





# PEAR Organization Enrollment



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## User guide details

	<p><b>Audience</b> This user guide applies to Organization Signatories responsible for registering the provider organization, as defined by a single tax ID or group of tax IDs, for the PEAR portal.</p>
	<p><b>Overview</b> This user guide focuses on the PEAR portal enrollment of your provider organization.</p>
	<p><b>Objective</b> This user guide will help you register your provider organization for the PEAR portal.</p>
	<p><b>Notes</b> The member/provider data shown is used for training purposes only and does not reflect actual member/provider data. You may see minor screen variations when logging onto the portal. Process steps remain the same and applicable to Independence Blue Cross, Independence Administrators, AmeriHealth Pennsylvania, AmeriHealth New Jersey, and AmeriHealth Administrators.</p>

## Key terms

<b>Provider Engagement, Analytics &amp; Reporting PEAR)</b>	<p>The portal that serves as the central access point to multiple digital tools for participating health care providers. The portal serves the following plans: Independence Blue Cross, Independence Administrators, AmeriHealth Pennsylvania, AmeriHealth New Jersey, and AmeriHealth Administrators.</p>
<b>Organization Signatory</b>	<p>The officer or owner of the practice or organization who is authorized to legally bind or enter into a contract with the plan. The Organization Signatory may also be an Organization Administrator.</p>
<b>Organization Administrator</b>	<p>A person who has the most access to all licensed materials and license data delivered through the PEAR portal for your provider organization. The person is responsible for provisioning access to the PEAR portal and its applications to end users within the provider organization. This includes provisioning access to the Location Administrators. The Organization Administrator can add, disable, terminate, or edit end-user access for all locations across the provider organization. Each provider organization, as defined by a single Tax ID or a group of Tax IDs, has two Organization Administrators.</p>
<b>Location Administrator</b>	<p>A portal user that manages PEAR portal access at one or more provider locations. The Location Administrator can add, disable, terminate, or edit end-user access for his/her designated location(s). Only the Organization Administrators can create Location Administrators. This is an optional role, and there can be unlimited Location Administrators.</p>
<b>Portal end user</b>	<p>Someone in the practice or facility that is granted access to specific PEAR portal applications and roles by either the Organization Administrator or Location Administrator. There is no limit to the number of end users that can be created.</p>

## Section 1: Getting ready to enroll for the PEAR portal

### Who can request enrollment?

The provider [Organization Signatory](#) is the only person at the provider organization, as defined by a single tax ID or group of tax IDs, who can enroll for the PEAR portal. The Organization Signatory must be an individual that can legally bind the provider organization. As part of the registration process, the authorized individual will be required to accept and attest to the terms in a PEAR Portal License Agreement on behalf of the provider organization. An Organization Signatory must submit the enrollment only once for the provider organization. This single enrollment request will cover PEAR access for all plans in which your provider organization participates.

PEAR portal access will be provisioned one time for the entire provider organization. Once initial PEAR access is granted, the Organization Signatory may grant access to the rest of the provider organization.

After initial access is granted to the provider organization, all access is managed by those at the provider organization serving as PEAR portal [Organization and Location Administrators](#).

**Note:** If you are not an Organization Signatory, or if your provider organization is already enrolled in the PEAR portal and you are looking to set up your or another individual's access to the PEAR Portal, please contact the PEAR Organization or Location Administrators at your provider office.

### What information will you need at the time of enrollment?

For enrollment, you will need the following:

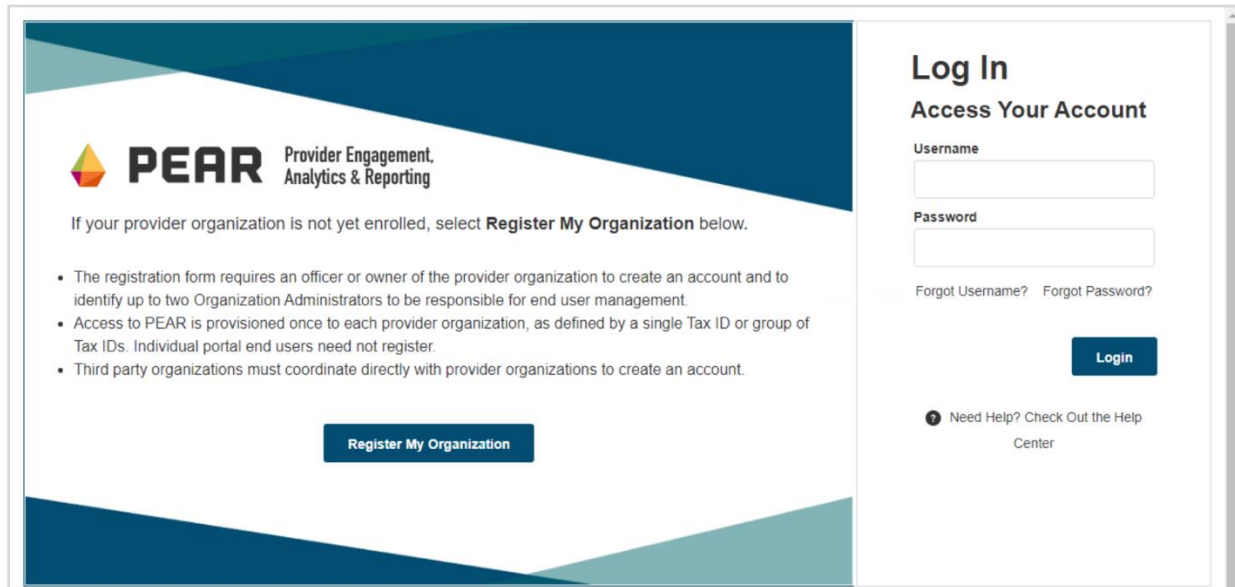
- Requestor information including the name, job title, email address, and phone number with extension, if applicable.
- Provider information including the name, tax ID, and Group/Facility NPI.
- Two finalized claims records tied to your provider organization with dates of service up to one year from the current date. Information about the claims including the claim number, date of service, and billed amount.
- Detailed information for two Organization Administrators including their name, job title, email address, and phone number with extension, if applicable.

**Note:** You may select two Organization Administrators or identify yourself as one of the Organization Administrators.

## Section 2: Accessing the PEAR portal

To access the PEAR portal, enter <https://www.pearprovider.com> in any Internet browser window.

**Note:** Google Chrome and Microsoft Edge are supported. Microsoft Internet Explorer (IE) is no longer supported.



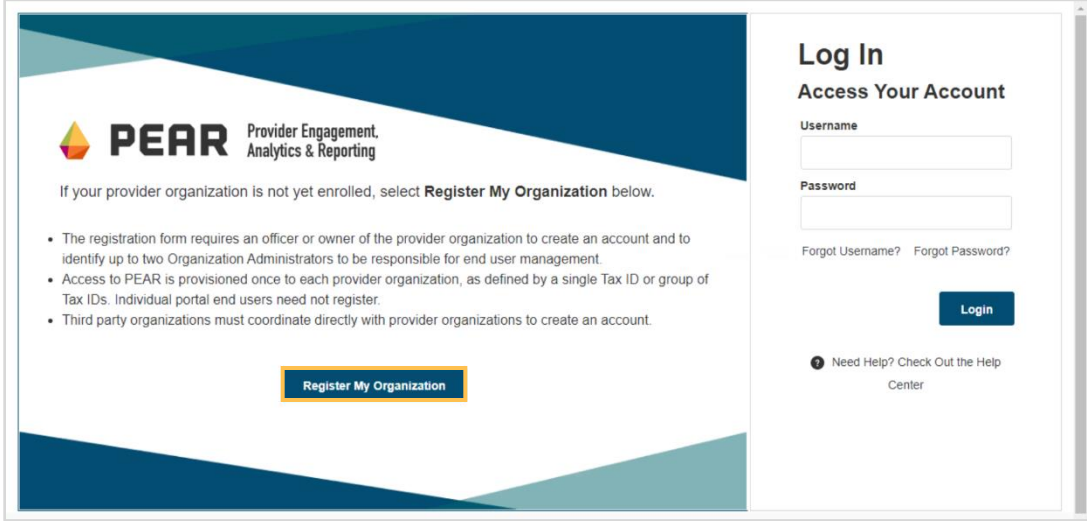
The screenshot shows the PEAR portal interface. On the left, the PEAR logo is displayed with the text "PEAR Provider Engagement, Analytics & Reporting". Below the logo, a message states: "If your provider organization is not yet enrolled, select **Register My Organization** below." A list of bullet points provides details about the registration process:

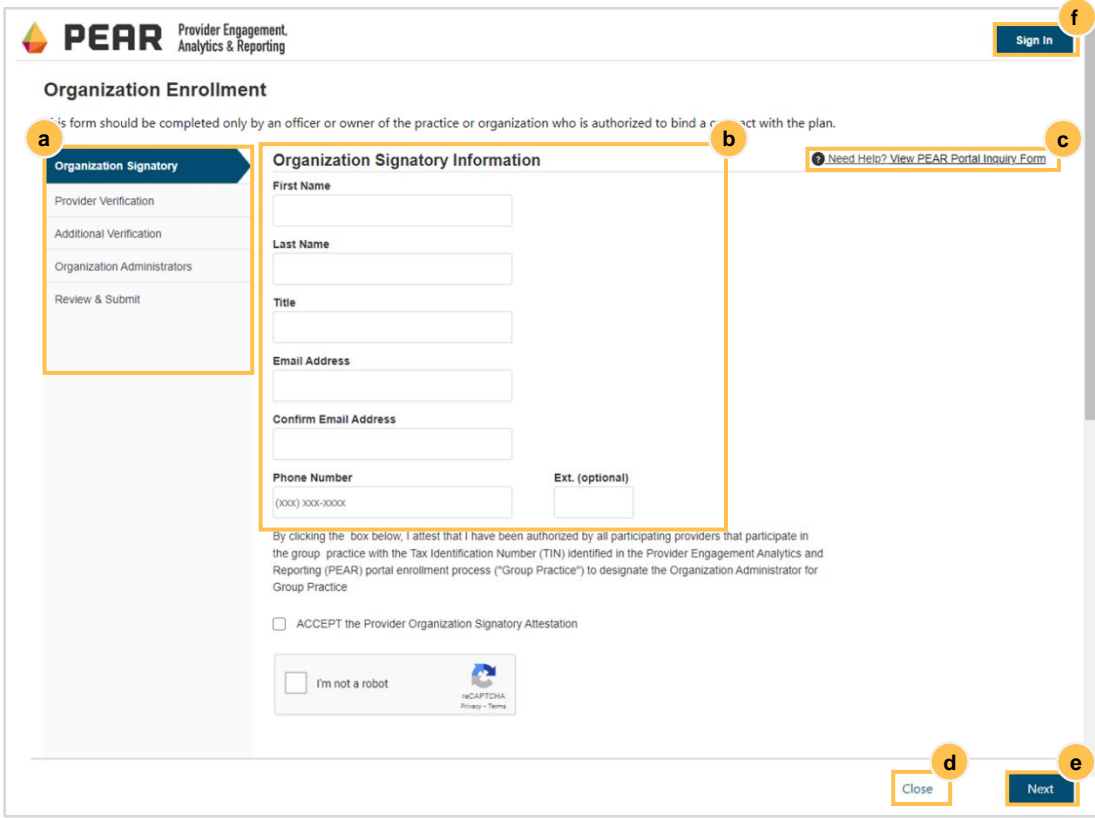
- The registration form requires an officer or owner of the provider organization to create an account and to identify up to two Organization Administrators to be responsible for end user management.
- Access to PEAR is provisioned once to each provider organization, as defined by a single Tax ID or group of Tax IDs. Individual portal end users need not register.
- Third party organizations must coordinate directly with provider organizations to create an account.

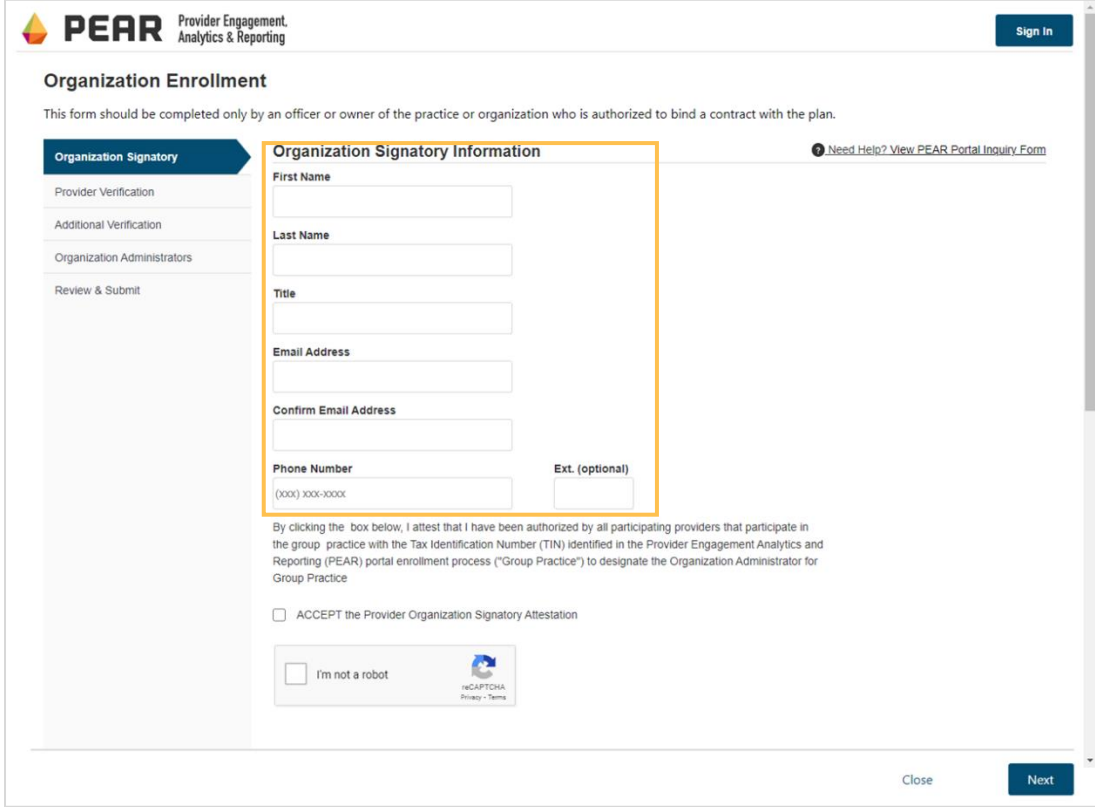
A blue button labeled "Register My Organization" is positioned below the list. On the right side of the page, the "Log In" section is titled "Access Your Account". It includes input fields for "Username" and "Password", with "Forgot Username?" and "Forgot Password?" links below. A blue "Login" button is located below the password field. At the bottom of the login section, there is a link: "Need Help? Check Out the Help Center".

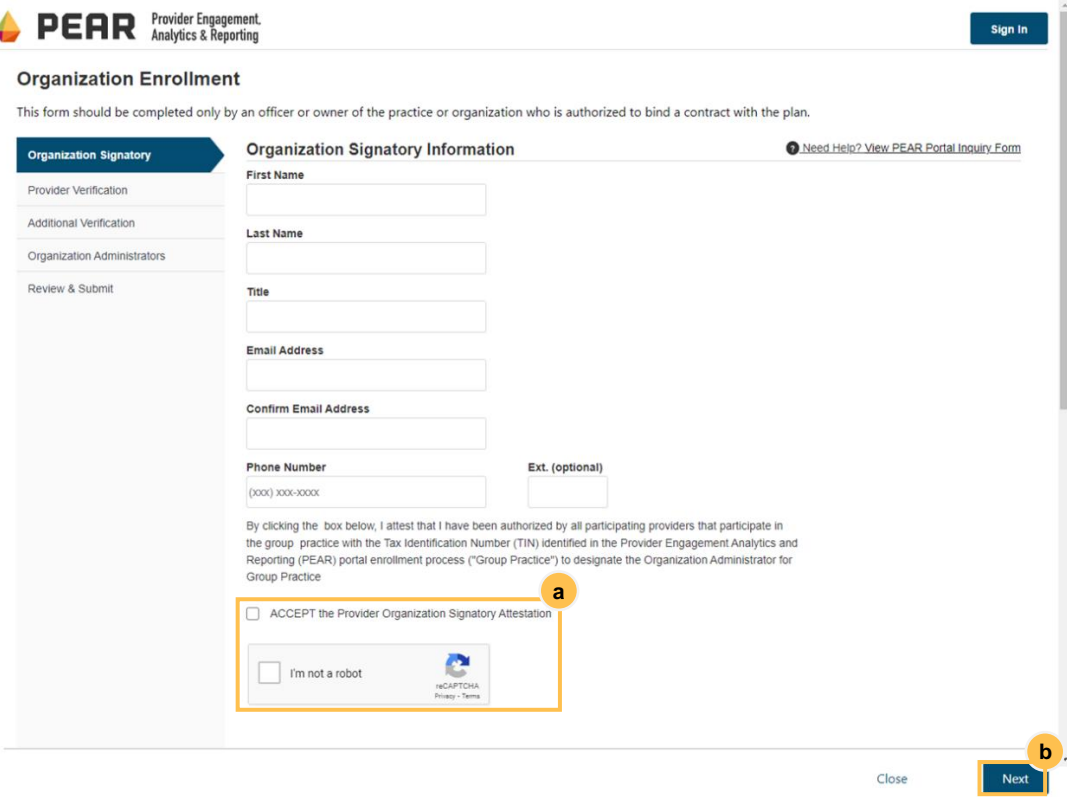
## Section 3: Registering the provider organization

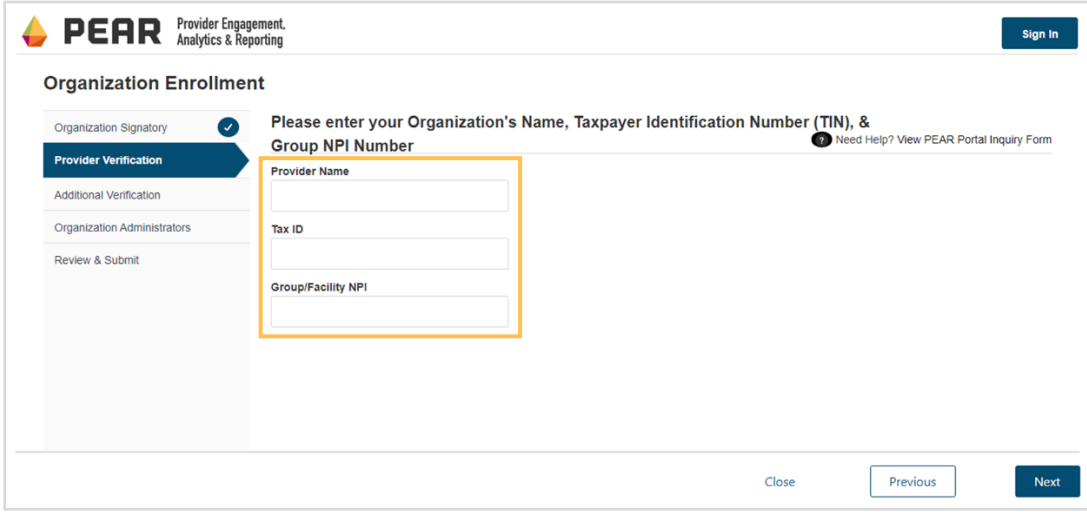
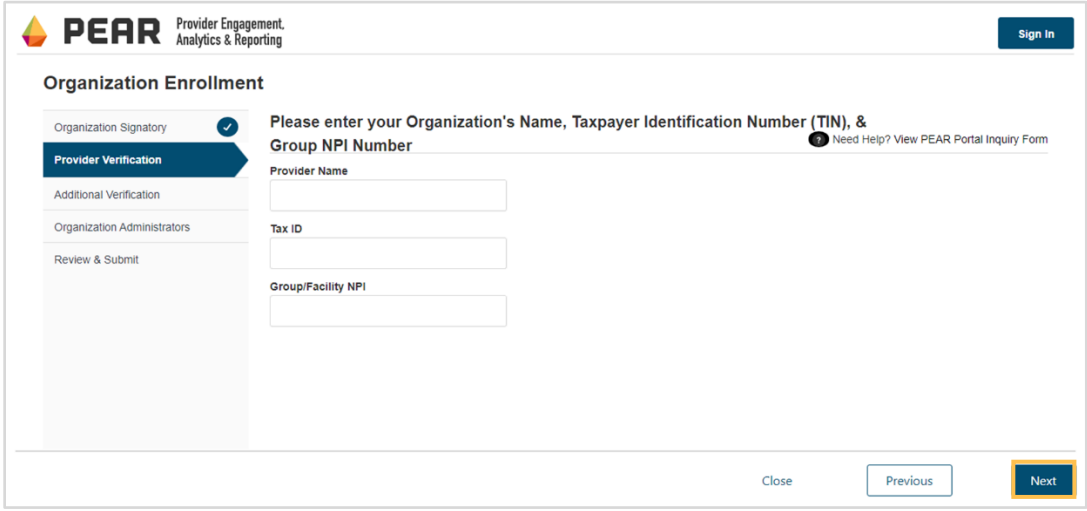
If you are an Organization Signatory for a provider organization not yet enrolled for the PEAR portal, perform the following steps to register your provider organization for the PEAR portal:

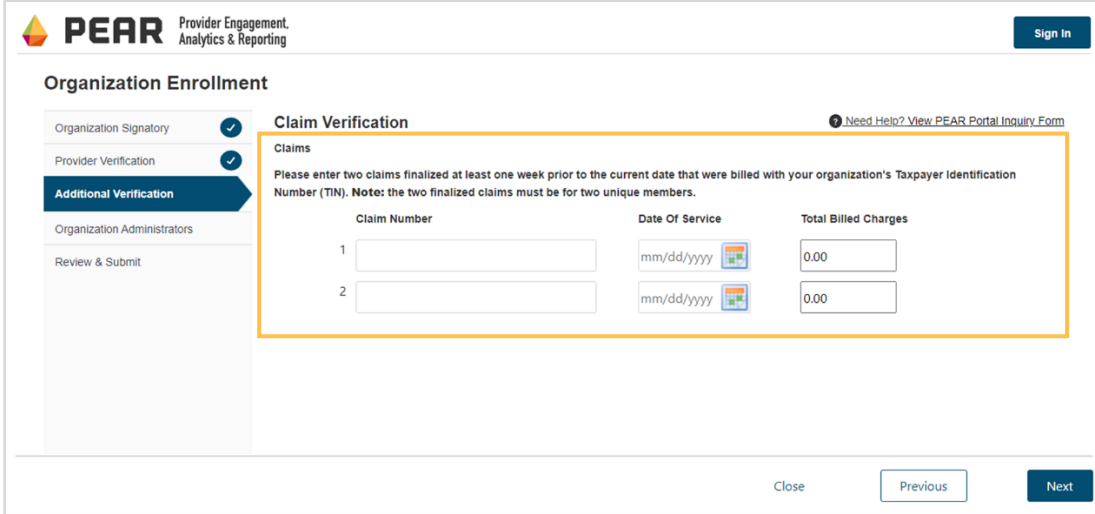
Step #	Action
1.	<p data-bbox="326 489 1312 520">On the PEAR portal landing page, click the <i>Register My Organization</i> button.</p>  <p data-bbox="380 674 699 716"><b>PEAR</b> Provider Engagement, Analytics &amp; Reporting</p> <p data-bbox="380 737 976 758">If your provider organization is not yet enrolled, select <b>Register My Organization</b> below.</p> <ul data-bbox="370 785 1029 884" style="list-style-type: none"> <li>• The registration form requires an officer or owner of the provider organization to create an account and to identify up to two Organization Administrators to be responsible for end user management.</li> <li>• Access to PEAR is provisioned once to each provider organization, as defined by a single Tax ID or group of Tax IDs. Individual portal end users need not register.</li> <li>• Third party organizations must coordinate directly with provider organizations to create an account.</li> </ul> <p data-bbox="602 919 786 951"><b>Register My Organization</b></p> <p data-bbox="1117 596 1325 657"><b>Log In</b> Access Your Account</p> <p data-bbox="1117 674 1328 722">Username <input type="text"/></p> <p data-bbox="1117 732 1328 781">Password <input type="password"/></p> <p data-bbox="1117 798 1328 814">Forgot Username? Forgot Password?</p> <p data-bbox="1260 846 1328 873"><b>Login</b></p> <p data-bbox="1130 909 1320 947">Need Help? Check Out the Help Center</p>

Step #	Action
2.	<p>The <i>Organization Enrollment</i> page is displayed. You will enter all the information required to register your provider organization for the PEAR portal on this page.</p> <p>When the first step is shown on this page, the following elements are visible:</p> <ol style="list-style-type: none"> <li>The pane on the left of the screen lists all the steps to register your provider organization. You must complete the current step with all the required information to proceed to the next step. You can revisit a completed step anytime during the registration process.</li> <li>You will enter information about the requester in the <i>Organization Signatory Information</i> section.</li> <li>If you need any help during the registration process, you can click the <i>Need Help? View PEAR Portal Inquiry Form</i> link.</li> <li>You can click the <i>Close</i> button to cancel the registration process and go back to the landing page. You can click the button during any step.</li> <li>Click the <i>Next</i> button to move to the next step after entering all the required information for the current step.</li> <li>You can click the <i>Sign In</i> button on any page to log into the PEAR portal.</li> </ol>  <p><b>Note:</b> Forms that are in progress cannot be saved. Only completed registration forms may be submitted to the plan.</p>

Step #	Action
3.	<p>On the <i>Organization Enrollment</i> page, enter the following requestor information:</p> <ul style="list-style-type: none"> <li>• First name</li> <li>• Last name</li> <li>• Job title</li> <li>• Email address</li> <li>• Phone number with extension, if applicable</li> </ul> <p><b>Note:</b> The email address you enter on this page will continue to be associated with your account. Remember that the email address you enter should be specific to you and should not already be associated with an existing account in PEAR. If you use such an email address, an error message indicating that an account already exists with the email address will be displayed and you will not be able to proceed.</p> 

Step #	Action
4.	<p>Scroll down, if required, to review the <i>Provider Organization Signatory Attestation</i> confirming that you have the authority to request access and then perform these steps:</p> <ol style="list-style-type: none"><li>Select the <i>ACCEPT</i> check box to accept the attestation and select the <i>I'm not a robot</i> check box.</li><li>Click the <i>Next</i> button.</li></ol>  <p>The screenshot shows the PEAR Organization Enrollment form. At the top left is the PEAR logo (Provider Engagement Analytics &amp; Reporting) and a 'Sign In' button. The main heading is 'Organization Enrollment'. Below it is a sub-heading 'Organization Signatory Information' with a 'Need Help? View PEAR Portal Inquiry Form' link. A sidebar on the left contains navigation links: 'Organization Signatory' (highlighted), 'Provider Verification', 'Additional Verification', 'Organization Administrators', and 'Review &amp; Submit'. The form fields include: First Name, Last Name, Title, Email Address, Confirm Email Address, Phone Number (with a mask '(xxx) xxx-xxxx'), and an optional 'Ext. (optional)' field. Below the fields is a paragraph of text: 'By clicking the box below, I attest that I have been authorized by all participating providers that participate in the group practice with the Tax Identification Number (TIN) identified in the Provider Engagement Analytics and Reporting (PEAR) portal enrollment process ("Group Practice") to designate the Organization Administrator for Group Practice'. Below this text is a checkbox labeled 'ACCEPT the Provider Organization Signatory Attestation'. Below the checkbox is another checkbox labeled 'I'm not a robot' next to a CAPTCHA image. At the bottom right of the form is a 'Next' button. Annotations 'a' and 'b' are present: 'a' is a yellow circle next to the 'ACCEPT' checkbox, and 'b' is a yellow circle next to the 'Next' button.</p>

Step #	Action
<p>5.</p>	<p>The <i>Provider Verification</i> page is displayed. Enter the following information for your provider organization:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Tax ID</li> <li>• Group/Facility NPI</li> </ul>  <p><b>Note:</b> If the Tax ID or NPI entered is not recognized, you will not be able to proceed until you enter correct information.</p>
<p>6.</p>	<p>Click the <i>Next</i> button.</p>  <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• You can click the <i>Previous</i> button to go back to the previously completed step.</li> <li>• You will see a blue check mark for completed steps.</li> </ul>

Step #	Action
7.	<p>After providing provider organization information, the <i>Claim Verification</i> page is displayed. On this page, you will be prompted to enter two claims records tied to your provider organization to verify your information:</p> <ul style="list-style-type: none"><li>• Claim number</li><li>• Date of service</li><li>• Total billed charges</li></ul> 

Step #	Action									
8.	<p>Click the <i>Next</i> button.</p> <div data-bbox="326 323 1398 827" style="border: 1px solid #ccc; padding: 10px;"> <p><b>PEAR</b> Provider Engagement, Analytics &amp; Reporting <span style="float: right;">Sign In</span></p> <p><b>Organization Enrollment</b></p> <p>Organization Signatory <input checked="" type="checkbox"/> <b>Claim Verification</b> <a href="#">Need Help? View PEAR Portal Inquiry Form</a></p> <p>Provider Verification <input checked="" type="checkbox"/> <b>Claims</b></p> <p><b>Additional Verification</b> <input checked="" type="checkbox"/></p> <p>Organization Administrators</p> <p>Review &amp; Submit</p> <p>Please enter two claims finalized at least one week prior to the current date that were billed with your organization's Taxpayer Identification Number (TIN). <b>Note:</b> the two finalized claims must be for two unique members.</p> <table border="1"> <thead> <tr> <th>Claim Number</th> <th>Date Of Service</th> <th>Total Billed Charges</th> </tr> </thead> <tbody> <tr> <td>1 <input type="text"/></td> <td>mm/dd/yyyy <input type="text"/></td> <td>0.00 <input type="text"/></td> </tr> <tr> <td>2 <input type="text"/></td> <td>mm/dd/yyyy <input type="text"/></td> <td>0.00 <input type="text"/></td> </tr> </tbody> </table> <p style="text-align: right;">Close <input type="button" value="Previous"/> <input style="border: 2px solid yellow;" type="button" value="Next"/></p> </div> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• At least one out of the two claims record you enter on this page should be correct for you to proceed to the next step. In this case, the registration is put in a <i>Pending</i> status upon submission for review/outreach.</li> <li>• If both records are correct, your account will be created upon submission.</li> <li>• If both records are incorrect, you will get an error message prompting you to check the data entered and try again. In this case, enter the correct the data in the fields displaying red highlights and click <i>Next</i> again.</li> <li>• Remember you have two attempts. If none of the entered information is valid after two attempts, your enrollment request will be denied.</li> </ul>	Claim Number	Date Of Service	Total Billed Charges	1 <input type="text"/>	mm/dd/yyyy <input type="text"/>	0.00 <input type="text"/>	2 <input type="text"/>	mm/dd/yyyy <input type="text"/>	0.00 <input type="text"/>
Claim Number	Date Of Service	Total Billed Charges								
1 <input type="text"/>	mm/dd/yyyy <input type="text"/>	0.00 <input type="text"/>								
2 <input type="text"/>	mm/dd/yyyy <input type="text"/>	0.00 <input type="text"/>								

9. The *Enter Organization Administrator Information* page is displayed. On this page, you will identify up to two Organization Administrators to manage PEAR portal access for your organization.

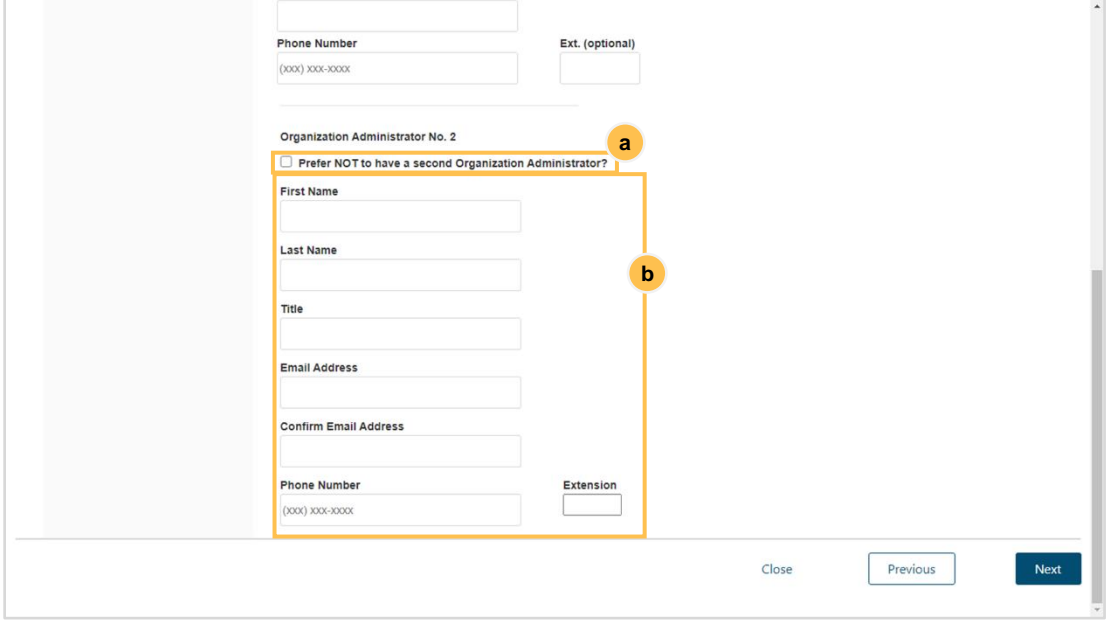
**Notes:**

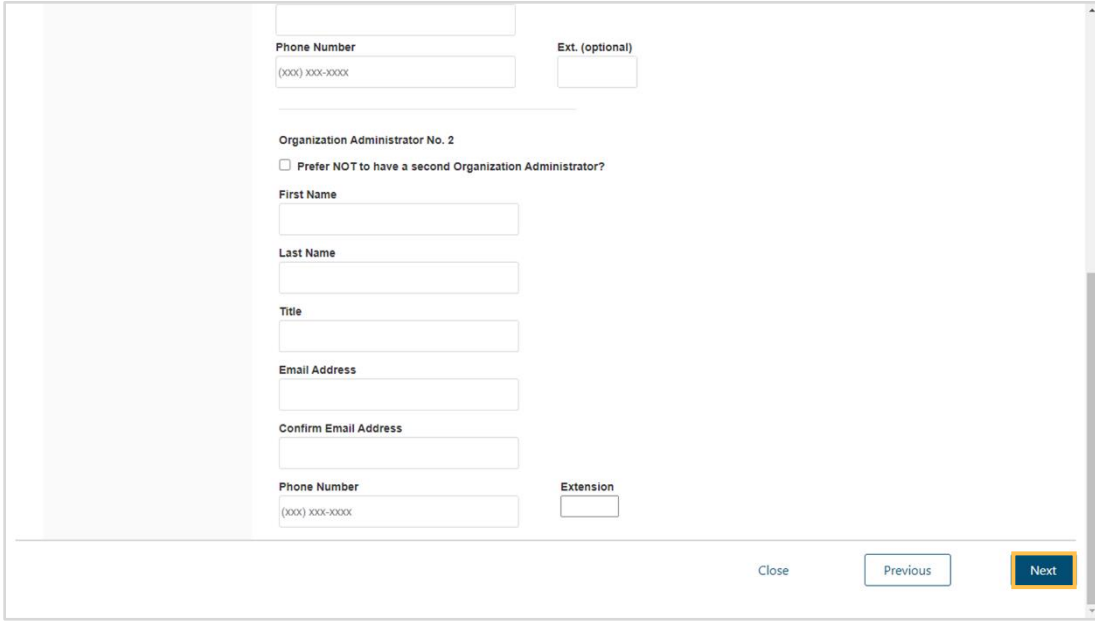
- Organization Administrators are individuals responsible for provisioning access to the PEAR portal and its applications to end users within the provider organization.
- Each provider organization, as defined by a single Tax ID or a group of Tax IDs can identify up to two Organization Administrators. You are encouraged to name two individuals as Organization Administrators.
- Should your organization need to change Organization Administrators after being enabled with PEAR, the Organization Signatory can complete an [Organization Administrator change form](#).
- You will not be able to identify an Organization Administrator with previously established credentials in PAT for another provider organization.

Start by completing the *Organization Administrator No. 1* section:

- If the requestor identified in step 3 is to be identified as the Organization Administrator, select the *Same as Organization Signatory?* check box.
- If you'd like to identify another individual as an Organization Administrator, enter the following details for that individual:
  - First name
  - Last name
  - Job title
  - Email address
  - Phone number with extension, if applicable

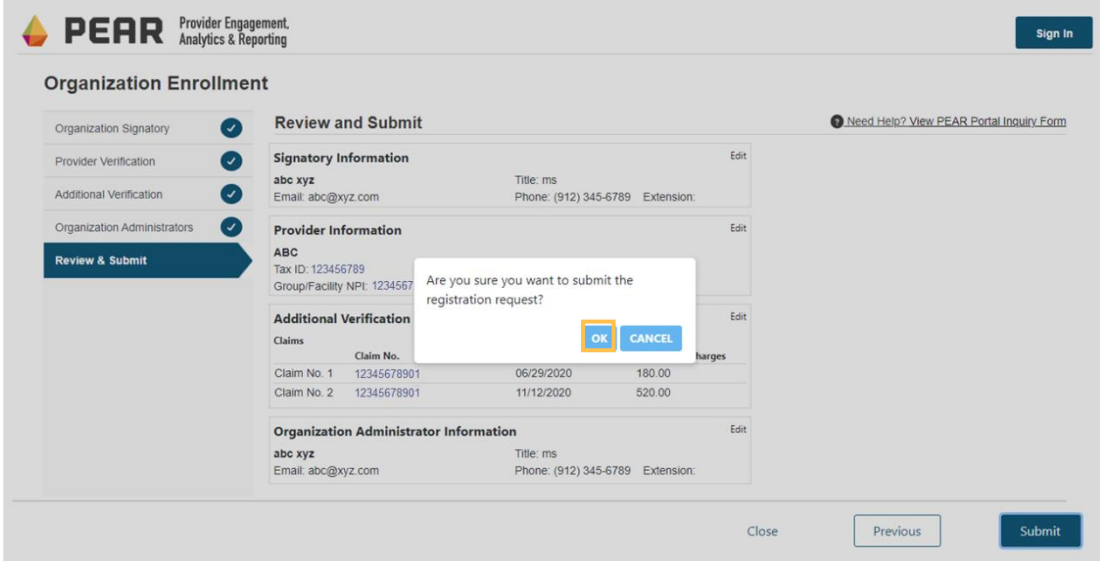
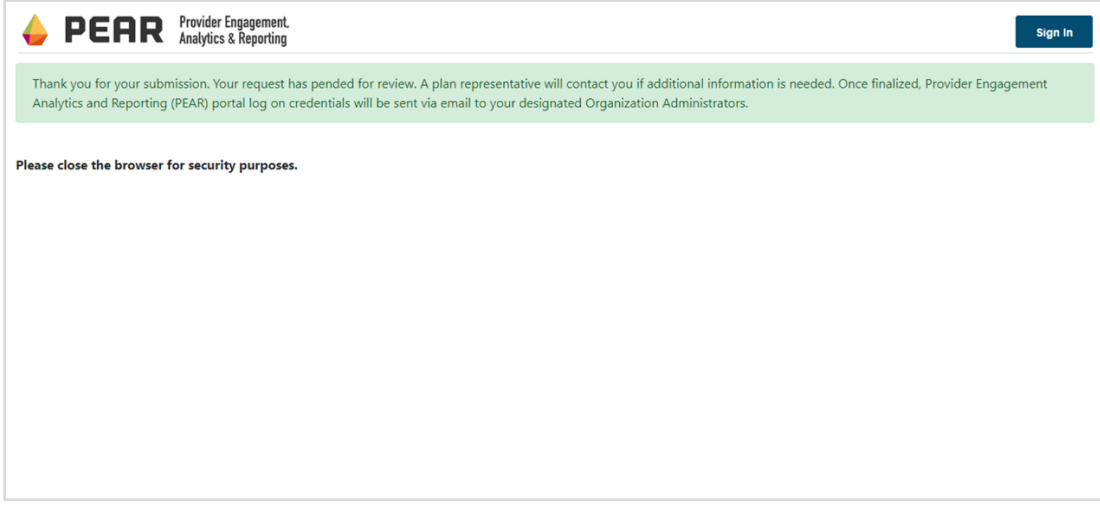
The screenshot shows the PEAR Organization Enrollment page. On the left, there is a navigation menu with options: Organization Signatory, Provider Verification, Additional Verification, Organization Administrators (highlighted), and Review & Submit. The main content area is titled "Enter Organization Administrator Information" and includes a "Need Help? View PEAR Portal Inquiry Form" link. Below the title, there is a section for "Organization Administrator No. 1" with a checkbox for "Same as Organization Signatory?". A yellow box highlights the form fields for "First Name", "Last Name", "Title", "Email Address", "Confirm Email Address", and "Phone Number" (with an "Ext. (optional)" field). A yellow line connects a callout 'a' to the "Title" field and a callout 'b' to the "Email Address" field.

Step #	Action
10.	<p>Scroll, if required, to the <i>Organization Administrator No. 2</i> section:</p> <ol style="list-style-type: none"> <li>If you will be proceeding with only one Organization Administrator, select the <i>Prefer NOT to have a second Organization Administrator?</i> check box.</li> <li>If you'd like to identify a second individual as an Organization Administrator, enter the following details for that individual: <ul style="list-style-type: none"> <li>• First name</li> <li>• Last name</li> <li>• Job title</li> <li>• Email address</li> <li>• Phone number with extension, if applicable</li> </ul> </li> </ol> 

Step #	Action
11.	<p>Click the <i>Next</i> button.</p>  <p>The screenshot shows a web form with the following fields and controls:</p> <ul style="list-style-type: none"><li>Phone Number: (xxx) xxx-xxxx</li><li>Ext. (optional):</li><li>Organization Administrator No. 2: <input type="checkbox"/> Prefer NOT to have a second Organization Administrator?</li><li>First Name:</li><li>Last Name:</li><li>Title:</li><li>Email Address:</li><li>Confirm Email Address:</li><li>Phone Number: (xxx) xxx-xxxx</li><li>Extension:</li><li>Buttons: Close, Previous, Next (highlighted)</li></ul>

Step #	Action
12.	<p>Once you have identified your Organization Administrators, the <i>Review and Submit</i> page is displayed.</p> <p>Review the details entered and click the <i>Edit</i> link if you want to change any information.</p> <div data-bbox="326 457 1403 1039"> </div> <p><b>Note:</b> When you click the <i>Edit</i> link, you are routed to that step. You can make the required changes on that step and then click the <i>Review &amp; Submit</i> step on the multi-step menu to return to the <i>Review and Submit</i> page.</p>

13.	<p>Click the <i>Submit</i> button to submit the request.</p> <div data-bbox="326 1262 1403 1843"> </div>
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Step #	Action
14.	<p>Upon clicking the <i>Submit</i> button, a confirmation message is displayed. Click <i>OK</i> to proceed.</p>  <p>A success message is displayed. Once your enrollment is complete and verified, your Organization Administrators will receive their logon credentials via the email address provided at the time of enrollment along with instructions for getting your organization ready to transact in the PEAR portal.</p> 

## Summary

This user guide covered the steps for Organization Signatories to register the provider organization, as defined as a single Tax ID or group of Tax IDs, for the PEAR portal. To do this, Organization Signatories are required to fill out the following information before reviewing and submitting the form:

1. Requestor information
2. Provider information
3. Claims verification
4. Organization Administrator information