



POST-N-TRACK PORTAL PROVIDER QUESTIONS & ANSWERS

Q: What can I view on the Post-N-Track (PNT) portal?

A: You can view eligibility, claims status, create and/or view authorizations, create and/or view hospital admissions.

Q: How do I get access to CMO's PNT portal?

A: You can access the PNT portal from the following ways:

- CMO Website: www.cmocares.com. Click on Healthcare Providers tab. Click on Enter Post-N-Track.
- Contact: CMO Provider Relations Department 914-377-4477
- Email: CMOProviderRelations@montefiore.org

Q: How do I know if I qualify for access to PNT?

A: All IPA participating providers and Emblem/HIP Health Plan participating providers will be granted access to the PNT system.

Q: Do I need to sign any paperwork and who do I send it to?

A: Any provider office (staff) that requires access to the PNT portal can register online but in order to be granted access to the PNT portal, each provider office must sign an organizational agreement. Only one organizational agreement is needed per provider group to grant access.

Q: Do I need to have an email address in order to register?

A: Yes. Anyone registering for the PNT portal needs an individual email address per person.

Q: Can I share my password and username with the group?

A: According to HIPPA guidelines, a registered user cannot share personal username or password at any time. These rules are highlighted in the organizational and user agreements.

Q: How long will it take for me to have access to the PNT system after I register?

A: Within five (5) business days you will receive an email indicating that you have access to the portal.

Q: Will my account be deactivated if I do not use the system after I register?

A: After 60 days of inactivity, the system will automatically deactivate your account and you would need to call CMO Provider Relations to have your account reactivated.

Q: Who do I call if I need a claim to be reprocessed after I view it on PNT?

A: Call CMO Customer Services at 914-377-4400 for issues with processed claims.

Q: What are the system requirements to be able to access PNT Portal?

- Each person registering must have an individual email address
- Computer with internet capabilities
- Minimum 2 Gigabytes of RAM
- Operating systems: Windows 7, Vista, XP
- Internet Browser: 8 & 7 or Firefox
- Internet Explorer 6 –must run patch for Windows XP - WindowsXP-KB942840-x86-ENU.exe