



**JOINT VENTURE HOSPITAL LABORATORIES**  
**JVHL User Guide for On-line Voucher Inquiries**

**JVHL Document Review Signatures**

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## Document Change Control





**Frequency of Review:**

This guide will be reviewed annually for accurate content and procedural steps by the JVHL IT Specialist and by the JVHL Director of IT for contractual and regulatory compliance.

**Access the Website:**

To access the online JVHL Voucher Inquiry System enter the URL [www.jvhl.org](http://www.jvhl.org), log in to the JVHL Resource Center by clicking on Login located in the upper right corner of the page (See Figure 1).

**Figure 1: Home Page**



After selecting the 'Login' option on the home page a new screen will prompt the user to enter in his/her Username and Password, as displayed in **Figure 2** below.

**Figure 2: The Login Page**

The screenshot shows the JVHL login page. At the top left is the JVHL logo with the tagline "Bringing You The Best in Laboratory Medicine". Below this is a dark blue navigation bar with white text links: "Patients", "Physician Offices", "Health Plan Providers", "Network Providers", and "Business Associates". On the left side, there is a vertical sidebar with blue buttons for "About JVHL", "Contact JVHL", "Service Centers", "Lab Directory", and "Careers". The main content area is titled "Login to JVHL" and contains a login form. The form has two input fields: "User Name:" and "Password:". Below the "Password:" field is a "Log In" button. Underneath the login form are three blue links: "Apply For Access", "Reset Password", and "Need Help?". At the bottom left, there is a "What's New" section with the text "2019 Jack Shaw Scholarship for Executive War College" and a "Learn more" link. A red oval is drawn around the "User Name:" and "Password:" input fields and the "Log In" button.

Username – The Username is that which the user had personally selected during the application process. The Username was also provided within the confirmation e-mail sent to the user when his/her registration was completed.

Password - The first time accessing the system the user will need to click on 'Reset Password' located below the Log In area at the bottom of the screen. This will cause an auto-generated, temporary password to be e-mailed to the user. The user will then need to login using the temporary password. Immediately after the initial login the user will be prompted to change his/her password to one that he/she can personally select.

Once logged into the JVHL Resource Center, click on the Claim and Payment information option located on the left-hand side of the screen (See Figure 3).

**Figure 3: On-Line Services**

Alerts
CAP Distribution Schedules
Claim and Payment Information
Claim Status Inquiries
Contract Information
Contract Information Pathology
Educationals
JVHL Billing/Marketing/Operations Committee Information
JVHL Executive Committee Information
JVHL Pathology Billing Committee Information
JVHL Performance Metrics
JVHL Result Statistic Reports & Specification Guides
JVHL Satisfaction Survey Reports
Links of Interest
Prior Authorizations
Vlookup Instructions



To access the online JVHL Voucher Inquiry System click on **'Voucher Inquiry'** located at the end of the options listed in the JVHL Resource Center screen below. (See Figure 4)

**Figure 4: JVHL Claim Inquiry System**

## Claim and Payment Information

The Claim & Payment Information pages house a multitude of information related to billing including Process flow charts, EDI specification guides, Forms to set up Electronic Funds Transfer (ACH) and EDI Connectivity, Forms to submit Refunds, CAP Distribution Schedules, Fee Schedules, and Tools to check the status of a claim or patient eligibility.

[Billing Process Flowchart](#)

[Billing Report Description](#)

[Billing Specifications](#)

[Claim Status Inquiries](#)

[EDI Forms](#)

[EFT \(Electronic Funds Transfers\)](#)

[Eligibility Inquiry](#)

[Fee Schedules](#)

[JVHL Billing Tutorial](#)

[Refund Requests](#)

[Voucher Inquiry](#)



(Note: The online JVHL Claim Inquiry System can also be accessed at URL [plmweb.jvhl.org](http://plmweb.jvhl.org).) See Figure 5.



Figure 5: [plmweb.jvhl.org](http://plmweb.jvhl.org)



### Voucher Inquiry

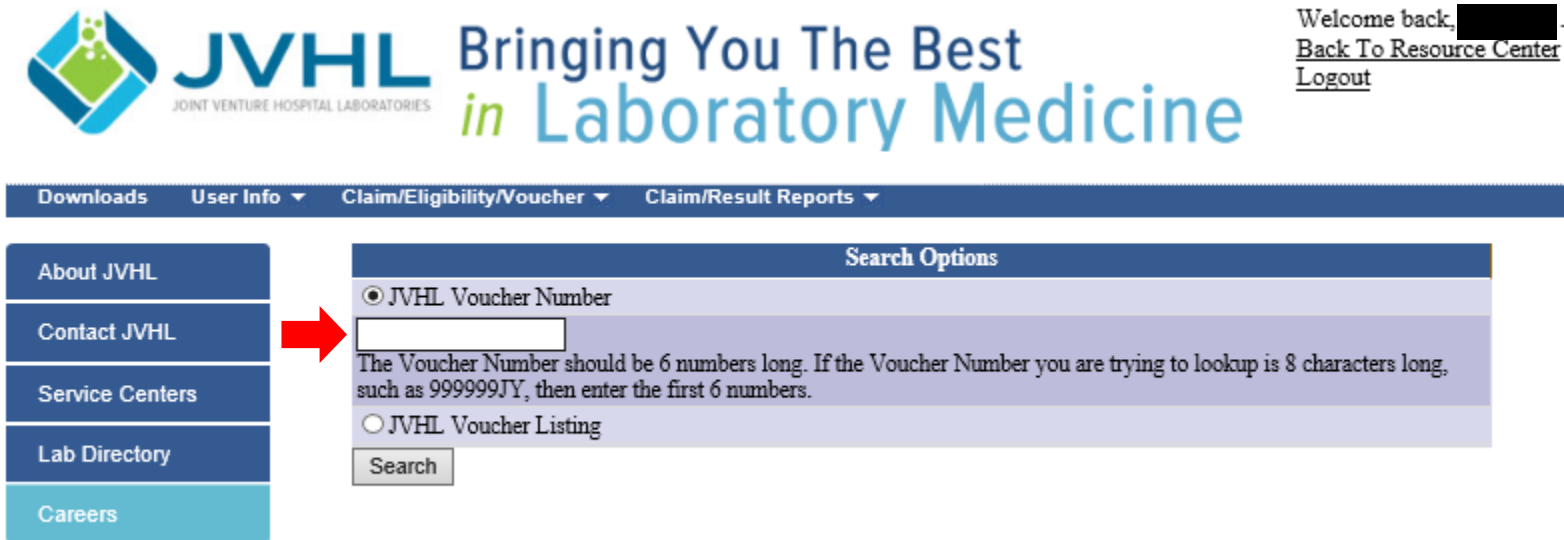
Once the user has successfully logged into the system, he/she will be taken to the Welcome Page. To status vouchers online, users must select the 'Claim/Eligibility/Voucher Inquiry' option from the menu located at the top of the screen, as displayed in **Figure 6** below.

Figure 6: Welcome Page



Once on the Voucher Inquiry page the user will see a screen as displayed below in **Figure 7**.

**Figure 7: Voucher Inquiry Screen**



The Voucher Inquiry Screen has one search option:

The Filter Option provided is:

JVHL Voucher Number – Allows the user to retrieve payment/rejection information to claims their facility submitted for multiple members for a specific payer.

To determine the Voucher Number, simply status a claim in the Claim Inquiry Screen (please see 1.23\_JVHL User Guide for On-line Claim Inquiries instructions).

Once the user has determined and keyed in his/her voucher number, they can click on the 'Search' button. At this point a list will be displayed of any potential matches found using the criteria chosen. See **Figure 8**.

**Figure 8: Summary Page of Voucher Matches**

Welcome back, [REDACTED]  
[Back To Resource Center](#)  
[Logout](#)

Downloads User Info Claim/Eligibility/Voucher Claim/Result Reports

About JVHL  
 Contact JVHL  
 Service Centers  
 Lab Directory  
 Careers

**Search Options**

JVHL Voucher Number  
 712701  
 The Voucher Number should be 6 numbers long. If the Voucher Number you are trying to lookup is 8 characters long, such as 999999JY, then enter the first 6 numbers.  
 JVHL Voucher Listing

Search 1 Matches Found

JVHL Voucher #	Create Date	Lab	Payer	Voucher Amount
712701	6/5/2018	HV	Blue Care Network	\$10,585.74

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The user can now click on the Voucher Number attachment in order to retrieve his/her voucher information by opening the document.

**(Note:** *Voucher data displayed on the voucher represents the information paid/rejected by a payer to JVHL.*)

Voucher Information - Displays payment/rejection information relating to various claims submitted by a specific facility to a specific payer. As appears on the voucher

- Lab – The labs name and two digit lab location code assigned to facilities
- Payer – The health plan
- Create Date – The date the voucher was created
- JVHL Voucher Number – Assigned once the claims have been completed by JVHL
- Voucher Amount – The total amount paid to the facility by a specific payer.

**Exiting the System**

At any time, the user may exit the system by simply clicking on the 'Logout' button provided on the screen.

Welcome back, [REDACTED]  
[Back To Resource Center](#)  
[Logout](#)

JVHL Bringing You The Best in Laboratory Medicine