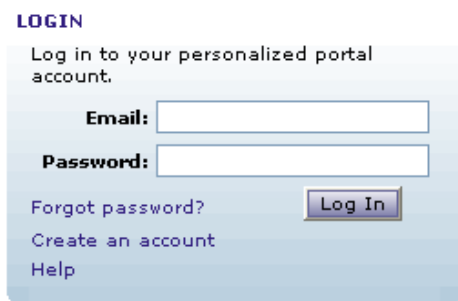


Web Reference Guide for www.medsolutionsonline.com

Create an Account (one-time only)

Clicking the “OK” button under the Physician’s header will take you to the Provider Login screen. Click the link that says, “Create an Account.”



LOGIN
Log in to your personalized portal account.

Email:

Password:

[Forgot password?](#)

[Create an account](#)
[Help](#)

Please fill out the required information and make sure your fax number and e-mail address are correct. This information will appear in your Profile later.

Verify an Account (one-time only)

Once you create an account, you will receive an e-mail containing a verification hyperlink and your personal identification number (PIN). Click on the hyperlink in the e-mail and verify your account by entering your e-mail address, password, and PIN.

You will only have to verify your account once. After you verify the account, you can dispose of the PIN and delete the e-mail.

Tip: If you don’t receive the e-mail with your PIN, try registering again. If for any reason, you are unable to register, please call us at 1-800-575-4594.

Tip: You may go to the Profile tab to change your password and update your Profile information. Look in the bottom left corner of the screen to find the “Change Password” link and the “Update Profile Information” button.

Home and Search Tab

The Home tab is what you will see each time after you log in. This tab gives you special messages and alerts to the right, helpful tools and reference material to the bottom left, and searching capability (upper left).

The Search tab gives you searching capability. You can go to either the Home or Search tab to look up information and/or start a case.

Three Ways to Search/Request

- Member Lookup – find a member and member history by ID number, or name and date of birth.
- Case Lookup – find a past or present case.
- Start New Request – use this search to start a new request.

Clinical Information

If your case requires clinical information, you may provide that on the portal as well. Choose the most appropriate clinical form, fill in the information, attach any electronic documents available, and submit the form. Once you submit the form, you cannot add clinical information, and must call in or fax the additional clinical information to MSI. Don’t forget to include the case number on your form.

Help Feature

Look for the “Help” link throughout the site to get direction and help. Don’t forget that you can contact our Web Portal Queue at any time for further assistance at 1-800-575-4594 or online@medsolutions.com.