Version
1.1

Freedom Health

AANEEL CONNECT PORTAL USER MANUAL

12/06/2023

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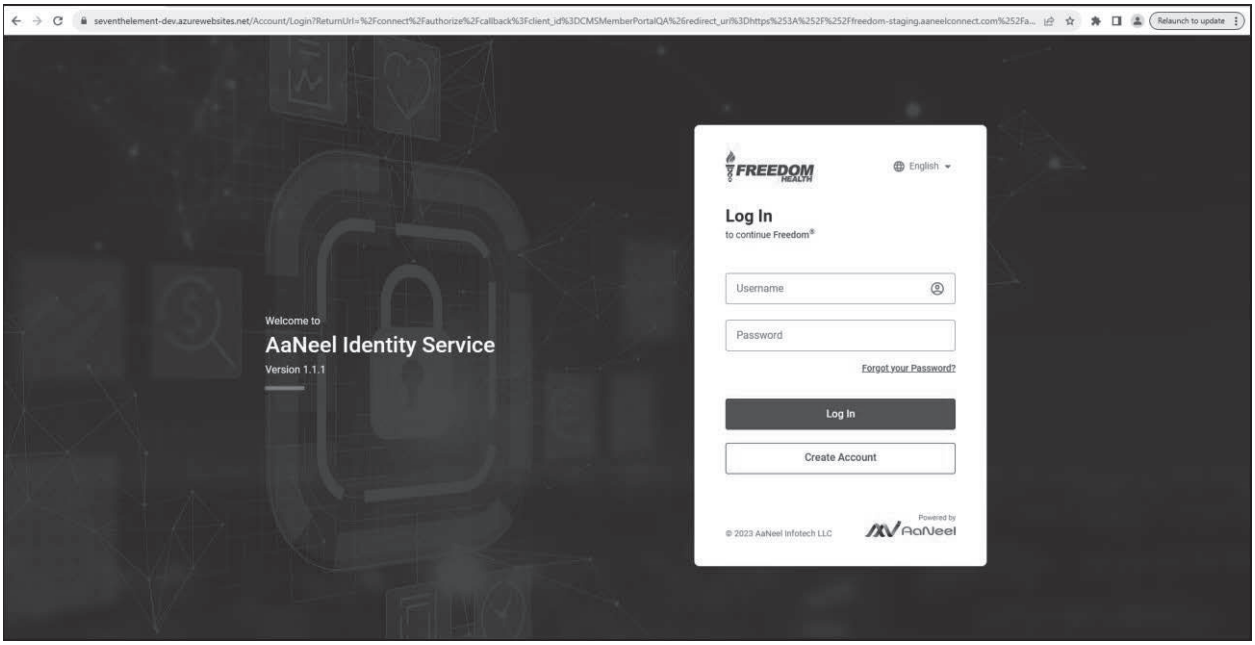
OVERVIEW

URL - https://freedom.aaneelconnect.com/

Using AaNeel Connect Portal Members can check their Claim or Treatment History all in one place.

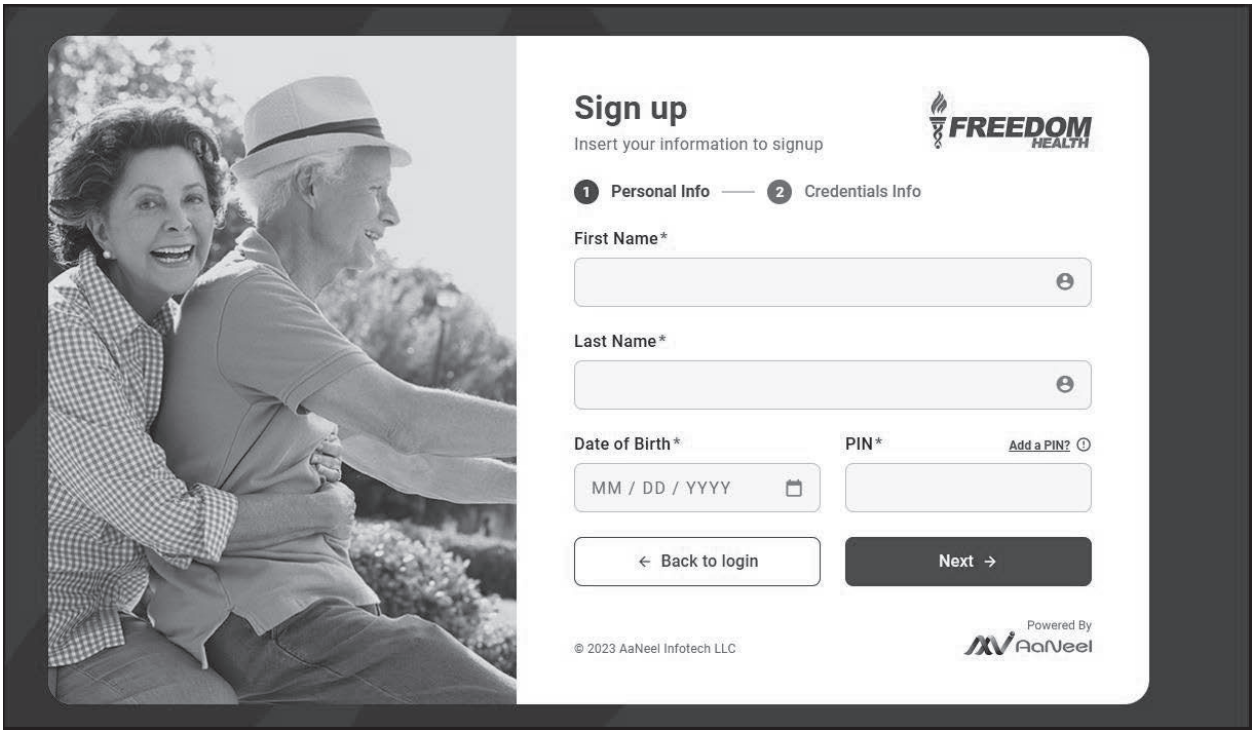
1.	Login Page and Create Account

A. Login Page

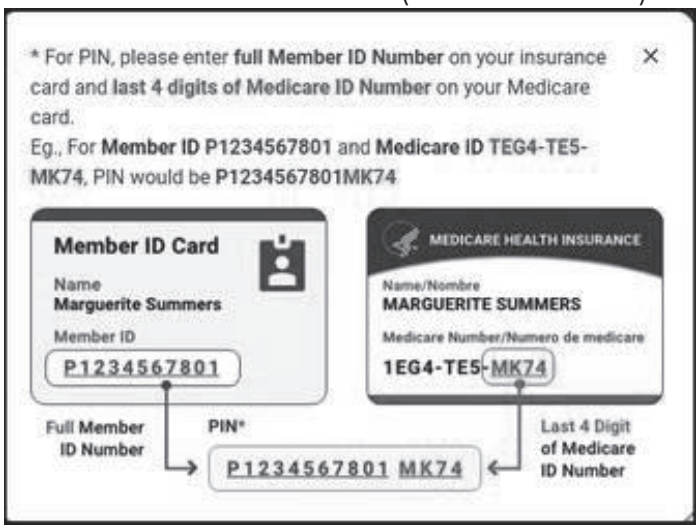


1. Username - User uses the Username chosen while creating the account.
2. Password - User uses the Password chosen while creating the account.
3. Forgot your Password - User can use this link to get new password if they forget their login Password. The user needs to add their username and they will receive a reset password link in their registered email ID (Register Email ID is the one given when the account is created)
4. Log In - Log's in to AaNeel Connect portal.
5. Create Account - This link opens the page below to create a new account.

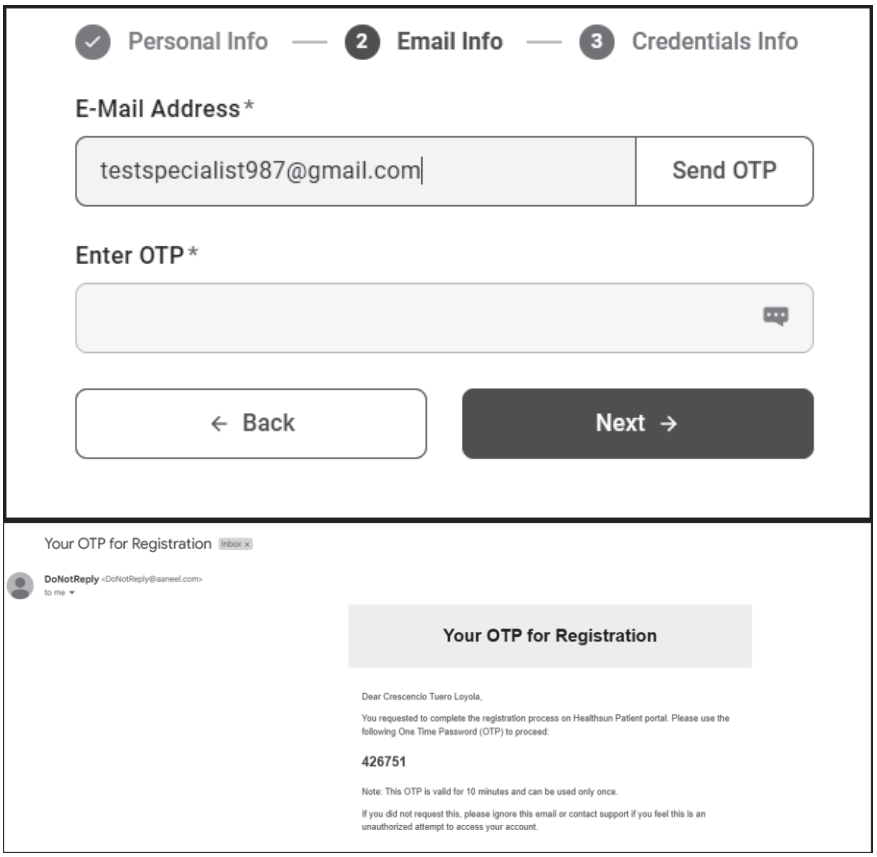
B. Create Account



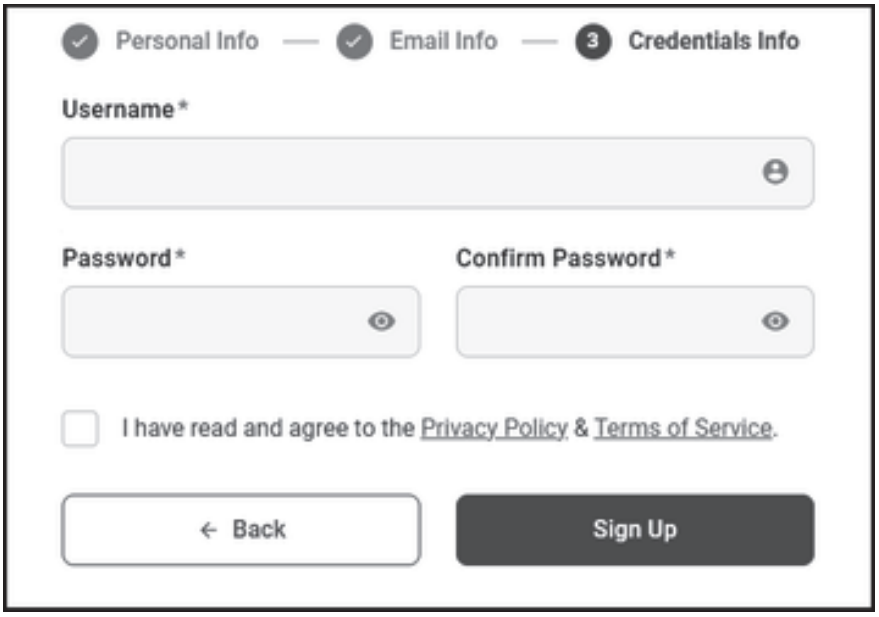
1. Personal Info - Here the user needs to Add their First Name, Last Name, DOB and PIN
    a) PIN - Pin is the combination of Member ID Card (provided by insurance company) and last 4 digits of the Medicare ID Card (provided by CMS). Without the correct PIN the page does not let the user move to the next tab (Email Infor Tab).



2. Email Info - Here User will add email address and generate an OTP which will be sent to the email address which the user needs to add to to go next.

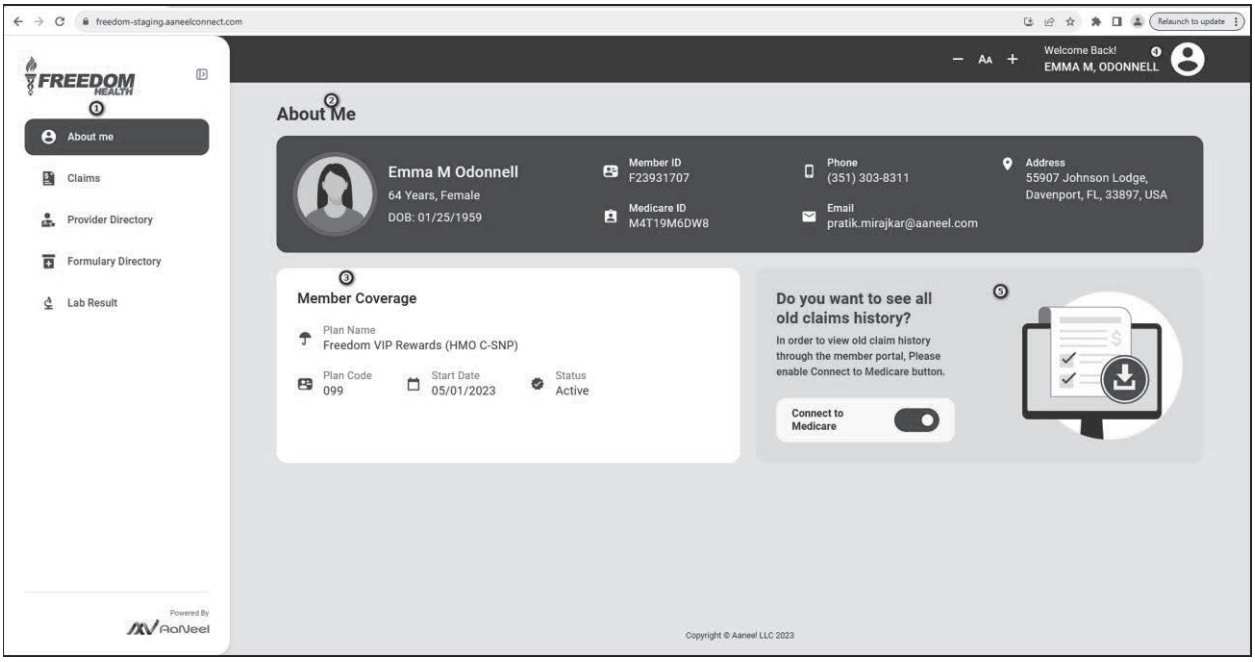


3. Credentials Info - Here User needs to add the username and password.



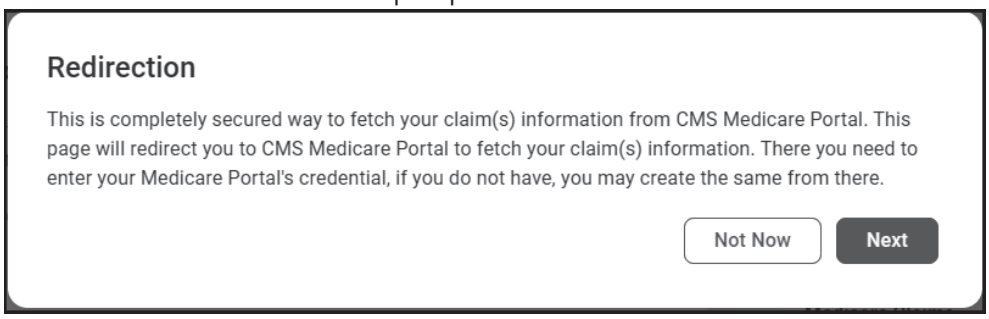
Click on Sign up and the account will be created, and confirmation email will be sent to the email address given during account creation.

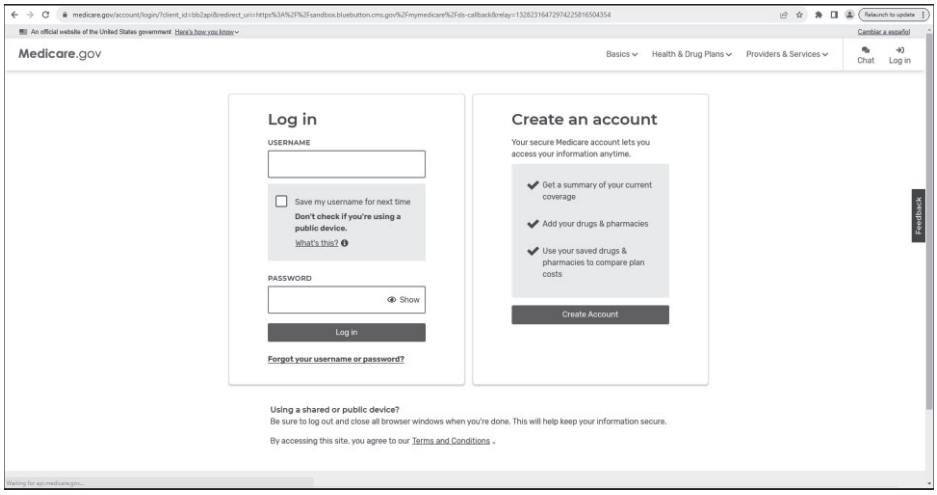
2.	Main Page and Medicare Login to connect all claims with AaNeel Connect Portal



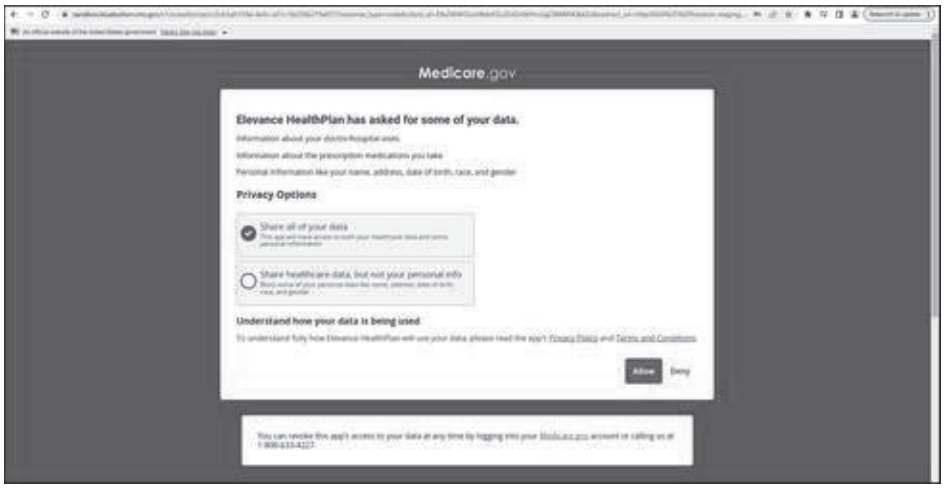
1. Tabs - About Me tab is selected by default and this page shows details of the member. (There are four other tabs explained below)
2. Member Details - Member Name, DOB, Age, Contact Details, Member ID and Medicare ID are shown here.
3. Member Coverage - Insurance coverage details with Plan Name, Plan Code, Start Date and Status are shown here.
4. Member Account Setting (with Dropdown) - Change Password, Enable 2FA and Logout buttons are available in the drop down (see below for more)
5. Connect to Medicare - This button enables the member to connect to CMS website (Medicare) to get all old claim history. This button is a slider. The steps are as follows:

a) Member clicks on the slider, and they are redirected to the Medicare site after a Redirection Pop-Up.





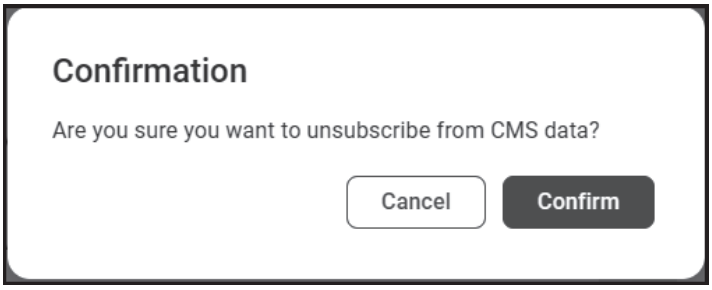
b) Here the user needs to login and give consent for access and allow.



c) All the claims' details will be shown in the AaNeel Connect Portal.

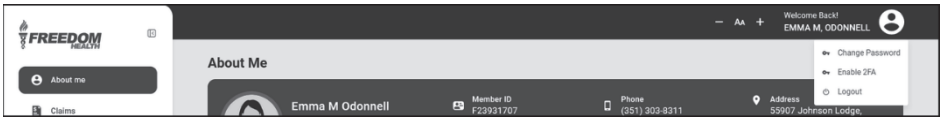
- 5.1 Member/User can Remove or Revoke CMS access as below:

The user/member can remove or revoke the CMS access by clicking on the slider and a confirmation pop will show.

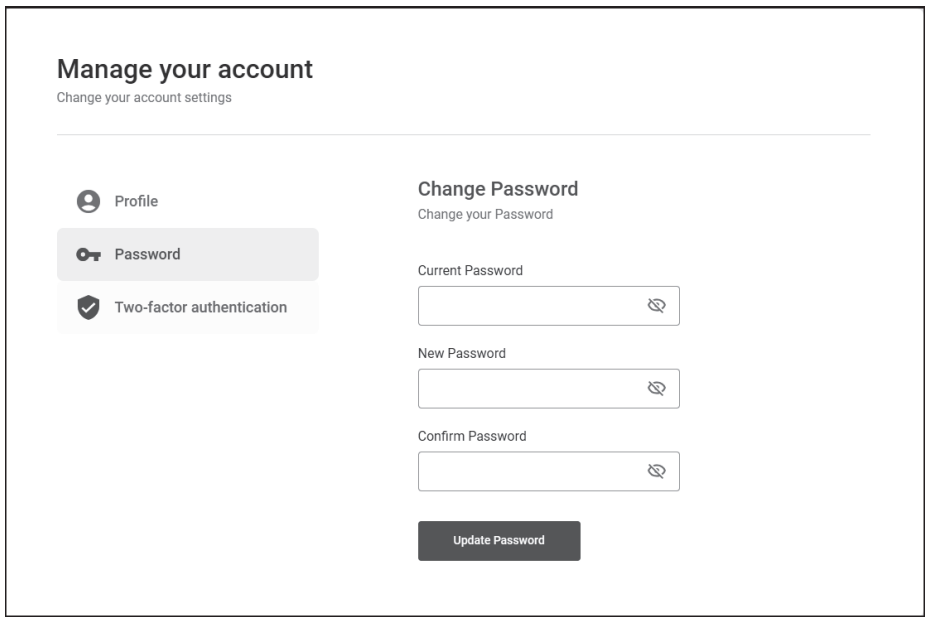


- 5.2 Member Account Setting (with Dropdown)

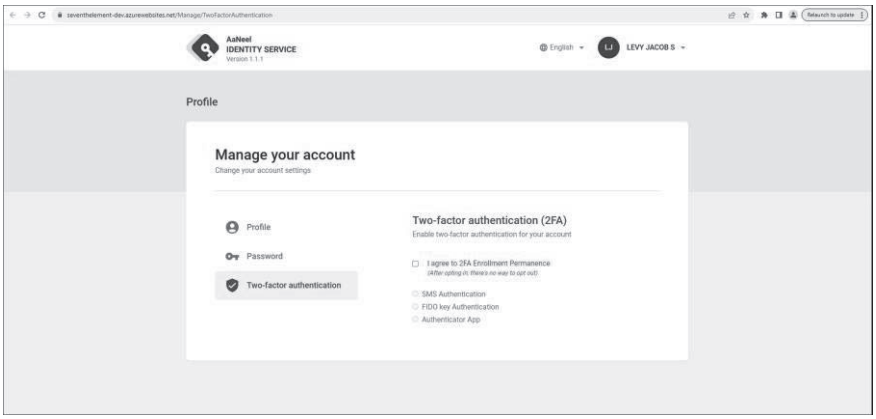
In the top right corner of the screen the user name or Member name shows, when a user clicks on it Change Password, Enable 2FA and Logout buttons are available in the drop down.



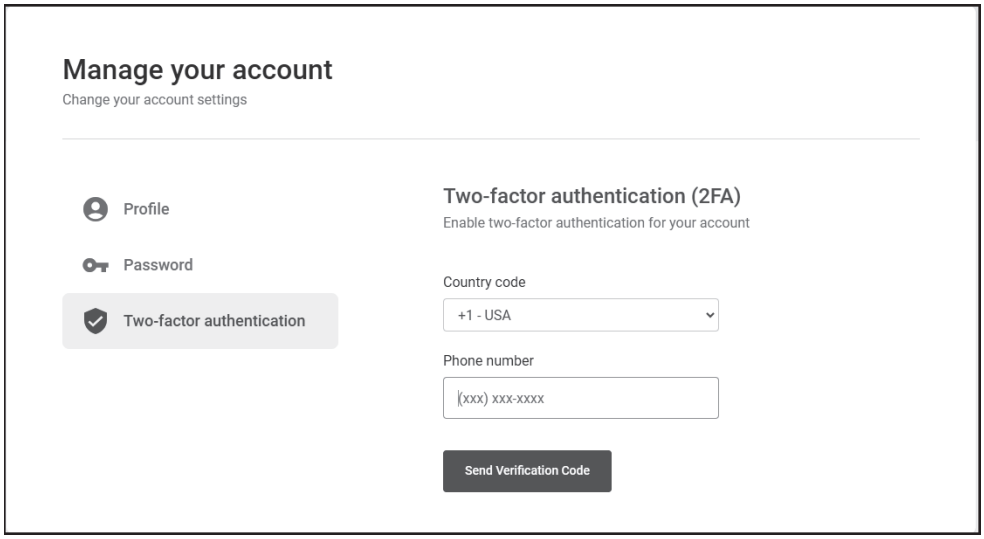
1. Change Password - When user clicks on this, user is redirected to change password page.



2. Enable 2FA - 2FA is Two Factor Authentication when click it redirects to the below page, we have 3 options for 2FA :

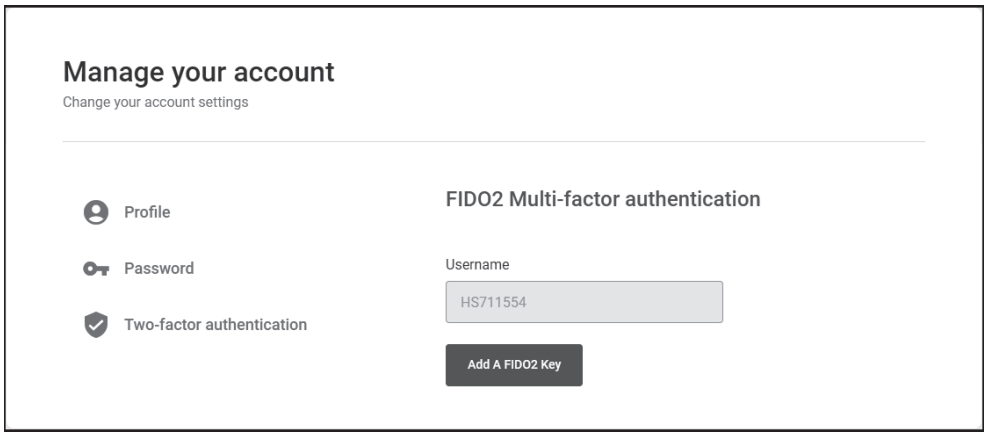


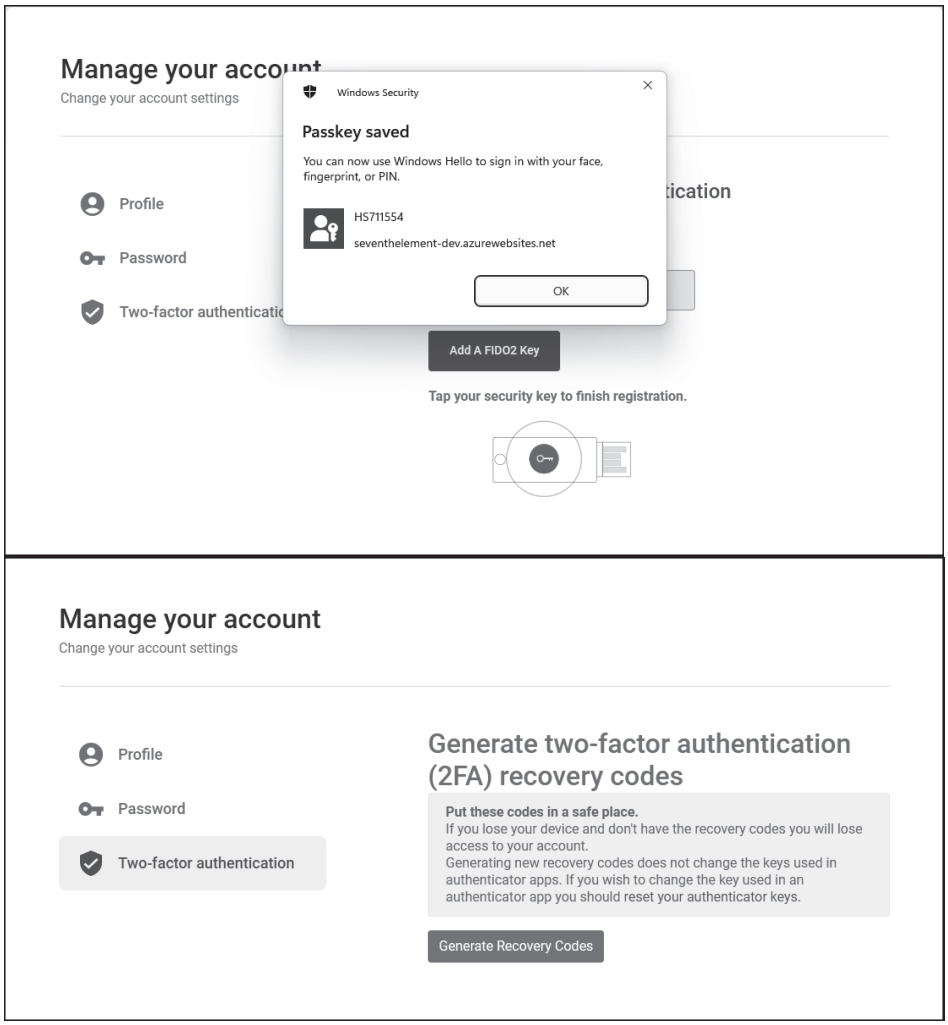
a) SMS Authentication - US Mobile Number is required for this



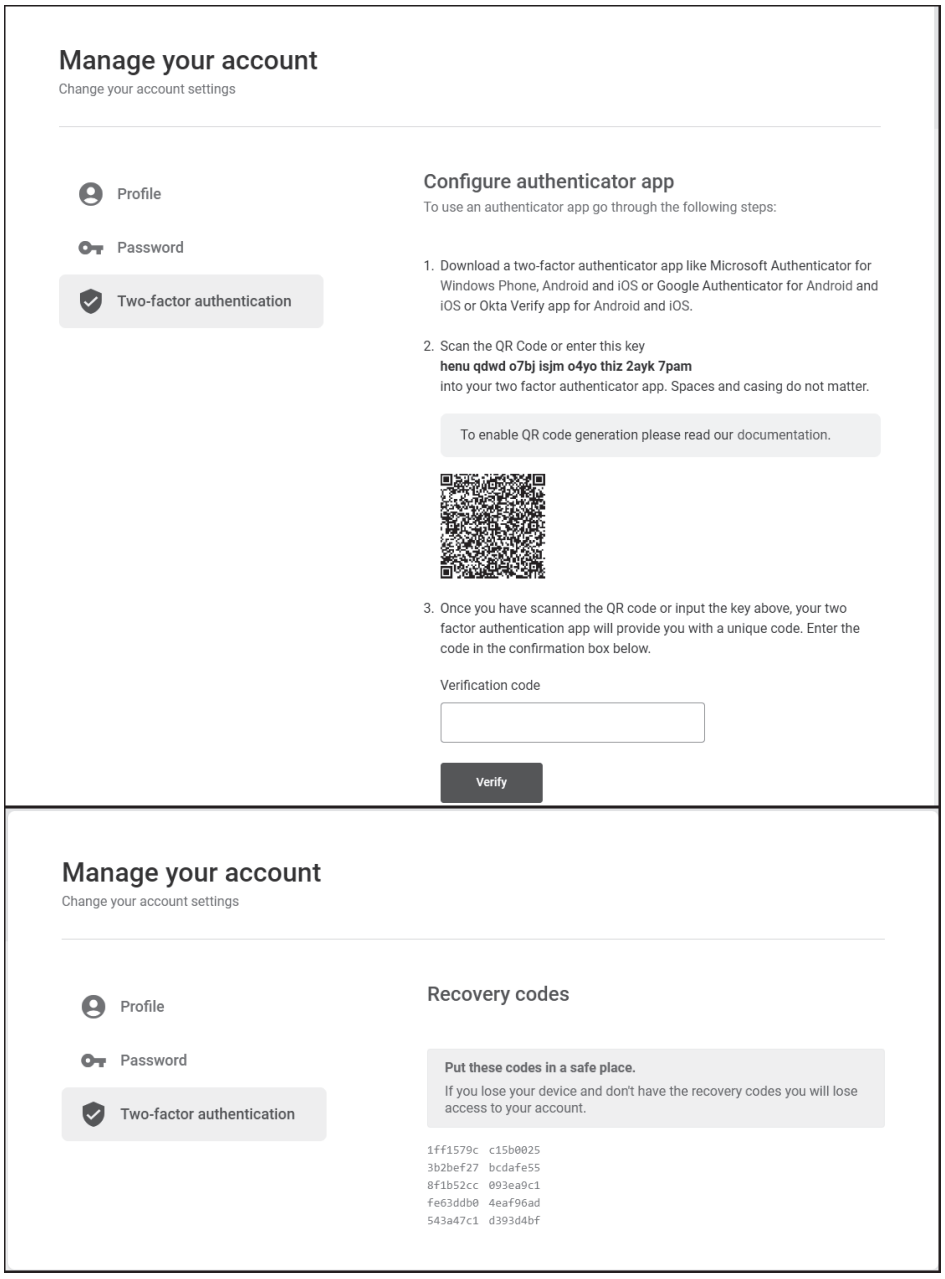
b) FIDO Key Authentication - Fast Identity Online (FIDO) is a technical specification for online user identity authentication. Member/User can user PIN, Fingerprint to Login once they register through this. (Can be through Windows, Google or any devices that support this type of Verification). For Eg: Below the used device is Microsoft Pin to use as 2FA. Once the device Pin is entered user can use the same to

access the AaNeel Connect Portal.





c) Authenticator App - User can also use an authenticator App like Microsoft Authenticator or Google Authenticator. The user needs to Scan the QR code shown in the system through an Authenticator App or use the code to create a unique code shown in the authenticator app which needs to be entered in the Verification Code box. As shown in the below screenshots certain codes will be generated to use in case of authenticator app is not accessible.

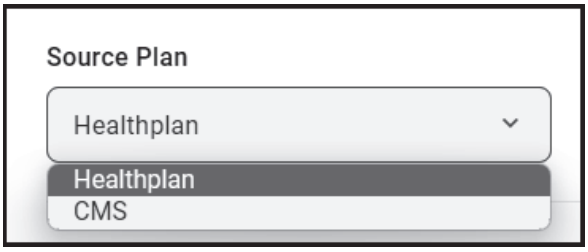


3. **Logout** - Logout of the system

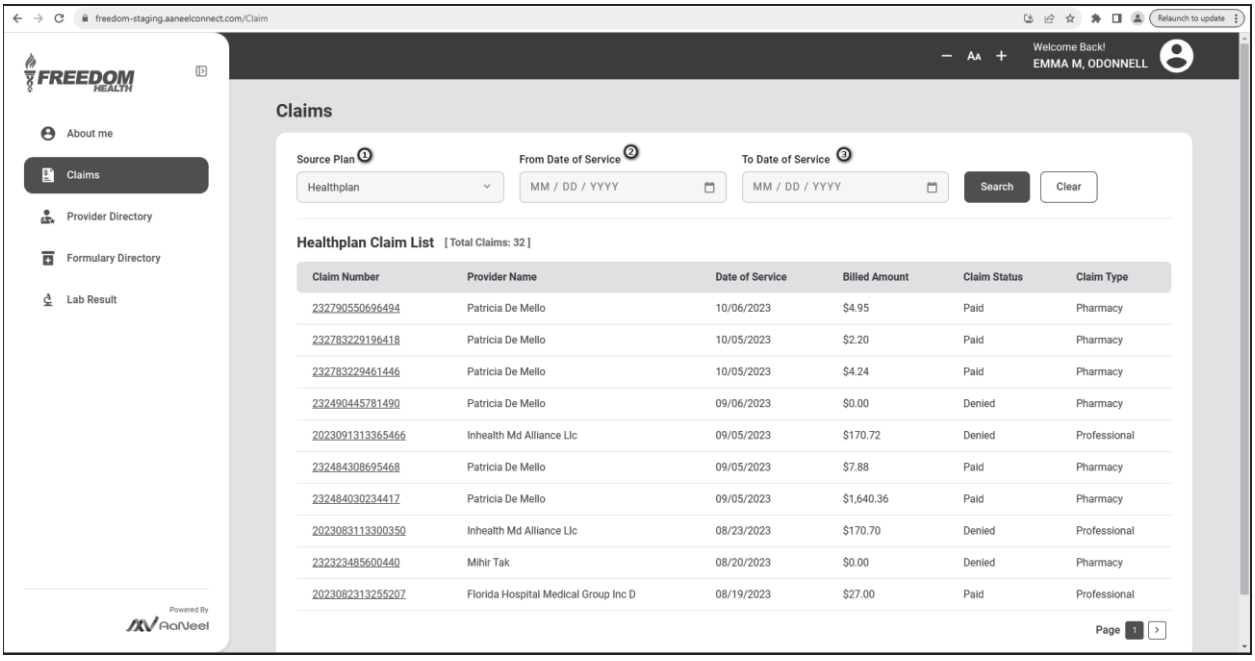
3.	Claims Tab

Claims Tab shows all claims that the member has. (If connected with CMS even all old claims will show). The member/user can Filter the claims using below filters:

1. Source Plan - Two types of Plan source are available that is Healthplan and CMS (CMS option will show only if the member is connected as explained above)



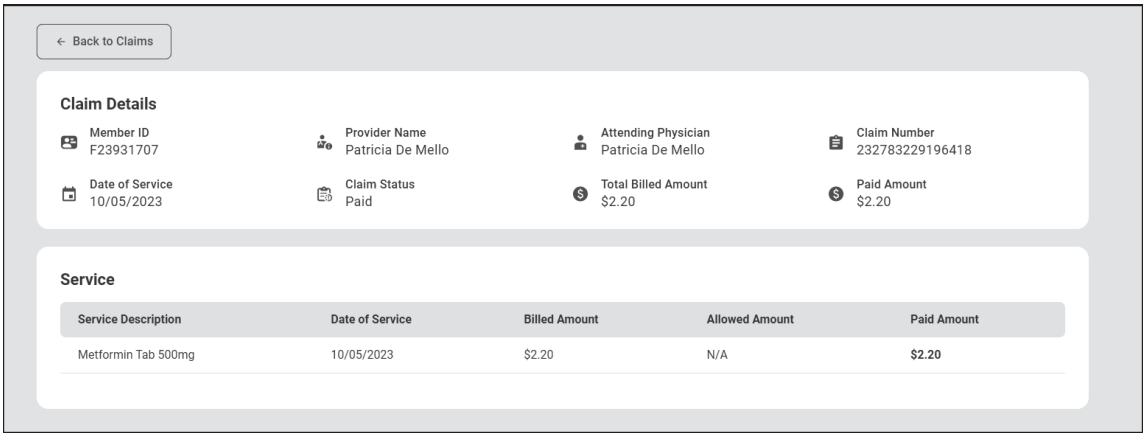
2. From Date of Service
3. To Date of Service



- 3.1 Claim Number - Drillable

In Claims Tab the Claim Number is clickable/drillable - when clicked on page opens with all claim details for that claim number. Like Service Description, date of

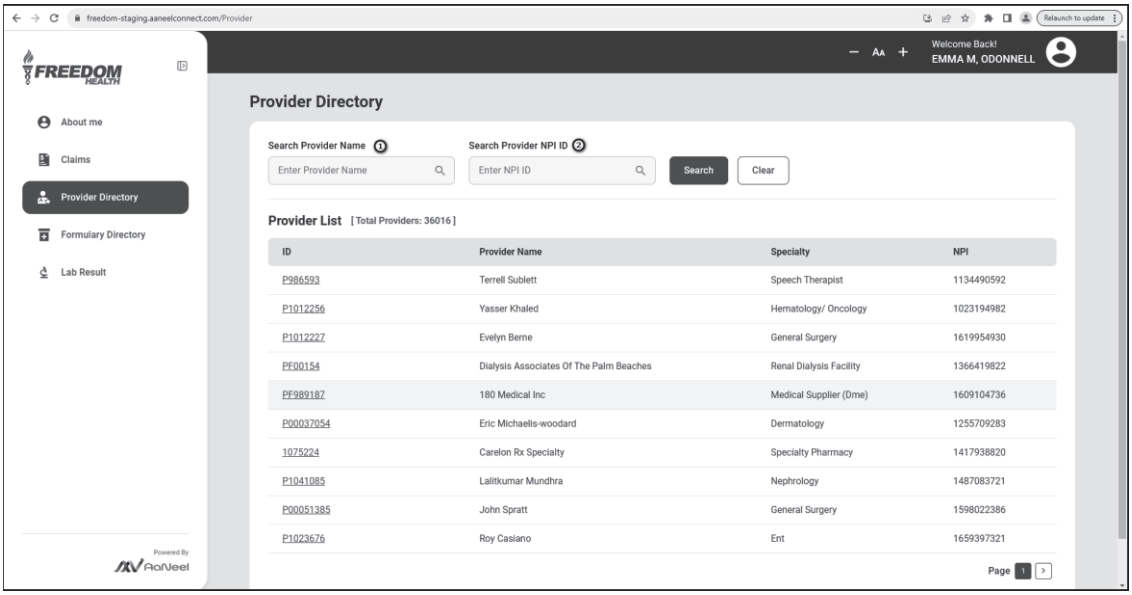
Service, Billed Amount, Allowed Amount, Paid Amount with member and provider details as well



4.	Provider Directory Tab

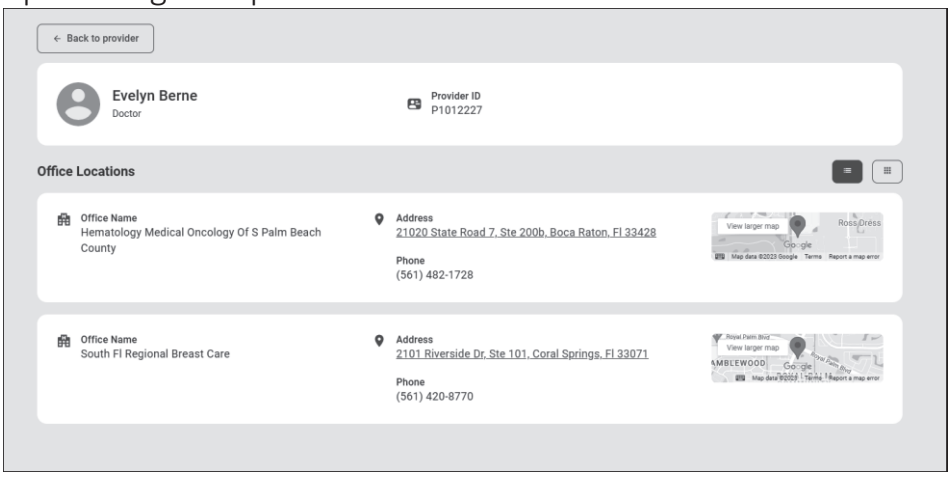
Provider Directory Tab shows all available providers across AaNeel Care, that the member can search. The member/user can use the Filters to search for the provider.

1. Provider Name
2. Provider NPI ID



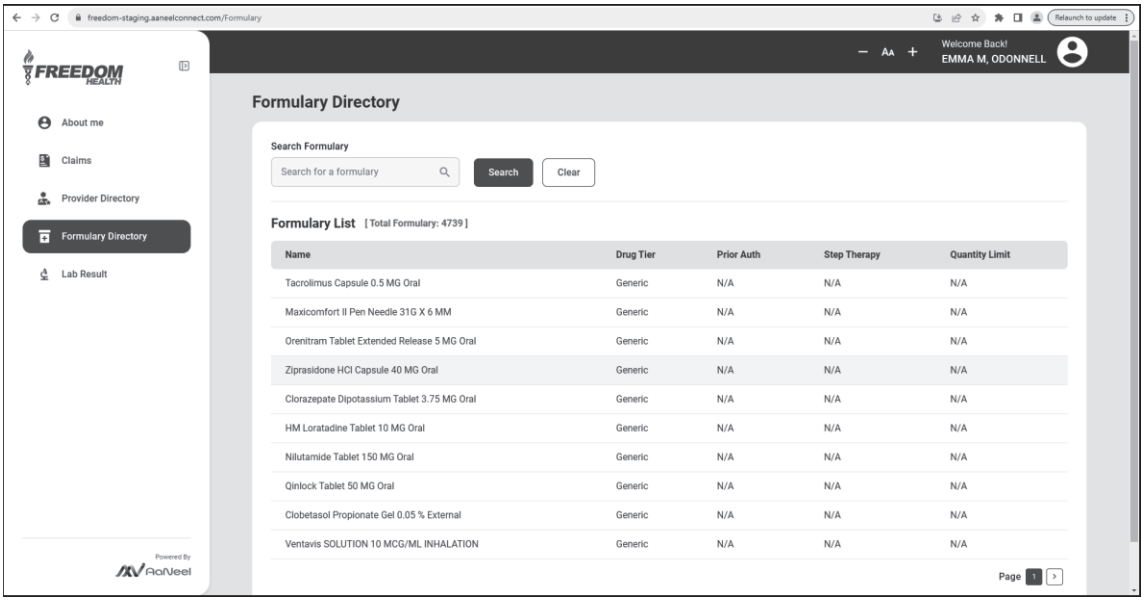
- 4.1 Provider ID - Drillable

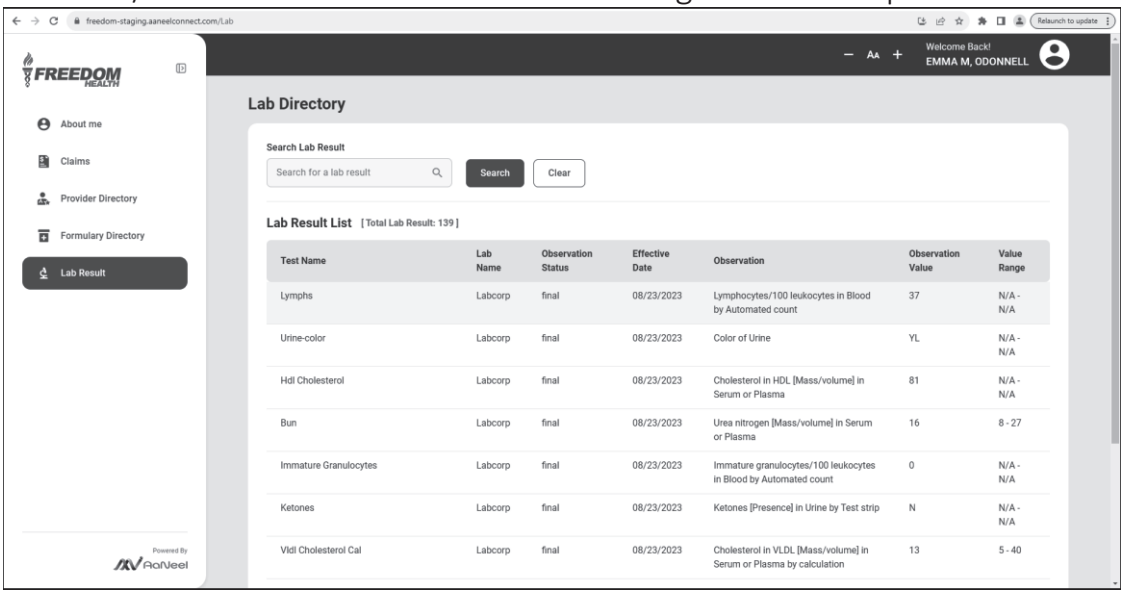
In Provider Directory the Provider ID id clickable/drillable - when clicked on page opens with Provider Address and Office Location with Maps which is clickable and open Google maps with location



5. Formulary Directory Tab

Formulary Directory Tab shows all drug details. As of now only Generic drugs are shown. The member/user can Filter or search through only the Drug Name



6. Lab Result Tab

Lab Results Tab shows all the past history of Lab results of the member/user. Member/user can search for a lab result using the search option.