About this Guide

To safeguard the privileged information of both you and the NYSIF claimant, obtaining explanation of benefits (EOB) and bill payment information requires a secure login and two-step authentication procedure. This will allow authorized medical providers and/or their authorized representatives access to bill status and payment information related to their submitted bills.

Once a medical provider has designated you as an approved third-party biller, you will have online access to that provider’s medical bill payment information and explanation of benefits.

Some additional notes:

- A single payee can grant access to more than one billing service.
- A single billing service can view bills for more than one payee – but only for one at a time.
- A billing service cannot grant or obtain permission to view a payee’s information, nor can NYSIF personnel issue such grants. These permissions must come from the payee.
- A payee can revoke permissions from any billing service at any time.
Create an Account

Visit nysif.com, choose “Login” at the top and click “Create an Account” from the dropdown menu. Choose “Third Party Medical Biller” from the drop-down.

Enter your contact information. Choose a username and password.
**PIN Validation**

Once your registration is complete, you will receive an email asking you to verify the email address you provided. When you receive this email, click on the link provided. You will see a message stating that your email address has been validated and a PIN (personal identification number) will be sent to further verify your account.

NYSIF will mail to you (via U.S. mail) a letter containing your unique PIN. Once you receive this PIN, log in to your NYSIF online account and enter the PIN.

Once this PIN letter is received the user must login to their NYSIF online account and enter the PIN. **Your PIN will expire after 30 days.**
Enhanced Security (Multi-Factor Authentication)

NYSIF takes your privacy seriously. To protect the personal information of its customers, including health records, NYSIF has implemented an enhanced security feature (also known as multi-factor authentication) for all NYSIF online account holders. Enhanced security allows NYSIF to identify you as the true owner of your online account by adding a layer of protection against unauthorized access. We do this by sending you a one-time passcode, in addition to requesting your username and password.

Please see the following screen shots for more information on how your account will be enrolled in enhanced security.

 LOGIN

1. Visit nysif.com. Click Login in the upper right corner.
2. Enter your username and password.
**Passcode**

The first time you log into your NYSIF online account following implementation of enhanced security, you will be prompted to enter a passcode to verify your identity. The passcode will be sent to the email address associated with your NYSIF online account. At this time, you can only retrieve this passcode via email.

The passcode will expire after 20 minutes. The email will appear in your inbox from the sender “On behalf of NYSIF.”

Dear User,

Your nysif.com one-time authentication code is: 398245. Please enter this number in the Passcode field in your browser. This code expires after 20 minutes. If you’ve waited longer than 20 minutes, please log in to generate a new activation email and code.
Enter the passcode in the field provided. Click “Verify.” If authenticated, users will receive confirmation before being directed to their customer landing page or the application they were trying to reach.

**Authentication**

Each time you log into nysif.com, NYSIF’s systems will perform a risk assessment of your login details. If the assessment identifies a probability of fraud, you will be asked to authenticate via passcode as shown above, sent to the email address associated with your online account.

Examples of information that might trigger an enhanced security login include:

- Frequent password changes
- Different user location or time zone
- Different user IP address
- Different browser or version
- Different or new device/computer
- New mobile login

**Forgot Password or Username:**

Choose “Forgot Password” from the login page. Enter your Username in the field provided. A temporary password will be sent to the email address associated with the online account.

Choose “Forgot Username.” Enter your email address. Our system will send the username associated with that email address to the email address.
Online Account Administration

On your landing page, your unique ID number will be provided. This is the ID you must provide to medical payees for whom you provide billing services.

When you log in to your NYSIF online account, search options will not immediately appear. If you have been granted access, the table will display medical providers that have designated you as an approved third-party biller.

Please note that the unique ID must be provided by the biller to the payee through direct communication. NYSIF cannot provide this information, nor play an active role in granting these permissions. Please note that only the master account for the medical provider can add/authorize a third-party biller. Authorized User (or “child”) accounts set up by the provider do not have permission to grant authorization.
Third-Party Biller Provider List

The lower half of your home page will list those payees who have granted you access to their billing information. Using their own NYSIF account, payees on this list have granted you this access. If you do not see an expected payee in the list, you will need to contact the payee so that they can grant you access, using the unique ID number shown on your home page. **NYSIF cannot authorize access to third-party billers.**

1. To begin, first select a payee by clicking on a provider to view that provider's information. The page will display a message indicating that you are acting on behalf of the selected payee. (Please note that you can only access one medical provider's information at a time.)
3. To view another medical provider’s information, please click the NYSIF logo in the top left of your screen to return to your home page.
4. Choose a different provider and begin a new search.

![NYSIF Payee Portal Interface](image-url)
Claim Search

Search Payments by Claim Number

From your landing page, select “Search Payments by Claim Number.” Note on this page that the user’s (NYSIF-generated, internal) Payee ID and business name are displayed. For any searches performed by these applications, only information specifically associated with payments to a single provider, over a specific time period, will be displayed.

You may search by claim number for any date of service in the last five years. Drag the date range fields to reposition the slider or narrow the range. The maximum range for a single search is 180 days.

Enter the claim number. Click “Submit.”

**TIP:** Place your cursor on the blue slider and reposition the date range in six-month increments.

**TIP:** Drag the right or left end-point to narrow your date range.

The system will return information about the claim – specifically the claimant last name, date of birth, and accident date. The NYSIF case manager’s name and email address are also available. If more than one payment was made during the search period, the search will return all payments.
Click the “plus” sign to expand details about the payment. Click “Bill Details” for further information.

In the table there will be a record for each bill stored for this claimant, for services billed by this provider, during the service date range submitted. For each record, the following fields, if applicable, are displayed:

- NYSIF Bill Number
- Billed Amount
- Last Date of Service
- Paid Amount (for this specific bill)
- Check Number (if payment was issued)
- Check Amount (can and will often differ from billed amount/paid amount, due to repricing and the combination of multiple bills on a single check)
- Check Date
- Bill Status Message
- Document Link (Documents related to Objections and Repricing on the bill)
- Service Dates covered by the payment
- Codes, charges and paid amount for each service date.

The text in the “Document Link” field describes the type of each available document: “OBJ” (Objection Letter), “Repricing EOR” (Explanation of Review from repricing service), or “C-8-4” (NYSIF generated C-8.4 document). Clicking on one of these document links will open a new web page that displays the requested document.

**Note:** All documents available for display are images of documents already sent to the Provider.

**Note:** If there are no bills associated with the submitted claim/service date range and this Provider, no information will be returned.
Search Payments by Check Number

Clicking the “Search Payments by Check Number” link on the landing page will bring up a check-specific search. Enter a check number, and click the “Submit” button. If the check number entered does not match that of a check issued to the Provider being queried, no information will be returned.

If you are enrolled in direct deposit, please use the draft number provided to you in the payment notification email to "Search Payments by Check Number."

Hover over the claim number for case manager information. Hover over the claimant name for accident date and date of birth.

The document links in the far-right column function in the same way as described for “Search by Claim.”
Find a Claim Number (Associated)

In some cases, the user may not know the claim number that is required for a billing/payment search. “Find a Claim Number” requires certain claimant information and returns a claim number meeting the submitted criteria.

If the provider has previously submitted a bill to NYSIF for this claimant, choose “Yes” and complete the fields required. The provider must provide the claimant’s **exact date of birth**, an accident date that falls within three days of the date stored by NYSIF, and the first two letters of the claimant’s last name. As with the “Search Payments by Claim Number” function, use the slider to select and narrow the service date range. The search will return the claim number and full last name of the claimant.

If there are no bills associated with the submitted claim/service date range and this provider, no information will be returned.

Other conditions resulting in "No records" would include a mismatch on last name, an accident date out of range, or no billing information for this provider during the range submitted. Only claimants that fit the provided identification information AND were provided billed services by this provider, during the specific service date range in question, will be returned.
Find a Claim Number (Not Associated)

In some cases, the provider may have recently treated a claimant, but not yet submitted a bill to NYSIF. Because the claimant and the provider are not associated yet, NYSIF requires more information to perform a search for a claim number. The provider must have the **exact** name and birthdate, and the accident date within three days.

A successful search will return the claim number.

Only claimants that fit the provided identification information will be returned.