



# Freedom Health

AANEEL CONNECT PORTAL USER MANUAL

12/06/2023

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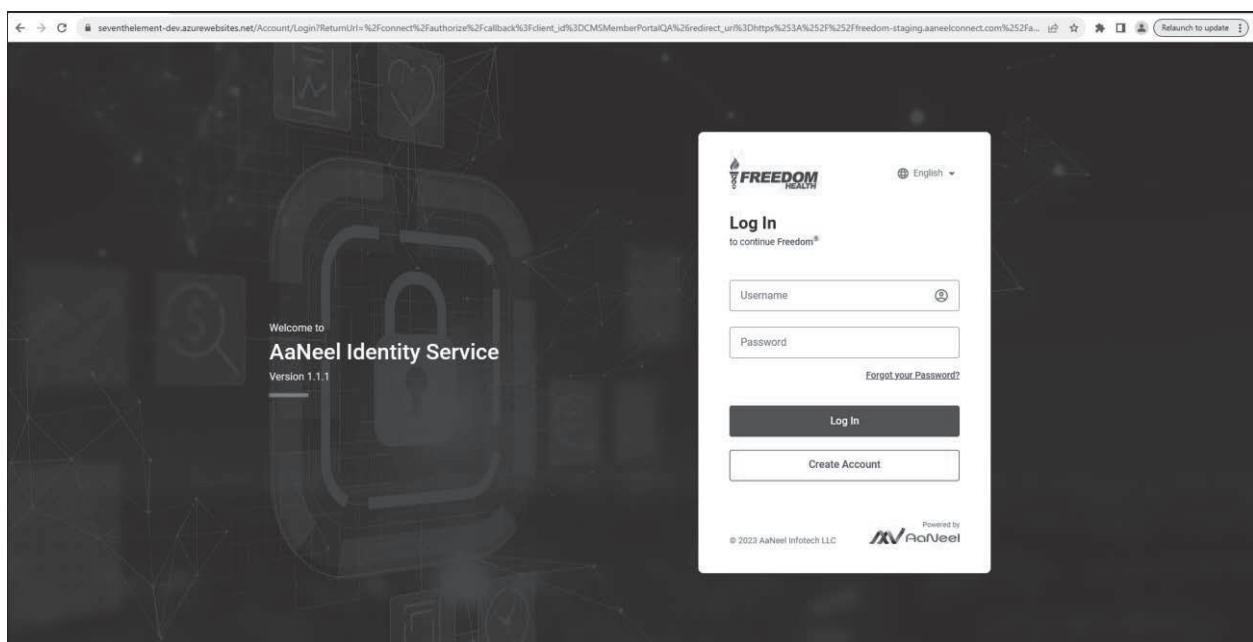
# OVERVIEW

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

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

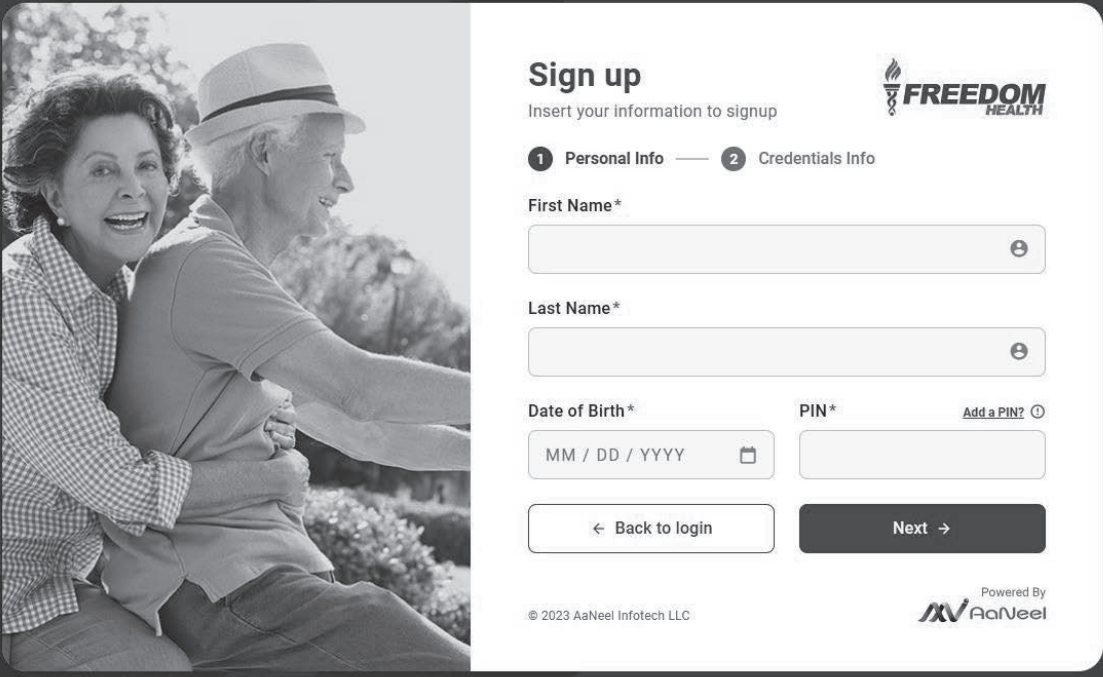
## 1. Login Page and Create Account

### 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



**Sign up**  
Insert your information to signup

**1** Personal Info — **2** Credentials Info

First Name\*

Last Name\*

Date of Birth\* MM / DD / YYYY

PIN\* [Add a PIN?](#)

[← Back to login](#) [Next →](#)

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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).

\* For PIN, please enter **full Member ID Number** on your insurance card and **last 4 digits of Medicare ID Number** on your Medicare card.

Eg., For **Member ID P1234567801** and **Medicare ID TEG4-TE5-MK74**, PIN would be **P1234567801MK74**

Member ID Card	MEDICARE HEALTH INSURANCE
Name <b>Marguerite Summers</b>	Name/Nombrre <b>MARGUERITE SUMMERS</b>
Member ID <b>P1234567801</b>	Medicare Number/Numero de medicare <b>1EG4-TE5-MK74</b>
Full Member ID Number	Last 4 Digit of Medicare ID Number
PIN* <b>P1234567801 MK74</b>	

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.

✓ Personal Info — 2 Email Info — 3 Credentials Info

E-Mail Address\*

testspecialist987@gmail.com

Send OTP

Enter OTP\*

← Back

Next →

Your OTP for Registration inbox

DoNotReply <DoNotReply@saheel.com>  
to me

Your OTP for Registration

Dear Crescencio Tuero Loyola,  
You requested to complete the registration process on Healthsun Patient portal. Please use the following One Time Password (OTP) to proceed:  
**426751**  
Note: This OTP is valid for 10 minutes and can be used only once.  
If you did not request this, please ignore this email or contact support if you feel this is an unauthorized attempt to access your account.

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

✓ Personal Info — ✓ Email Info — 3 Credentials Info

Username\*

Password\*

Confirm Password\*

☐ I have read and agree to the [Privacy Policy](#) & [Terms of Service](#).

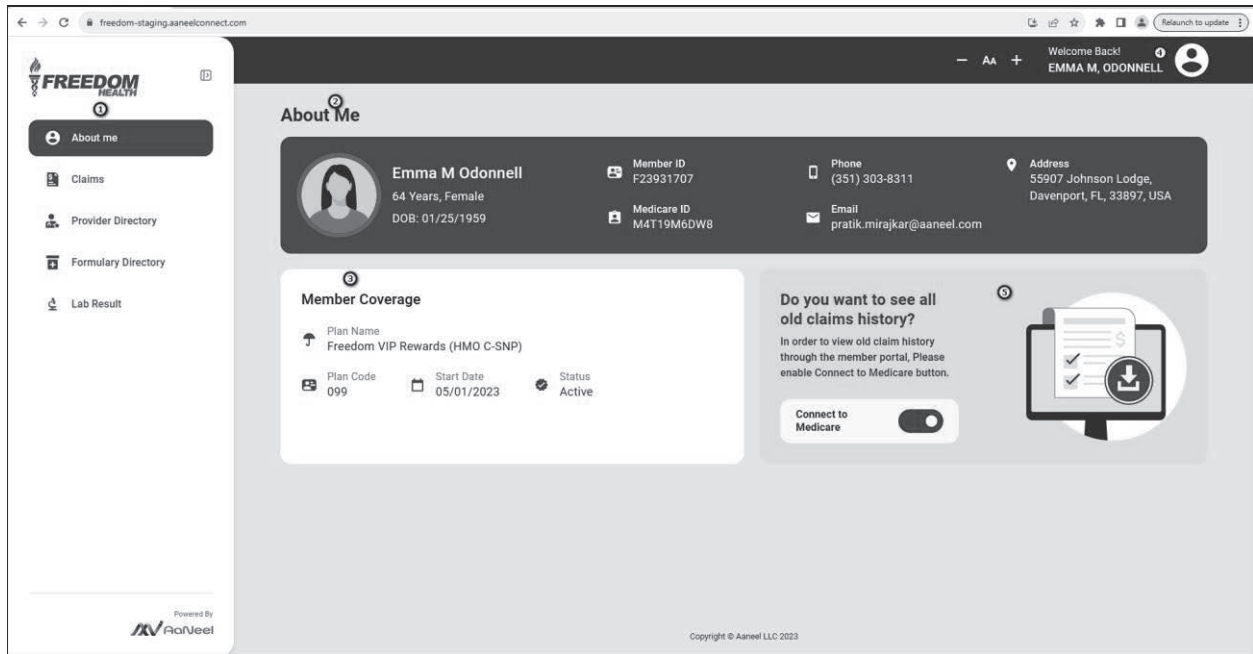
← Back

Sign Up

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

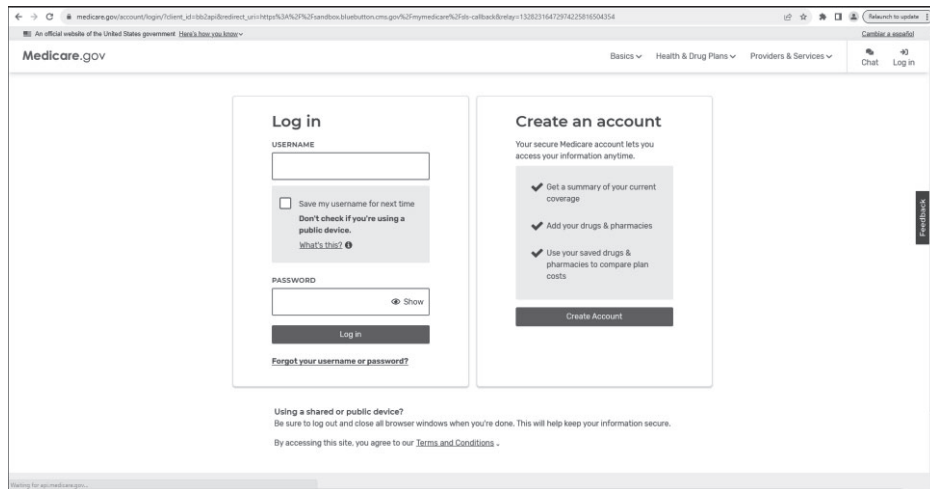
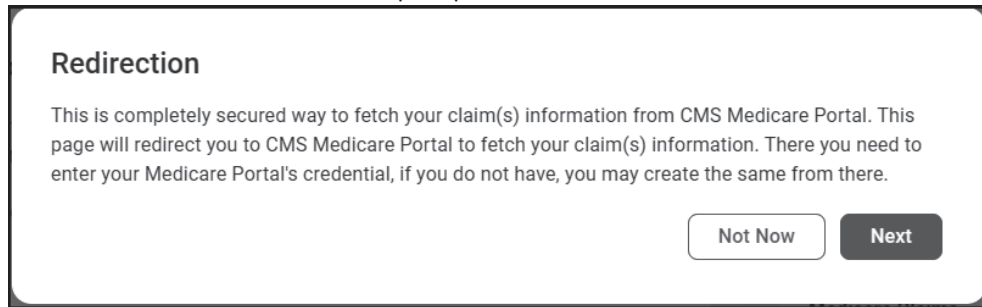
2.

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

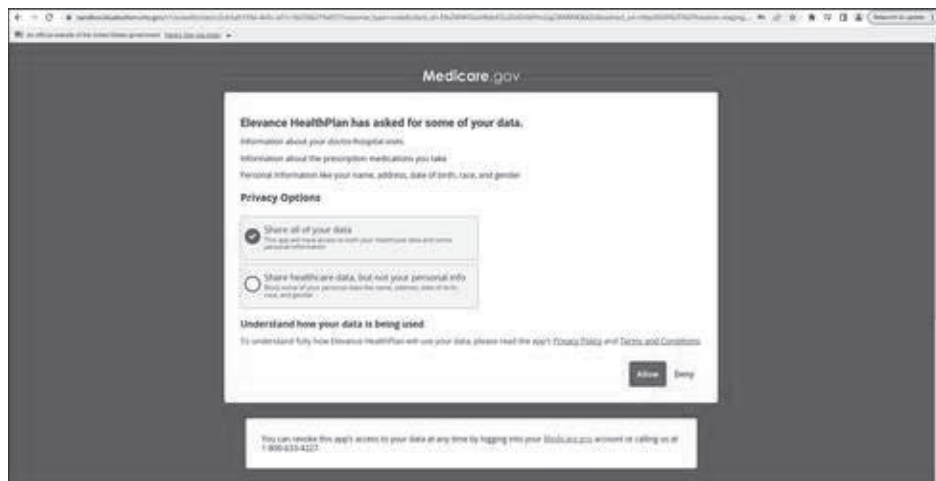


1. Tabs - About Me tab is selected by default and this page shows details of the member. (There are four other tabs explained below)
2. Member Details - Member Name, DOB, Age, Contact Details, Member ID and Medicare ID are shown here.
3. Member Coverage - Insurance coverage details with Plan Name, Plan 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.

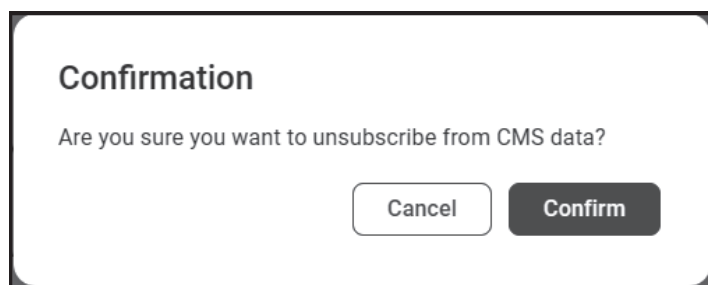


- c) All the claims' details will be shown in the AaNeel Connect Portal.

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

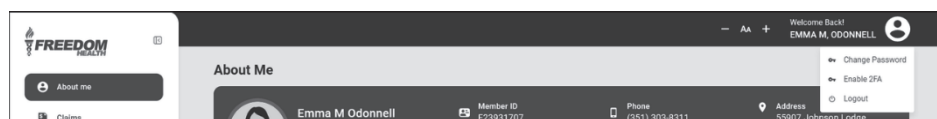


The user/member can remove or revoke the CMS access by clicking on the slider and a confirmation pop will show.



- **5.2 Member Account Setting (with Dropdown)**

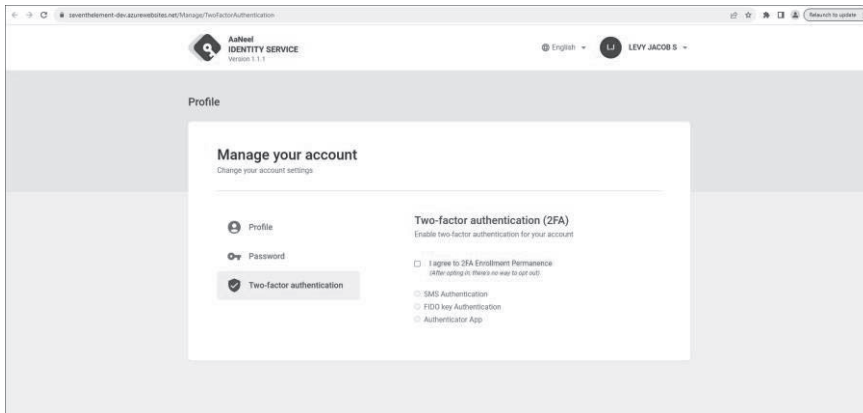
In the top right corner of the screen the user name or Member name shows, when a user clicks on it Change Password, Enable 2FA and Logout buttons are available in the drop down.



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

A screenshot of the "Manage your account" page. The title "Manage your account" is at the top, with the subtitle "Change your account settings". On the left is a sidebar with three options: "Profile", "Password" (which is highlighted), and "Two-factor authentication". The main content area is titled "Change Password" with the subtitle "Change your Password". It contains three input fields: "Current Password", "New Password", and "Confirm Password". Each field has a toggle icon on the right. At the bottom is a dark "Update Password" button.

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


 A screenshot of the 'Manage your account' page, specifically the 'Two-factor authentication (2FA)' section. The page title is 'Manage your account' with the subtitle 'Change your account settings'. On the left, there are three tabs: 'Profile', 'Password', and 'Two-factor authentication', with the last one being active. The 'Two-factor authentication (2FA)' section has the subtitle 'Enable two-factor authentication for your account'. Below this, there is a checkbox for 'I agree to 2FA Enrollment Permanence (After enrolling, there's no way to opt out.)'. Underneath, there are three radio button options: 'SMS Authentication' (which is selected), 'FIDO Key Authentication', and 'Authenticator App'. To the right of these options, there is a 'Country code' dropdown menu set to '+1 - USA' and a 'Phone number' input field with a placeholder '(xxx) xxx-xxxx'. At the bottom of this section is a dark button labeled 'Send Verification Code'.


b) **FIDO Key Authentication** - Fast Identity Online (FIDO) is a technical specification for online user identity authentication. Member/User can use 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.

**Manage your account**  
Change your account settings

 Profile

 Password

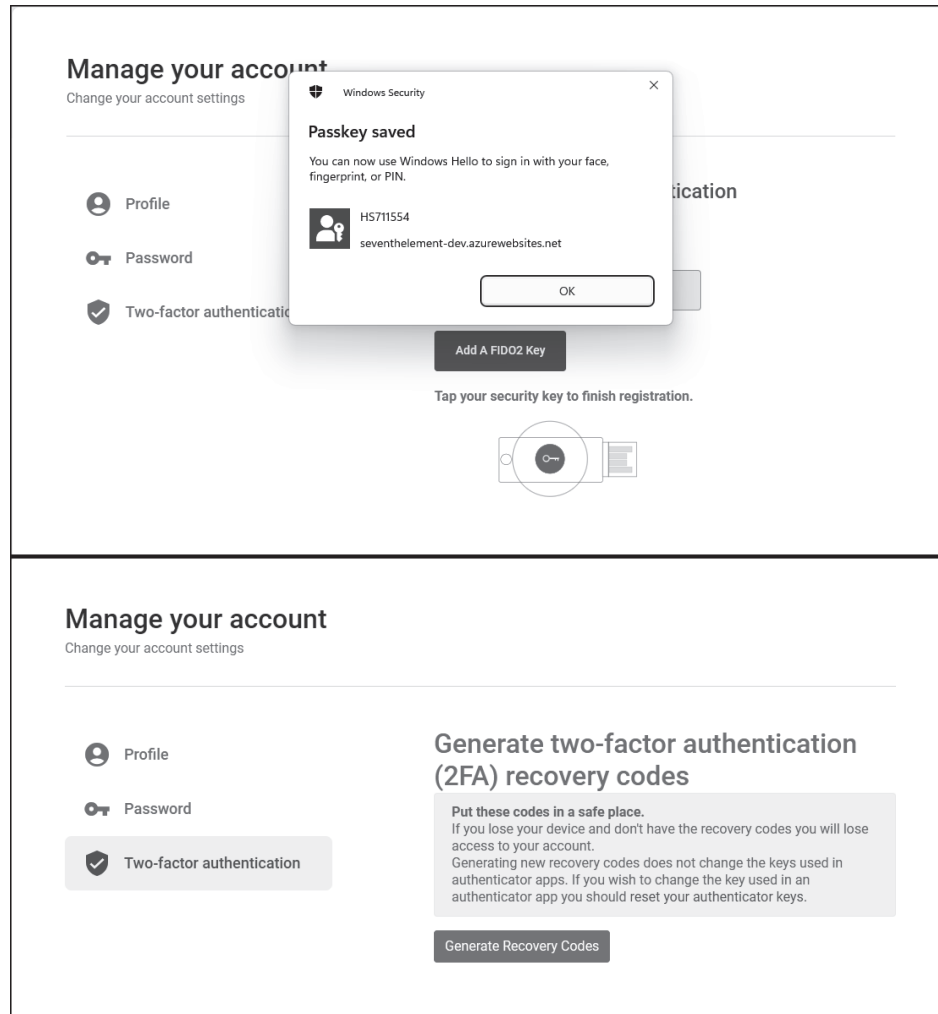
 Two-factor authentication

**FIDO2 Multi-factor authentication**

Username

HS711554

Add A FIDO2 Key



- 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.

Manage your account

Change your account settings

Profile

Password

Two-factor authentication


Configure authenticator app

To use an authenticator app go through the following steps:

1. Download a two-factor authenticator app like Microsoft Authenticator for Windows Phone, Android and iOS or Google Authenticator for Android and iOS or Okta Verify app for Android and iOS.

2. Scan the QR Code or enter this key  
**henu qdwd o7bj isjm o4yo thiz 2ayk 7pam**  
into your two factor authenticator app. Spaces and casing do not matter.

To enable QR code generation please read our documentation.



3. Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation box below.

Verification code

Verify

Manage your account

Change your account settings

Profile

Password

Two-factor authentication

Recovery codes

Put these codes in a safe place.

If you lose your device and don't have the recovery codes you will lose access to your account.

1ff1579c c15b0025  
3b2bef27 bcdafe55  
8f1b52cc 093ea9c1  
fe63ddb0 4eaf96ad  
543a47c1 d393d4bf


### 3. Logout - Logout of the system

12 | Page

### 3. Claims Tab

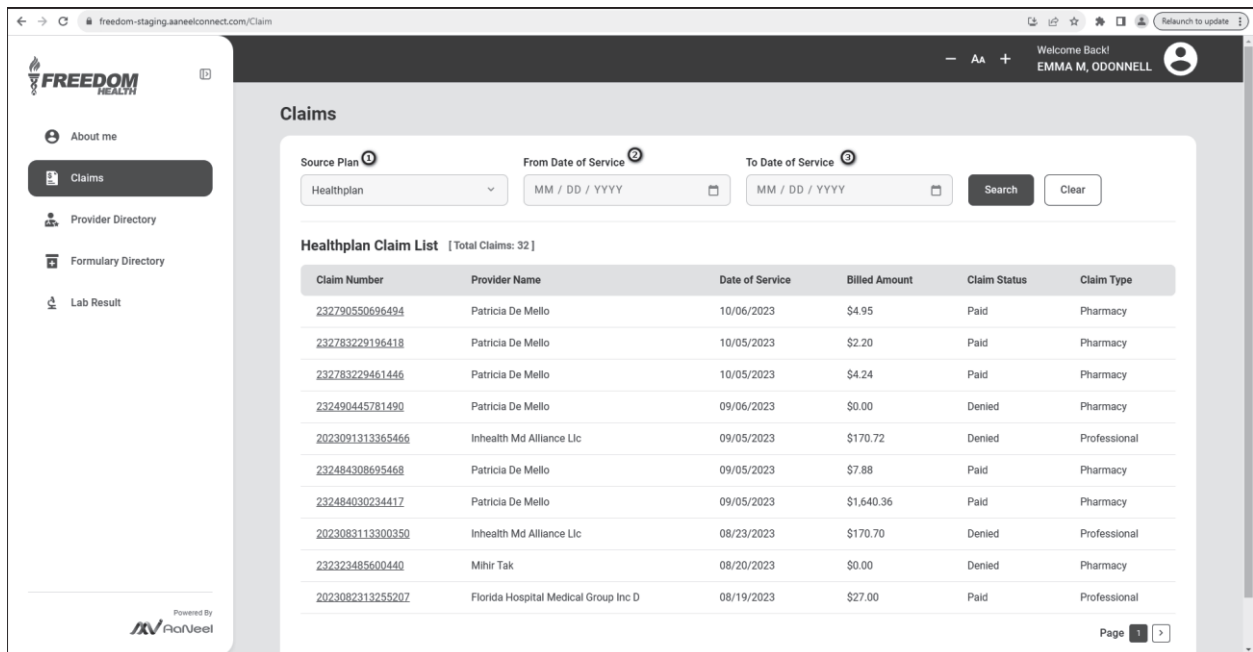
Claims Tab shows all claims that the member has. (If connected with CMS even all old claims will show). The member/user can Filter the claims using below filters:

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)



The screenshot shows a dropdown menu titled "Source Plan". The menu is open, displaying three options: "Healthplan" (selected), "Healthplan", and "CMS".

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



The screenshot shows the Freedom Health Claims Tab interface. The left sidebar contains navigation links: "About me", "Claims" (selected), "Provider Directory", "Formulary Directory", and "Lab Result". The main content area is titled "Claims" and features a filter section with three dropdowns: "Source Plan" (set to "Healthplan"), "From Date of Service" (set to "MM / DD / YYYY"), and "To Date of Service" (set to "MM / DD / YYYY"). There are "Search" and "Clear" buttons. Below the filters, the "Healthplan Claim List" is displayed, showing a table of claims with columns: Claim Number, Provider Name, Date of Service, Billed Amount, Claim Status, and Claim Type. The table lists 12 claims, with a total of 32 claims indicated. The bottom right corner shows "Page 1" and a navigation arrow.

Claim Number	Provider Name	Date of Service	Billed Amount	Claim Status	Claim Type
232790550696494	Patricia De Mello	10/06/2023	\$4.95	Paid	Pharmacy
232783229196418	Patricia De Mello	10/05/2023	\$2.20	Paid	Pharmacy
232783229461446	Patricia De Mello	10/05/2023	\$4.24	Paid	Pharmacy
232490445781490	Patricia De Mello	09/06/2023	\$0.00	Denied	Pharmacy
2023091313365466	Inhealth Md Alliance Llc	09/05/2023	\$170.72	Denied	Professional
232484308695468	Patricia De Mello	09/05/2023	\$7.88	Paid	Pharmacy
232484030234417	Patricia De Mello	09/05/2023	\$1,640.36	Paid	Pharmacy
2023083113300350	Inhealth Md Alliance Llc	08/23/2023	\$170.70	Denied	Professional
232323485600440	Mihir Tak	08/20/2023	\$0.00	Denied	Pharmacy
2023082313255207	Florida Hospital Medical Group Inc D	08/19/2023	\$27.00	Paid	Professional


#### • 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


[← Back to Claims](#)


**Claim Details**


 Member ID  
F23931707


 Provider Name  
Patricia De Mello


 Attending Physician  
Patricia De Mello

 Claim Number  
232783229196418

 Date of Service  
10/05/2023

 Claim Status  
Paid

 Total Billed Amount  
\$2.20

 Paid Amount  
\$2.20

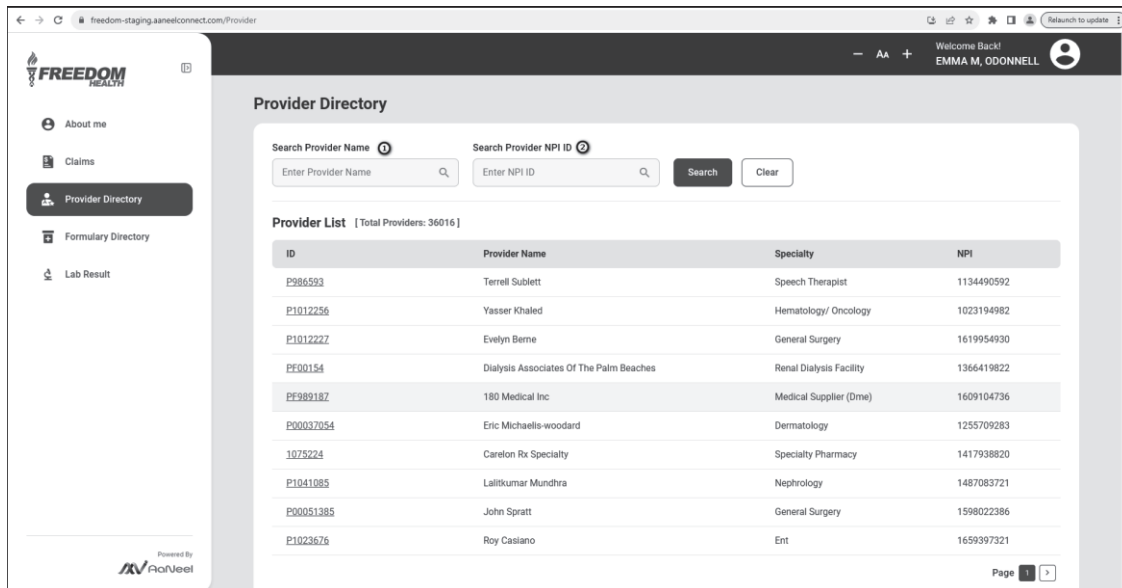
**Service**

Service Description	Date of Service	Billed Amount	Allowed Amount	Paid Amount
Metformin Tab 500mg	10/05/2023	\$2.20	N/A	\$2.20

## 4. Provider Directory Tab

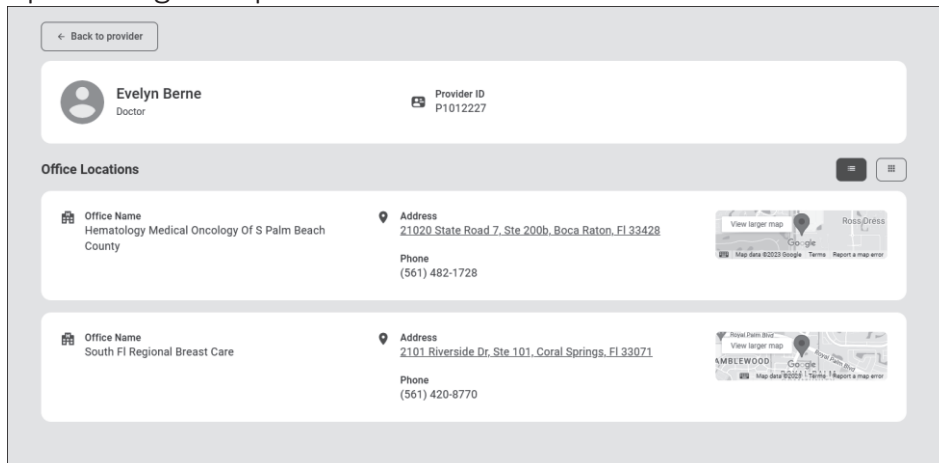
Provider Directory Tab shows all available providers across AaNeel Care, that the member can search. The member/user can use the Filters to search for the provider.

1. Provider Name
2. Provider NPI ID



### • 4.1 Provider ID - Drillable

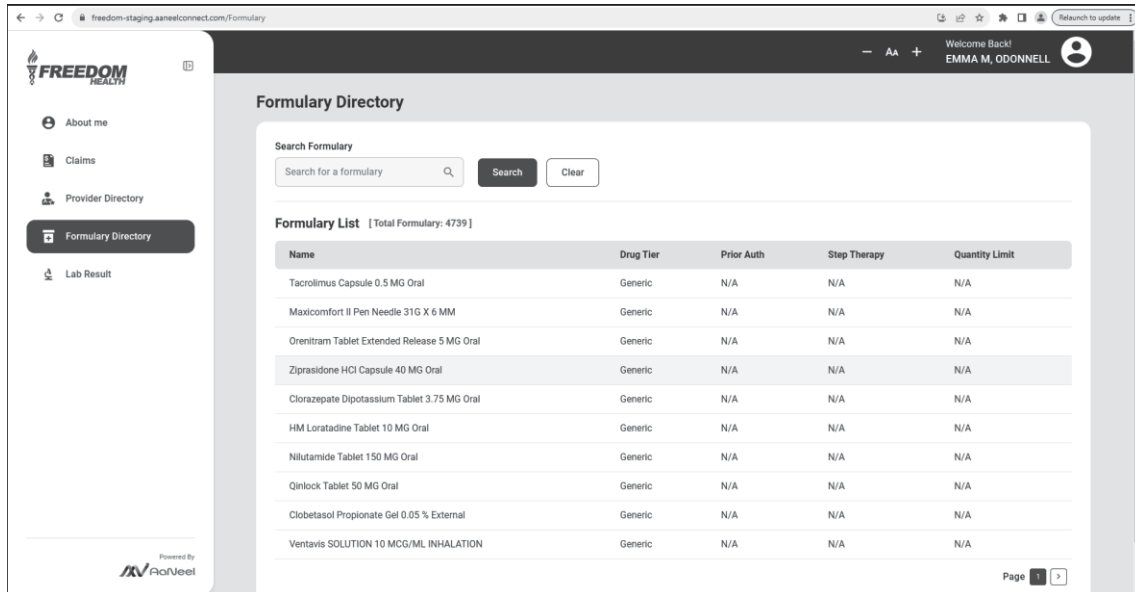
In Provider Directory the Provider ID is clickable/drillable - when clicked on page opens with Provider Address and Office Location with Maps which is clickable and open Google maps with location





## 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



**Formulary Directory**

Search Formulary

Search for a formulary

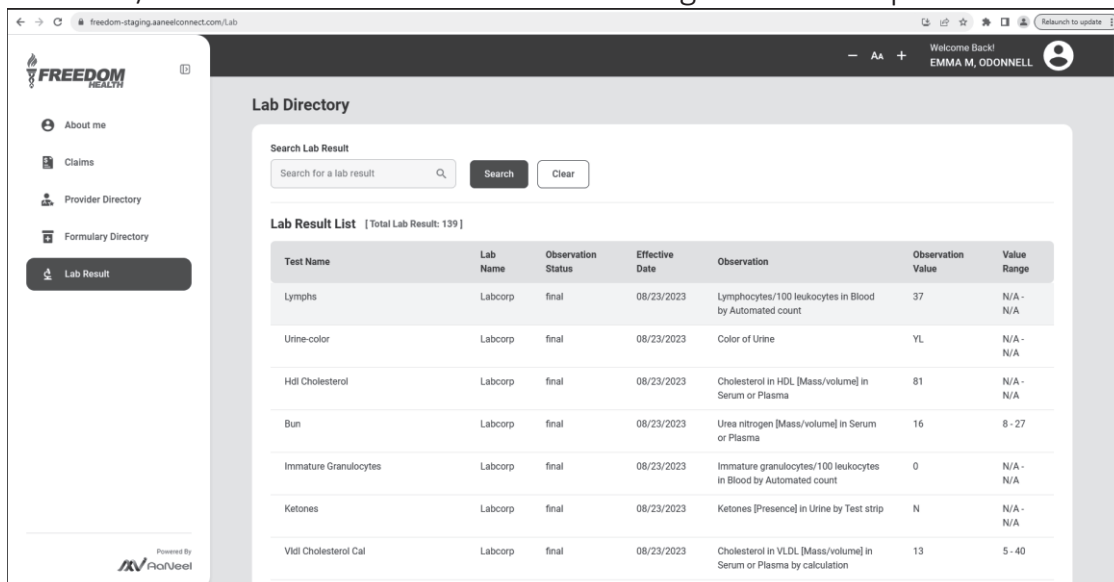
**Formulary List** [ Total Formulary: 4739 ]

Name	Drug Tier	Prior Auth	Step Therapy	Quantity Limit
Tacrolimus Capsule 0.5 MG Oral	Generic	N/A	N/A	N/A
Maxicompfort II Pen Needle 31G X 6 MM	Generic	N/A	N/A	N/A
Orenitram Tablet Extended Release 5 MG Oral	Generic	N/A	N/A	N/A
Ziprasidone HCl Capsule 40 MG Oral	Generic	N/A	N/A	N/A
Clorazepate Dipotassium Tablet 3.75 MG Oral	Generic	N/A	N/A	N/A
HM Loratadine Tablet 10 MG Oral	Generic	N/A	N/A	N/A
Nilutamide Tablet 150 MG Oral	Generic	N/A	N/A	N/A
Qinlock Tablet 50 MG Oral	Generic	N/A	N/A	N/A
Clobetasol Propionate Gel 0.05 % External	Generic	N/A	N/A	N/A
Ventavis SOLUTION 10 MCG/ML INHALATION	Generic	N/A	N/A	N/A

Page 1 >

## 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.



**Lab Directory**

Search Lab Result

Search for a lab result

**Lab Result List** [ Total Lab Result: 139 ]

Test Name	Lab Name	Observation Status	Effective Date	Observation	Observation Value	Value Range
Lymphs	Labcorp	final	08/23/2023	Lymphocytes/100 leukocytes in Blood by Automated count	37	N/A - N/A
Urine-color	Labcorp	final	08/23/2023	Color of Urine	YL	N/A - N/A
Hdl Cholesterol	Labcorp	final	08/23/2023	Cholesterol in HDL [Mass/volume] in Serum or Plasma	81	N/A - N/A
Bun	Labcorp	final	08/23/2023	Urea nitrogen [Mass/volume] in Serum or Plasma	16	8 - 27
Immature Granulocytes	Labcorp	final	08/23/2023	Immature granulocytes/100 leukocytes in Blood by Automated count	0	N/A - N/A
Ketones	Labcorp	final	08/23/2023	Ketones [Presence] in Urine by Test strip	N	N/A - N/A
Vldl Cholesterol Cal	Labcorp	final	08/23/2023	Cholesterol in VLDL [Mass/volume] in Serum or Plasma by calculation	13	5 - 40