



LAKELAND CARE

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DataClarity User Guide Provider Portal

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New Provider Set Up

1. Initial Set up:

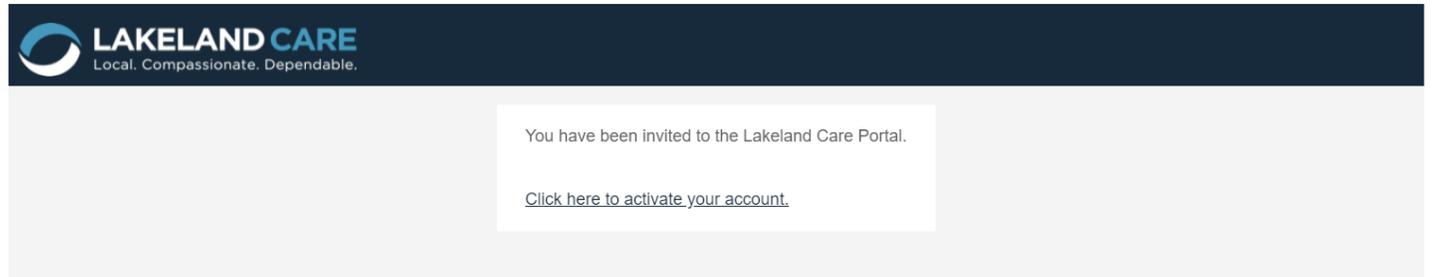
All contracted providers must assign an Administrator to Lakeland Care's DataClarity Provider Portal. During contracting the Provider will need to submit the **First name, Last name** and **email address** of an Administrator for DataClarity.

2. An account will be created within the DataClarity Provider Portal. The assigned Administrator will be sent an email with the subject: *Lakeland Provider Portal: Activate account (see example email shown below)*

Activate account » Inbox x

Lakeland Provider Portal <helpdesk@lakelandcareinc.com>
to me

3:44 PM (0 minutes ago) ☆ ↶ ⋮



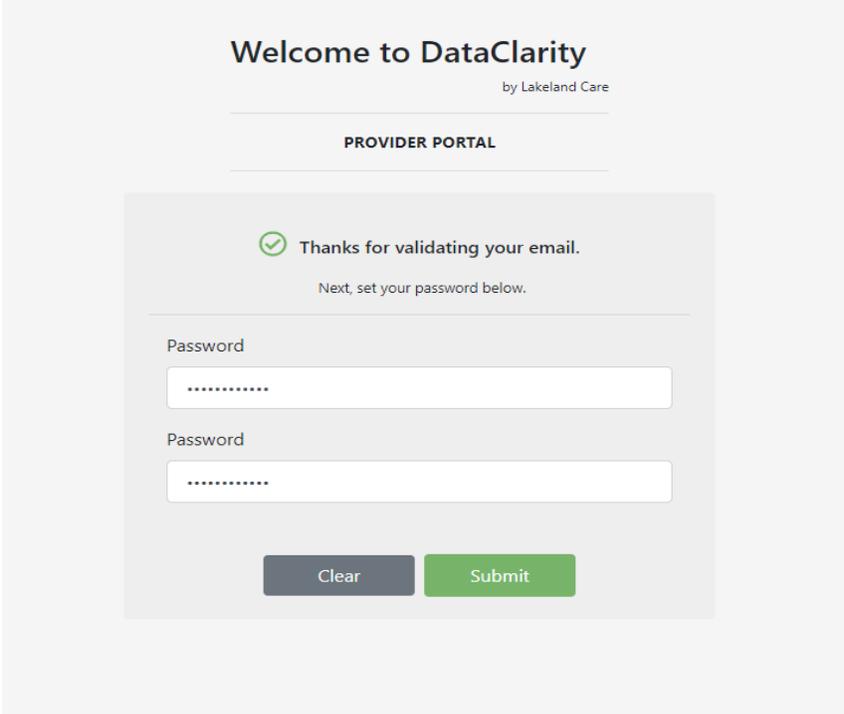
↶ Reply ↷ Forward

3. When the email is received click on “*Click here to active your account*”. You will be taken to Lakeland Care's DataClarity Provider Portal webpage where you will be prompted to create a password. Once complete select “submit” and your account will be validated.

Note: DataClarity Provider Portal does not support Internet Explorer, must use different browser (ie: Chrome, FireFox, Safari, etc).

Password requirements are:

- a. At least 8 characters
- b. At least one number or letter
- c. At least one special character !@#\$%&*()

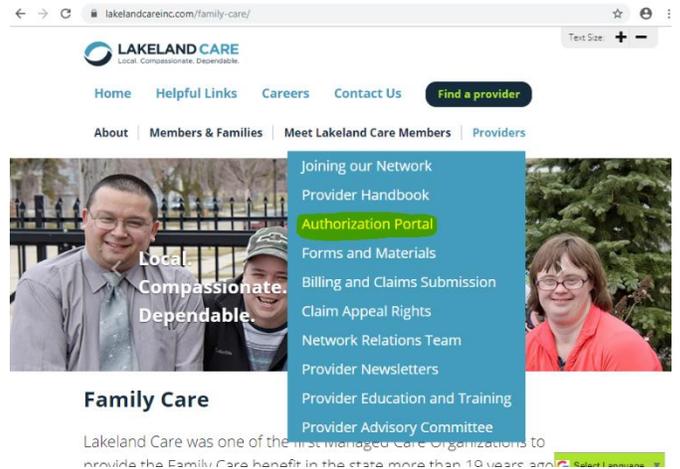


The screenshot shows a web interface for the DataClarity Provider Portal. At the top, it says "Welcome to DataClarity" with "by Lakeland Care" underneath. Below that is a horizontal line and the text "PROVIDER PORTAL". A green checkmark icon is followed by the text "Thanks for validating your email." and "Next, set your password below." There are two password input fields, each labeled "Password" and containing a series of dots. At the bottom, there are two buttons: a grey "Clear" button and a green "Submit" button.

4. Once the password is created and email is validated, the provider account is activated in Lakeland Care's DataClarity Provider Portal. To login, use your email address and newly created password.

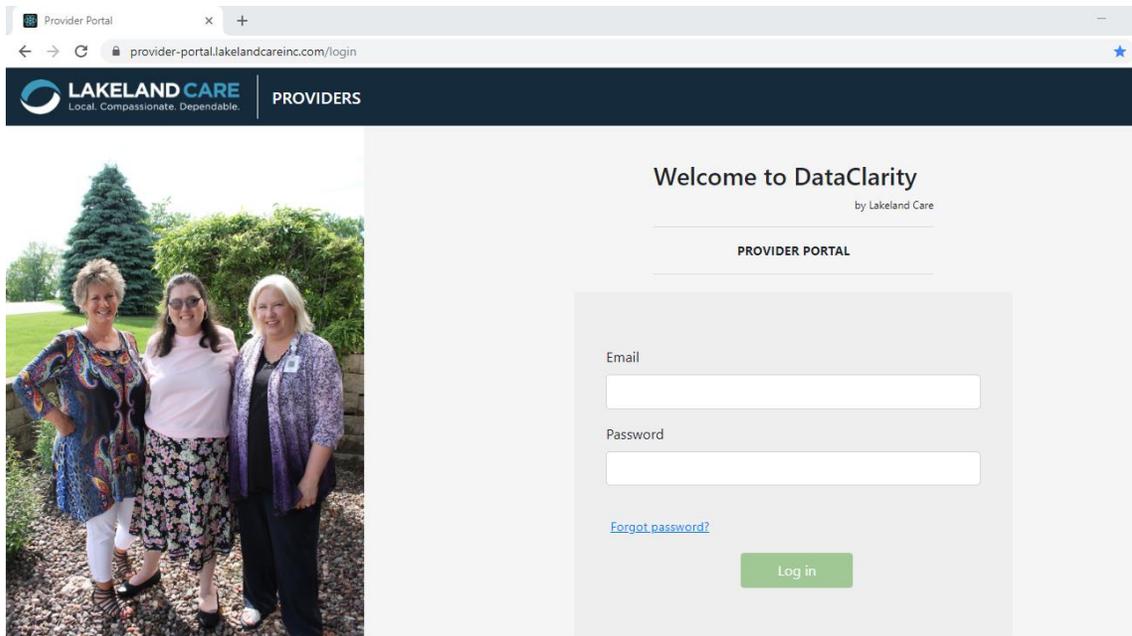
Logging In

1. DataClarity is an internet-based site that can be found by accessing the “**DataClarity Provider Portal Login**” link on the Lakeland Care Inc. website: www.lakelandcareinc.com under the Providers Tab.
2. At Lakeland Care’s DataClarity Provider Portal Login Page (provider-portal.lakelandcareinc.com/login), enter Email/Password and click “Log in”:
 - Email = provider email
 - Password = user password



Note: if you forget your password the next time you log in, the password can be updated by clicking on “Forgot Password”.

Password requirements can be found on page 2, step 3.





News & Updates

1. The News & Updates screen is the first screen viewable upon logging in:
 - a. To navigate throughout DataClarity, use the Menu Bar on the top right of the screen.
 - c. News & Updates will be displayed based on recent news and updates (i.e. upcoming Provider Meetings, updates to screens, system maintenance, etc.).

Date	Message	Attachment
------	---------	------------



Resources

1. The Resources Screen will have up to date resources available. Resources can be searched under the “Search Resource” menu. Examples of available resources are: the LCI Contract, Contract Addendums, and Family Care Pricing Guide.

Resources
Last Updated: 1 day ago on 10/14/19

Search Resources

Date Range: Start Date End Date Category: All File Format: All

Attachment Title:

Date Added/Updated --	File Name --	Category --
10/14/19	Family Care Pricing Administration Guide July2019.pdf	General Communications
10/14/19	2019 Lakeland Care Service Provider Contract.pdf	General Communications

Contact

The Contact Screen shows the LCI support email and phone number if you have questions regarding claims status, authorizations, etc.

Contact

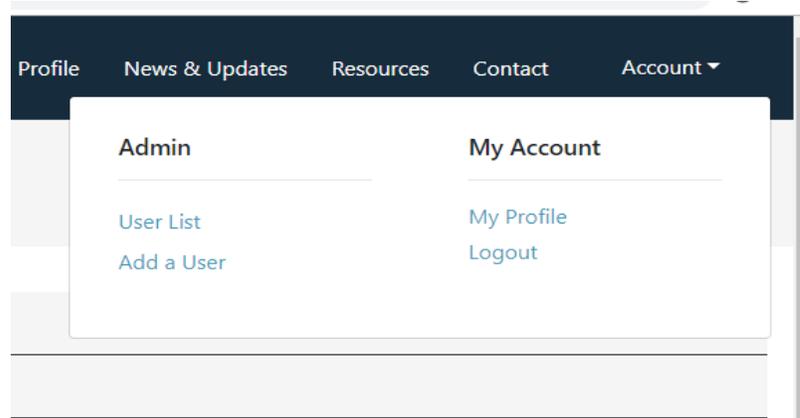
Name	Lakeland Claims
Email	claims@lakelandcareinc.com
Phone	9209065100



Account

On the menu bar under Account there are features related to the role the user is assigned in DataClarity (Admin or User).

- Administrators will be able to add new users.
- Standard users will see account details.



Admin Features:

User List: Shows all users assigned in portal including information regarding:

- User Role (either Admin or User)
- Access Group (for providers with multiple locations)
- Status (Pending if account not set up, Enabled if active, Disabled if no longer active)
- View/Edit User Profile: Admin can use this option to update/edit user account when needed

Add a User: Administrators can add new users to the portal (there is no limit to number of users). When selecting “Add a User”, a box opens requiring the below fields to be completed:

- First Name
- Last Name
- Email Address
- User Role: select either User or Admin (there can be more than one Admin per account)
- Organization: (need to select if there is more than one location under contract)
- Status: should be Enabled (Disable when user is no longer active)



➤ Add a Provider Admin

ⓘ All fields required unless otherwise noted.

First Name

Last Name

Email Address

User Role

Organization

Status

Disabled Enabled

Cancel

Add User

Standard Users will see " My Profile", which gives information on their own personal account information.

Profile

The Profile Screen is where all contracted locations are listed and where to find authorizations and claims status. The “Facility List” is the first screen you will see under Profile.



Tester

Type: **Organization** | Location: **Fond Du Lac, WI** | Tax ID: **987654321**

Facilities

Claims

General Info

Facility List

Map

Sort by A - Z ▼



Tester

Tax ID: **987654321** | Status: ACTIVE | Address: **N6654 ROLLING MEADOWS DRIVE** | City: **Fond Du Lac** | County: **Fond du Lac** | State: **WI** | Zip: **54937**

[View Facility Profile](#)

▶

By clicking on the name of the facility or “View Facility Profile” you will be taken to authorizations under that location. Once under a location, if a provider has multiple facilities, providers can switch to view authorizations at other locations by selecting “switch facility” shown below.



Tester >

Tester

Tax ID: **987654321** | Location ID: **371569** | Status: ACTIVE

Authorizations

Claims

General Info

Search Authorizations

Download

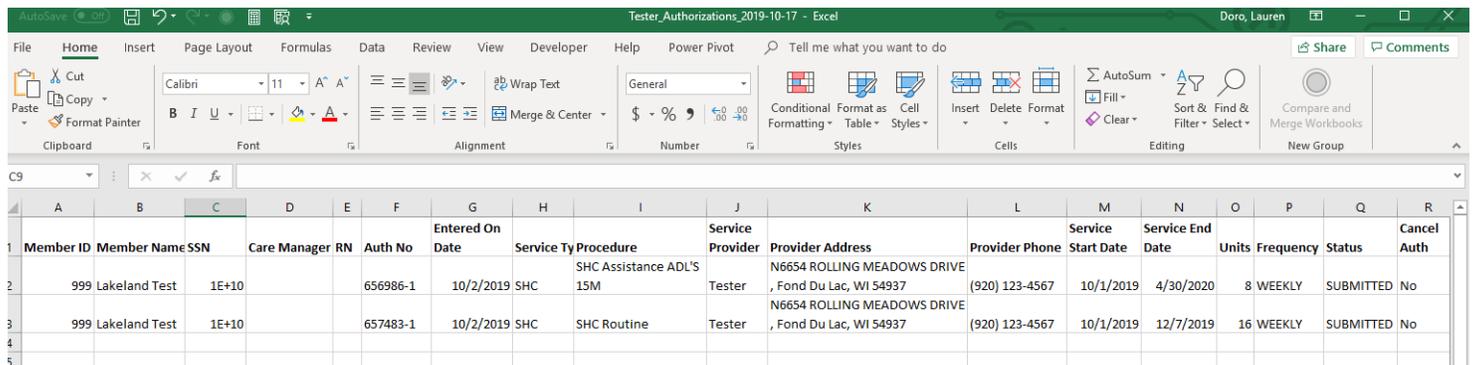
Auth No ▼	Member Name ▼	Procedure ▼	Service Start ▼	Service End ▼
656986-1	Lakeland Test	SHC Assistance ADL'S 15M	2019-10-01	2020-04-30
657483-1	Lakeland Test	SHC Routine	2019-10-01	2019-12-07
657090-1	Lakeland Test	SHC Routine	2019-10-01	2019-11-30

Within the authorizations screen there is a “Search Authorizations” option. By selecting “Search Authorization” this allows authorizations to be searched from Start Date to End Date or Member Name, Procedure Number or Authorization Number.

[Search Authorizations](#)

Date Range Start: Date Range End: Member Name, Procedure, or Authorization No.:

Download feature: In an effort to provide easy access to provider service authorization data, DataClarity does have a download feature. This feature allows the Provider to pull the service authorization information into an EXCEL document.



Member ID	Member Name	SSN	Care Manager	RN	Auth No	Entered On Date	Service Ty	Procedure	Service Provider	Provider Address	Provider Phone	Service Start Date	Service End Date	Units	Frequency	Status	Cancel Auth
999	Lakeland Test	1E+10			656986-1	10/2/2019	SHC	SHC Assistance ADL'S 15M	Tester	N6654 ROLLING MEADOWS DRIVE, Fond Du Lac, WI 54937	(920) 123-4567	10/1/2019	4/30/2020	8	WEEKLY	SUBMITTED	No
999	Lakeland Test	1E+10			657483-1	10/2/2019	SHC	SHC Routine	Tester	N6654 ROLLING MEADOWS DRIVE, Fond Du Lac, WI 54937	(920) 123-4567	10/1/2019	12/7/2019	16	WEEKLY	SUBMITTED	No

On the Authorizations screen, authorizations may be filtered by Auth No (highest to lowest), Member Name (alphabetical), Procedure, Service Start (oldest to newest) and Service End (oldest to newest) by clicking on the highlighted fields shown below.

Auth No	Member Name	Procedure	Service Start	Service End
656986-1	Lakeland Test	SHC Assistance ADL'S 15M	2019-10-01	2020-04-30
657090-1	Lakeland Test	SHC Routine	2019-10-01	2019-11-30



The Authorizations page shows authorizations under the specific location. By clicking on a specific authorization, the provider can view additional information about the authorization. **Note: the authorization will have a Member ID number, this number must be used when submitting claims instead of SSN.**

Member ID	999
Member Name	Lakeland Test
SSN	9999999999
Care Manager	
RN	
Auth No	656986-1
Entered On Date	2019-10-15T16:09:24.353Z
Service Type	SHC
Procedure	SHC Assistance ADL'S 15M
Service Provider	Tester
Provider Address	N6654 ROLLING MEADOWS DRIVE , Fond Du Lac, WI 54937
Provider Phone	(920) 123-4567
Service Start Date	2019-10-01
Service End Date	2020-04-30
Units	8
Frequency	WEEKLY
Status	SUBMITTED
Cancel Auth	No

The **Claims** screen allows a provider to search claim payment status. Provider can select “Search Claims” and a drop down will appear allowing provider to search by service date range, date paid range, by facility or by a specific member.



Tester

Type: Organization | Location: Fond Du Lac, WI | Tax ID: 987654321

Facilities

Claims

General Info

Search Claims

Service From: Date Range Start

Service From: Date Range End

Date Paid: Date Range Start

Date Paid: Date Range End

Facility

Member Name, Authorization Number, or Procedural Code

Clear

Search

Provider Name	Member ID	Last Name	First Name	Auth. No.	Service Type	Proc. Code	Units	Service From	Service To	Date Paid	Amt. Paid
No Claims available											

The **General Info** screen shows the provider’s information.



Tester

Type: Organization | Location: Fond Du Lac, WI | Tax ID: 987654321

Facilities

Claims

General Info

Provider Name	Tester
Type	Organization
Tax ID	987654321
Address Line 1	N6654 ROLLING MEADOWS DRIVE
Address Line 2	
City	Fond Du Lac
State	WI
Zip	54937