

First Quarter 2012
Coventry Health Care – Directprovider.com Training

To register your provider office staff for Coventry Health Care's Directprovider.com training sessions, please send an e-mail with "Directprovider.com Training" in the subject line **and** include the section(s)/date(s) you wish to attend in the body of the message to the following e-mail address:

TrainingNetworkManagement@cvty.com

(Please do not send e-mails to this address for CMS Training, refer to the local health plan website/mailler or contact your local Provider Relations representative for questions on CMS Training.)

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All Directprovider.com training is conducted on-line via Microsoft Live Meeting. The log-in & conference call in instructions will be e-mailed prior to the training sessions.  
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DIRECTPROVIDER.COM TRAINING – (EXTERNAL CUSTOMERS ONLY)
Coventry Employees should view/register for upcoming Directprovider.com (Network Management) training offerings via the Saba LMS

Due to the varied functionality available in Directprovider.com, training will be offered in three 60 to 90 minute separate sections:

Section 1

- Registration Process
- Manage Accounts
- Resource Library
- News
- ePrescribing

Section 2

- Claim Inquiry
- Remittance Advices
- Message Center
- PPO Fee Schedule
- Client Listings
- Workers' Comp

Section 3

- Eligibility
- ID Cards
- Authorizations
- HEDIS Reports
- FL State Reports

Section 1 – Tuesday, January 24th – 2:00pm to 3:30pm Central Time*
Tuesday, February 21st – 2:00pm to 3:30pm Central Time*
Tuesday, March 27th – 2:00pm to 3:30pm Central Time*

Section 2 – Wednesday, January 25th – 2:00pm to 3:30pm Central Time*
Wednesday, February 22nd – 2:00pm to 3:30pm Central Time*
Wednesday, March 28th – 2:00pm to 3:30pm Central Time*

Section 3 – Thursday, January 26th – 2:00pm to 3:30pm Central Time*
Thursday, February 23rd – 2:00pm to 3:30pm Central Time*
Thursday, March 29th – 2:00pm to 3:30pm Central Time*

****All times are Central, please take this into account and adjust as necessary for your local time zone.***

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