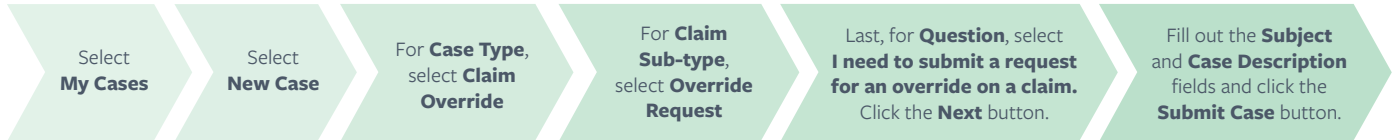# Navigating The Assistance Fund's (TAF's) Provider Portal
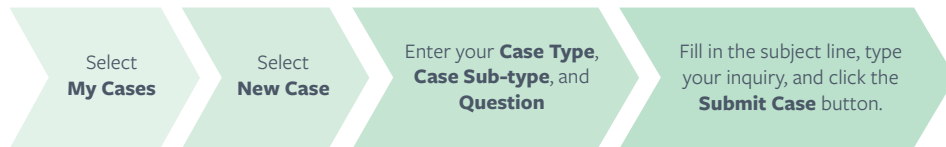
How do I submit an override for a rejected claim?

Submit a case using the below path. Once you submit the request, click on **View Case Page** and upload supporting documents (e.g., explanation of benefits) under the appropriate case number by clicking the **Upload Documents** tab.

| Select **My Cases** | Select **New Case** | For **Case Type**, select **Claim Override** | For **Claim Sub-type**, select **Override Request** | Last, for **Question**, select **I need to submit a request for an override on a claim.** Click the **Next** button. | Fill out the **Subject** and **Case Description** fields and click the **Submit Case** button. |

How do I quickly communicate with TAF?

Submit a case using the following path. TAF will escalate your case and you will receive a response within three business days.

| Select **My Cases** | Select **New Case** | Enter your **Case Type**, **Case Sub-type**, and **Question** | Fill in the subject line, type your inquiry, and click the **Submit Case** button. |

Where are my patients listed?

Patients and their information are listed under the **My Patients** tab. The Provider Portal uses submitted claims to link patients and their provider. When a claim is submitted and paid using your NPI, the patient will appear.

Can TAF manually add my patients to my dashboard?

TAF and Provider Portal users cannot manually add patients to your dashboard. To access multiple providers' patients within your organization, submit a case requesting those NPIs be associated together.

What patient information can I see on the Provider Portal?

The Provider Portal is your one-stop-shop for patient information, like their TAF Member ID, plan name, and group number. Select **Patient Search**, and enter the TAF Member Number or Member first/last name.

My colleague doesn't have access to the Provider Portal. How can they see their patient's information?

Get current Member status and patient billing information through our **Member Card Lookup Tool** while waiting for access to the Provider Portal.