

Aerial Care

New User Reference Guide

The Aerial Care system allows our providers to submit Referral Requests and Claims as well as the ability to check on their status and verify a patient's eligibility. Below are steps to help you log-in and get started using Aerial Care.

If you do not have a Aerial Care Log-in for St. Vincent IPA, please call us at **(888) 255-5053**.

Aerial Care Log-In Steps

1. Go to the St. Vincent IPA website at www.stvincentipa.com
2. Click on **Aerial Care** under the Patient Management tab on the Provider Portal and you will be directed to the Aerial Care web portal.
3. Type in your **Username** and **Password**.
New Users: Enter your Temporary Password. You will then be asked to change the password to one of your choice. Then enter your **New** Password to log-in.
4. To submit a Referral Request or check status click on one of the following:

Submit Online Referrals

View Referral Alerts

5. To submit/Upload a Claim or Claim Batches click one the following

Submit Online Claims

Upload Claim Batches

Submitted Claim Batches

6. To download your e-list click on the **Eligibility** Tab at the top of the page

Eligibility

7. Then Click the **Download to Excel** button

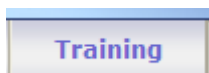
Download E-List

DOWNLOAD to EXCEL

- If you cannot find a member listed in Aerial Care, Click on the Member Inquiry Form and complete all the required information. It will be submitted directly to our Eligibility Department. The member will be loaded in Aerial Care once eligibility is confirmed.

If you still cannot find the patient, fill out a [Member Inquiry form](#)

- If you are not able to scan and attach notes and/or additional information to your online Referral Request, please fax those to (562) 924-1453. Please note in the online Referral Notes that additional information will be submitted via fax.
- If you have any technical issues with Aerial Care, or forget your username and/or password, you may contact Aerial Care at (800) 864-8160.
- Online training is available 24/7. You can watch live videos, print out "quick reference" documents and instructions anytime just login and click on the Training Tab at the top of the page.



If you have any questions or would like additional training on Aerial Care, please contact the Provider Relations Department at **(562) 860-8771 Ext. 107 or Ex 112.**