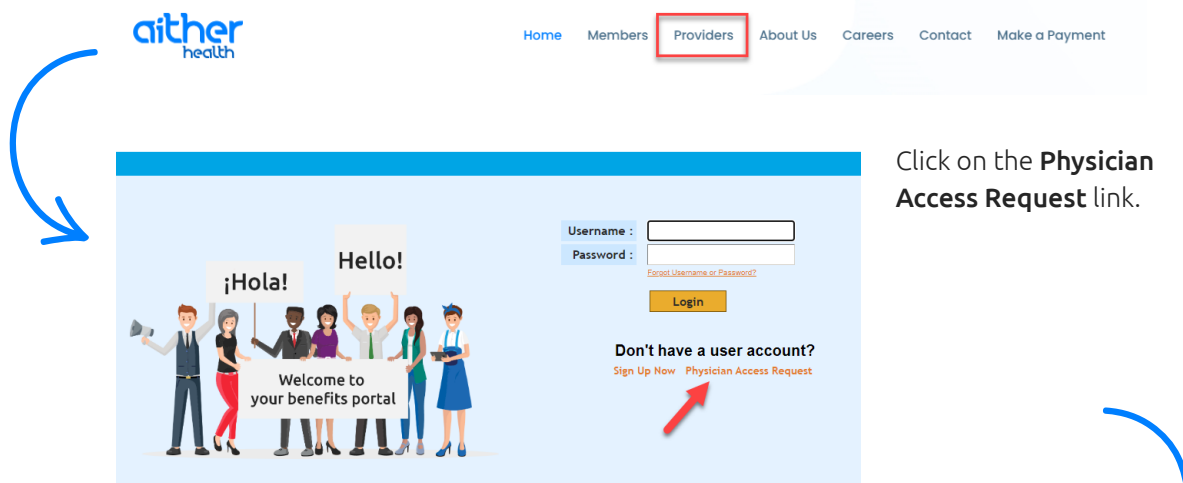


Requesting Access to the Aither Health Claims Portal: In-Network Providers

Please note: In order to escalate the priority for an access request submitted by an in-network provider, it is recommended that you send an email to network@aitherhealth.com. Be sure that your email includes the full first and last name and the Tax ID that was used during the self-registration process. This will allow Aither to locate your access request and assign it a higher priority level.

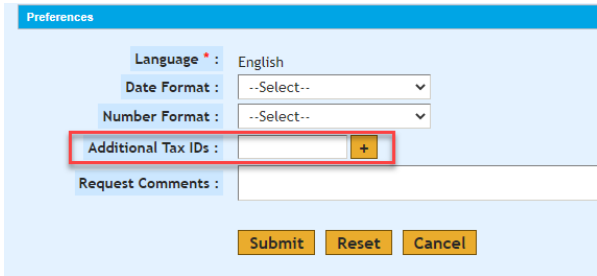
To submit an access request, follow the link below:
<https://aitherhealth.com/>

After landing on the Aither Health home page, click the link for **Providers**.



Complete the information that is requested on the form.

Requesting Access to the Aither Health Claims Portal: In-Network Providers



If you are affiliated with multiple practices with different Tax IDs, take note of the “Additional Tax IDs” field. Complete that field to request one account linked to multiple Tax IDs.



After completing the form, click **Submit**. You will receive a message to verify that the request was received for processing:

Thank you for requesting a user account. You will receive an email with your user account information.

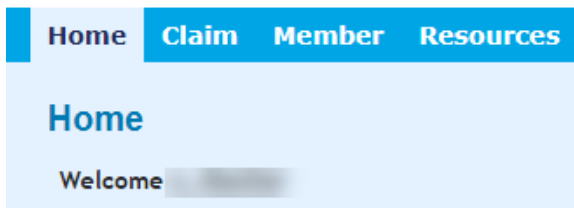
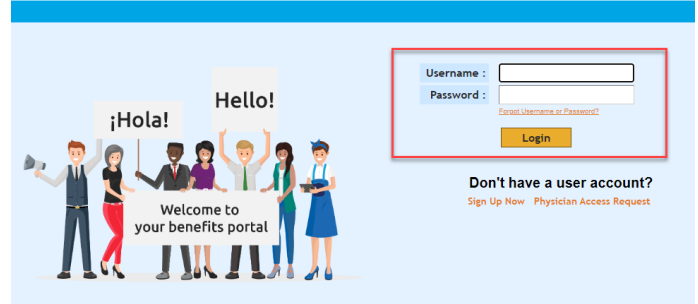
Each access request needs to be manually reviewed for approval; this does not happen automatically. There is no need to submit another request if you received the verification message.

Once your request has been approved, you will receive an email with the following information:

- The assigned Username.
- A temporary password. The password will be the NPI or TIN in reverse (whichever was submitted on the request).

Follow this link to get to the Aither Health claims portal:
<https://aih-mesa.javelinaweb.com/>

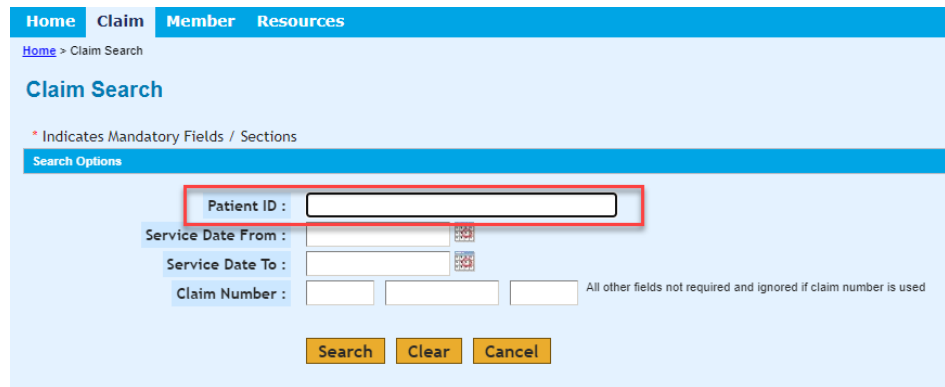
Enter the Username and Password as detailed in your Access Approval Notification, and click **Login**.



The Welcome Page provides options to search by **Claim** or by **Member**.



If you know the Member's ID, perform your search under **Claim**.



Claim Search Results

* Indicates Mandatory Fields / Sections

Search

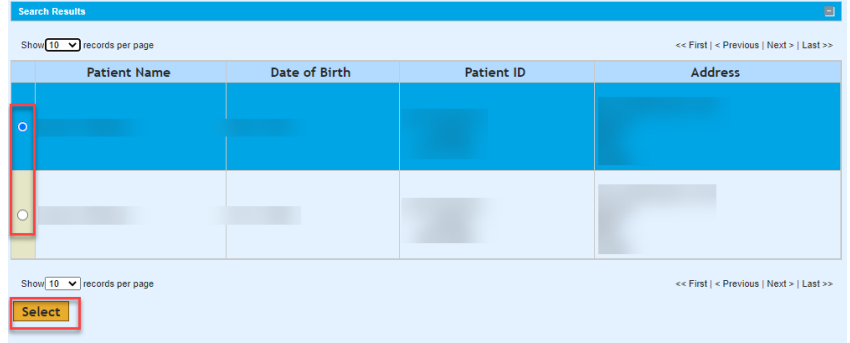
Search Results

Show 10 records per page

	Patient Name	Date of Birth	Patient ID	Address
10				
20				
30				
100				

A list of Members matching your request (if applicable) will be provided. Note that you can expand the list to show more records by selecting the drop-down arrow.

Click the button next to the correct Member, then click **Select**.



Claim Number	Claim Date of Service	Claim Type	Claim Status	Patient Name	Provider	EOB	Processed Date	Charge Amount	Payment Amount
222-000914590-00 11/22/2022		Medical	Paid			View	12/19/2022	1966.33	563.11
222-000706028-00 09/23/2022		Medical	Paid			View	10/03/2022	1559.90	545.99
221-000819106-00 11/08/2021		Medical	Paid			View	11/15/2021	116.00	40.60
221-000793597-00 10/14/2021		Medical	Paid			View	11/15/2021	952.85	333.50
221-000597753-00 08/26/2021		Medical	Paid			View	09/07/2021	1201.25	420.44
221-000139568-00 04/06/2021		Medical	Paid			View	04/20/2021	622.00	217.70
221-000575126-02 04/03/2021		Medical	Paid			View	06/21/2022	100.00	0.00
221-000575126-01 04/03/2021		Medical	Paid			View	06/21/2022	-100.00	-30.00

A list of claims for the Member you selected will be displayed. For detailed claim and payment information, click on the hyperlink **Claim Number**. You may also see a copy of the EOB by selecting the hyperlink **View** in the EOB column.



You may wish to search using the Member's name, which can be done on the **Member Search** page.

(Please note that you do not need to enter both a Last Name and a Patient ID; you are able to search using either of those fields.)

Home
Claim
Member
Resources

[Home](#) > Member Search

Member Search

* Indicates Mandatory Fields / Sections

Search

Search Options * : Both Employees and Dependents

First Name :

Middle Name :

Last Name * :

Date of Birth :

Patient ID * :

Search
Clear
Cancel

When performing a Member Search, a list of members matching the request will be provided. On this page, simply click on the Member Name that matches your request.

Member Search Results

Search

Search Results

Show 10 records per page

Member Name	Status	Effective Date	Date of Birth
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Show 10 records per page

Home Claim Member Resources

Home > Member Search > Member Details

Eligibility

Demographic

[View Claims](#)

Demographic information for that Member will be displayed for you to review. If this is the correct Member, click on **View Claims**.

A list of claims for the Member you selected will be displayed. For detailed claim and payment information, click on the hyperlink **Claim Number**. You may also see a copy of the EOB by selecting the hyperlink **View** in the EOB column.

Claim Search Results

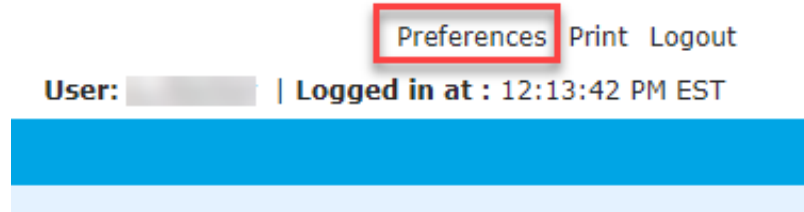
Show 10 records per page

<< First | < Previous | Next > | Last >>

Claim Number	Date of Service	Claim Type	Claim Status	Patient Name	Date of Birth	Provider	EOB	Processed Date	Charge Amount	Payment Amount
222-0000914590-00	11/22/2022	Medical	Paid	[Redacted]	[Redacted]	[Redacted]	View	12/19/2022	1966.33	563.11
222-0000706028-00	09/23/2022	Medical	Paid	[Redacted]	[Redacted]	[Redacted]	View	10/03/2022	1559.90	545.99
221-0000819106-00	11/08/2021	Medical	Paid	[Redacted]	[Redacted]	[Redacted]	View	11/15/2021	116.00	40.60
221-0000793597-00	10/14/2021	Medical	Paid	[Redacted]	[Redacted]	[Redacted]	View	11/15/2021	952.85	333.50
221-0000597753-00	08/26/2021	Medical	Paid	[Redacted]	[Redacted]	[Redacted]	View	09/07/2021	1201.25	420.44
221-0000139568-00	04/06/2021	Medical	Paid	[Redacted]	[Redacted]	[Redacted]	View	04/20/2021	622.00	217.70
221-0000575126-02	04/03/2021	Medical	Paid	[Redacted]	[Redacted]	[Redacted]	View	06/21/2022	100.00	0.00
221-0000575126-01	04/03/2021	Medical	Paid	[Redacted]	[Redacted]	[Redacted]	View	06/21/2022	-100.00	-30.00

Security

To change your password or add security questions, click on **Preferences** on the right side of the Home page.



Preferences

* Indicates Mandatory Fields / Sections

Username :	<input type="text"/>
First Name * :	<input type="text"/>
Middle Name :	<input type="text"/>
Last Name * :	<input type="text"/>
Suffix :	<input type="text"/>
Password :	<input type="password"/> Change Password
Email :	<input type="text"/>
Language :	English
Date Format :	MM/DD/CCYY
Number Format :	1000.00
Security Question * :	--Select--
Security Answer * :	<input type="text"/>

Click the link to change your password. You can also choose or change your Security Question and Answer.

Logging Out

When logging out of the portal, be sure to click the **Logout** link as shown.

Clicking File/Exit or the "X" to log out will **not** log the user out of the system. It only closes the browser window, with the user remaining logged in until the next attempt to log on. At that time, the message, "You are already logged in. You must first log out if you wish to log in again" will display.

