file chosen

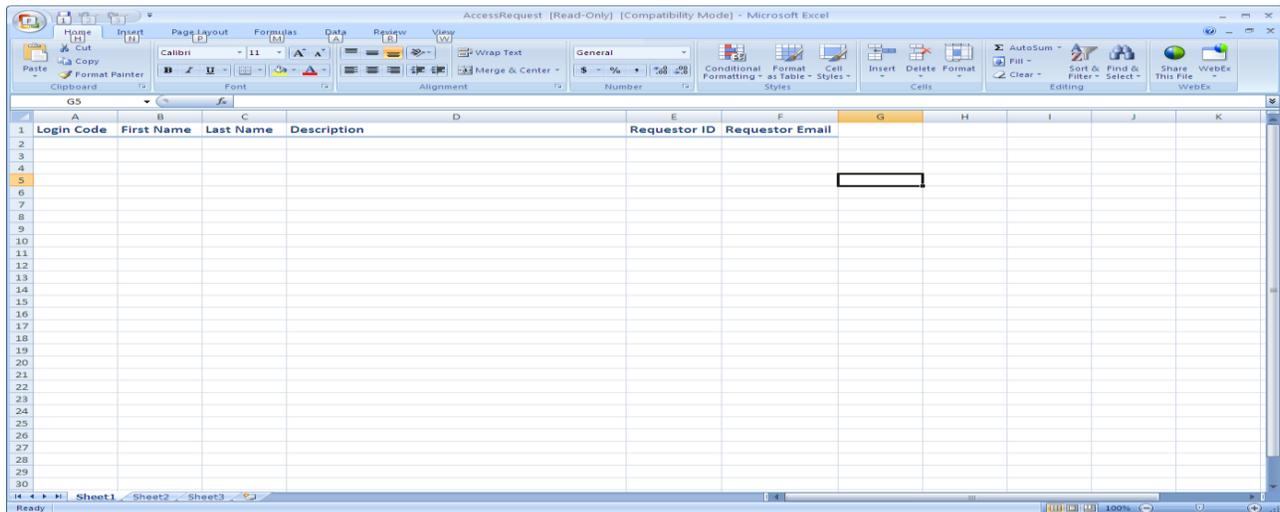
Requestor ID:

Requestor Email:

The field with (*) are mandatory and need to be populated with the information required.

If multiple new accounts are needed, a template can be downloaded by clicking 'here' in the New user request access screen. The data elements to provide are:

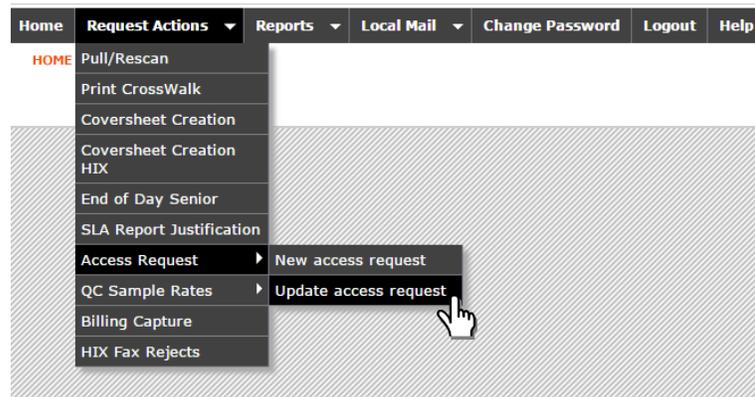
- Login Code
- First Name
- Last Name
- Description
- Requestor ID
- Requestor Email



This template can be completed with multiple users, saved to your desktop and uploaded by clicking the 'Browse' button to attach the file for submission. Once all information is entered, select 'Submit Information' to submit the request(s).

Update Access Request

Updates can be made to outstanding new user requests by selecting 'Update access request' from the Access Request menu.



Search for requests by date range, Requestor ID and / or status.

Update User Request

Request From: Request To:

Requestor ID: Status:

Request ID	Request Date	Completed Date	Name	Status	Update
				In process	
				Finished	
				Canceled	

Select 'Update' for the line targeted for update.

[Home](#) | [Request Actions](#) | [Reports](#) | [Local Mail](#) | [Change Password](#) | [Logout](#) | [Help](#)

UPDATENEWUSERREQUEST

Update User Request

Request From: 
 Request To: 
 Requestor ID:
 Status: 

Request ID	Request Date	Completed Date	Name	Requestor ID	Status	Update
1	04/12/2010		chilmakuri, surendra	surendra.chilmakuri	In process	Update
2	04/16/2010		dasti, chandra	chandra.mohan	In process	Update
3	06/03/2010		and what to list here?	melissa.kruse-sudzus	In process	Update
5	06/09/2010		Request for multiple users	melissa.kruse-sudzus	In process	Update
6	06/09/2010		Request for multiple users #2	melissa.kruse-sudzus	In process	Update
7	04/29/2014		butch, adam	abutch	In process	Update

Forgot/Reset Password

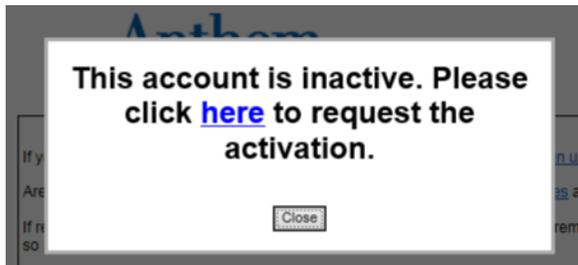
This option will provide an instant reset if the user is locked or forgot the password for the account by entering the User ID, Email address or both. The user is required to have a registered email address, otherwise a message will be prompted asking to enter the address to update Conduent records and send a temporary password.

Inactive Account Warning Email

An automatic email will be sent to those users that have 5 days left for the inactivation of the account. In order to avoid inactivation it is needed that the user login to the account by clicking the link or going directly to the Web Portal page.

Account Reactivation Self-Service

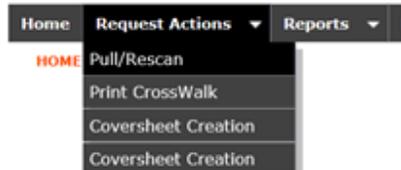
If an account is inactive, the next time the user try to log in, will get the message below:



The activation menu will request a User ID and /or Email account, if the user does not have an e-mail account registered, the system will also require it. To finalize the process for re-activation the user will receive a notification email that contains a URL for the user to click in.

4 Pull original/Rescan Request

Request rescans or copies of original documents by selecting 'Pull/Rescan' from the Items Actions menu.



Enter either the ACS or WLP DCN and select 'Get Item Data'. This will return information pertaining to the selected DCN.

Select the requested action from the drop down list. Enter Department information and any special instructions in the 'Notes/Description' area. Then select 'Submit Data' to submit the requested action.

[Home](#) | [Request Actions](#) | [Reports](#) | [Local Mail](#) | [Change](#)

PULLRESCAN

Pull / Rescan Web Form

If you need to update some Tracking Number click [here](#).

ACS DCN WLP DCN

DCN:

ACS DCN: **A1605613000139**

Wellpoint DCN: **16056310008**

Location: **Newbury Park - NP**

Action:

Sender Name:

Sender Address:

Notes/Description:

Department:

The information with (*) are mandatory, please make sure you fill them with information.

Select the requested action from the drop down list. Enter Department information and any special instructions in the 'Notes/Description' area. Then select 'Submit Data' to submit the requested action.

[Home](#) | [Request Actions](#) | [Reports](#) | [Local Mail](#) | [Change](#)

PULLRESCAN

Pull / Rescan Web Form

If you need to update some Tracking Number click [here](#).

ACS DCN WLP DCN

DCN:

ACS DCN: **A1605613000139**

Wellpoint DCN: **16056310008**

Location: **Newbury Park - NP**

Action:

Sender Name:

Sender Address:

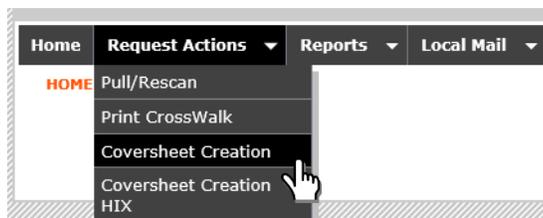
Notes/Description:

Department:

The information with (*) are mandatory, please make sure you fill them with information.

5 Coversheet

In order to submit documents for front or back-end scanning, a coversheet should be created for each document type. Select 'Coversheet Creation' from the Request Actions menu.



Select the Sending Office from the drop down list.



The Sending Office selection will determine valid choices for the Document Class selection

Sending Office:	Newbury Park
Document Class:	Local Scanning
Document Type:	Local Scanning
Department Name:	Individual
Wellpoint Receive Date:	Small Group
Number of Documents:	SR_MEDSUP
Sender Name:	SR_SECURE
	<input type="text"/>
	business.partner
	<input type="button" value="Send Request"/>

The Document Class selection will determine valid choices for Document Type and Case Type where applicable. Case Type selections determine valid Document Type choices.

Sending Office:	Newbury Park
Document Class:	Individual
Case Type:	COCAE (356)
Document Type:	CHCK
Department Name:	CHCK
Wellpoint Receive Date:	COCA
Number of Documents:	HPCA
Sender Name:	MISC
	MREC
	UWCR
	business.partner
	<input type="button" value="Send Request"/>

Enter the WellPoint Receive Date and indicate if the documents should be returned to Sender by selecting Yes or No. The Number of Documents and Group ID can also be entered, however these are not required fields. Select 'Send Request' when all data is entered.

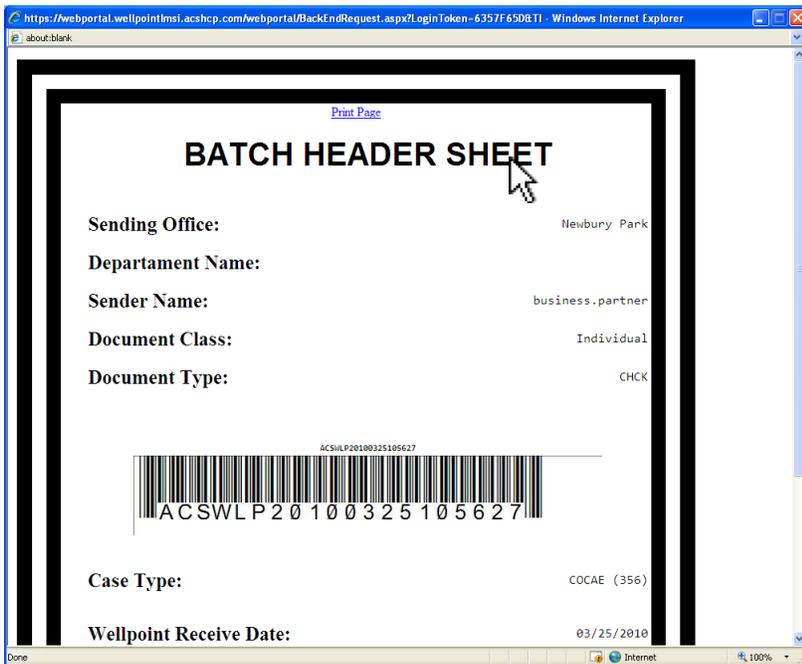
Sending Office:
 Document Class:
 Case Type:
 Document Type:
 Department Name:
 Wellpoint Receive Date:
 Number of Documents:

Return Document to Sender: Yes No

Enter Group # if you would like to have all the documents being submitted in this batch keyed by the entered value.
 Group #:
For Large Group Only: Enter Case ID if you would like the document to be keyed by Case ID instead of Group #
 Case ID:

Sender Name:
 E-Upload Print Coversheet

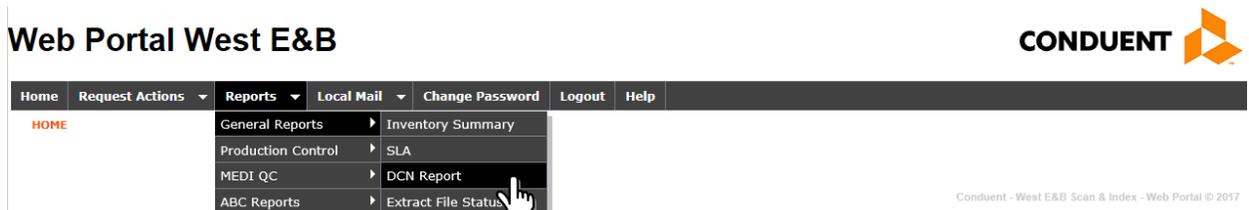
'Send Request' will create the Batch Header Sheet, which will be displayed in a new window. Select 'Print Page' to print the cover sheet and include as the first page of the documents to be submitted for scanning and indexing.



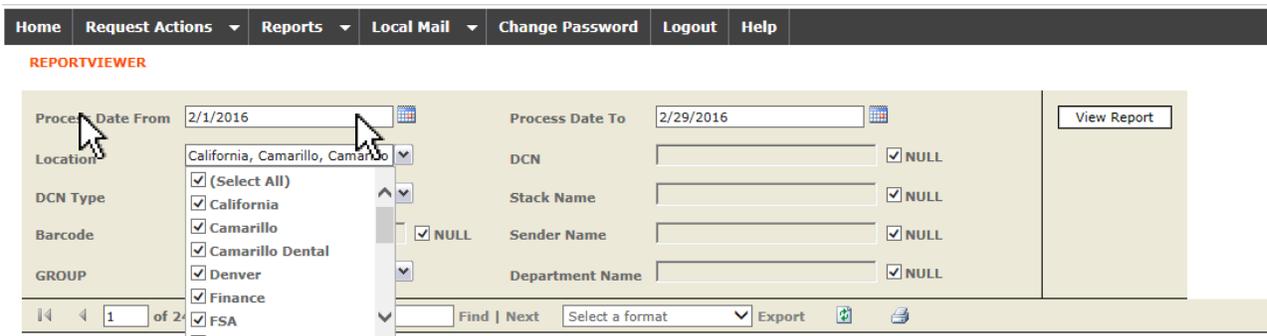
6 DCN Report

The DCN Report can be used to identify Anthem DCNs when the Conduent DCN is known and can be used to monitor work submitted for scanning and indexing for specific locations.

Access the DCN Report by selecting from the Home menu Reports\General Reports\DCN Report



Select the date range and location to review all items processed within the defined range and location or search for a specific DCN. 'View Report' returns items associated with the defined search parameters.



The DCN Report provides the following data elements for each item within the defined search parameters.

- Barcode
- Sender Name
- Conduent DCN
- Anthem DCN
- Document Type

- Group
- Process Date
- Receipt Date
- Item Type
- Transmission Name
- Transmission Date
- Workflow Step
- Acknowledgement Status
- Stack Name
- Box Name
- Department

Process Date From	<input type="text" value="2/1/2016"/>	Process Date To	<input type="text" value="2/29/2016"/>	<input type="button" value="View Report"/>
Location	<input type="text" value="California, Camarillo, Camarillo"/>	DCN	<input type="text"/>	<input checked="" type="checkbox"/> NULL
DCN Type	<input type="text" value="ACS DCN"/>	Stack Name	<input type="text"/>	<input checked="" type="checkbox"/> NULL
Barcode	<input type="text"/>	Sender Name	<input type="text"/>	<input checked="" type="checkbox"/> NULL
GROUP	<input type="text" value="CLAIMS, DENTAL_CLAIMS, DEN"/>	Department Name	<input type="text"/>	<input checked="" type="checkbox"/> NULL

1 of 2462 Find | Next Select a format Export

DCN Report

Barcode	Sender Name	ACS DCN	WellPoint DCN	Document Type	Group	Process Date	Receipt Date	Item Type	Transmission Name	Transmission Date	WorkFlow Step
ACSWLP20160201990882		A1603293002677	15029240301	Multis	CLAIMS	02/01/2016	01/29/2015	eIntake	ACR1121603200024	02/01/2016	Complete
ACSWLP20160201787966		A1603293001731	15229240200	Multis	CLAIMS	02/01/2016	08/17/2015	eIntake	ACR1121603200017	02/01/2016	Complete
ACSWLP20160201787966		A1603293001747	15229240201	Multis	CLAIMS	02/01/2016	08/17/2015	eIntake	ACR1121603200017	02/01/2016	Complete
ACSWLP20160201787966		A1603293001748	15229240199	Multis	CLAIMS	02/01/2016	08/17/2015	eIntake	ACR1121603200017	02/01/2016	Complete
ACSWLP20160201158662		A1603293001786	15229240202	Multis	CLAIMS	02/01/2016	08/17/2015	eIntake	ACR1121603200017	02/01/2016	Complete
ACSWLP20160201158662		A1603293001786	15229240203	Multis	CLAIMS	02/01/2016	08/17/2015	eIntake	ACR1121603200017	02/01/2016	Complete
ACSWLP20160201158662		A1603293001797	15229240204	Multis	CLAIMS	02/01/2016	08/17/2015	eIntake	ACR1121603200017	02/01/2016	Complete

The DCN Report can also be used to view specific documents by selecting a DCN for an item. This action will open a new window, displaying the image of the selected document.

https://webportal.wellpointlmsi.acshcp.com/webportal/Reports/AttachImagesReport.aspx?dcn=D20100 - Wi...
https://webportal.wellpointlmsi.acshcp.com/webportal/Reports/AttachImagesReport.aspx?dcn=D20100224000000001&type=cross&url=null

** INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY **

TIME RECEIVED	REMOTE CSID	DURATION	PAGES	STATU
February 23, 2010 7:52:45 PM EST		25	1	Recei
FEB.23'2010 17:16			#3591 P.001/001	

[REDACTED]

FAX

CASE TYPE
FXCI

FAX# 859-280-5243 (ACS) X
805-713-5107 (WLP)

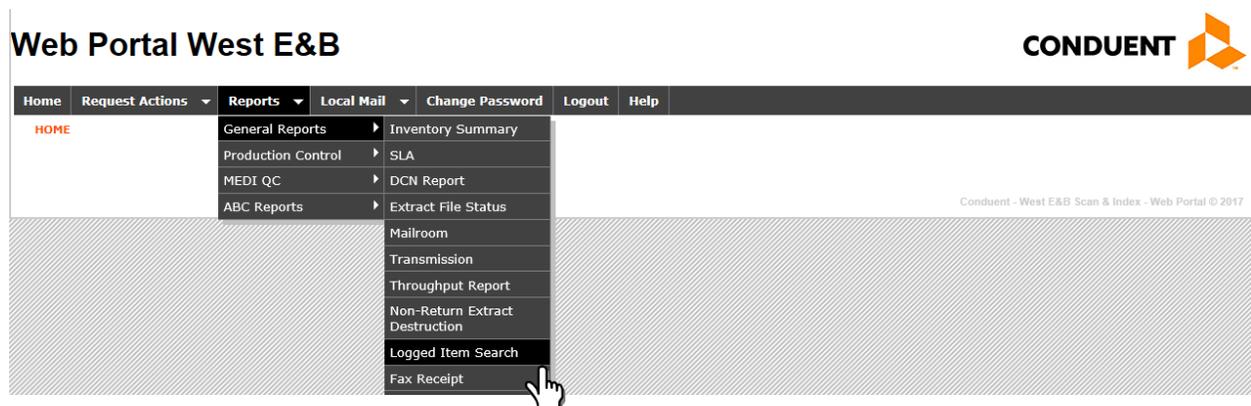
[REDACTED] [REDACTED]

Done Internet 100%

7 Logged Item Search

The Logged Item Search allows the user to search for any logged item (check, accountable mail, or vendor return) by entering any of the fields in the search criteria.

Access the Logged Item Report by selecting from the Home menu Reports\General Reports\Logged Item Search



Select the search parameters and the exception (Check Log, CertMailLog, Vendor Returns or UnscannableMaterialLog) and click "View Report"

REPORTVIEWER

Home Request Actions Reports Local Mail Change Password Logout Help

Date From 2/1/2016 Date To 2/26/2016

Date Type Receipt Date Exception Type CheckLog, CertMailLog, Vendor

DCN ACS DCN DCN NULL

Check Number NULL Check Amount NULL

Tracking Number NULL Carrier NULL

Member ID NULL Group ID NULL

First Name NULL Last Name NULL

Notes NULL

View Report

1 of 27 Find | Next Select a format Export

The Logged Item Search provides the following data elements for each item within the defined search parameters.

- Receipt Date
- Logged item Type
- Conduent DCN
- Anthem DCN
- Member ID
- Group ID
- Check Number
- Check Amount
- Carrier
- Tracking Number
- First Name
- Last Name
- Notes
- Logged Item Number
- Status

Home Request Actions ▾ Reports ▾ Local Mail ▾ Change Password Logout Help

REPORTVIEWER

Date From: 2/1/2016 Date To: 2/26/2016 View Report

Date Type: Receipt Date Exception Type: CheckLog, CertMailLog, Vendor

DCN: ACS DCN DCN: NULL

Check Number: NULL Check Amount: NULL

Tracking Number: NULL Carrier: NULL

Member ID: NULL Group ID: NULL

First Name: NULL Last Name: NULL

Notes: NULL

1 of 27 Find | Next Select a format Export

Logged Item Search

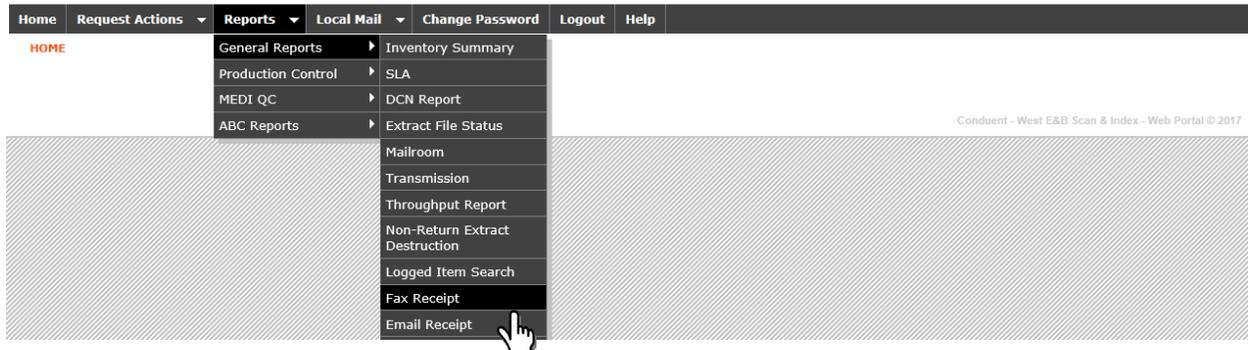
Receipt Date	Logged Item Type	ACS DCN	Wellpoint DCN	MemberID	GroupID	Check Number	Check Amount	Carrier	Tracking Number	First Name
02/01/2016	CheckLog	not a scanned check	not a scanned check			*****	*****			
02/01/2016	CheckLog	not a scanned check	not a scanned check			*****	*****			



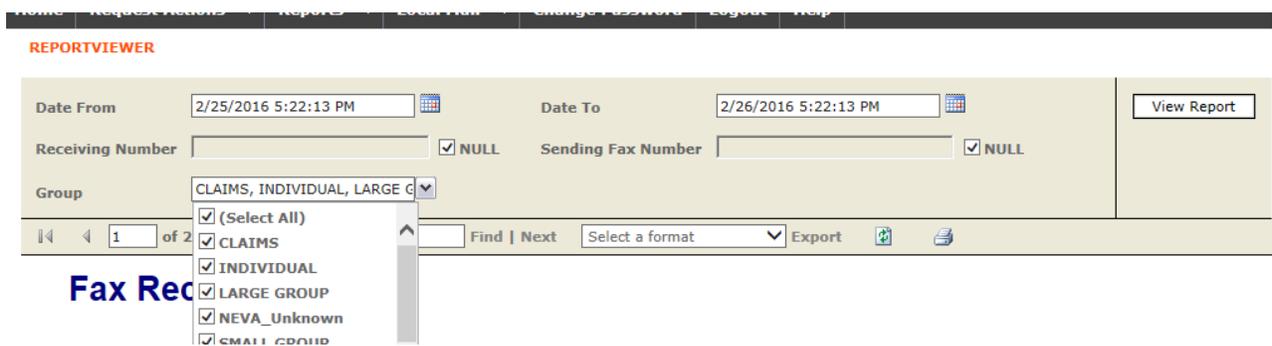
8 Fax Receipts

The Fax Receipts report allows the user to view items received via fax. Select 'Fax Receipt' from the General Reports menu.

Web Portal West E&B



Select the date range and 'View Report'.



The report provides the following data elements for each item within the defined search parameters.

- Conduent Receipt Date (PST)
- Fax Item Name
- Group
- Anthem DCN
- Receiving Number
- Sending Fax Number



- Page Count
- View Images
- Status/Split
- Workflow Status

Date From: 2/25/2016 5:22:13 PM
 Date To: 2/26/2016 5:22:13 PM

Receiving Number: NULL
 Sending Fax Number: NULL

Group: CLAIMS, INDIVIDUAL, LARGE G

1 of 23
 Select a format

Fax Receipt Report

ACS Receipt Date (PST)	Fax Item Name	Group	WLP DCN	Receiving Number	Sending Fax Number	Page Count	View Images	Status/Split	Workflow Status
02/25/2016 17:22:15	FXLAX2016022500809	SMALL GROUP	16057SF0226000552	8057135108	8054392118	1	Images		Complete
02/25/2016 17:23:07	FXLAX2016022500810	INDIVIDUAL	16057SF0226000426	8057138845	6268108503	9	Images		Complete
02/25/2016 17:23:37	FXLAX2016022500811	INDIVIDUAL	-	8057138845	3636072703	3	Images		InProcess
02/25/2016 17:23:40	FXLAX2016022500812	INDIVIDUAL	-	8057138919	8316426403	12	Images		InProcess
02/25/2016 17:24:13	FXLAX2016022500813	INDIVIDUAL	-	8057138919	4349774815	15	Images		InProcess
02/25/2016 17:26:29	FXLAX2016022500814	SMALL GROUP	-	8057137481	9099625110	9	Images		InProcess
02/25/2016 17:28:38	FXLAX2016022500815	SR_MEDSUP	-	8772704083	8584994300	3	Images		Complete with

Select 'images' for the selected item to view images associated with the selected fax.

https://webportal.wellpointmsi.acshcp.com/webportal/Reports/AttachImagesReport.aspx?dcn=FXLAX2 - Windows Internet Expl...
 https://webportal.wellpointmsi.acshcp.com/webportal/Reports/AttachImagesReport.aspx?dcn=FXLAX210030200001&type=Fax&url=@LAXLMF501@eIntake@Faxes@

** INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY **

TIME RECEIVED March 2, 2010 10:12:24 AM EST	REMOTE CSID 805 713 8845	DURATION 387	PAGES 14	STAT Recd
--	-----------------------------	-----------------	-------------	--------------

INDIVIDUAL MEMBERSHIP Fax 805-713-8845 Mar 2 2010 06:55am P00

Individual Enrollment Application

Please complete in blue or black ink only. Do not write in shaded areas, these are for Internal use only.

Section A - Coverage Information

Application Type (select one): New Coverage Change BCBSGA Individual policy coverage - Policy No. Add dependent(s) to current coverage - Policy No.

Effective date requested: If your application is approved, your coverage can start on any day of the month after the date we receive your application. The requested effective date is not guaranteed that the effective date will be the requested date in the event we agree to provide coverage.
 Please choose the date you would like your coverage to start: MM/DD/YYYY

Section B - Applicant Information (Applicant must be oldest adult member.)

Last Name: [REDACTED] First Name: [REDACTED] MI: [REDACTED] Social Security Number*: [REDACTED]

Home Address (street and P.O. Box if applicable): [REDACTED]

City: [REDACTED] State: [REDACTED] Zip: [REDACTED] County: [REDACTED]

Marital Status: Single Married Domestic Partner

Height (ft./in.): [REDACTED] Weight: [REDACTED] Sex: [REDACTED] Age: [REDACTED] Date of Birth: [REDACTED]

Daytime Phone Number: [REDACTED] Evening Phone Number: [REDACTED] Email Address*: [REDACTED]

Are you a legal resident of the United States and a resident of the state of Georgia? Yes No

If possible, do you want Email notification? Yes No

Language Choice (For statistical purposes only): English Spanish Korean Chinese (C/M)

Section C - Spouse or Domestic Partner to be Covered Information

Last Name: [REDACTED] First Name: [REDACTED] MI: [REDACTED] Social Security Number*: [REDACTED]

Relationship: Spouse Domestic Partner

Height (ft./in.): [REDACTED] Weight: [REDACTED] Sex: [REDACTED] Age: [REDACTED] Date of Birth: [REDACTED]

Are you a legal resident of the United States and a resident of the state of Georgia? Yes No

Language Choice (Optional): English Spanish Korean Chinese (C/M)

Section D - Child Dependents to be Covered Information (All fields required. Attach a separate sheet if necessary.)

If this is an application for a Family Contract, list all eligible dependents to be covered. Eligible dependents include all unmarried, dependent children, stepchildren, or legally

9 Email Receipt

The email report shows the status of incoming emails. Select Email Receipt from the General Reports menu in order to track and view processed emails.

Home Request Actions Reports Local Mail Change Password Logout Help

HOME

- General Reports ▶ Inventory Summary
- Production Control ▶ SLA
- MEDI QC ▶ DCN Report
- ABC Reports ▶ Extract File Status
- Mailroom
- Transmission
- Throughput Report
- Non-Return Extra Destruction
- Logged Item Search
- Fax Receipt
- Email Receipt

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Select the date range in which the email was submitted and the sender email address. 'View Report' returns information for email receipts with the search parameter.

REPORTVIEWER

Date From Date To

Group Sender Email Address NULL

- (Select All)
- CLAIMS
- DENTAL_CLAIMS
- DENTAL_PROV
- NEVA_INDIVIDUAL
- INDIVIDUAL

The report provides the following data elements for each item within the defined search parameters.

- Sender Email Address
- Conduent Receipt Date
- Item Name
- Group
- Conduent DCN
- Anthem DCN
- Page Count
- View Images
- Workflow Status



REPORTVIEWER

Date From: 2/1/2016 Date To: 2/26/2016 View Report

Group: CLAIMS, DENTAL_CLAIMS, DEN Sender Email Address: NULL

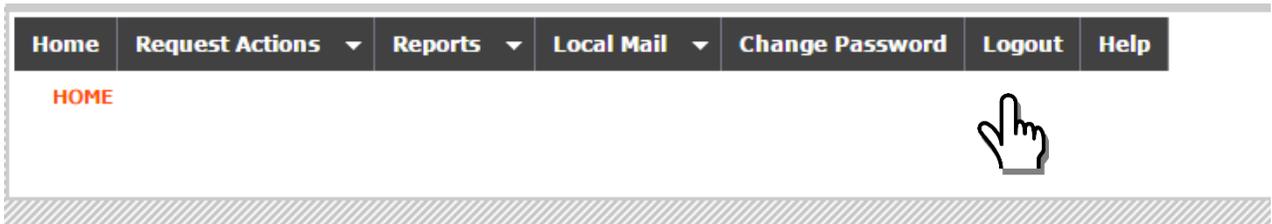
1 of 1 Find | Next Select a format Export

Email Receipt Report

Sender Email Address	ACS Receipt Date	Item Name	Group	AcS DCN	Wellpoint DCN	Page Count	View Images	Workflow Status
[REDACTED]	02/01/2016 07:24:04	EMLAX2016020100001	NEVA_UNKNOWN	A1603233000460		14	Images	Rejected
[REDACTED]	02/01/2016 09:10:22	EMLAX2016020100002	NEVA_UNKNOWN			0	Images	Outsorted
[REDACTED]	02/02/2016 13:51:18	EMLAX2016020200001	INDIVIDUAL	A1603333002525	1603AXW003569	8	Images	Complete
[REDACTED]	02/03/2016 11:27:31	EMLAX2016020300001	NEVA_SR_MED SUP	A1603493002097	1603AC3000034	3	Images	Complete
[REDACTED]	02/04/2016 04:52:27	EMLAX2016020400001	NEVA_INDIVIDU AL	A1603593000126	1603AC3000003	18	Images	Complete
[REDACTED]	02/04/2016 11:16:41	EMLAX2016020400002	NEVA_UNKNOWN	A1603593002112		3	Images	Rejected

10 Log Out

Select the option on the Home menu.



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