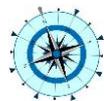




Resources Portal
ORR Care Provider Facilities v1.0
02/24/2015



Navigation Guide

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1 About This Site

PCU Resources Portal is intended to serve as a useful guidance to ORR Care Provider Facilities personnel responsible for coordinating medical and dental care for Unaccompanied Alien Children. Resources Portal is a centralized website that will make it simpler for users to find important information quickly.

Website: maps.pointcomfort.com

2 Getting Started – Access Information

Every ORR Care Provider Facility has been provided a Username and Password to access Resources Portal. Each Facility will have one universal Username and Password.

2.1 Username and Password Retrieval

For retrieval of Username and/or Password, contact:

Point Comfort Underwriters, Inc.
1-844-210-2010
techsupport@pointcomfort.com

3 Member Login Page

To login to Resources Portal follow the steps below:



The screenshot shows a 'Member Login' form with the following fields and elements:

- Username: A text input field.
- Password: A text input field.
- Remember Me: A checkbox.
- Login: A green button.

1. Enter Username
2. Enter Password
3. Click "Login" button

3.1 Remember Me

For those unfamiliar, "Remember Me" is a checkbox present when logging into Resources Portal. If checked, Resources Portal will remember the login information as part of your web cookies settings. If unchecked, login entry information will be required each time. For security purposes, it is not recommended to select this checkbox.

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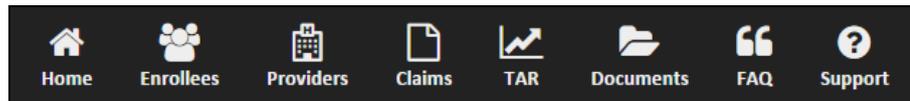
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4 Menu Bar

The Menu Bar is horizontal menu displayed at the top of Resources Portal, providing a listing of available site Pages along with login information.

4.1 Menu Options

Below is a list of available Page options to select from



- Home
- Enrollees
- Providers
- Claims
- TAR
- Documents
- FAQ
- Support

4.2 User Profile

At the far right side of the Menu Bar is the User Profile that displays user login name.

4.3 Logout

At the far right side of the Menu Bar below the User Profile is the “Logout” button. This button will disconnect the user Resources Portal session.

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5 Left Sidebar

The Left Sidebar is vertical information section of Resources Portal located displayed at the far left.



1. Facility Name or Logo will be displayed
2. Point Comfort Underwriters general contact information.

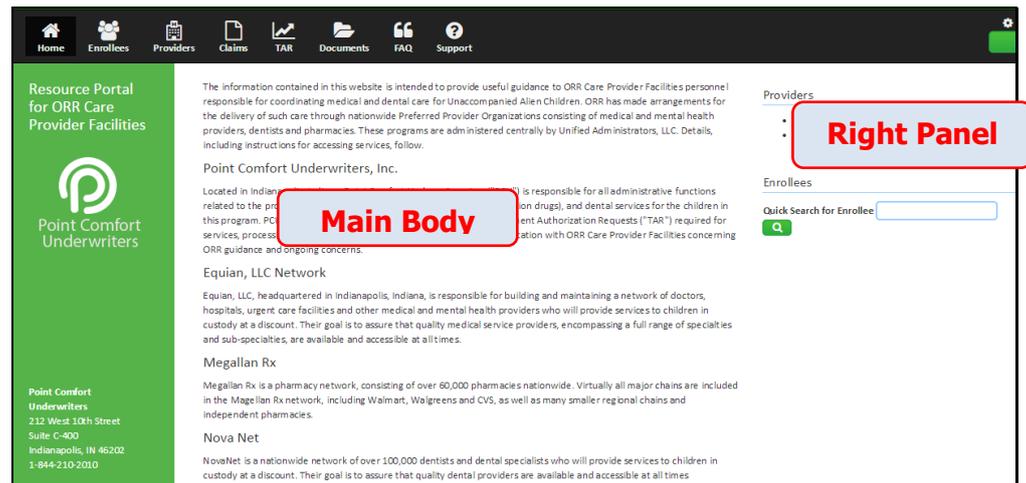
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6 Home Page

The Home Page is the first page presented when a user logs in to Resources Portal. The Home Page consists of the Main Body and Right Panel.

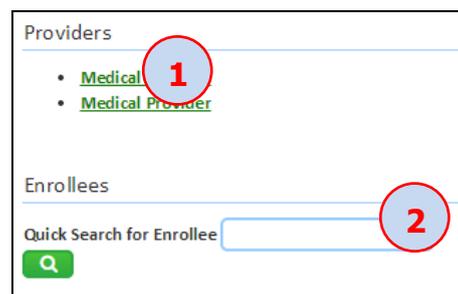


6.1 Main Body

The Main Body provides pertinent information about Point Comfort Underwriters and all participating companies.

6.2 Right Panel

The Right Panel located at the far right side, provides Quick Links and Search features for Medical and Dental Provider links along with Enrollee information.



1. [Providers](#)

Click on either the Equian Medical Network Providers or the NovaNet Dental Network Providers links. Clicking on both links will open another browser.

2. [Enrollees](#)

Enter either full/partial Name or Alien ID # of Enrollee. Click on the “Search” button to open up the Enrollee Page with search criteria displayed.

QUICK LINKS

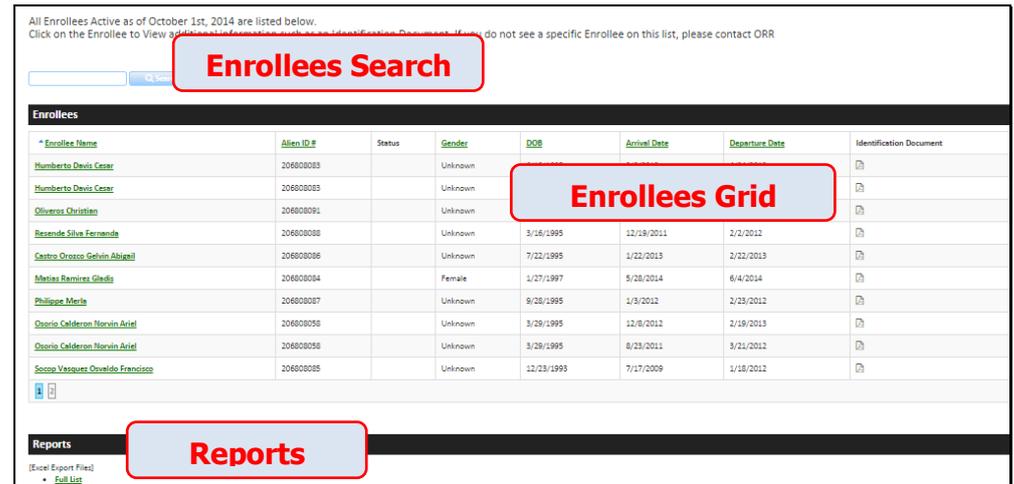
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7 Enrollees Page

The Enrollees Page provides a listing of all Enrollees within the Facility.

NOTE: Only Enrollees that were Active as of October 1st, 2014 will be displayed.



All Enrollees Active as of October 1st, 2014 are listed below.
Click on the Enrollee to View a [Detailed Information with an Identification Document](#). If you do not see a specific Enrollee on this list, please contact ORR.

* Enrollee Name	Alien ID #	Status	Gender	DOB	Arrival Date	Departure Date	Identification Document
Humberto Davis Cesar	206808083		Unknown				
Humberto Davis Cesar	206808083		Unknown				
Olivares Christian	206808091		Unknown				
Resende Silva Fernando	206808088		Unknown	3/16/1995	12/19/2011	1/2/2012	
Castro Orozco Geilyn Abigail	206808086		Unknown	7/22/1995	1/22/2013	2/22/2013	
Medina Ramirez Gladis	206808084		Female	1/27/1997	5/28/2014	6/4/2014	
Phillippe Merle	206808087		Unknown	9/20/1995	1/9/2012	2/23/2012	
Osorio Calderon Norwin Ariel	206808058		Unknown	3/29/1995	12/8/2012	2/19/2013	
Osorio Calderon Norwin Ariel	206808058		Unknown	3/29/1995	8/23/2011	3/21/2012	
Sotop Vasquez Osvaldo Francisco	206808085		Unknown	12/23/1993	7/17/2009	1/18/2012	

Reports
[Excel Export Files]
• [Full List](#)

7.1 Enrollees Search

Enter either full/partial Name or Alien ID # of Enrollee. Click on the “Search” button to open up the Enrollee Page with search criteria displayed.

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7.2 Enrollees Grid

Displays list of all Enrollees in a Grid enabled sorting function.

* Enrollee Name	ID.#	Status	Gender	DOB	Arrival Date	Departure Date	Identification Document
Humberto Davis Cesar	206800083		Unknown	6/18/1995	2/2/2012	4/24/2012	
Humberto Davis Cesar	206800083		Unknown	6/18/1995	4/24/2012	8/28/2012	
Oliveros Christian	206800091		Unknown	4/11/1994	12/1/2011	12/8/2011	
Resende Silva Fernanda	206800088		Unknown	3/16/1995	12/19/2011	2/2/2012	
Castro Orozco Gelvina	206800086		Unknown	7/22/1995	1/22/2013	2/22/2013	
Matias Ramirez Ota	206800084		Female	1/27/1997	5/28/2014	6/4/2014	
Philippe Marie	206800087		Unknown	9/28/1995	1/9/2012	2/23/2012	
Osorio Calderon Norwin Ariel	206800058		Unknown	3/29/1995	12/8/2012	2/19/2013	
Osorio Calderon Norwin Ariel	206800058		Unknown	3/29/1995	8/23/2011	3/21/2012	
Socoo Vasquez Osvaldo Francisco	206800085		Unknown	12/23/1993	7/17/2009	1/18/2012	

1. [Enrollee Detailed Information](#)

Click on Enrollee Name to Open Enrollee detailed information.

Resende Silva Fernanda					
Close					
Resende Silva	Fernanda	206800088	3/16/1995	Unknown	12/19/2011
[Content will be provided] Click to Generate PDF					

2. [Field Sorting](#)

Click on a Field for Ascending or Descending Sorting.

3. [Identification Document](#)

Clicking on an Enrollee Identification Document [pdf icon] will open the Identification Document in a new browser to be printed.

7.3 Reports

Facilities are provided with a Report listing of Enrollees in an Excel format. Click on the Report name and an Excel file will be generated.

- Full
- New Enrollees
- Active
- InActive

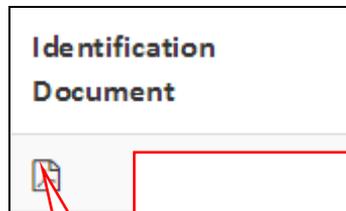
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8 Identification Document

The Office of Refugee Resettlement (ORR) offers limited medical, dental and prescription drug benefits for children in their custody through various networks and organizations as described below. A standard Identification Card is not used for this program. Instead, present this identification document to the medical or dental provider or pharmacy as evidence of eligibility for benefits as of the date indicated.



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Medical/Dental/Rx Identification Document
ALWAYS PRESENT THIS DOCUMENT WHEN SEEKING MEDICAL, DENTAL OR PRESCRIPTION DRUG SERVICES

Issue Date: [REDACTED]
 Name of Care Facility: [REDACTED]

The Office of Refugee Resettlement (ORR) offers limited medical, dental and prescription drug benefits for children in their custody through various networks and organizations as described below. A standard Identification Card is not used for this program. Instead, present this identification document to the medical or dental provider or pharmacy as evidence of eligibility for benefits as of the date indicated.

Last Name: [REDACTED]	First Name: [REDACTED]
ID Number: [REDACTED]	DOB: [REDACTED]
Effective Date: [REDACTED]	

Important Information for Medical Providers: The individual named above is covered for Pre-authorized medical services provided by Equian Network providers. If you are not sure if you are in this network, please contact Equian at: Toll Free – 844-427-8263 / Email - enelson@equian.com. **Pre-authorized medical services provided by Non-network providers are covered; however reimbursement is limited to 100% of Medicare with GPCI.**

An initial physical exam and immunizations, in accordance with ORR guidelines, has been Pre-authorized for the above individual. The Pre-authorization confirmation number is: [REDACTED]. This Pre-authorization is valid for 3 days beginning on the Issue Date indicated above. If more than 3 days has expired, please contact PCU at 1-317-201-2010 for updated Pre-authorization.

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Identification Document



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Medical Claims should be submitted to PCU as follows:

By Mail:	Electronic:
Point Comfort Underwriters, Inc. 212 West 10 th Street, #C400 Indianapolis, IN 46202	claims@pointcomfort.com

Please include the ID number and the Pre-authorization number on all bills.

Important Information for Pharmacies: The individual named above is covered for limited prescription drugs through the Magellan Rx network. Please submit prescriptions using the ID number indicated above. Submit claims electronically to Magellan:

BIN Number	017449
Processor Control Number	6792000
Group Number	PRXUAC

If you have questions regarding coverage, formulary, Pre-authorization or claim submission, contact Magellan at 1-800-424-3312 or RxNetworksDept@magellanhealth.com.

Important Information for Dental Providers: The individual named above is covered for Pre-authorized dental services through NovaNet Dental Network (includes Aetna Dental Administrators Network and Dental Health Alliance Network). If you are not sure if you are in this network, call 1-800-513-7177. Dental claims should be submitted to PCU as follows:

By Mail:	Electronic:
Point Comfort Underwriters, Inc. 212 West 10 th Street, #C400 Indianapolis, IN 46202	claims@pointcomfort.com

Please include the ID number and the Pre-authorization number on all bills.

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9 Providers Page

The Providers Page lists specific information of processes to send Enrollees for initial physical exams and immunizations. Medical and Dental Network Provider information and links are also available.

Providers

All UACs must receive an initial physical exam and immunizations within 48 hours (not including weekends and holidays) of arrival to your facility. The initial physical exam is automatically Pre-authorized. The Pre-authorization number for each child's initial medical exam is indicated on their Identification Document.

Medical Provider Network

To find network medical providers, use the following tool: [Equian](#)

Prescription Drugs

Prescription Drugs are provided through the Magellan Network of pharmacies. This network includes over 60,000 pharmacies, including all major chains such as CVS, Walmart and Walgreens, and many smaller pharmacies nationwide. Just present the Identification Document to the pharmacist when obtaining prescriptions.

[Prescription Drugs](#)

Nova Net

NovaNet is a nationwide network of over 100,000 dentists and dental specialists who will provide services to children in custody at a discount. Their goal is to assure that quality dental providers are available and accessible at all times. To find dental network providers, use the following tool: [Dental Providers](#)

10 Claims Page

The Claims Page provides specific Claims submission process.
NOTE: All Claims with Date of Service PRIOR to March 1st, 2015, must be sent to ORR for process and payment.

Medical Claims should be submitted to PCU as follows:

Electronic:
Claims@PCUnderwriters.com

By Mail:
Point Comfort Underwriters, Inc.
210 W. 10th Street, #C400
Indianapolis, IN 46202

All Claims with Date of Service PRIOR to March 1st, 2015, must be sent to ORR for process and payment.

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11 TAR Page

The Treatment Authorization Request (TAR) Page provides specific authorization process. ORR provides an Authorization Portal to submit a request. Clicking on either the pdf or the link will open a new browser.

Treatment Authorization Request (TAR)

General guidance:

All TARs should be submitted in advance of medical or dental treatment except in case of emergency. Submit as complete a description of the signs/symptoms for which the UAC needs to seek treatment. If this is a follow up appointment, detail the plan of care or what is to be done during the exam/visit. The more complete the information, the quicker the adjudication.

Further Information About TAR

[TAR Submission Guidance](#)

To Access ORR's Authorization Portal click link below: [ORR Authorization Portal](#)

For questions on TAR submissions, please contact the PCU Clinical Team: Clinical@pointcomfort.com

12 Documents Page

The Documents Page provides pertinent document of forms submission or process information to assist in the UAC Plan. Clicking on either the pdf or the link will open a new browser.

Important Documents

- [IRS W-9 Form](#)
- [How to submit a claim](#)
- [TAR Submission Guidance](#)
- [Revised Initial Medical Exam 7-22-14](#)
- [General Dental Services Policy 2014](#)
- [List of ADA Codes Approvable by ORR_DUCS-1](#)
- [ORR Formulary \(Revised 9-2013\)](#)
- [Correctional Eye Care FAQs_2014 FINAL](#)
- [Correctional Eyecare Eyeglass Frames](#)
- [DCS Medical - TAR system 2014](#)
- [Psychiatric Inpatient Extended Stay Request Form](#)
- [Provider Nomination Form](#)

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13 FAQ Page

The FAQ Page provides a list of Frequently Asked Questions in reference to the UAC Plan process, coverage, network, Resources Portal, etc.

Frequently Asked Questions

Q. Who is eligible to receive medical, mental health, dental and prescription drug services through the ORR program?

A: All Unaccompanied Alien Children (UAC) in ORR custody are eligible to receive medical, mental health, dental and prescription drug services as approved by PCU. Coverage is effective on the first day that a UAC is in ORR's care and ends on the day that the UAC is no longer in ORR's care as indicated by the ORR/DUCS Tracking and Management System (TMS). A newborn child of UAC who gives birth while in ORR custody is also eligible for medical care while in ORR custody. *The UAC must be "verified" in TMS in order for claims to be approved.

Q. Am I required to use certain medical/mental health providers?

A: ORR has contracted with Equian Network of medical providers. You can perform a search for providers in your area using the search tool on the PCU Resource Portal. You must use a provider that is in this Network whenever possible.

Q. What if there are no medical/mental health network providers in my area or there are no network providers with the specialty(ies) needed?

A: Under these circumstances, you may use non-network providers, however they must agree to accept Medicare reimbursement levels in full payment for services rendered.

Q. What if I want to recommend a provider to be added to the Equian network?

14 Support Page

The Support Page provides a list of Important Contacts information whether related to processes, coverage, claims, etc.

Important Contacts

For questions about...	Contact
Pre-authorization of medical, mental health or dental treatment (TARS)	Point Comfort Underwriters, Inc. 1- 844-210-2010 medical@pointcomfort.com
Network Medical Providers	Equian, LLC. 1-844-427-8236 enelson@equian.com
Dental Providers	NovaNet Dental 1-800-513-7177
Pharmacy Providers	Magellan Rx 1-800-424-0472
Status of a Claim	Point Comfort Underwriters, Inc. 1-844-210-2010 claims@pointcomfort.com

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15 Site Support

Technical Difficulties with Resources Portal, contact:

Point Comfort Underwriters, Inc.
1-844-210-2010
techsupport@pointcomfort.com