Provider Portal

User Guide

Agent

V3.1_2023

Irish Life health

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1 Introduction

The Irish Life Health Provider Portal gives agent users the ability to:

- Check a member's current level of cover,
- Access the Schedule of Benefits and claim forms pages, and
- View own user access and login history details.

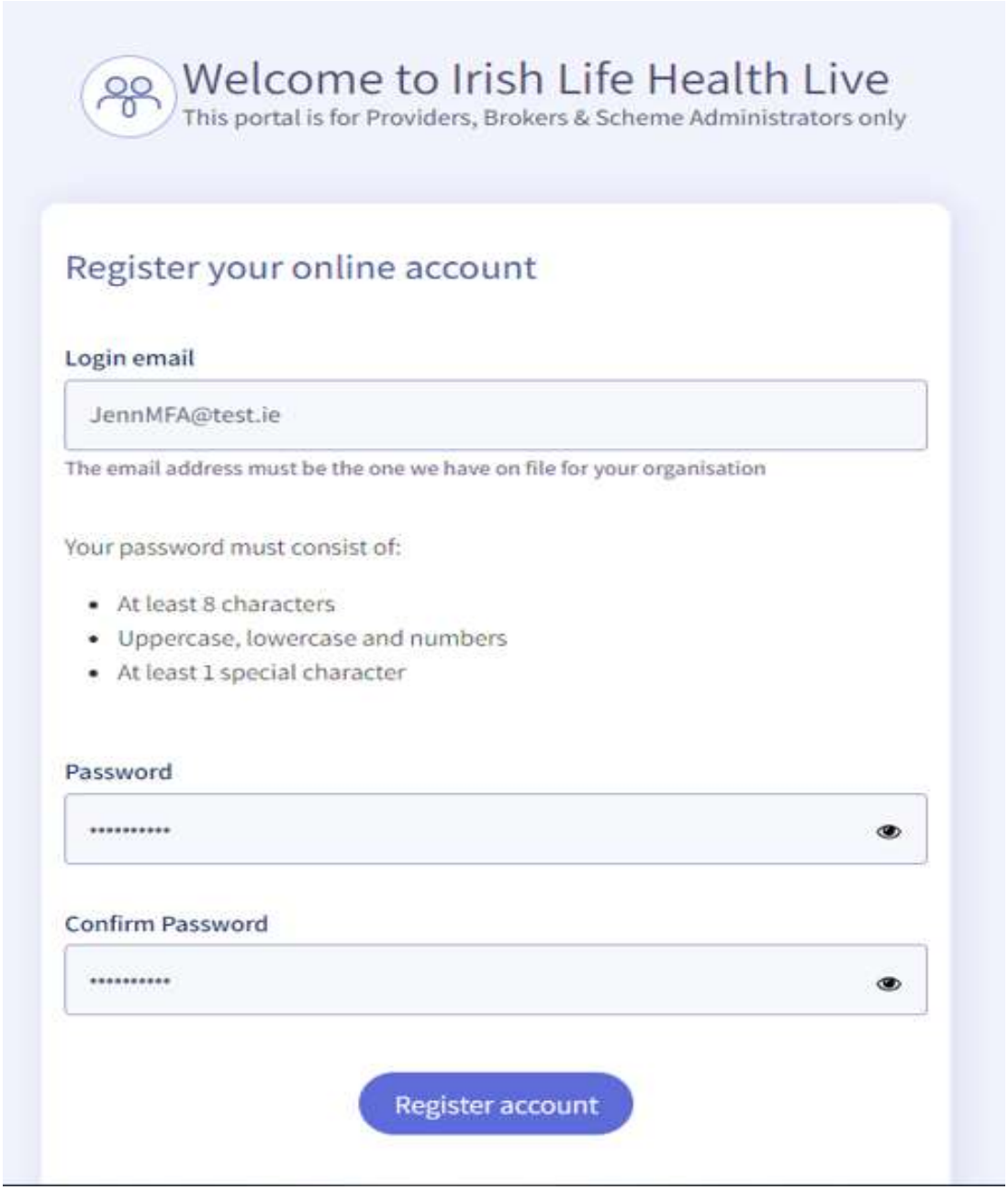
2 Registering as an Existing User

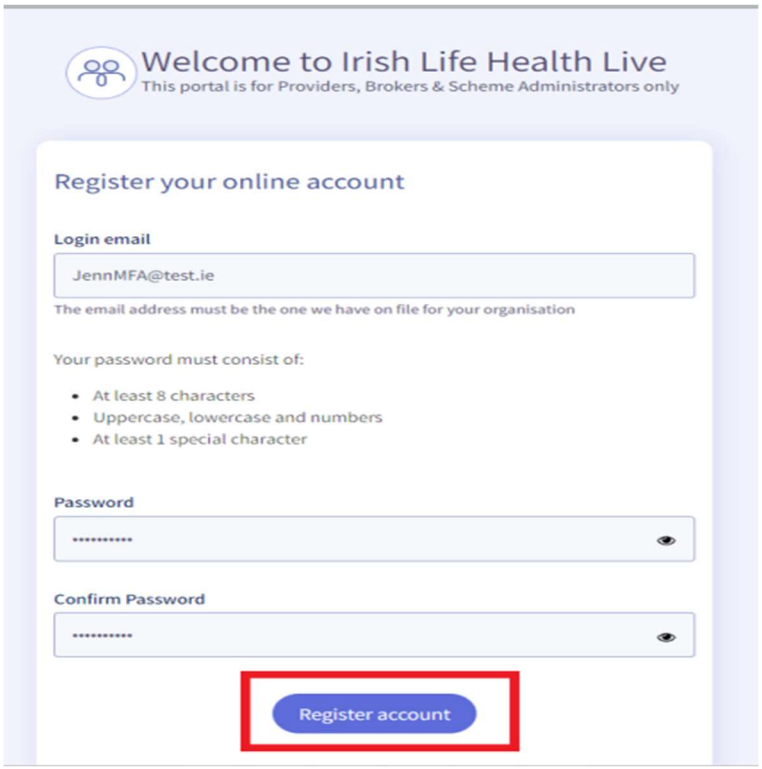
Note	a) This is a once-off step to register for the Irish Life Health Live portal for existing portal users. All existing agent portal users must re-register unless they have an existing Irish Life Health member portal account. If you have an existing member portal account and are using the same email address for both applications follow the notes in point (b) below. b) **Important:** you may have already used the **same email address** to log in to the Irish Life Health member portal to access your own health policy as a customer. If you have, and are using the same email address for this Irish Life Health Live application, you **do not need to re-register**. Simply login using the email address and password you use for the member portal and enter your agent member number to access your portfolio of customers on the Irish Life Health Live application. c) If you do not have an Irish Life Health member portal account or you use a different email address to access your member portal from what you use as a agent to access your agent portal, please follow the steps below to register. d) Irish Life Health have introduced an extra step for our agents to access your Irish Life Health portals to ensure every step is taken to keep all data stored safe and secure.The following slides are a step-by-step guide on how to set up multi factor authentication (MFA) if required.

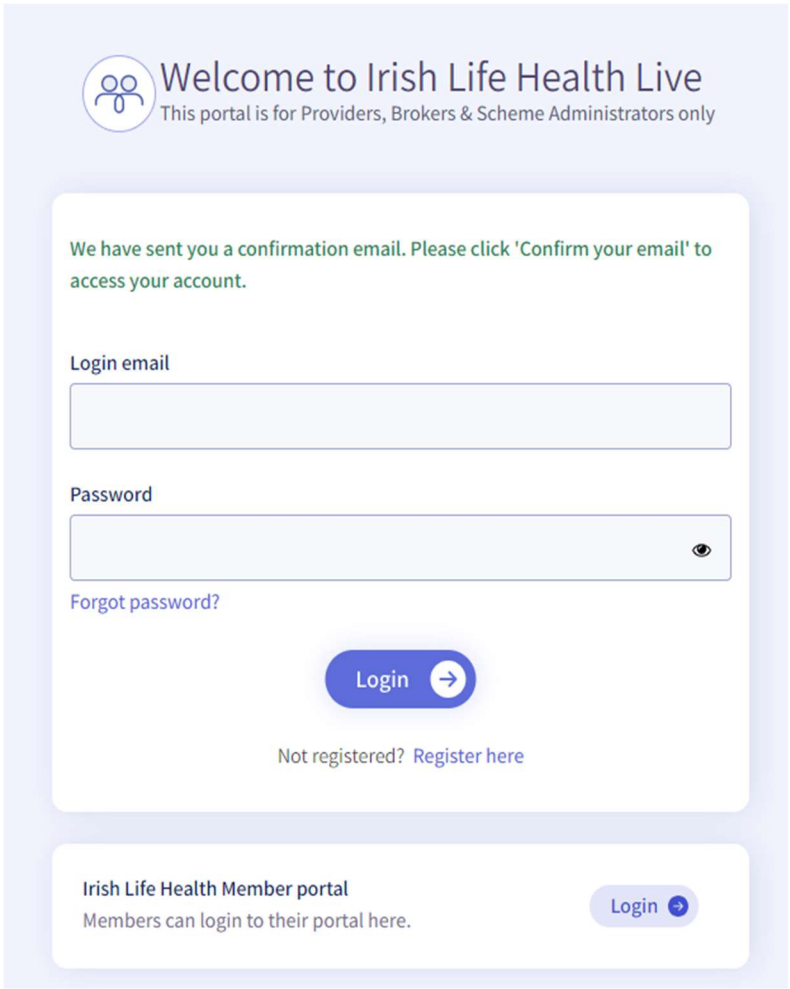
2.1	Enter the Irish Life Health Live address in your addresss bar and press Enter.

2.2	Enter your:
	• Email address
	• Create a password that matches the requirements listed:
	  ○ At least 8 characters
	  ○ Uppercase, lowercase & numbers
	  ○ At least one special character

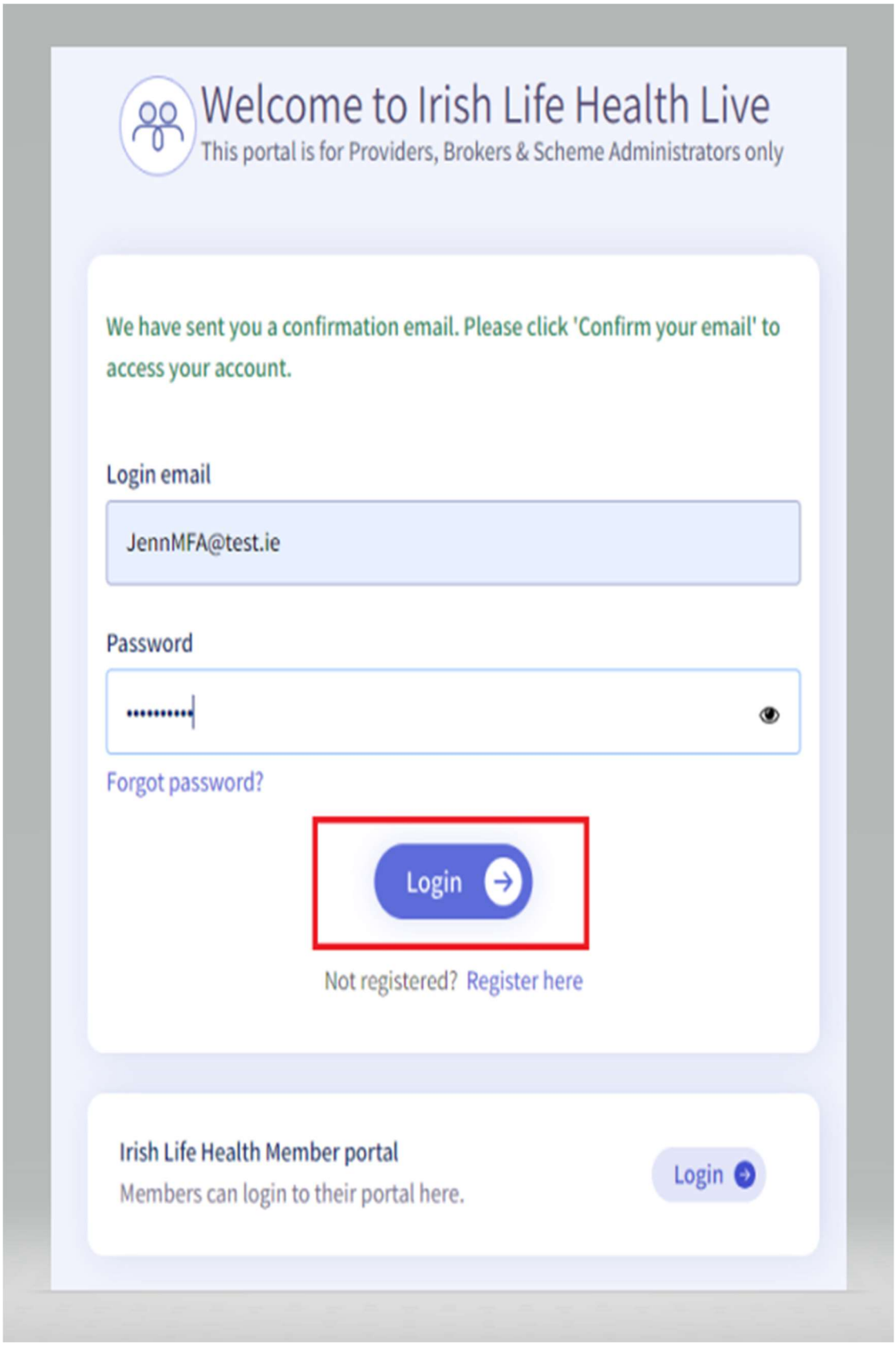
2.3	Click Register account.



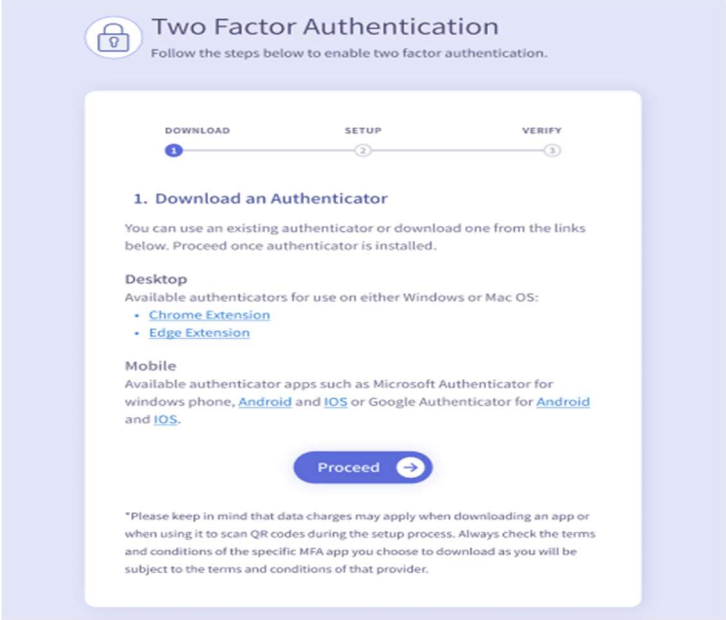

Welcome to Irish Life Health Live
This portal is for Providers, Brokers & Scheme Administrators only
Register your online account
Login email
JennMFA@test.ie
The email address must be the one we have on file for your organisation
Your password must consist of:
At least 8 characters
Uppercase, lowercase and numbers
At least 1 special character
Password
Confirm Password
Register account


Welcome to Irish Life Health Live
This portal is for Providers, Brokers & Scheme Administrators only
We have sent you a confirmation email. Please click 'Confirm your email' to access your account.
Login email
Password
Forgot password?
Login
Not registered? Register here
Irish Life Health Member portal
Members can login to their portal here.
Login

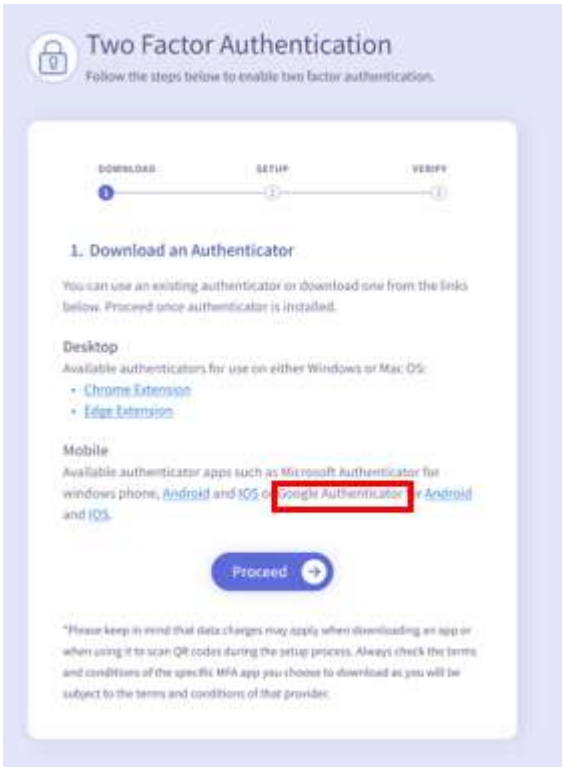
Irish Life
health
Confirm Your Email
Hi there,
You recently opened an Irish Life Health online account.
Please confirm your account by clicking this link:
Confirm your email
If you did not register an account, please ignore this email or contact support if you have questions:
Email heretohelp@irishlifehealth.ie or call us on 01 562 5100.
Yours sincerely,
Irish Life Health
Copyright © 2019 Irish Life Health


Welcome to Irish Life Health Live
This portal is for Providers, Brokers & Scheme Administrators only
We have sent you a confirmation email. Please click 'Confirm your email' to access your account.
Login email
JennMFA@test.ie
Password
Forgot password?
Login
Not registered? Register here
Irish Life Health Member portal
Members can login to their portal here.
Login

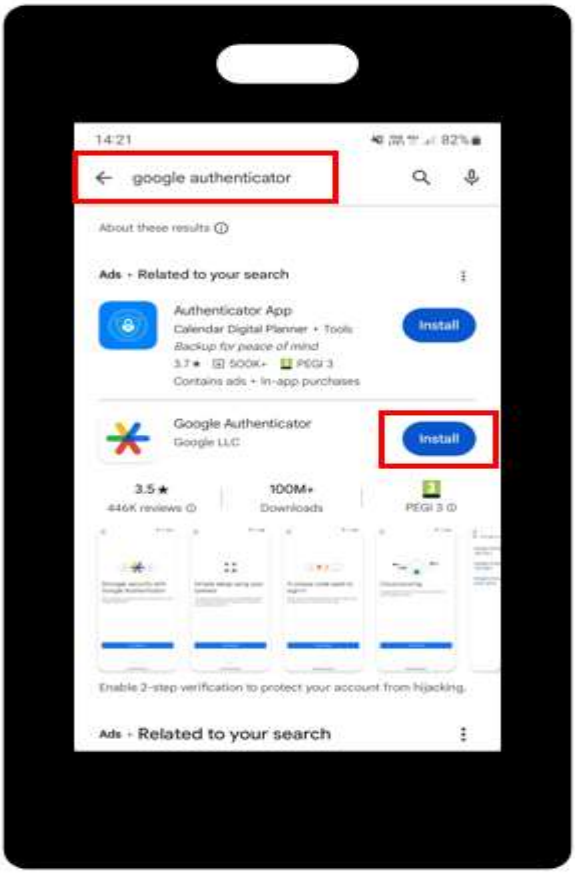
2.4	When logged in you will be prompted to complete the setup of a two-factor authenticator. This is a one time setup process. • If you already have an authenticator you can proceed to the next step. • If you don't have an authenticator, follow steps to download.



2.5	For the purpose of this guide we progress with a mobile device, Google Authenticator setup



2.6 Download the authenticator on your mobile device.



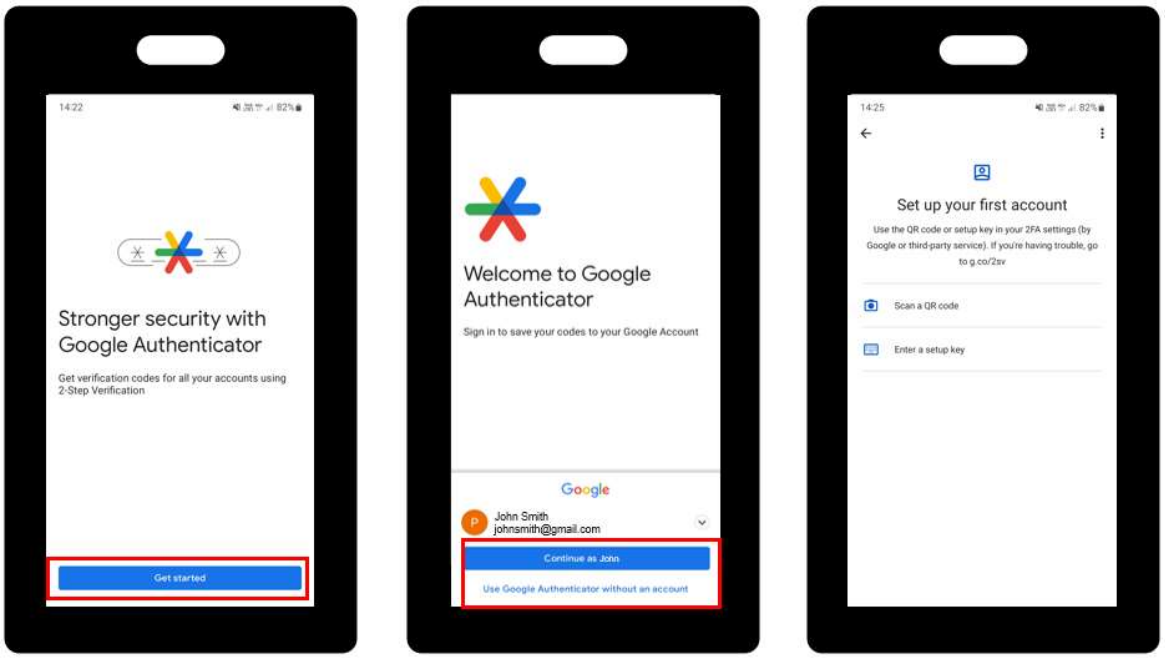
2.7 Open the app store on your mobile device, search for “Google Authenticator” and Install.

2.8 Download the authenticator on your mobile device.

Open the app and select “Get started”.

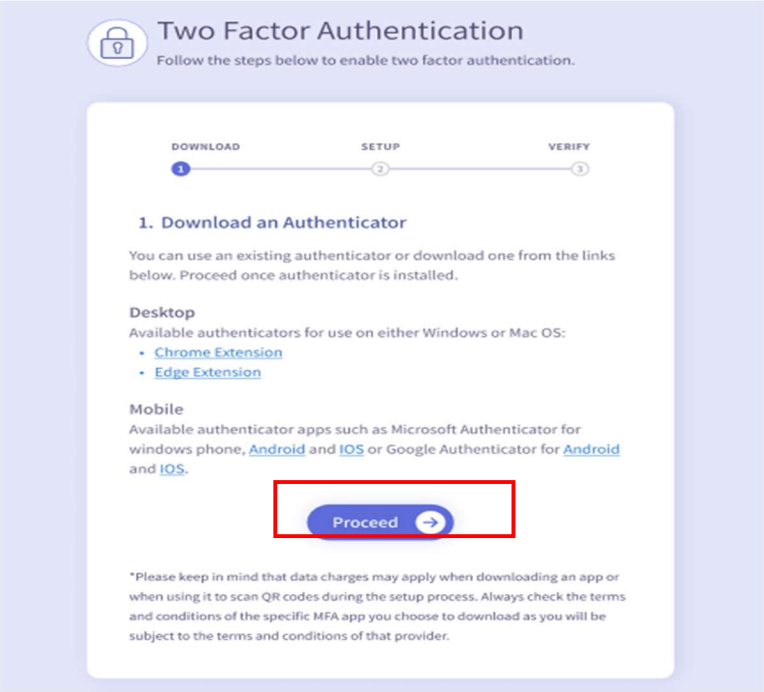
Next login with an either:

1. An existing Google account, or
2. “Use Google Authenticator without an account”



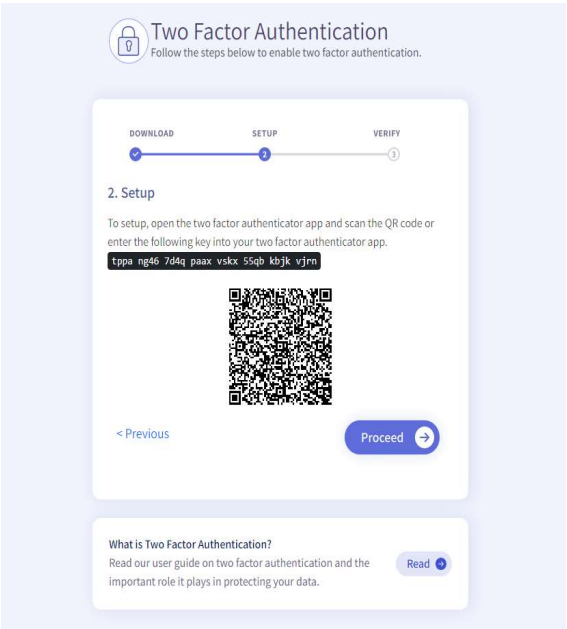
2.9 Success. You have downloaded the authenticator to mobile.

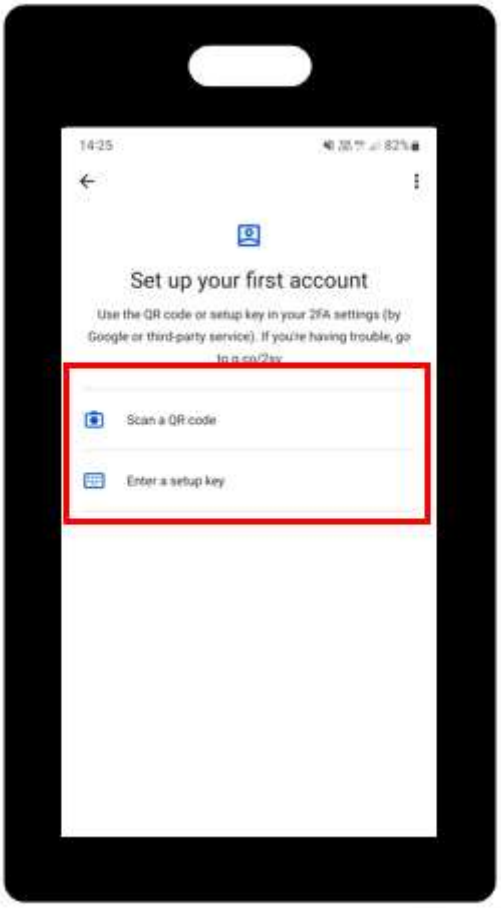
Click “Proceed” to progress to the Setup stage.



2.10 You can setup the authenticator by:

1. Scanning the QR code, or
2. Manually entering the 32-digit secret key

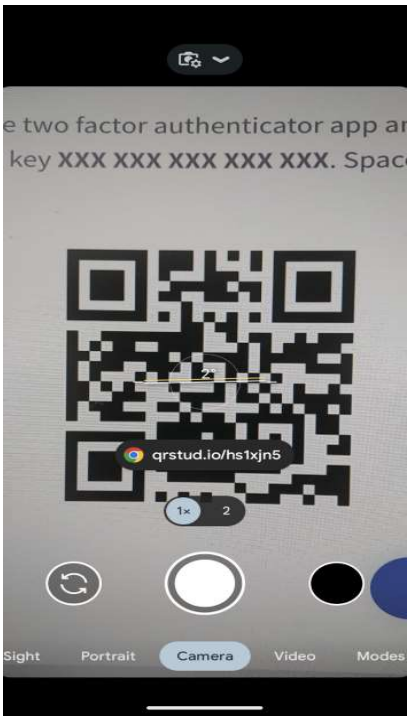




2.11 QR Code Option.

Select “Scan a QR code” and give the app the appropriate permissions to use the camera.

Use your mobile device to scan the QR code on the portal Two Factor Authentication setup screen.



2.12 Setup the authenticator [Manual Option]

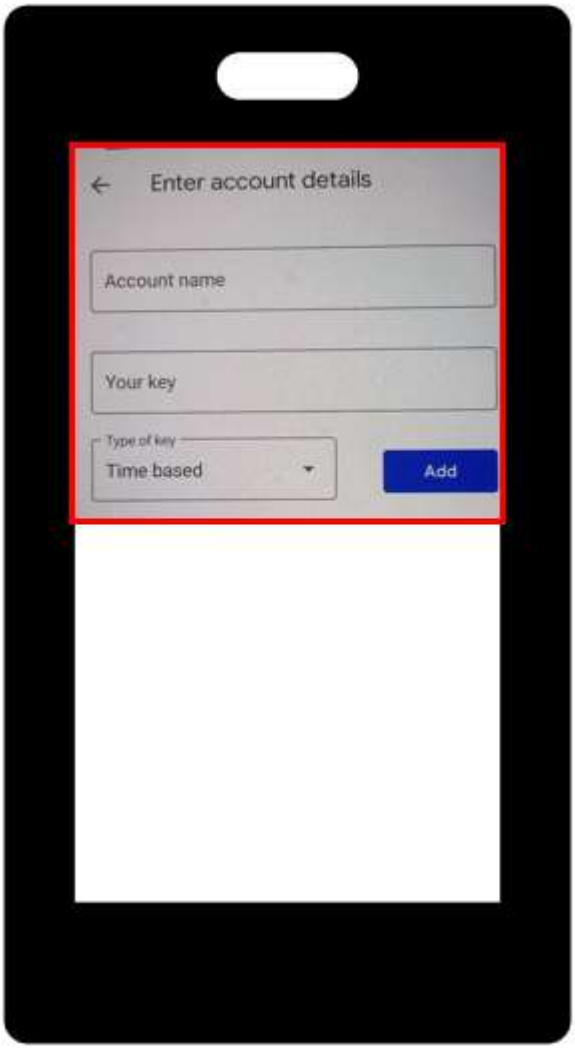
Select" Enter a setup key" option

Enter the account details requested and click Add.

- Account Name: "Irish Life Health Live"

- **Your Key**: Enter the 32-digit secret key from the setup page

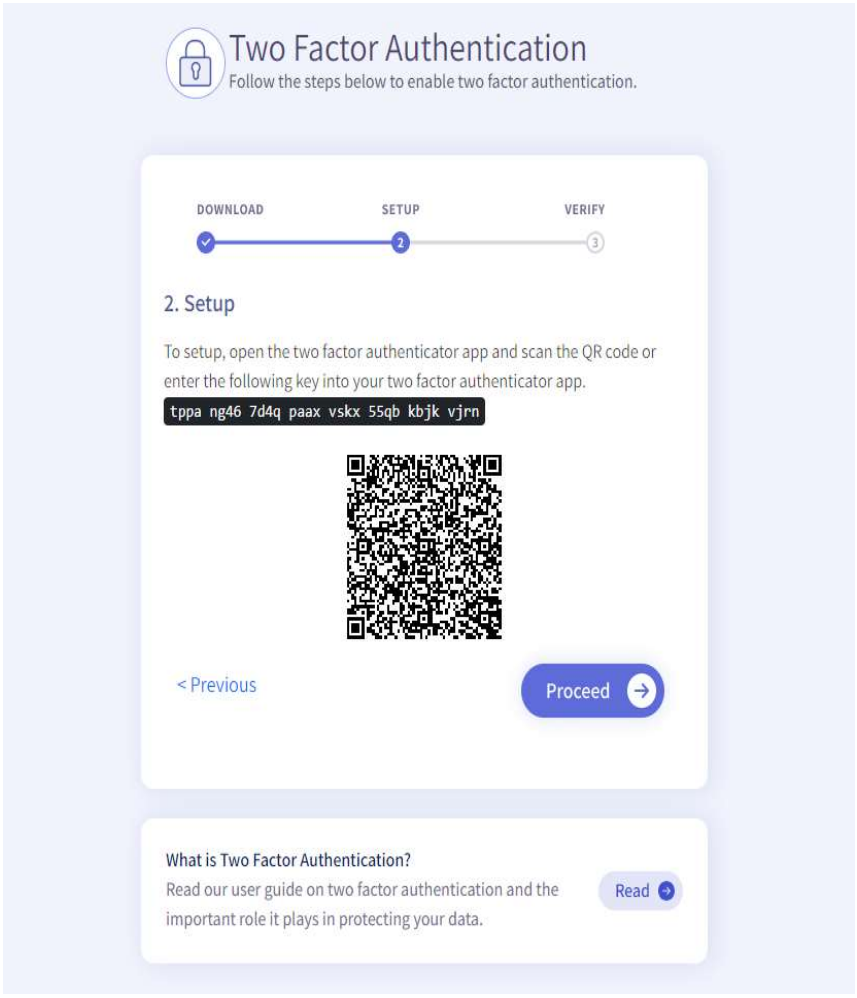
- **Type of Key**: Time based



2.13 Success. You have setup the authenticator.

The authenticator will immediately show a 6-digit code which will refresh periodically.

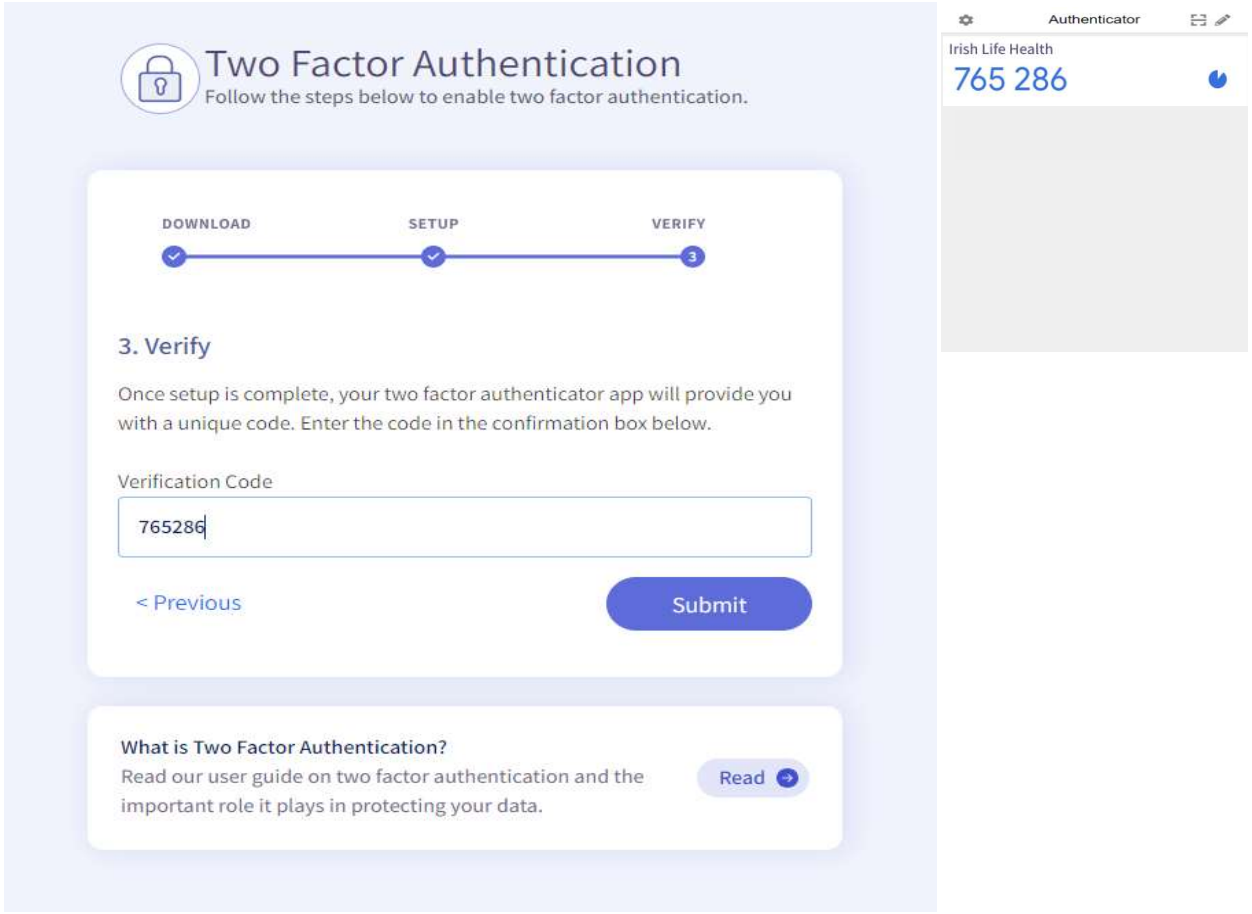
Click “Proceed” to move to the Verify screen.



2.14 Enter the 6-digit authentication code into the verification code box on the Verify screen and select “Submit”.

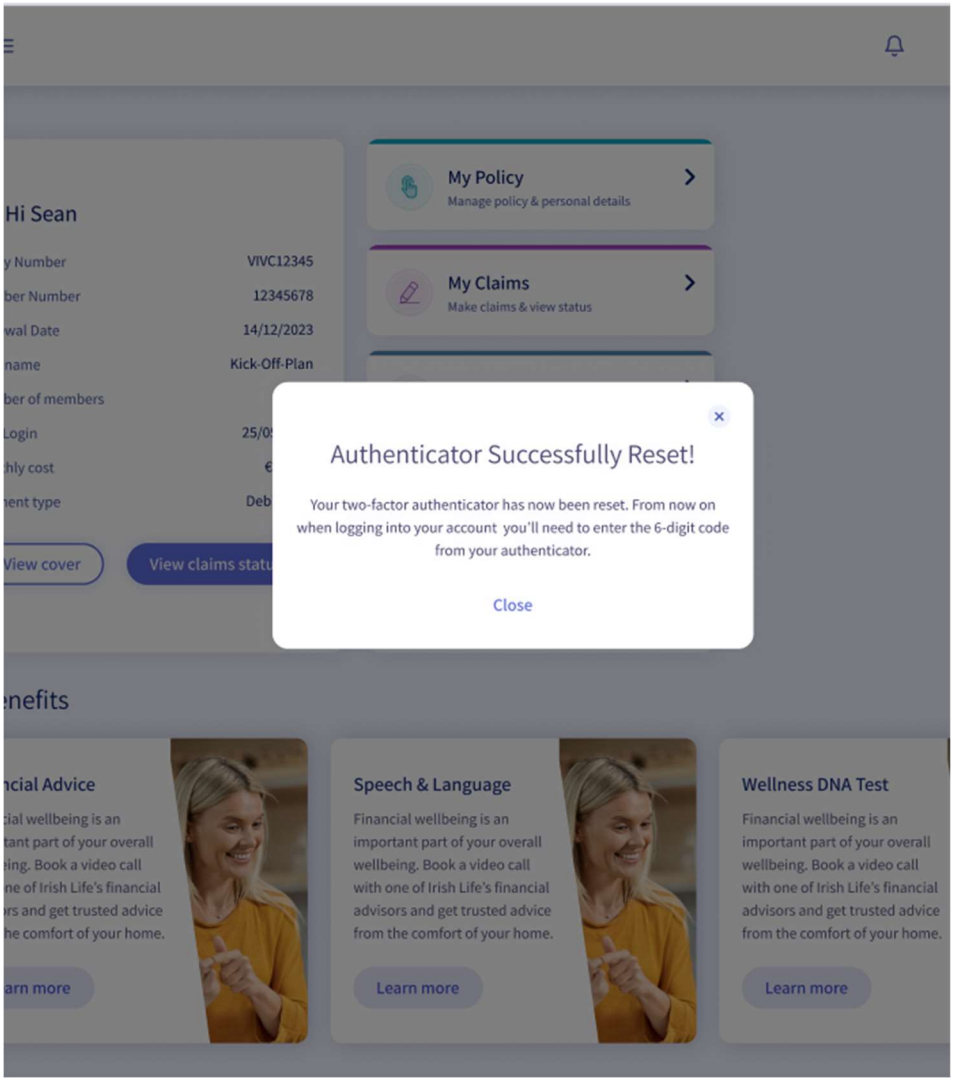
If there is an error:

1. Retry, confirming the correct digits are input, which match the code on the authenticator at the time of submission.
2. Go to the previous page and re setup the authenticator.

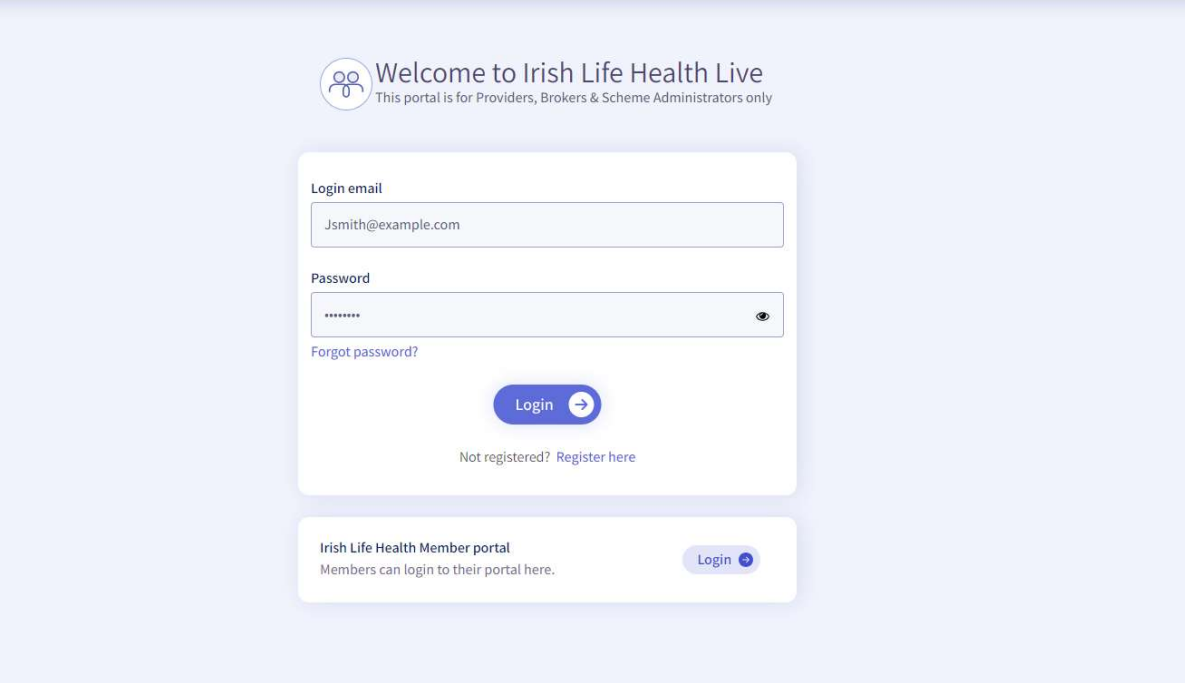


2.15 Success. You have verified the authenticator and this one-time setup is complete.

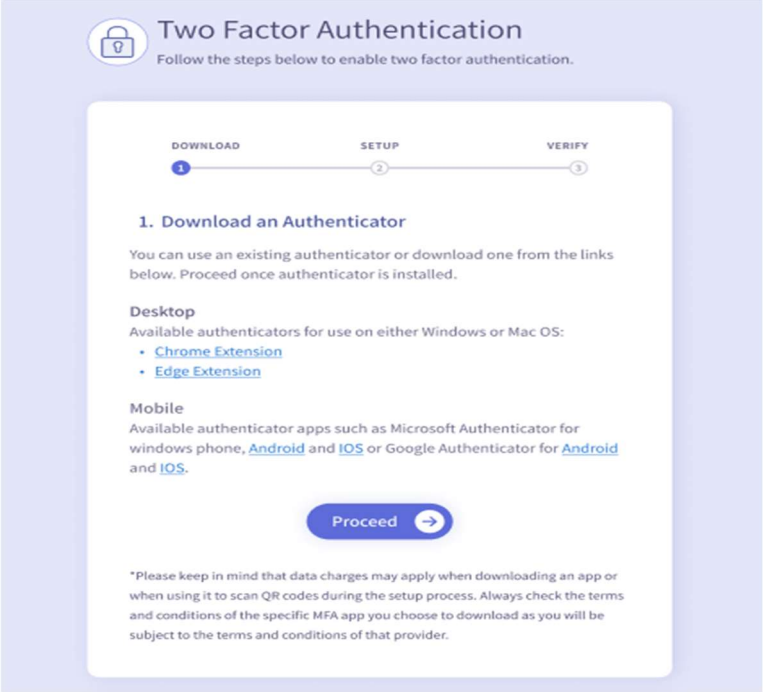
Keep your authenticator safe as you will be required to enter the 6-digit authentication code every time you login.



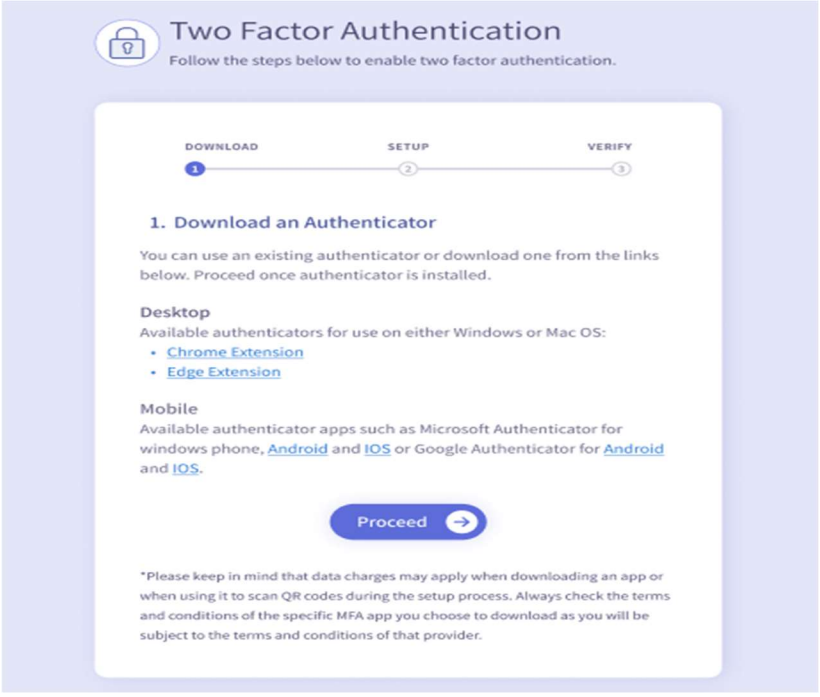
The below is showing the set-up MFA on the Desktop.

2.2	Login using your existing username and password as normal.
2.2.1	Enter your: • Email address • Password
2.2.2.	Click Login.
	
Notes	The email address being used to register must match what Irish Life Health has on record for you as an agent.

2.2.3	When logged in you will be prompted to complete the setup of a two-factor authenticator. This is a one time setup process. • If you already have an authenticator you can proceed to the next step. • If you don't have an authenticator, follow steps to download.



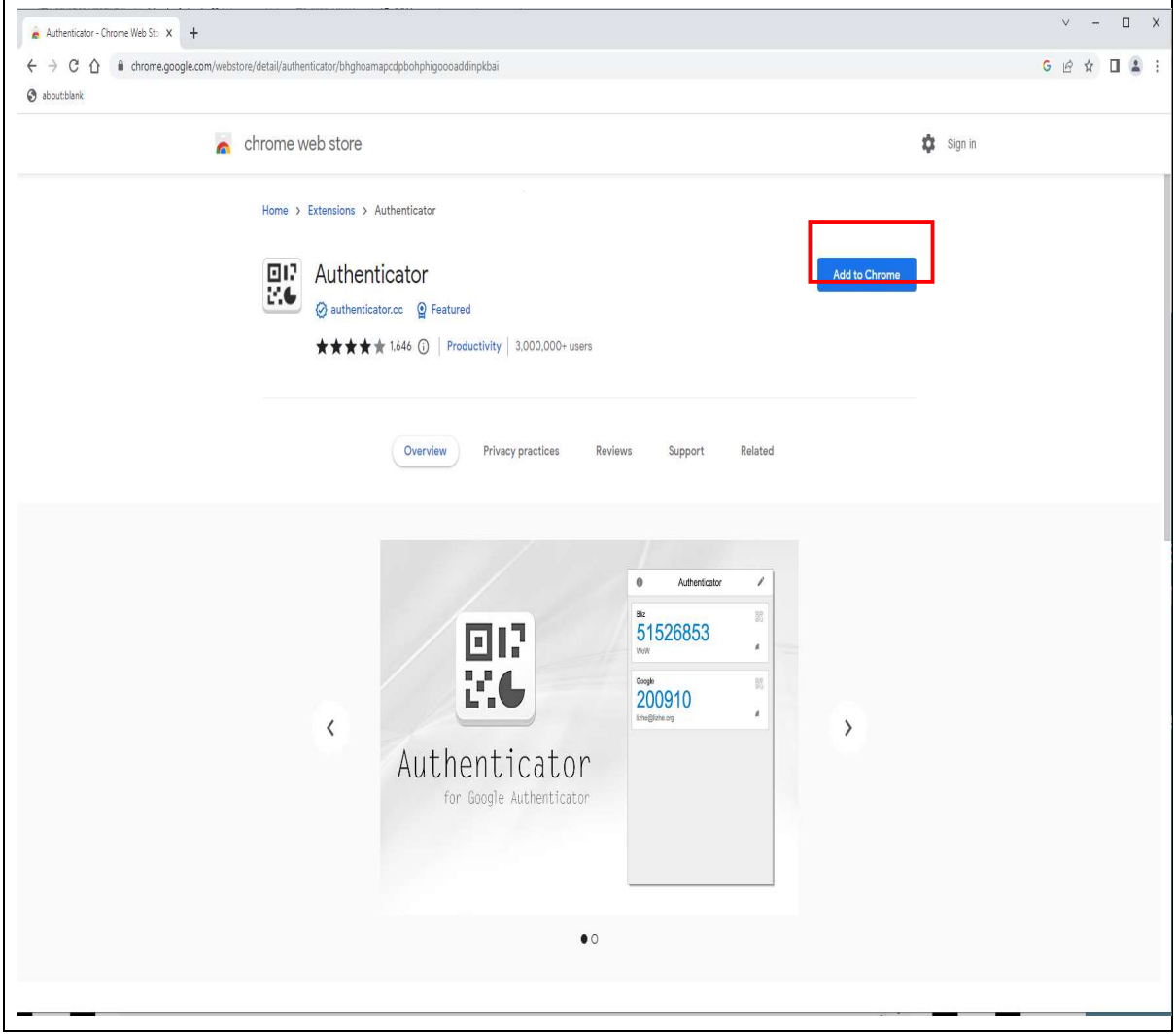
2.2.4	For the purpose of this guide we will select the Desktop, Chrome Extension.



N.B. Whichever authenticator app you choose, you will be subject to the Terms of Use of that provider.

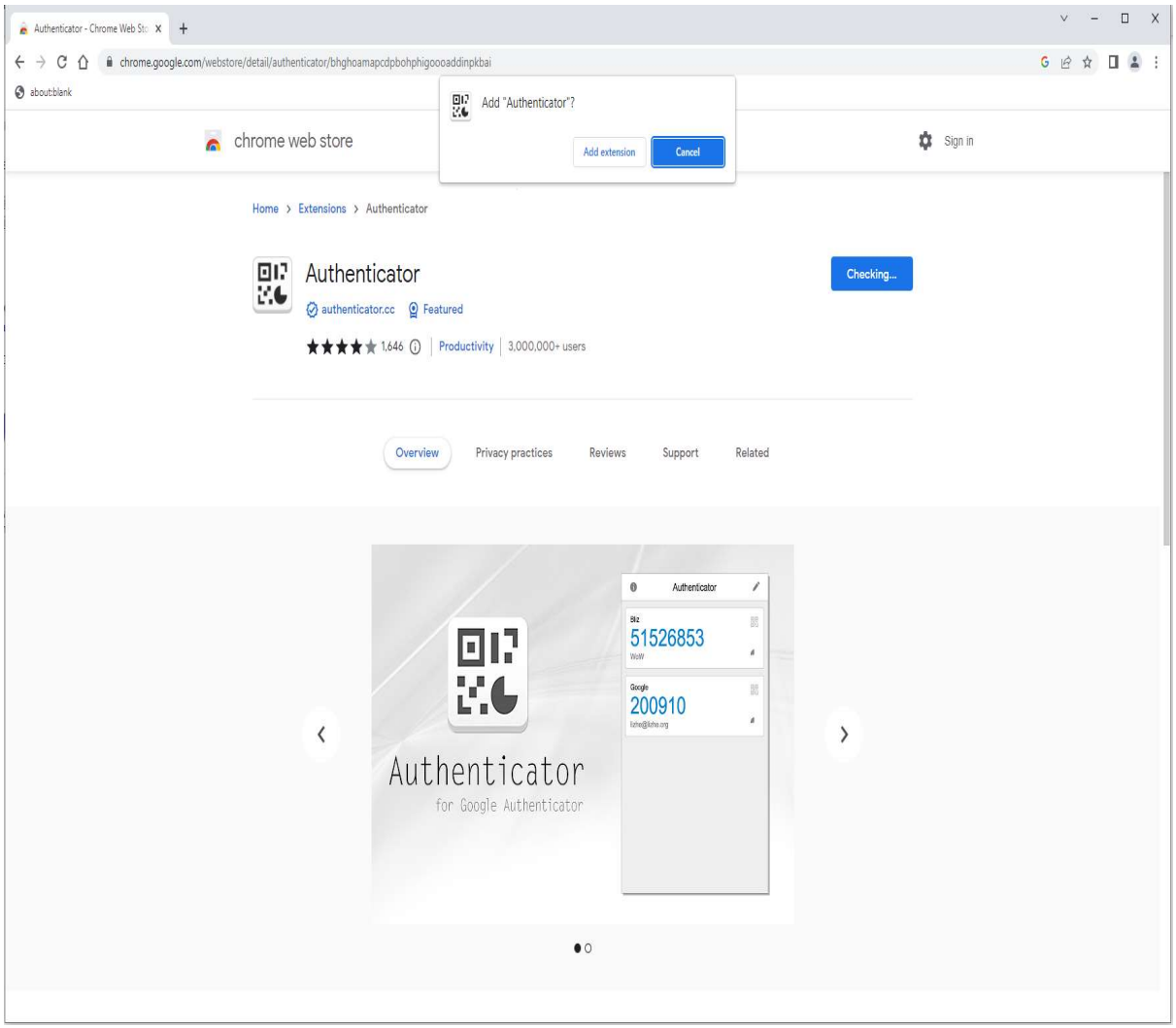
2.2.5 The download page for the Chrome extension will open from the link.

Select the blue “Add to Chrome” button on screen.



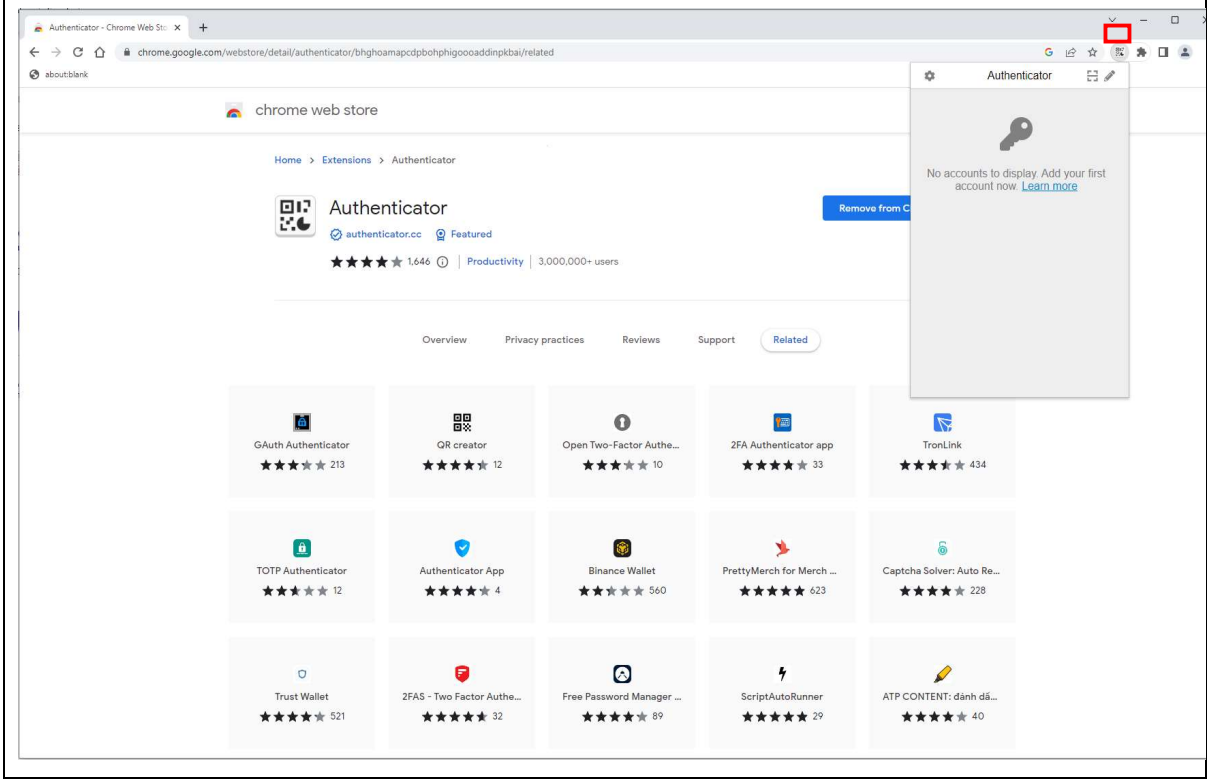
2.2.6 Download the authenticator extension to your desktop.

Select the grey “Add Extension” button in the pop-up screen.



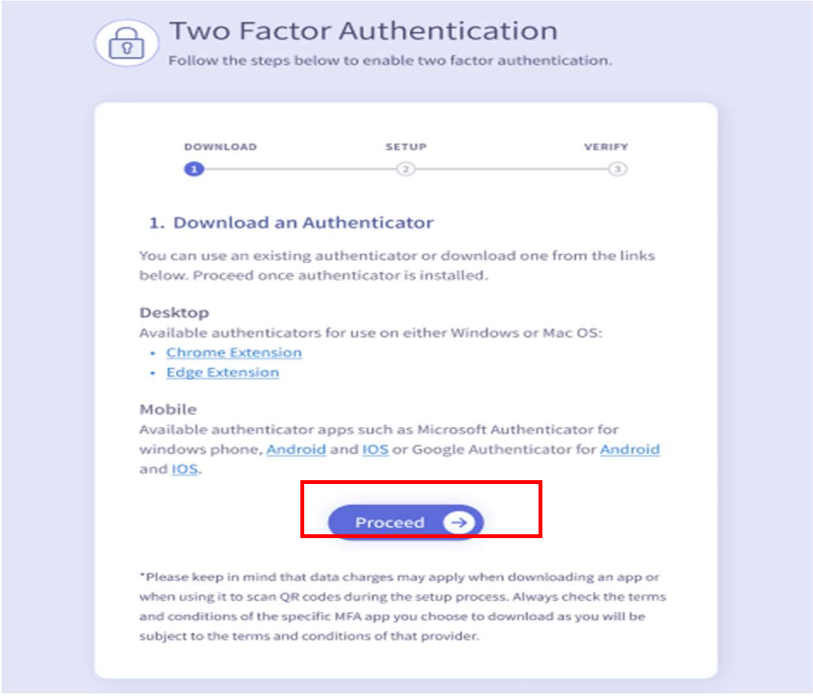
2.2.7 To open, this can be found in the extension toolbar to the right of the address bar at the top of the screen.

Next you need to go back to the portal to complete setup.



2.2.8 Success. You have downloaded the authenticator to your desktop browser.

Click “Proceed” to progress to the Setup stage.

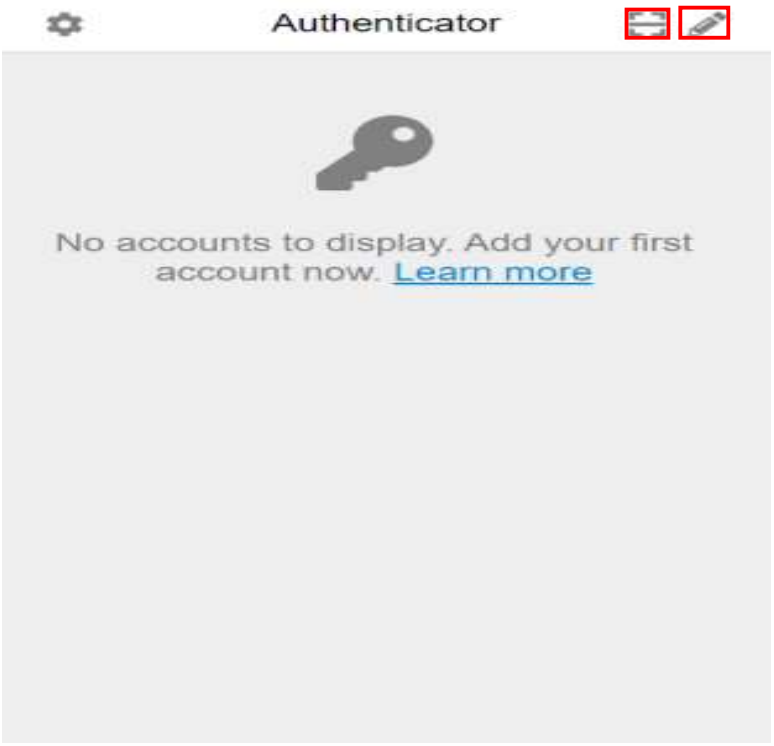


2.2.9 Navigate to the browser extension toolbar and open the authenticator.

This can be found in the extension toolbar to the right of the address bar at the top of the screen.

2.2.10 You can setup the authenticator by scanning the QR code or manually entering the 32 digit Secret Key.

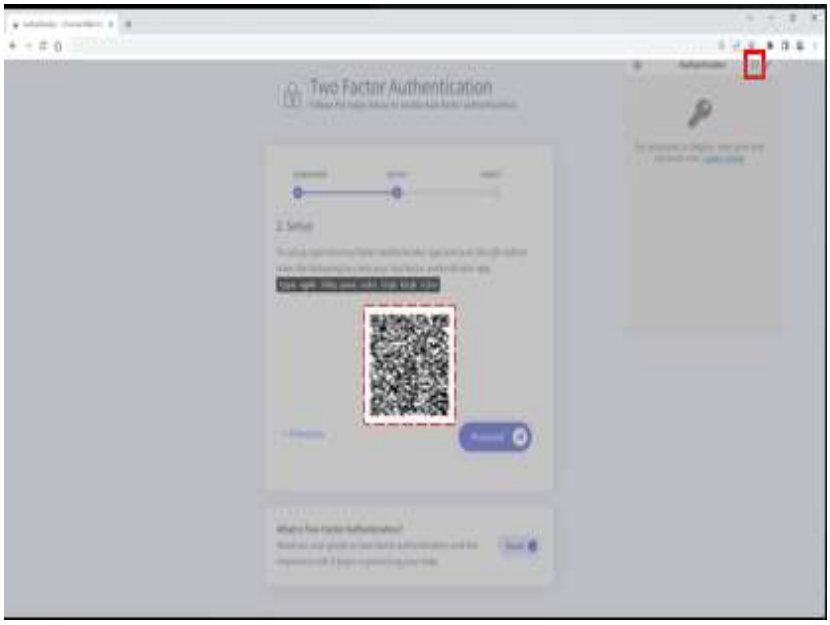
- Click the icon for the scan QR code setup option.
- Click the pen icon for the manual setup option.



2.2.11 QR Code Setup.

Click the icon in the authenticator toolbar to enable the scanning option.

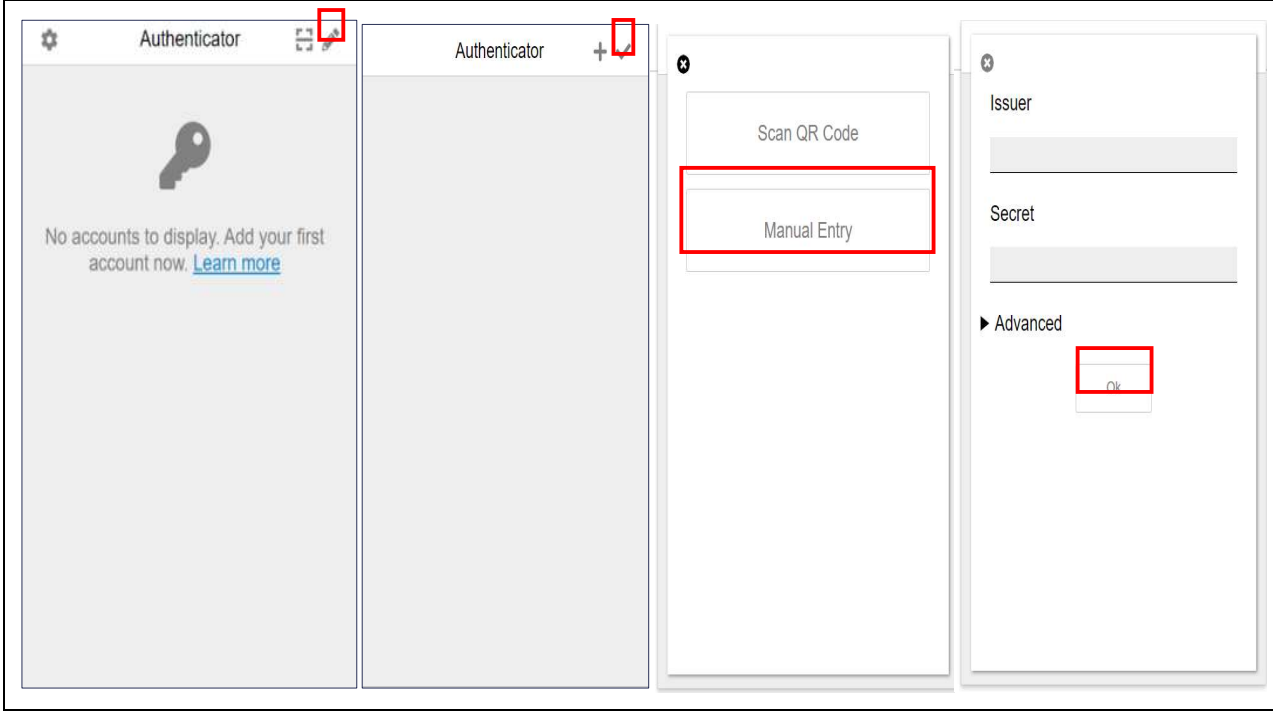
Select the QR code on screen by dragging the scanning square over the location of the code with your mouse as shown in the image.



2.2.12 Manual setup.

1. Click
2. Click
3. Select “Manual Entry”
4. Fill details:

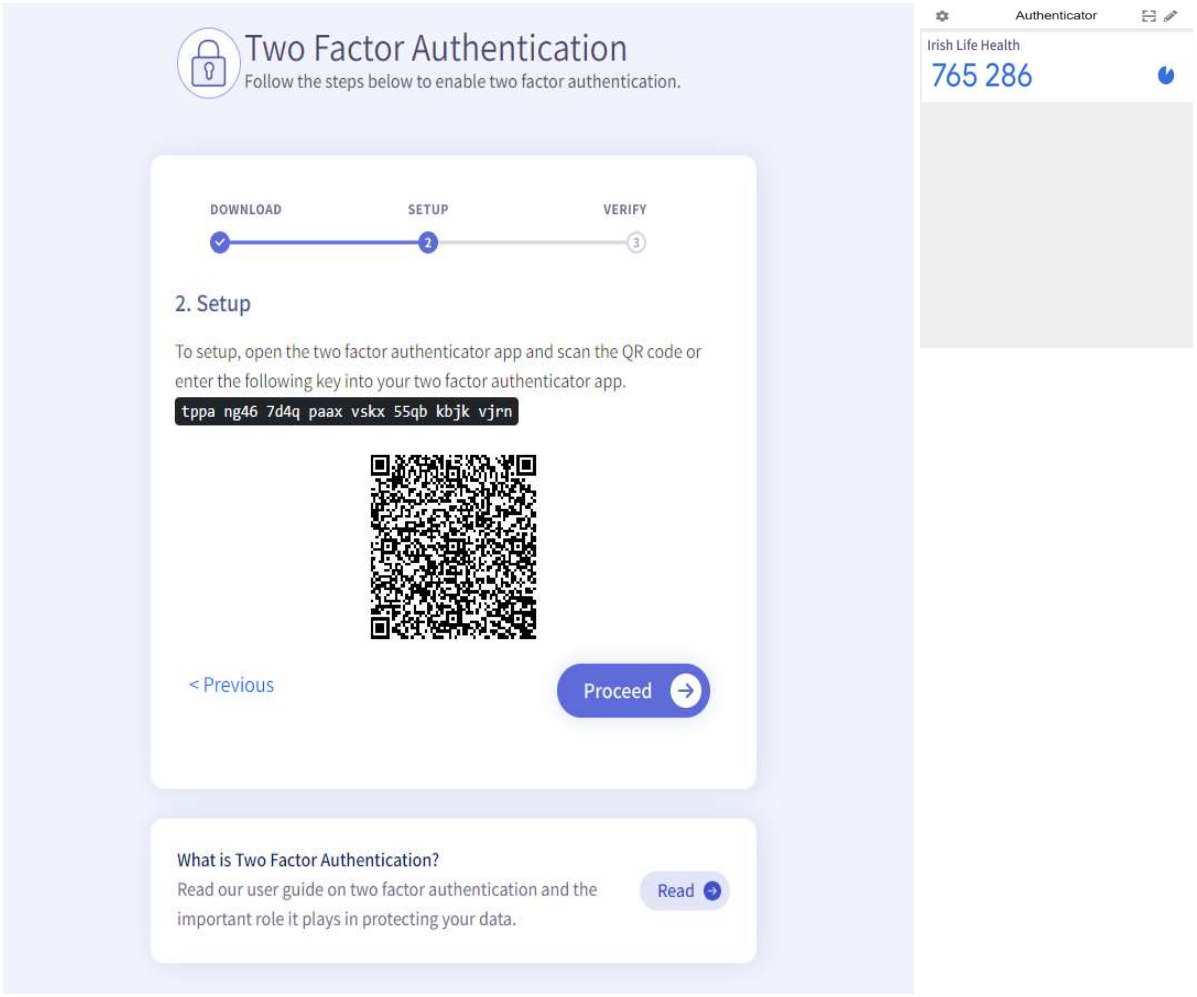
- Issuer: “Irish Life Health Live”
- Secret: Enter the 32-digit secret key from the setup page.
- Click Ok



2.2.13 Success. You have setup the authenticator.

The authenticator will immediately show a 6-digit code which will refresh periodically.

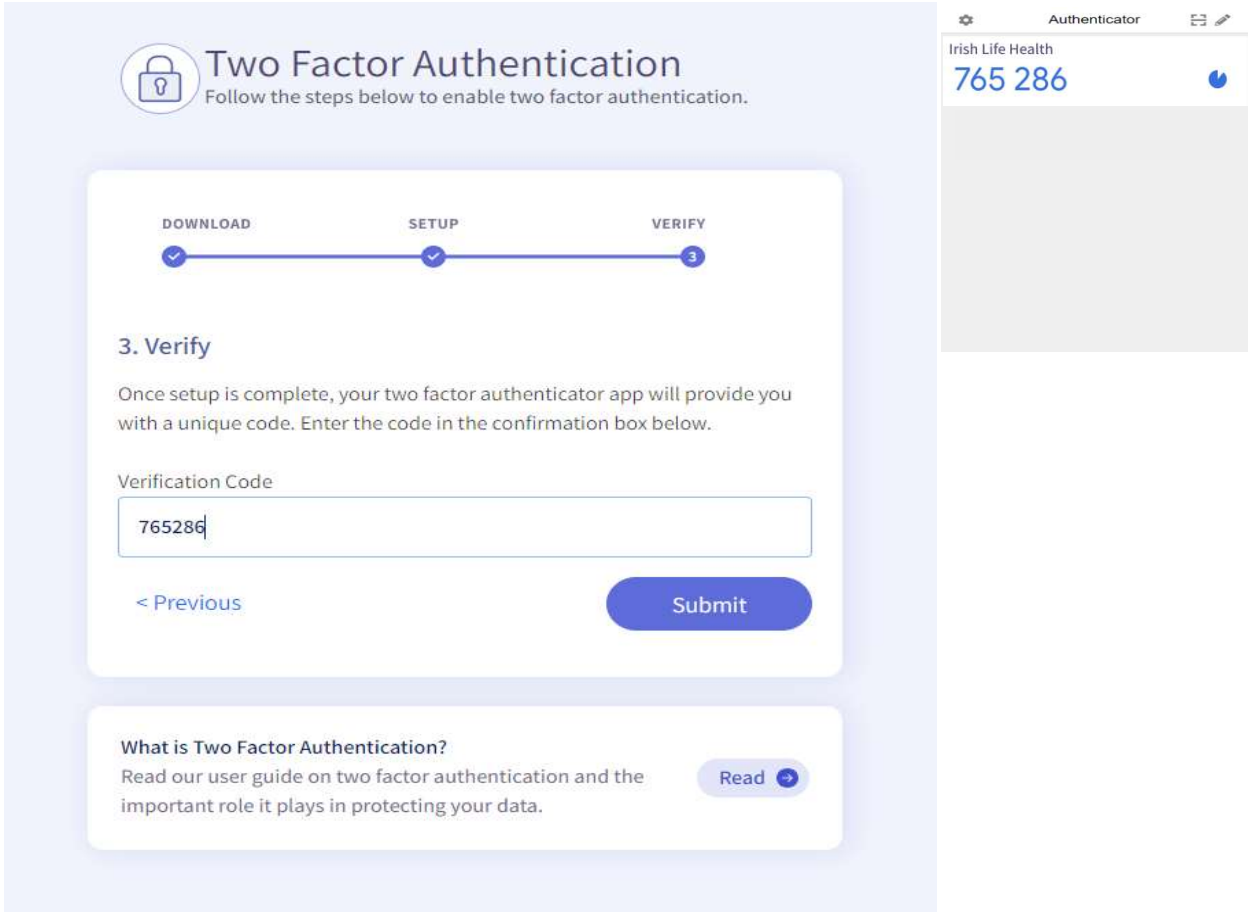
Click “Proceed” to move to the Verify screen.



2.2.14 Enter the 6-digit authentication code into the verification code box on the Verify screen and select “Submit”.

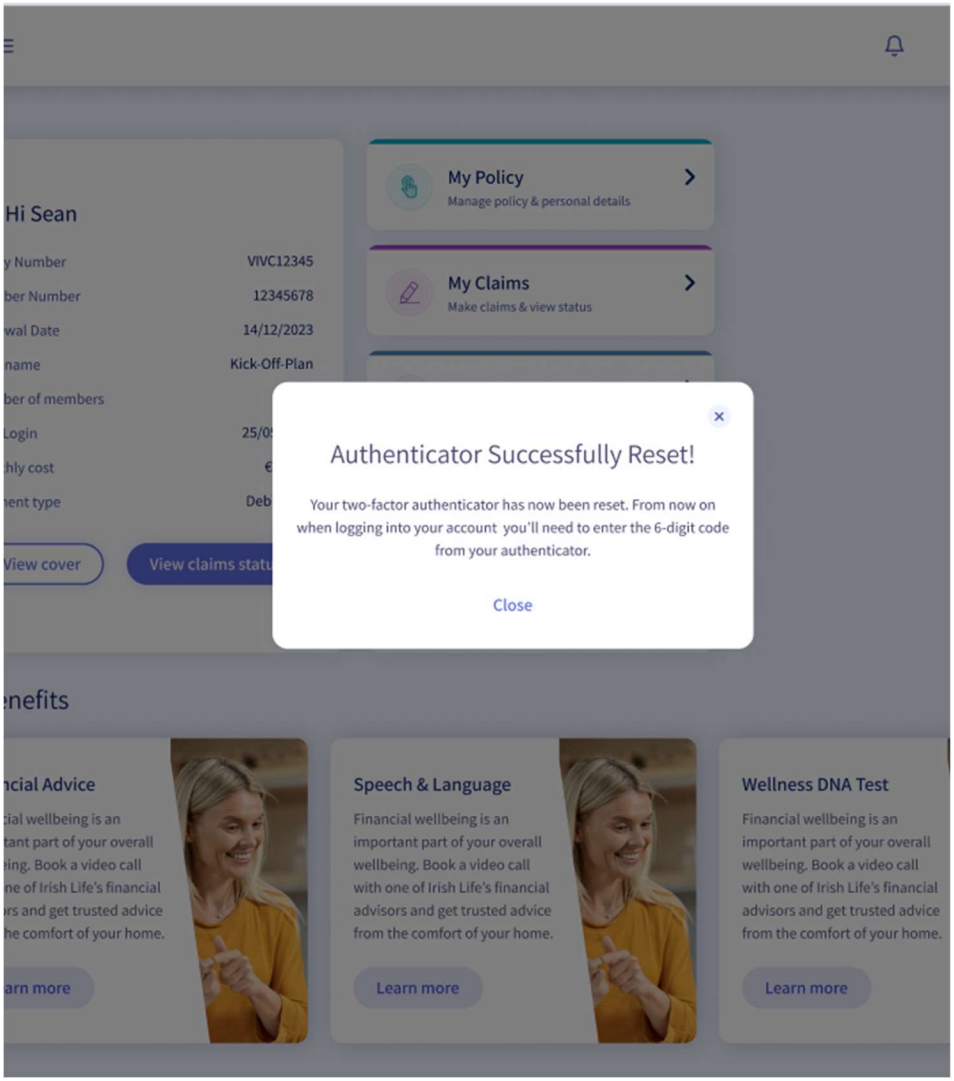
If there is an error:

1. Retry, confirming the correct digits are input, which match the code on the authenticator at the time of submission.
2. Go to the previous page and re setup the authenticator.

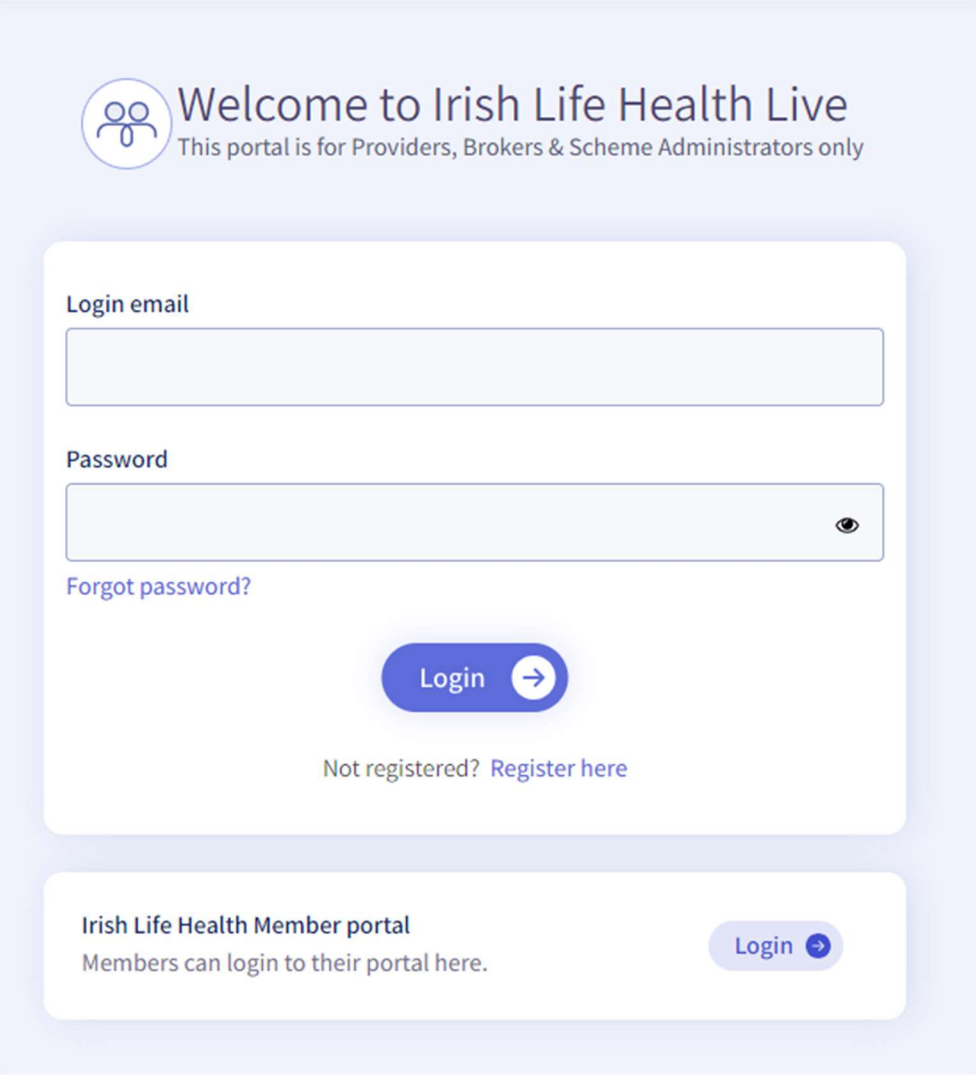


2.2.15 Success. You have verified the authenticator and this one-time setup is complete.

Keep your authenticator safe as you will be required to enter the 6-digit authentication code every time you login.

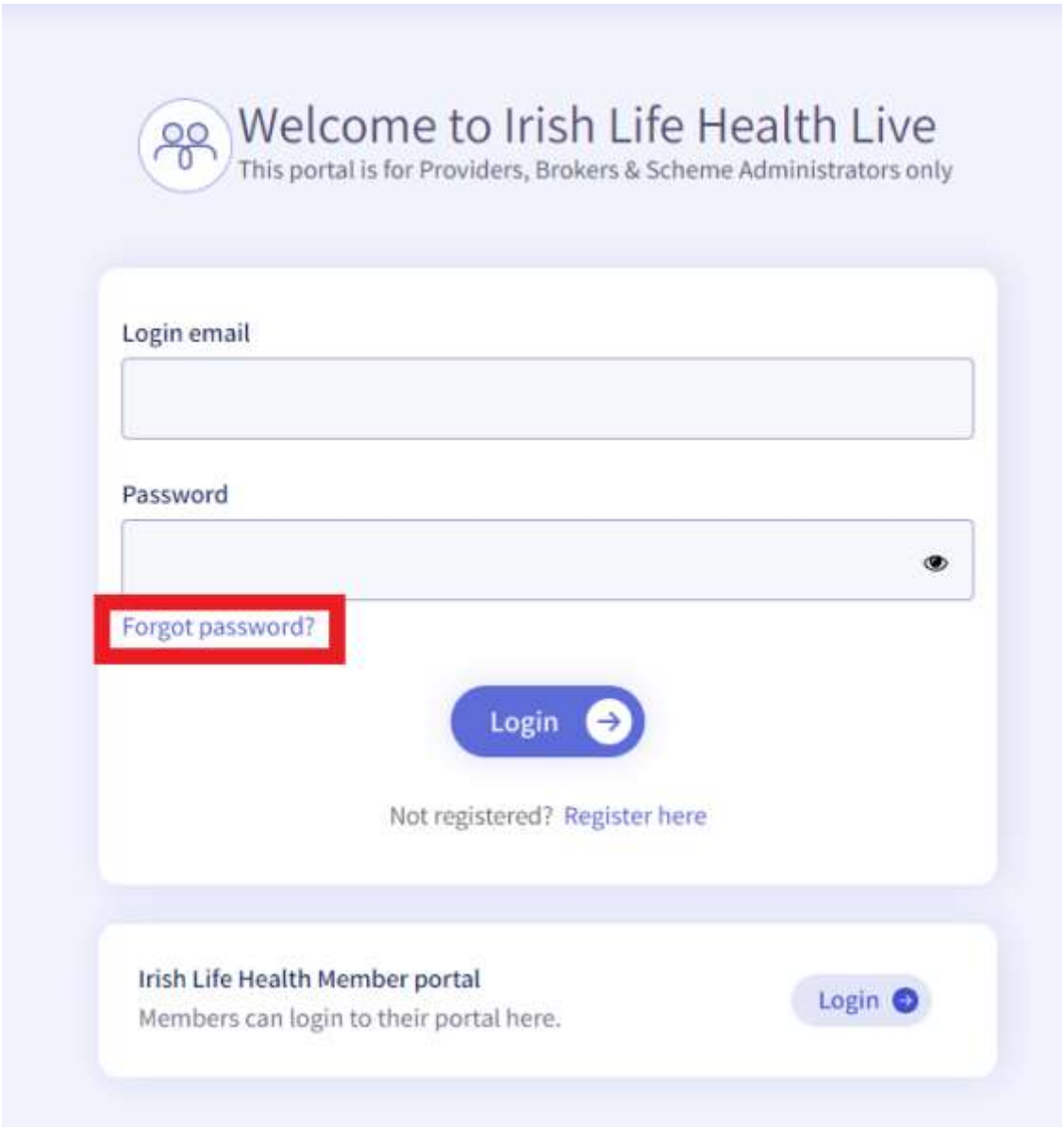


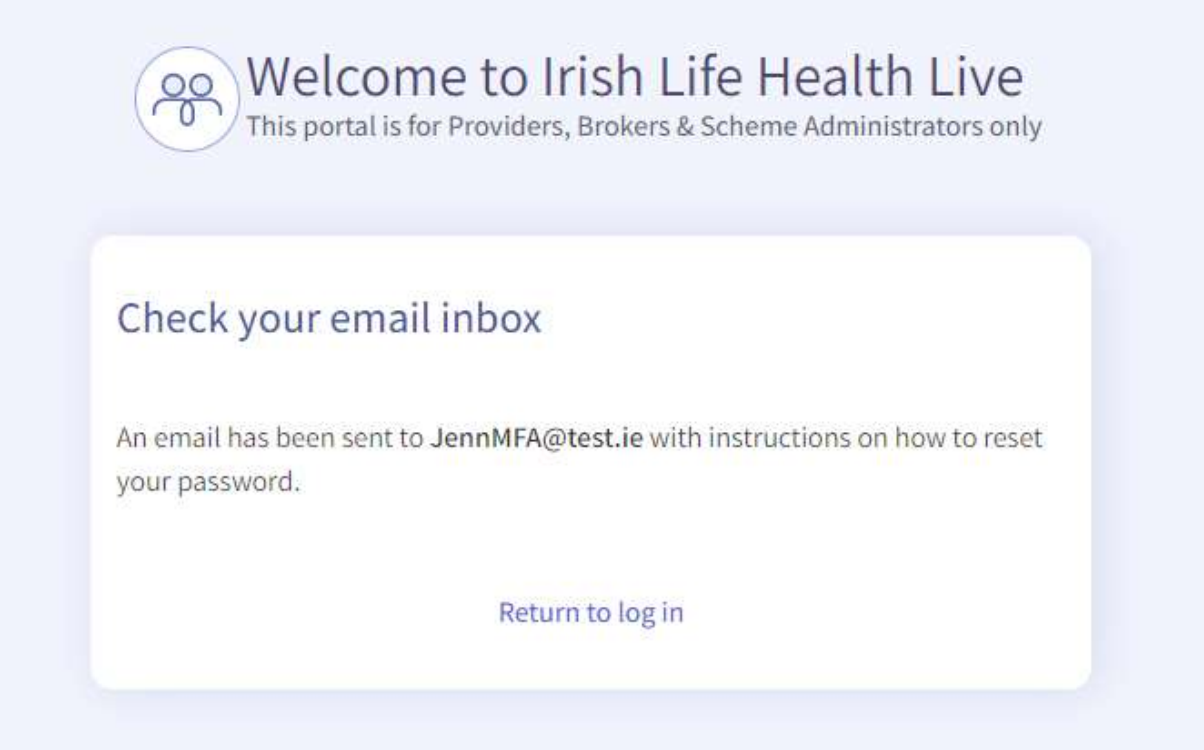
3 Logging in to Irish Life Health Live

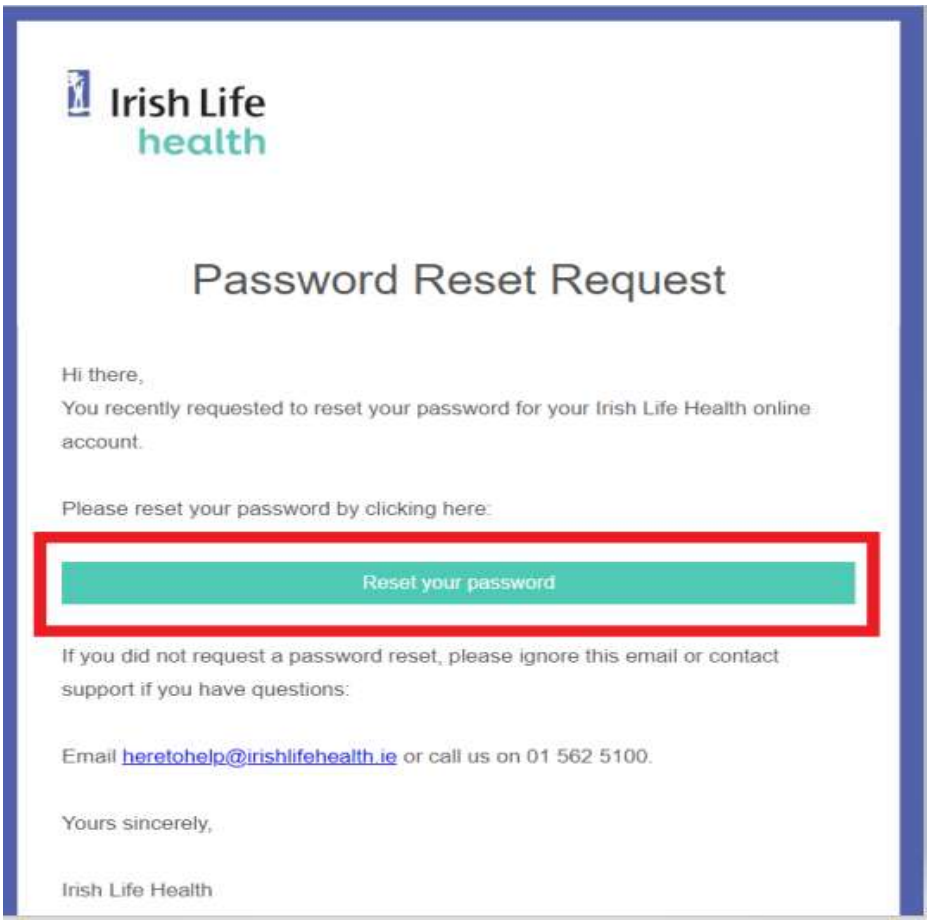
Note	Enter the Irish Life Health Live address in your addresss bar and press Enter.
1	Make sure you are on the Login tab.
2	Enter your: • Email address • Password
3	Click Login.
	
Note	If you have forgotten your password, use the Forgot password link to reset this.

4 Resetting your Password

Note	Enter the Irish Life Health Live address in your addresss bar and press Enter.
1	Make sure you are on the Login tab.
2	Click Forgot Password.

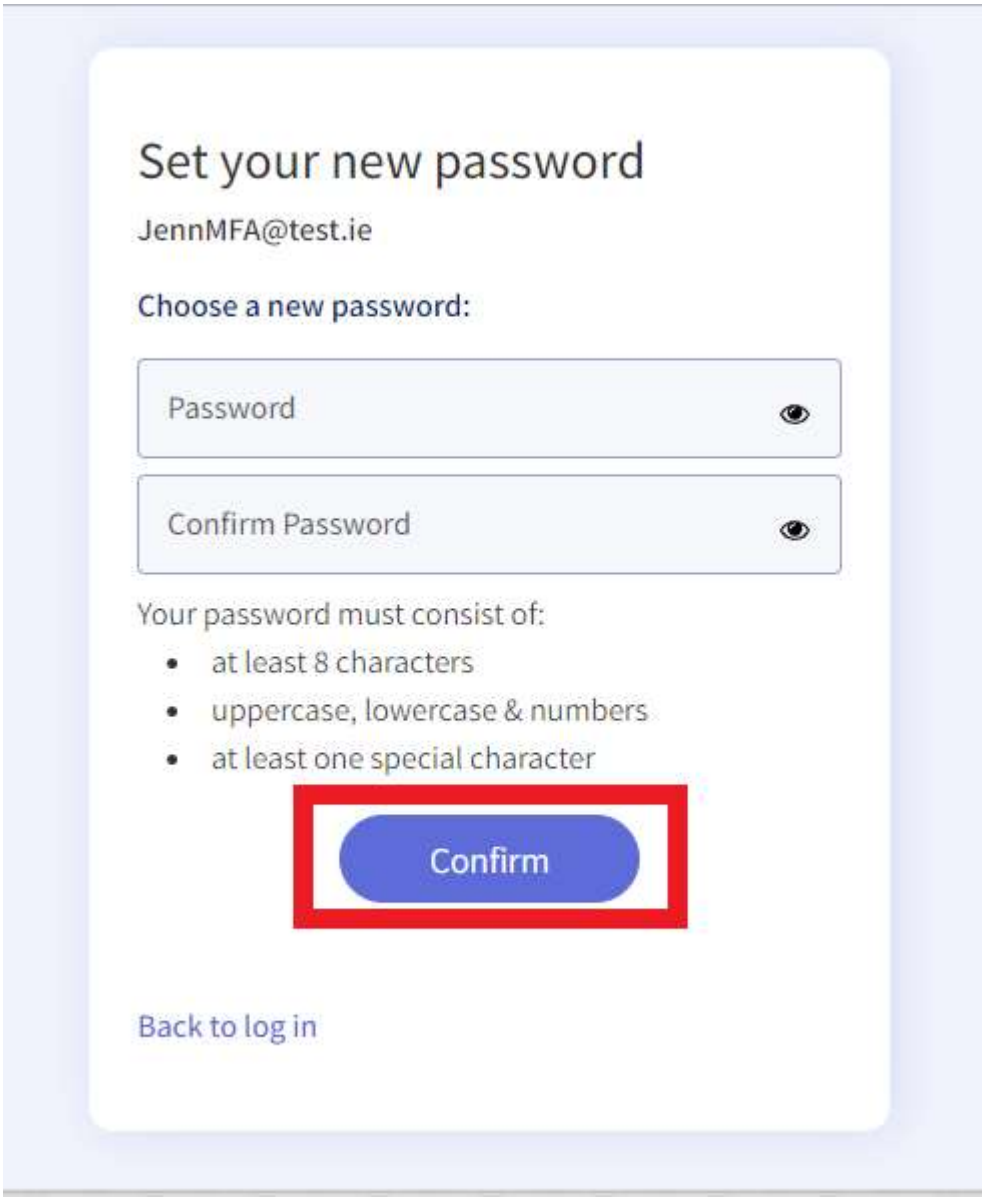






5	Create a new password. Confirm this too.

6	Click the Confirm button.



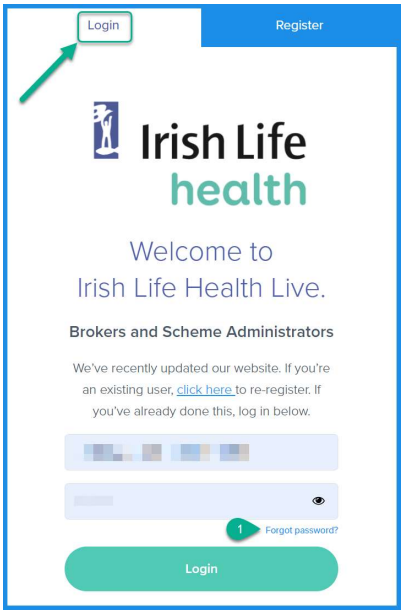
5 Creating a Password as a Newly Registered User

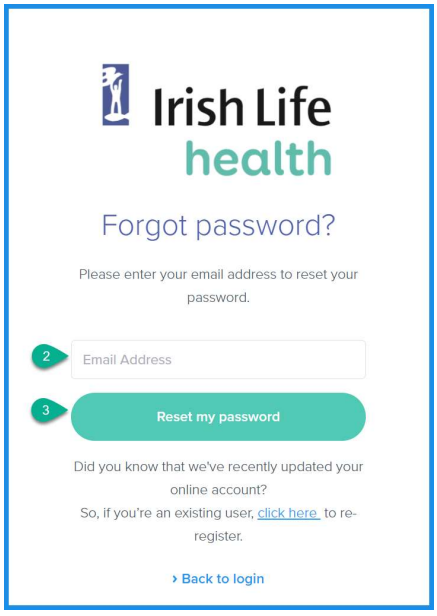
If you are a new user, and your user access has recently been created by your main admin user, you will receive an email from the Irish Life Health Live Portal welcoming you to the portal and asking you to create your own password. To do this, all you need to do is access the portal and click the Forgot Password link on the Login page. Once you fill in your email address and request a password reset email you can then use this email to create your own password.

Once you receive your welcome email go to the link provided to open the Irish Life Health Live Portal Login page: https://www.irishlifehealth.ie/portal/ilhlive

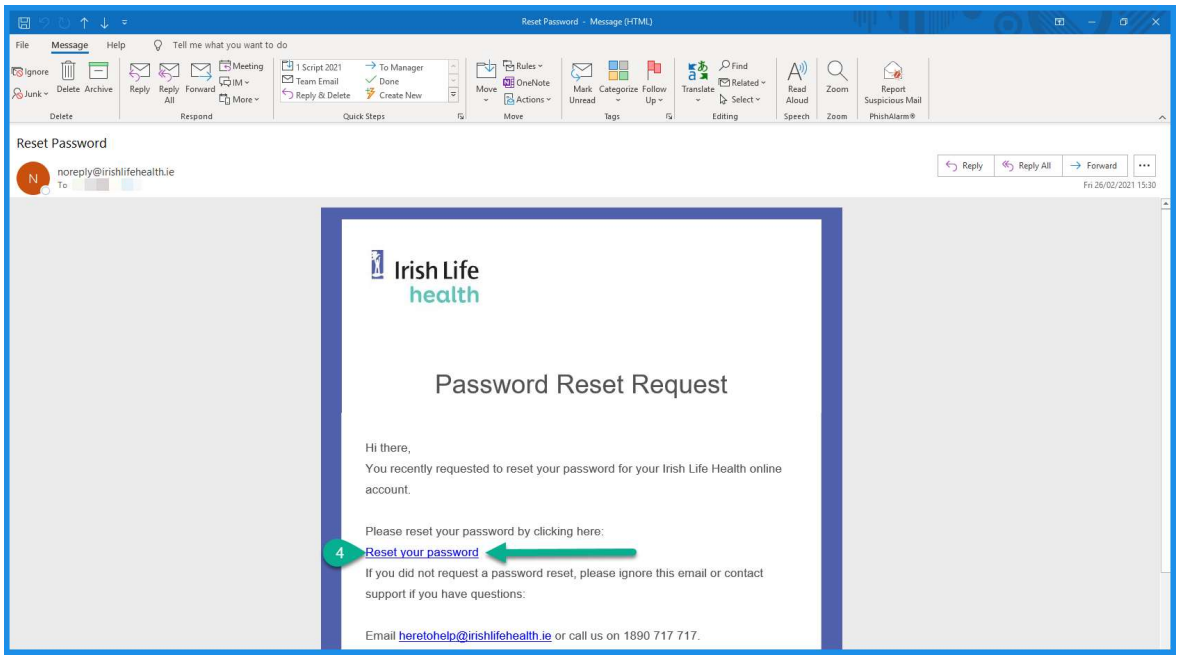
These are also the steps you need if you want to Reset Your Password in future.

1. On the Login tab, click Forgot Password.
2. Enter your email address.
3. Click Reset my password.

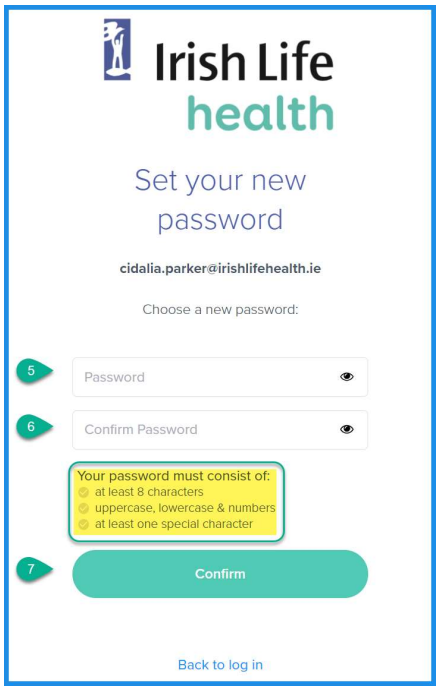




4. Open your email inbox and look for the email from noreply@irishlifehealth.ie. Click Reset your password.



5. This opens the Reset Password screen. Enter a password that meets the requirements.
6. Re-enter this same password.
7. Click Confirm.



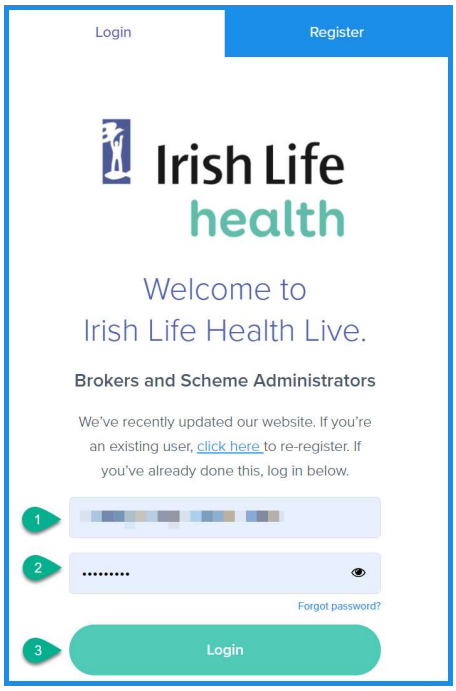
6 Logging in

Once you have created your password, you can log in to use the portal.

1. Open your internet browser and enter the address for the browser (https://www.irishlifehealth.ie/portal/ilhlive) and press Enter.

2. Enter your:
   a. Email
   b. Password

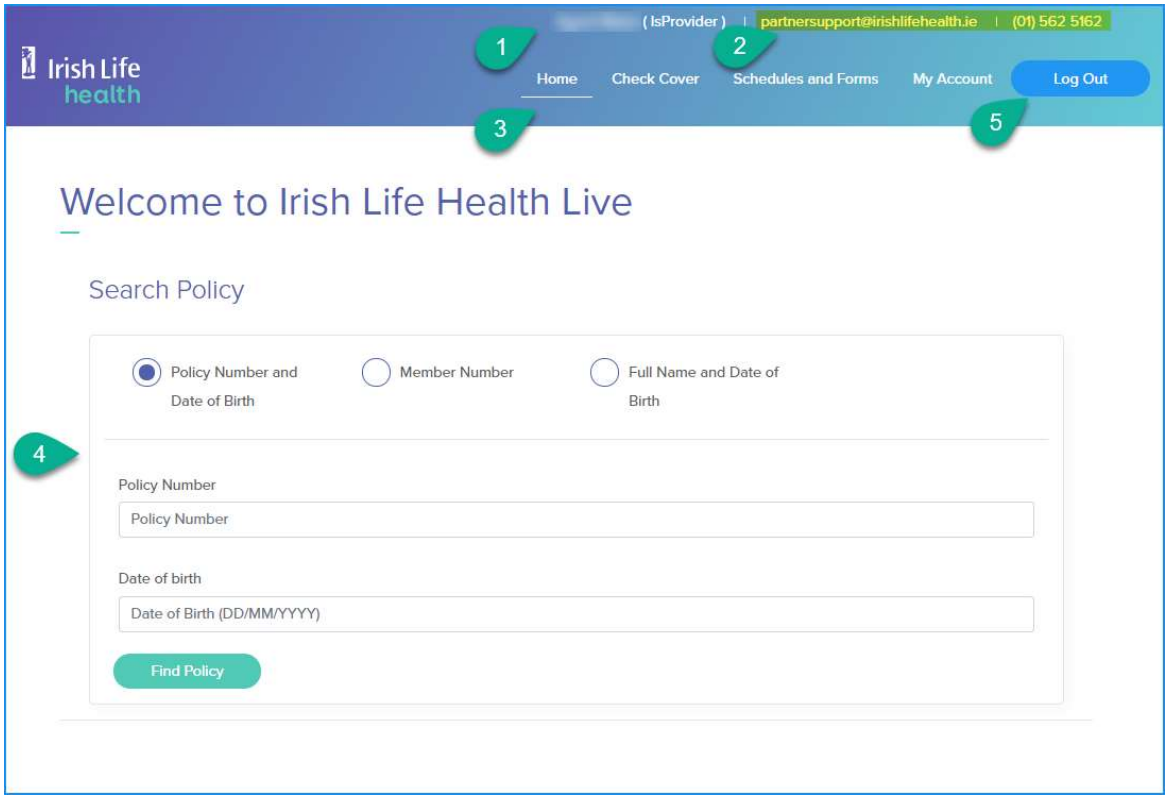
3. Click Login.



7 The Home page

The home pages provides a convenient hub to the different parts of the portal.

1. Your username (email address) will display at the top of the page.
2. The provider support contact details are displayed at the top of the page too.
3. There are 4 screens in the portal that you can access from this home screen:
    a. Home
    b. Check Cover
    c. Schedules and Forms
    d. My Account
4. You can quickly Check Cover from the Home page.
5. Click Log Out to close the portal.



Let's look at how to check a member's cover.

8 Checking Cover

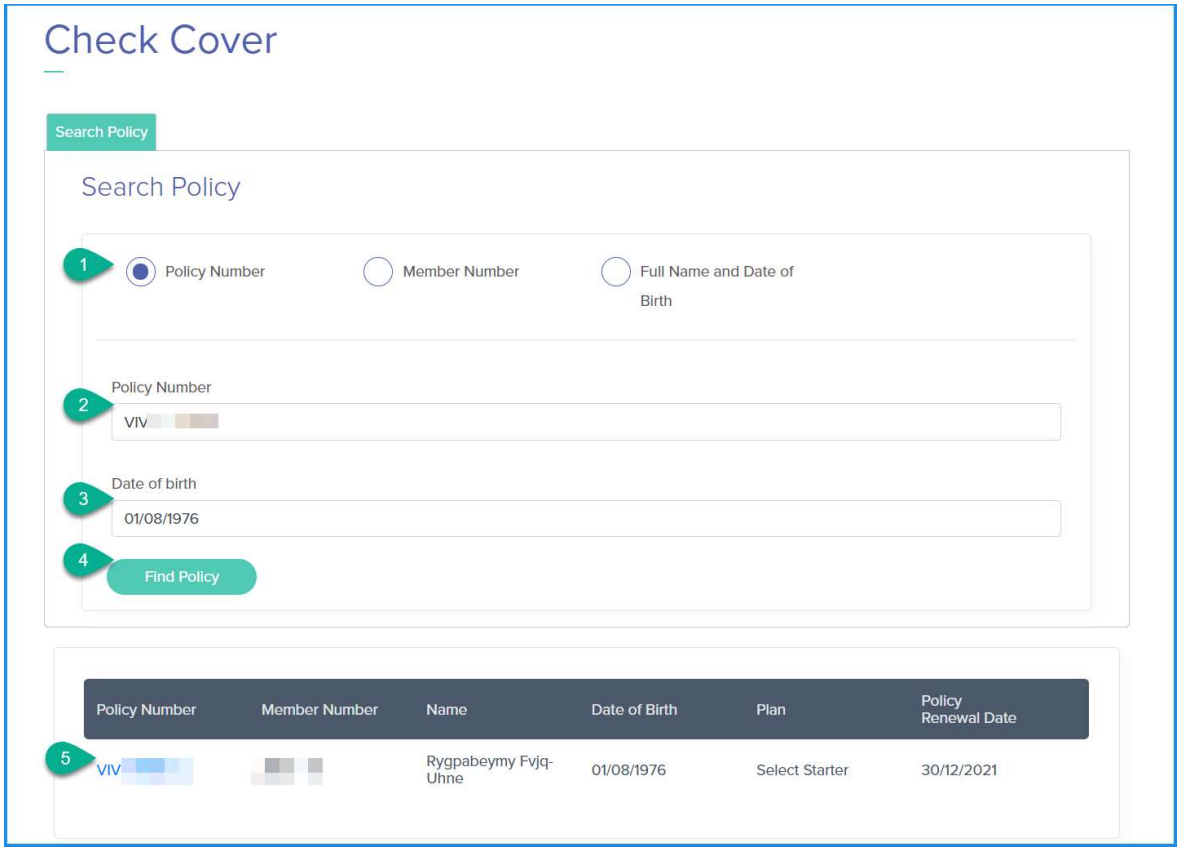
There are 3 ways you can check a member's cover:

a. By policy number and date of birth,
b. By member number,
c. By full name and date of birth

You can access this functionality at the bottom of the Home page or by clicking on the Check Cover menu option.

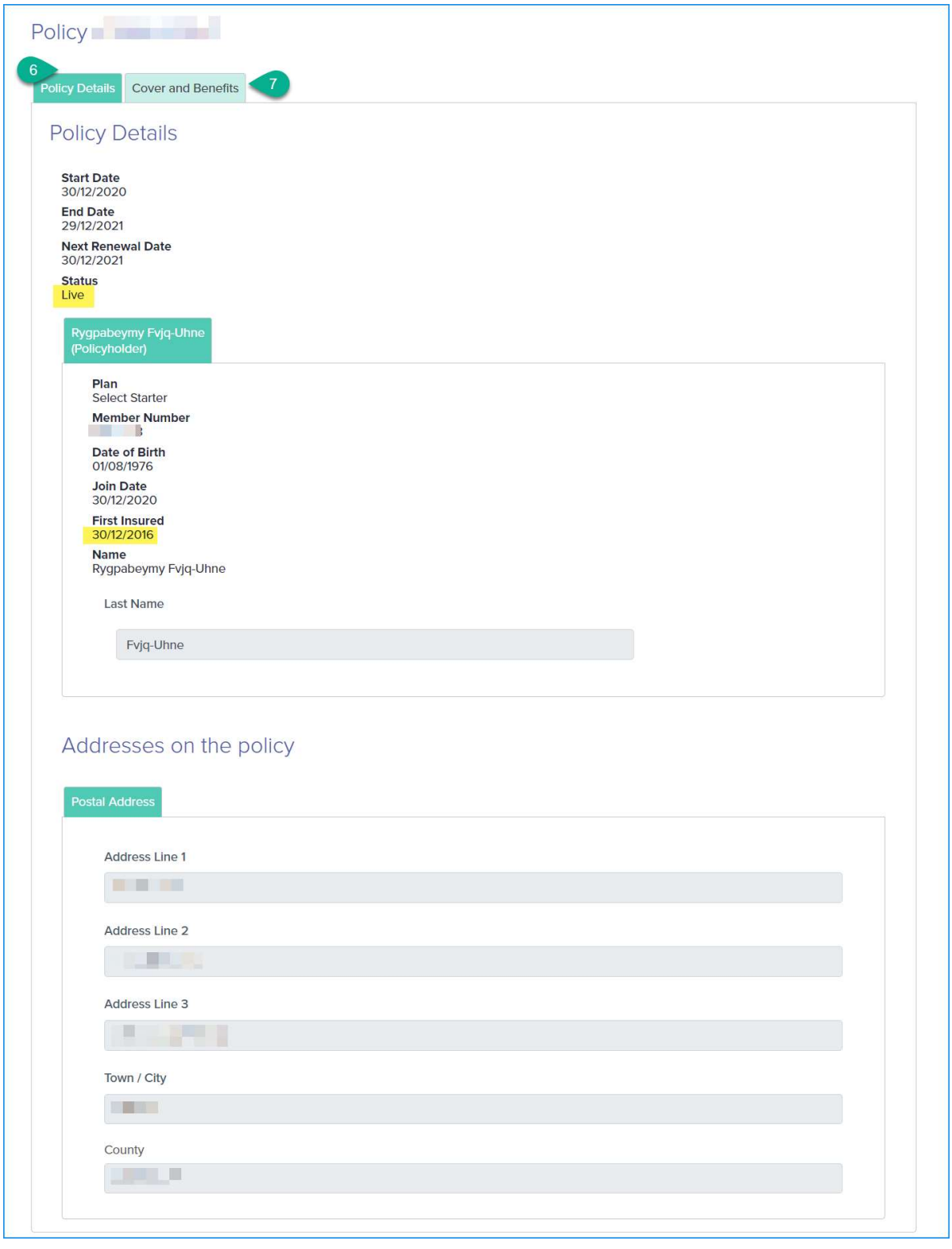
8.1 Check Cover by policy number and date of birth

1. Click Policy Number as the type of Search.
2. Enter a valid Policy Number in full.
3. Enter a date of birth as DDMMYYYY.
4. Click Find Policy.
5. Click the policy number hyperlink to open the policy details.

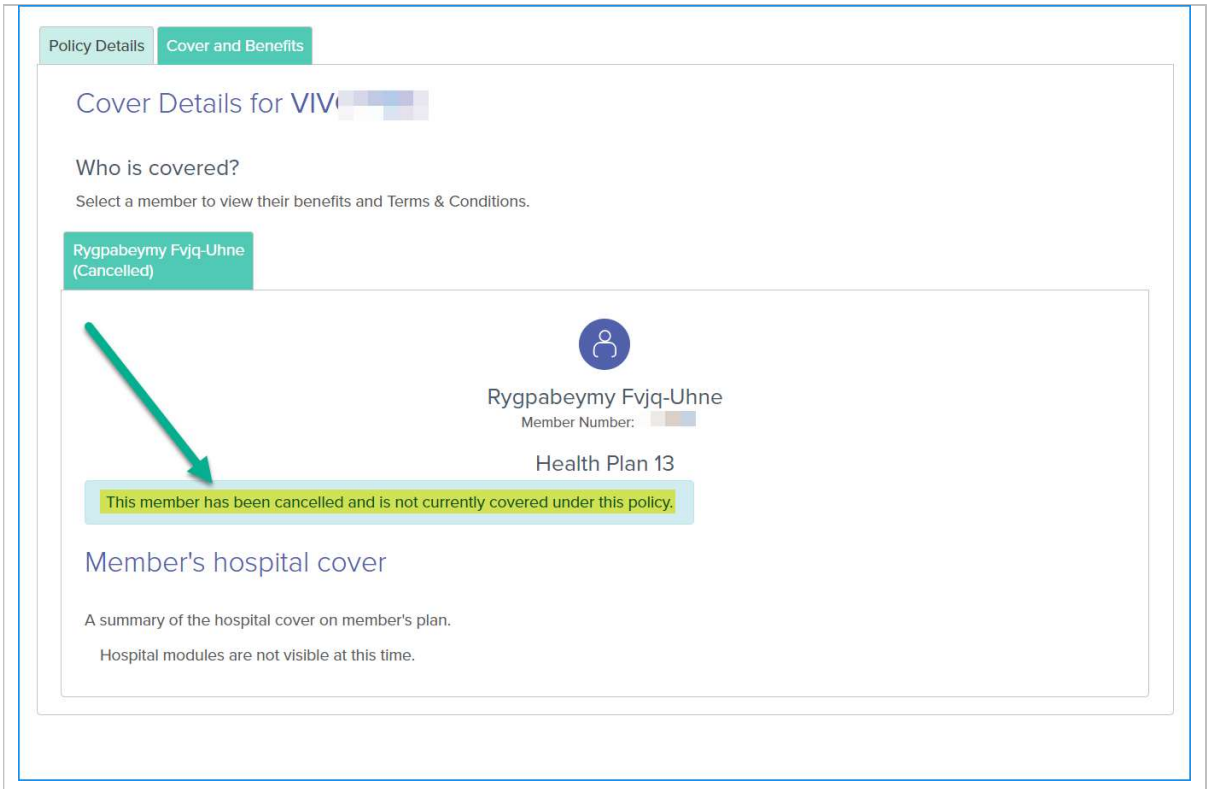


The Policy Details page opens in a separate tab.

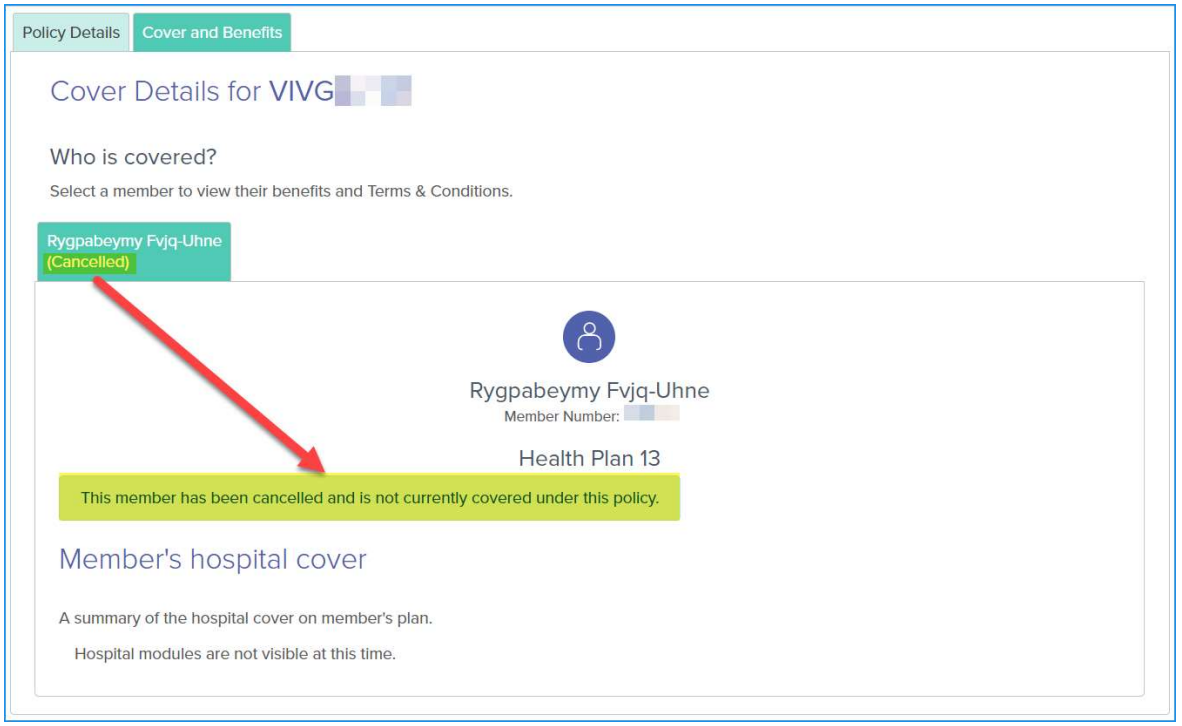
6. The first tab shows the policy details like the plan name, member number, date of birth, etc. including the policy address details.
7. The second tab shows the detailed cover and benefits for the member.



If a member's policy is cancelled, you will see this clearly on the policy details screen,



and on the Cover and Benefits tab too.



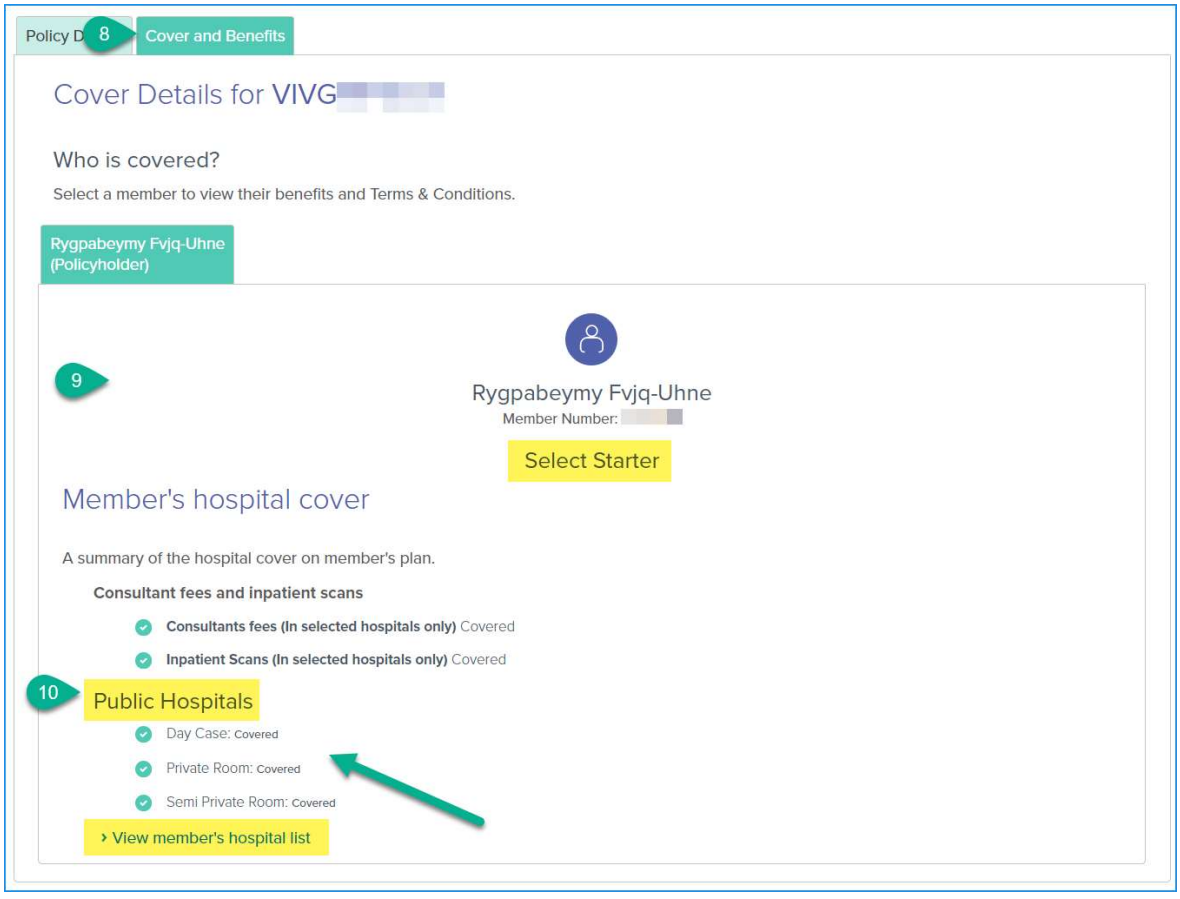
To view a member's detailed cover details on a live policy:

8. Click the Cover and Benefits tab.
9. View their Plan and hospital cover details by hospital type.
10. To check the member's specific hospital list cover, click the View your hosptial list link.

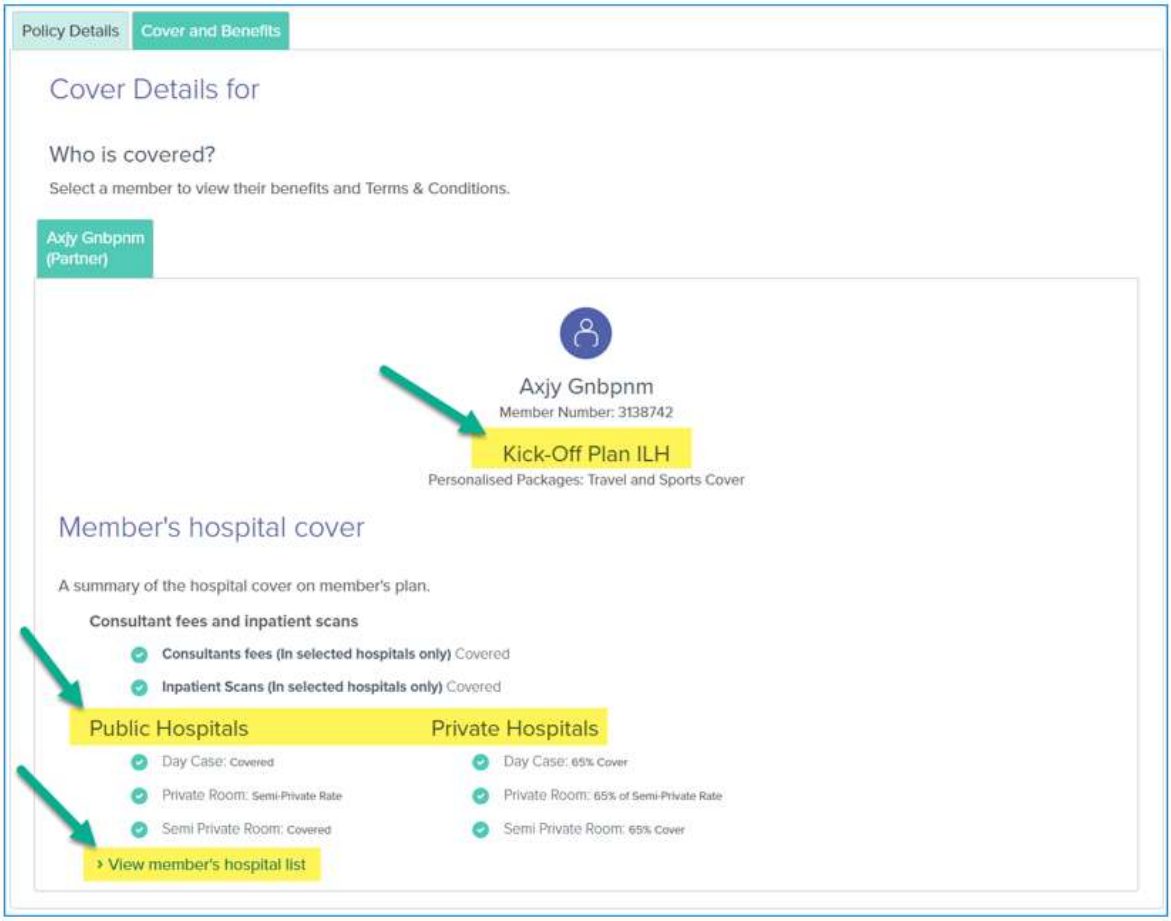
We recommend that you confirm that your own hospital or centre or facility is covered on the member's hospital list.

If a hospital is designated as not covered on the member's hospital list, the member has no cover in that hospital.

In this first example, the member has cover for public hospitals only.



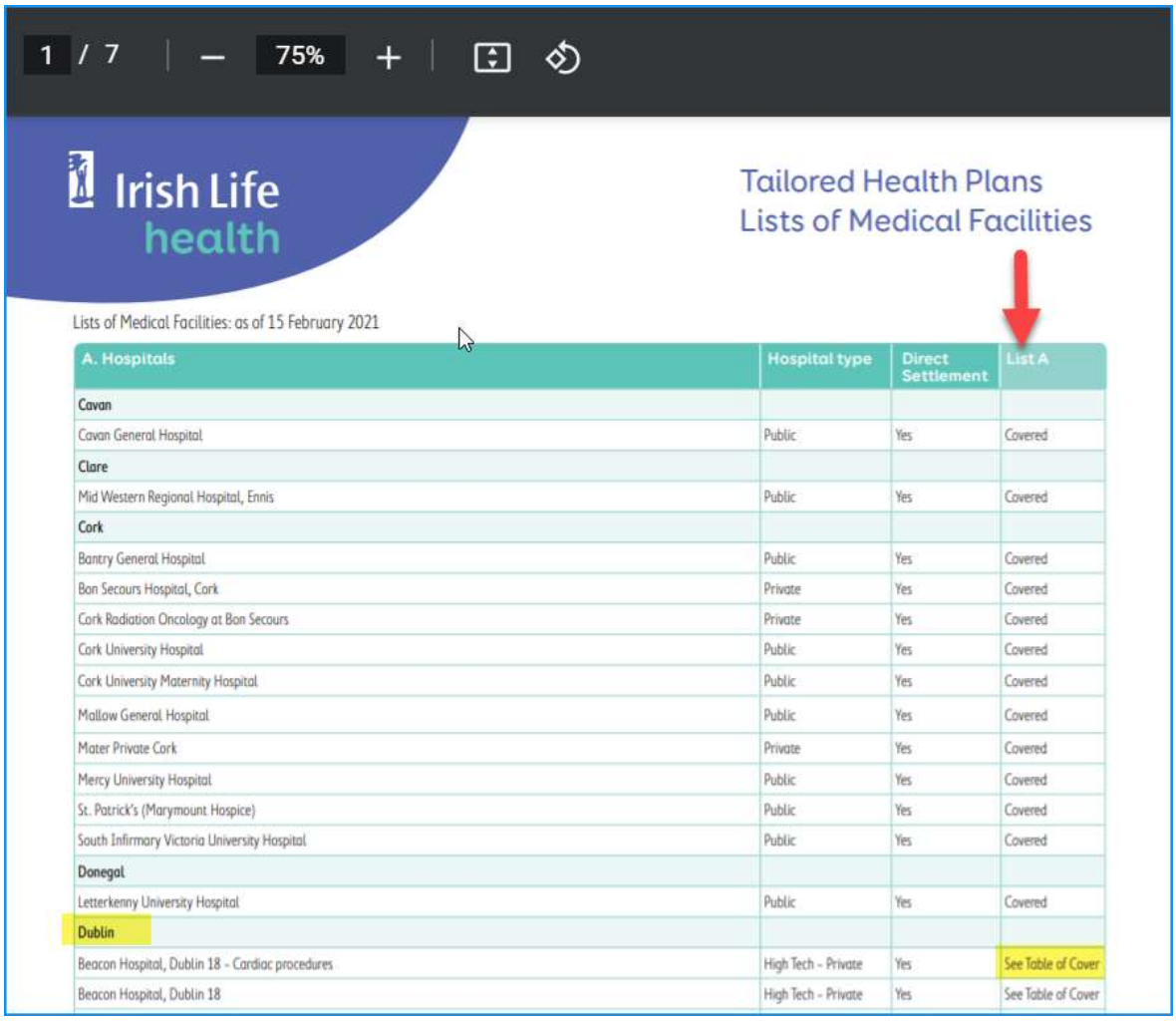
In this example, the member has cover for public and private hospitals:



When you click the View member' hospital list hyperlink, the relevant hospital list opens in a separate tab.

It shows the hospital list (1/2/3/4 or A/B/C/D) relevant to the member's plan.

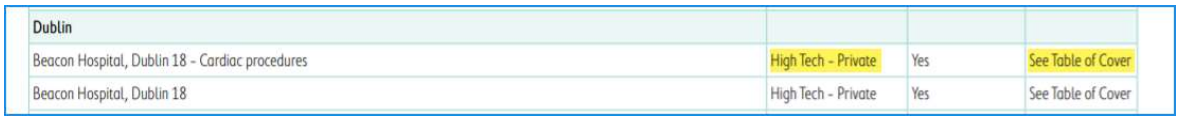
You can search for your hospital / centre / facility by area and check the last column.



Lists of Medical Facilities: as of 15 February 2021

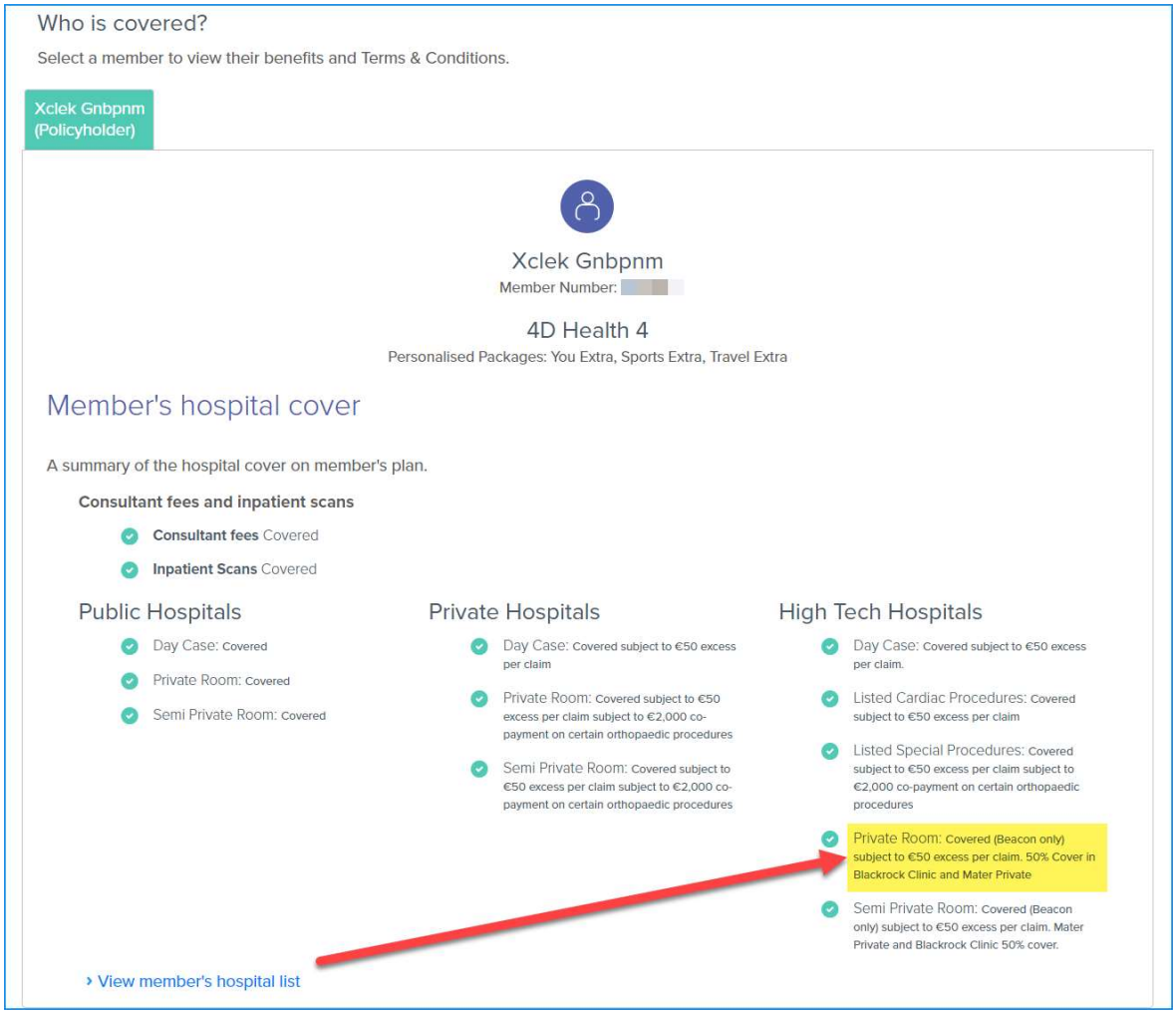
A. Hospitals	Hospital type	Direct Settlement	List A
Cavan			
Cavan General Hospital	Public	Yes	Covered
Clare			
Mid Western Regional Hospital, Ennis	Public	Yes	Covered
Cork			
Bantry General Hospital	Public	Yes	Covered
Bon Secours Hospital, Cork	Private	Yes	Covered
Cork Radiation Oncology at Bon Secours	Private	Yes	Covered
Cork University Hospital	Public	Yes	Covered
Cork University Maternity Hospital	Public	Yes	Covered
Mallow General Hospital	Public	Yes	Covered
Mater Private Cork	Private	Yes	Covered
Mercy University Hospital	Public	Yes	Covered
St. Patrick's (Marymount Hospice)	Public	Yes	Covered
South Infirmary Victoria University Hospital	Public	Yes	Covered
Donegal			
Letterkenny University Hospital	Public	Yes	Covered
Dublin			
Beacon Hospital, Dublin 18 - Cardiac procedures	High Tech - Private	Yes	See Table of Cover
Beacon Hospital, Dublin 18	High Tech - Private	Yes	See Table of Cover

In this example, a hospital is designated on the Hospital list as *See Table of Cover.*



Dublin			
Beacon Hospital, Dublin 18 - Cardiac procedures	High Tech - Private	Yes	See Table of Cover
Beacon Hospital, Dublin 18	High Tech - Private	Yes	See Table of Cover

When you return to the Cover Details tab for this member, you can see why the hospital list states See Table of Cover. This member has varying rates of high-tech hosptial cover in different high-tech hospitals.



Tip:

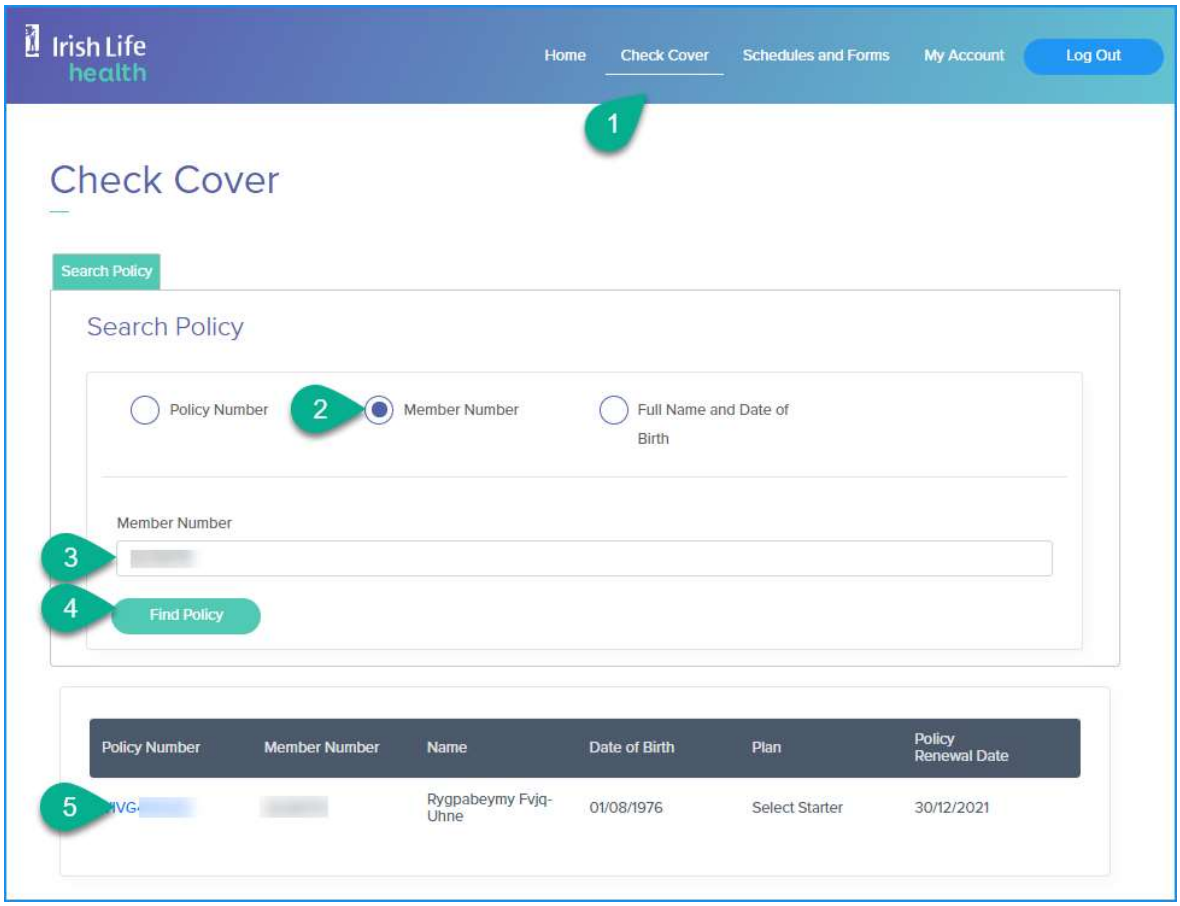
Once you are done checking a member's hospital list and cover details, close the tabs to return to your original tab.

8.2 Check Cover by member number

If you only have a member's Member Number, you can search for a policy with this too.

1. On the Check Cover page,
2. Click Member Number, and
3. Enter the Member Number,
4. Click Find Policy, and
5. Click the Policy Number hyperlink to open the member's Cover Details tab.

Follow the same steps as shown in section 8.1 to check a member's cover and hospital list.

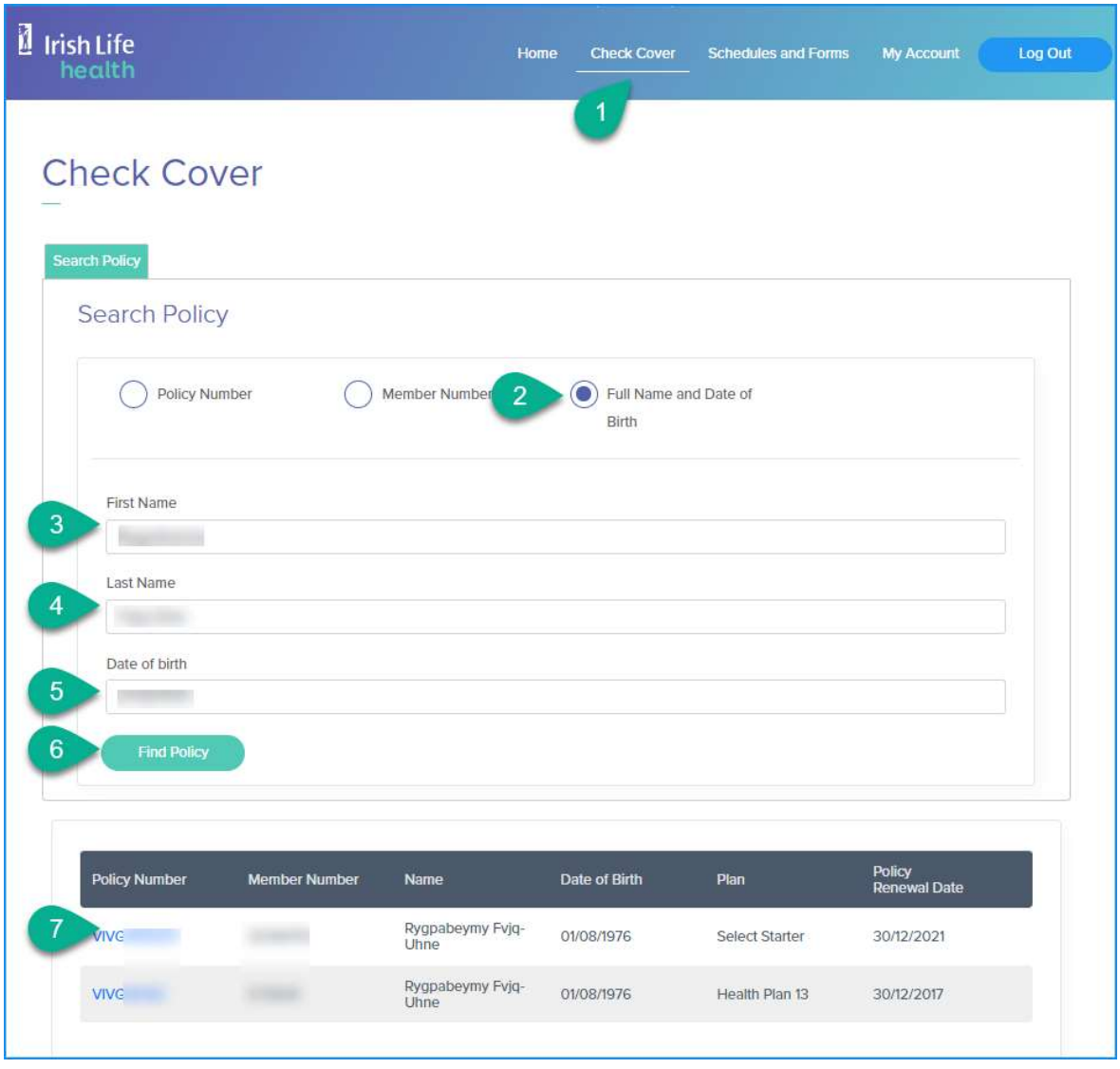


8.3 Check cover by Full Name and Date of Birth

You can also search for a policy by Full Name and Date of Birth.

1. On the Check Cover page,
2. Click Full Name and Date of Birth option, and
3. Enter the member's First Name,
4. Last Name,
5. Date of birth (in DDMMYYYY format), and
6. Click Find Policy.
7. Click the Policy Number hyperlink to open the member's Cover Details tab.

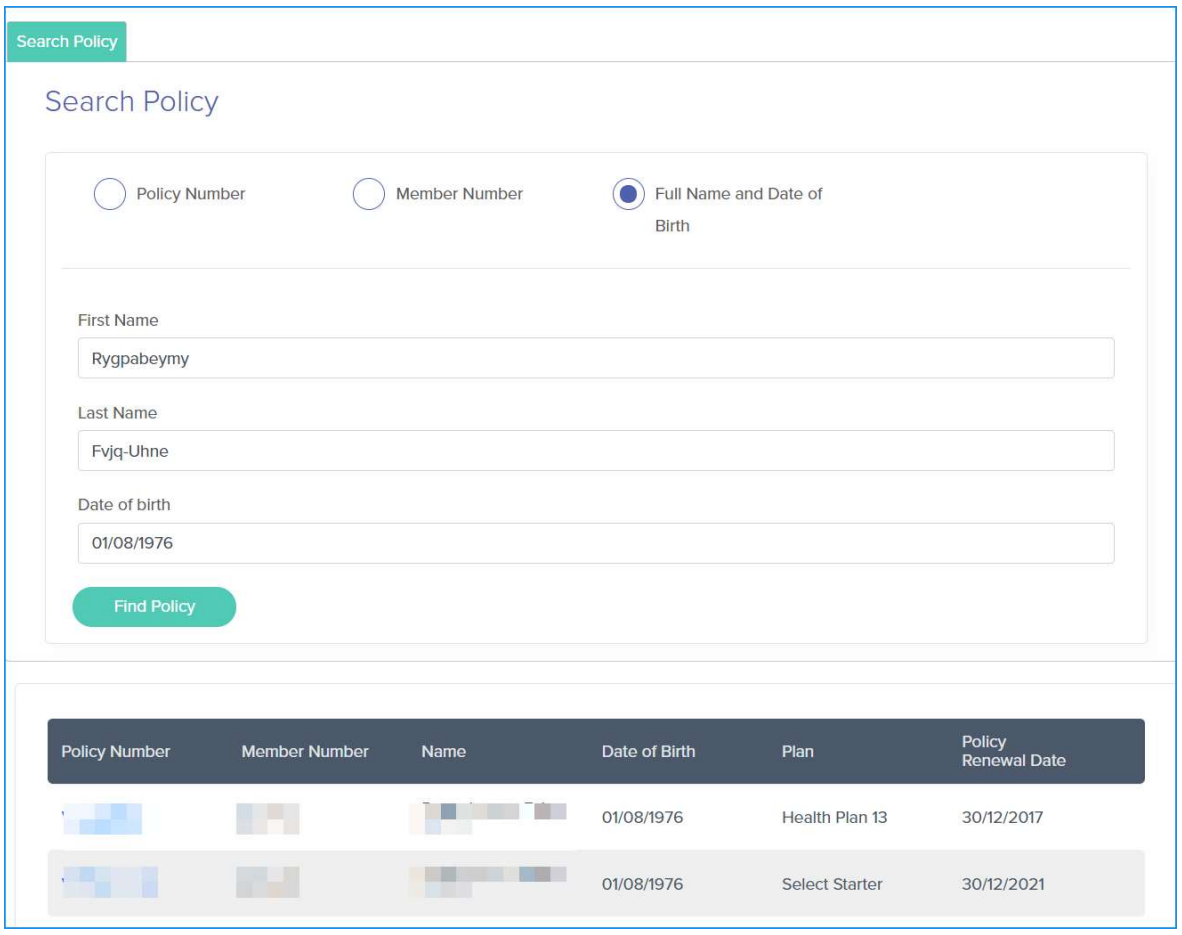
Follow the same steps as shown in section 8.1 to check a member's cover and hospital list.



It is possible that there are more than one policy that match the search criteria.

In this scenario, the results will display in a table. In this example there are 2 policies. Be sure to select the correct policy.

In this example, the member has 2 policies but only one is current and live as can be seen by looking at the Policy Renewal Date.



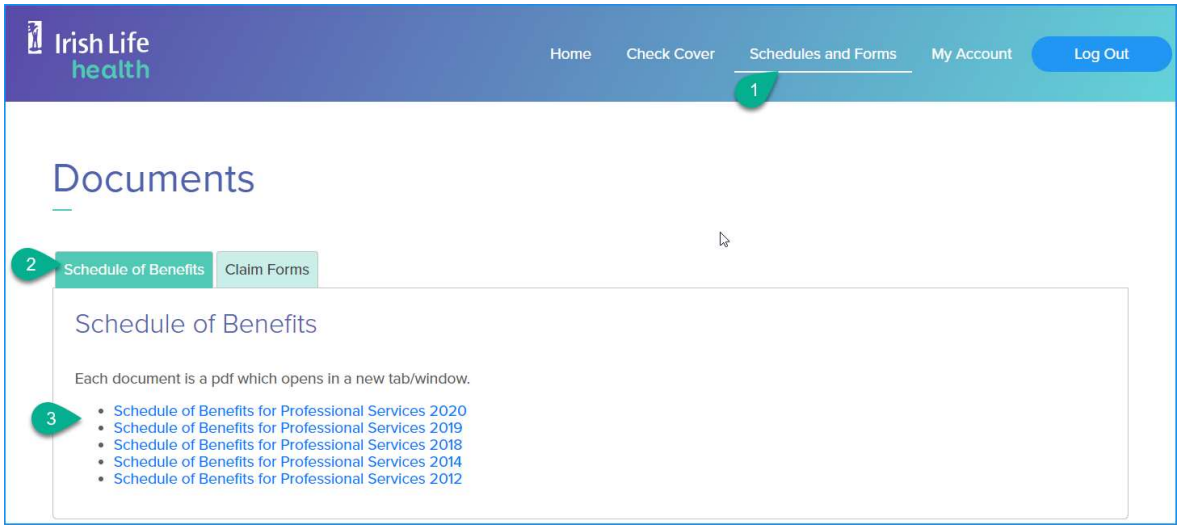
9 Schedules and Forms

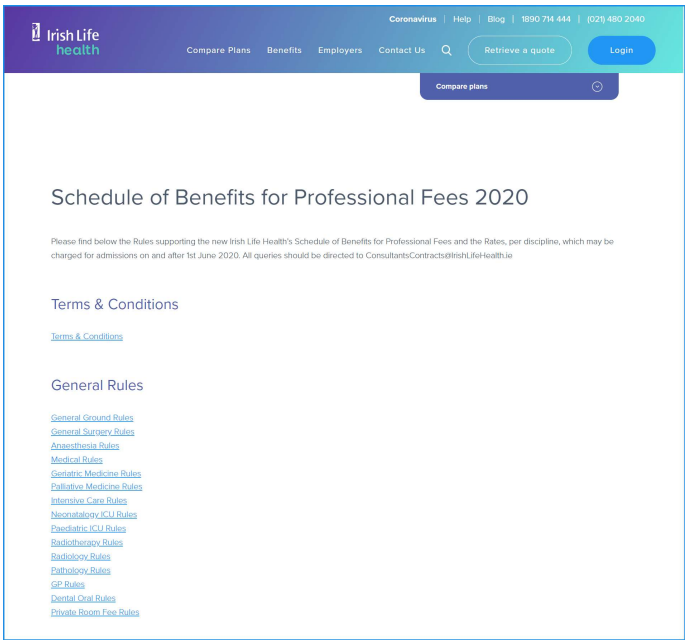
9.1 To find a Schedule of Benefits for a particular year / period

On the Schedules and Forms page, you can access the Schedule of Benefits for Professional Services and Claim Forms. To access Schedule of Benefits by year:

1. Click the Schedules and Forms menu.
2. On the Schedule of Benefits tab,
3. Click the link for the year that you require.

The relevant Irish Life Health web page opens.

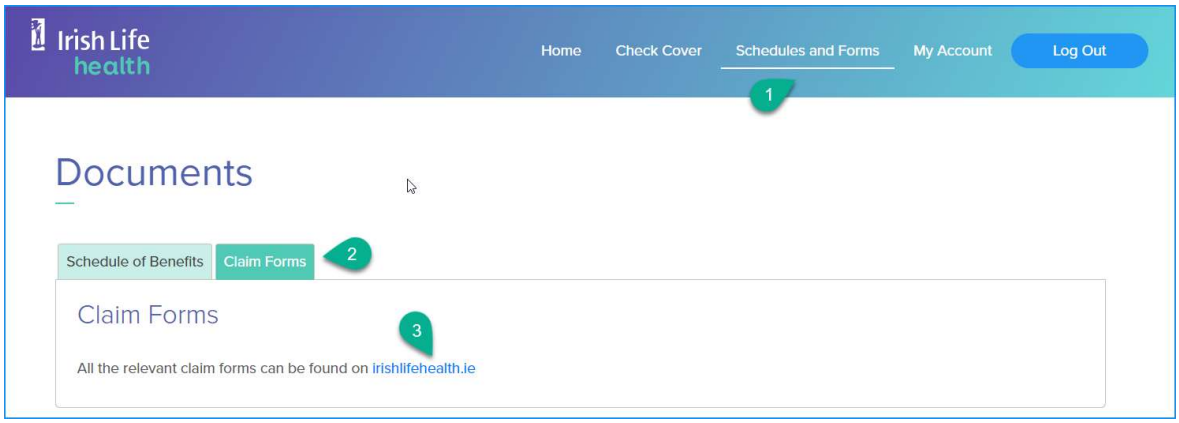


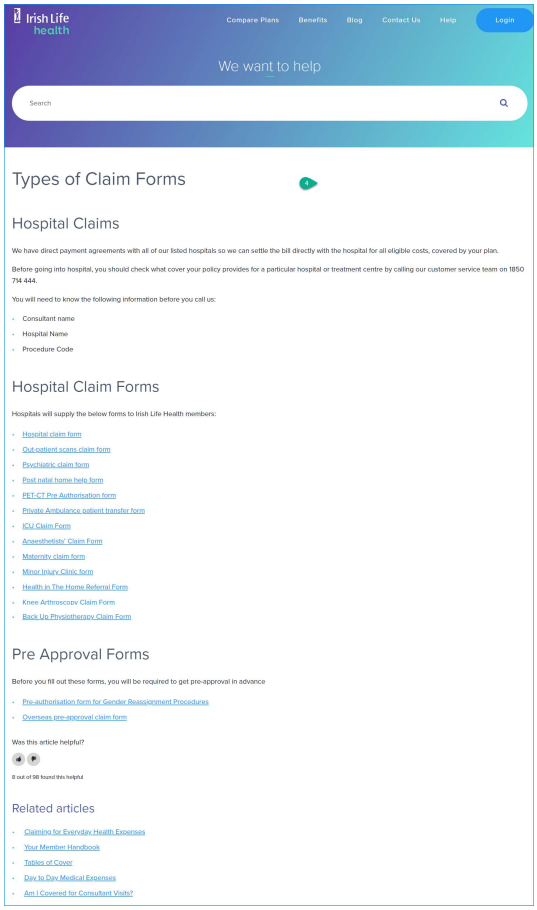


9.2 To find a Claim Form

To access Claim Forms:

1. Click the Schedules and Forms menu.
2. On the Claim Forms tab,
3. Click the link to the Irish Life Health website.
4. The relevant Irish Life Health web page opens.

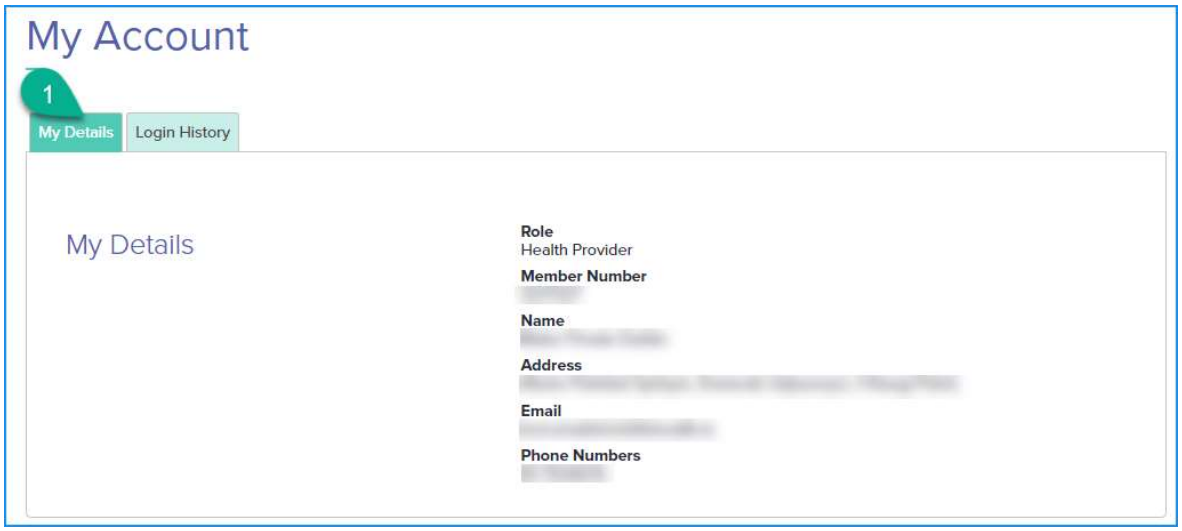




10 My Account

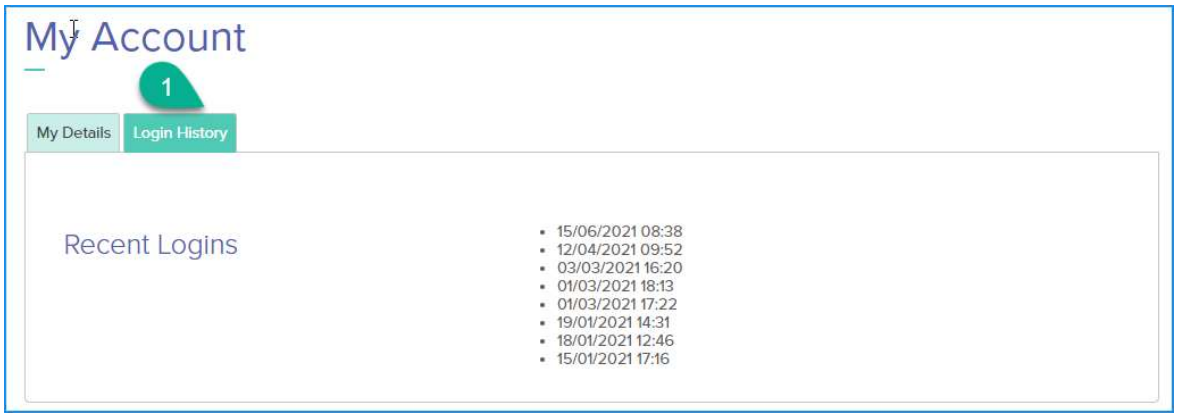
10.1 My Details

1. The My Details tab shows your own details including your Role (Health Provider), your Provider Member Number, your Member Name and Address and other contact details.

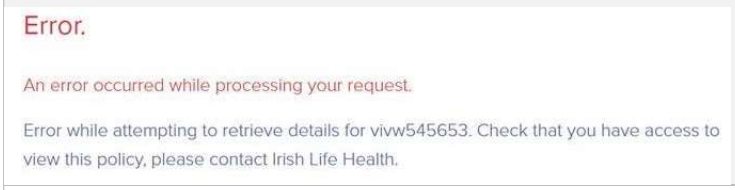


10.2 Login History

1. The Login History tab shows your recent logins.



11 Troubleshooting

1.	**I get an error message when I try to view a policy.**
This error usually indicates that you do not have access to view the policy. Contact us and we can try to help you resolve this issue.  	
2.	**I entered the incorrect password a few times and seem to be locked out of the portal.**
This may happen if you enter the incorrect password more than 5 times. This will lock you out of the portal for about 15 minutes. If you have forgotten your password, rather use the Forgot Password option to create a new password. If the problem persists, please contact us and we will help you gain access again.	
3.	**For all queries about the provider portal:**
partnersupport@irishlifehealth.ie	