



# Gold Kidney Health Plan

AANEEL CONNECT MEMBER PORTAL USER MANUAL

24/12/2025

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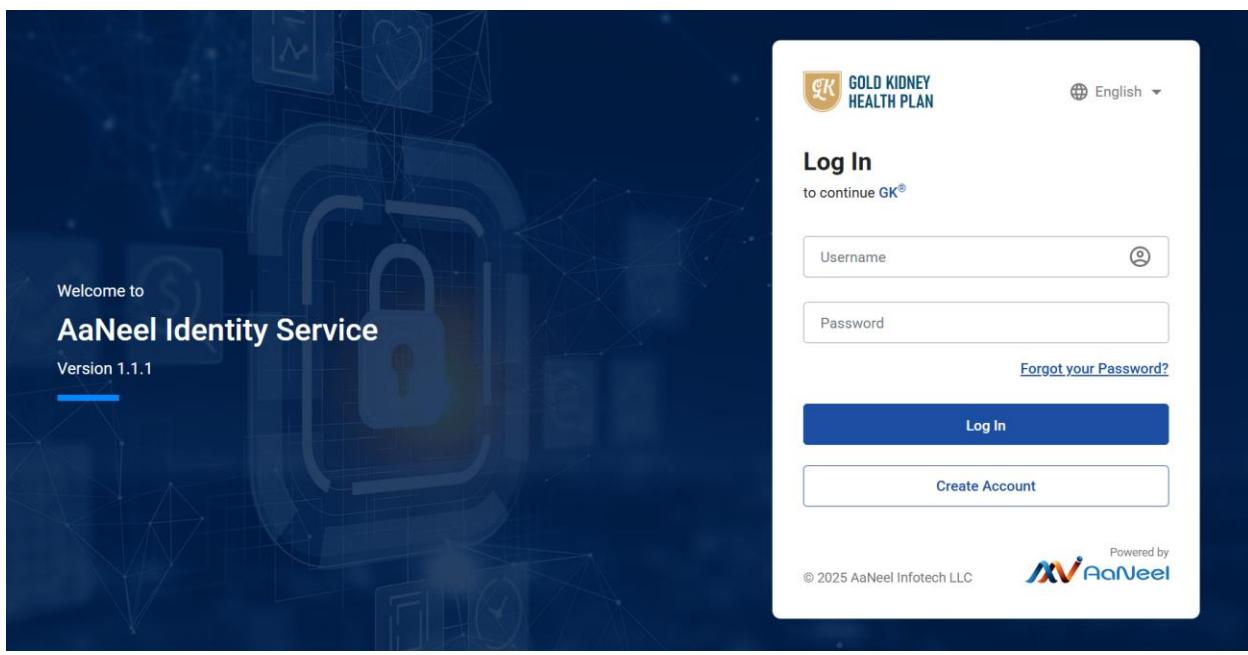
# OVERVIEW

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

This guide is designed to help you understand and easily navigate the GK Patient Portal. Whether you're checking on claims, reviewing your care plan, or contacting support, this manual provides clear steps with supportive explanation

## 1. Login Page and Create Account

### A. Login Page



When you visit the AaNeel Connect login page, you'll see a few options to help you sign in or create a new account. Here's how each option works:

- 1. Username**  
Enter the username you chose when you created your account.
- 2. Password**  
Type in the password you selected during account setup.
- 3. Forgot Your Password?**  
If you can't remember your password, click this link(Forgot your Password)  
You'll be asked to enter your username, and a password reset link will be sent to the email address you used when registering.
- 4. Log In**  
Click this button to securely access your AaNeel Connect portal.

## 5. Create Account

**Don't have an account yet?** Click on **Create Account** to begin the registration process. You'll be taken to a new screen where you can set up your account.

### B. Create Account



### Sign up

Insert your information to signup

**GOLD KIDNEY HEALTH PLAN**

1 Personal Info — 2 Email Info — 3 Credentials Info

**First Name\*** [How to sign up](#)

**Last Name\***

**Date of Birth\***  [PIN\\*](#) [Create a PIN](#)

[Back to Login](#) [Next](#)

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Powered By 

To sign up for an account, you'll be guided through a few simple steps:

#### 1. Personal Info

Enter your **First Name**, **Last Name**, **Date of Birth (DOB)**, and **PIN**.

- *What is a PIN?*

It's a combination of your **Member ID** (from your insurance card) and the **last 4 digits of your Medicare ID**.

 **Note:** You won't be able to continue to the next step without a valid PIN. To generate pin and if stuck while creating account, click on [How to sign up](#), a detailed document will be open into next tab along with that you can download to your system, which helps as guide for further steps, also by clicking on create PIN, where a sample image and instructions to create pin will be displayed

a) Need to move to the next tab (Email Info Tab).

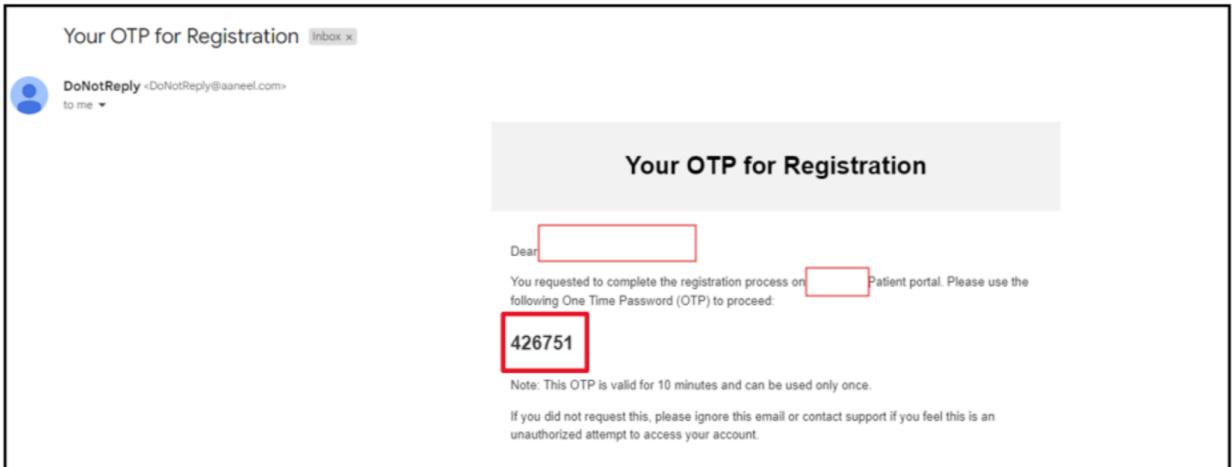


## 2. Email Info

Enter your email address and click the **Send OTP** button.

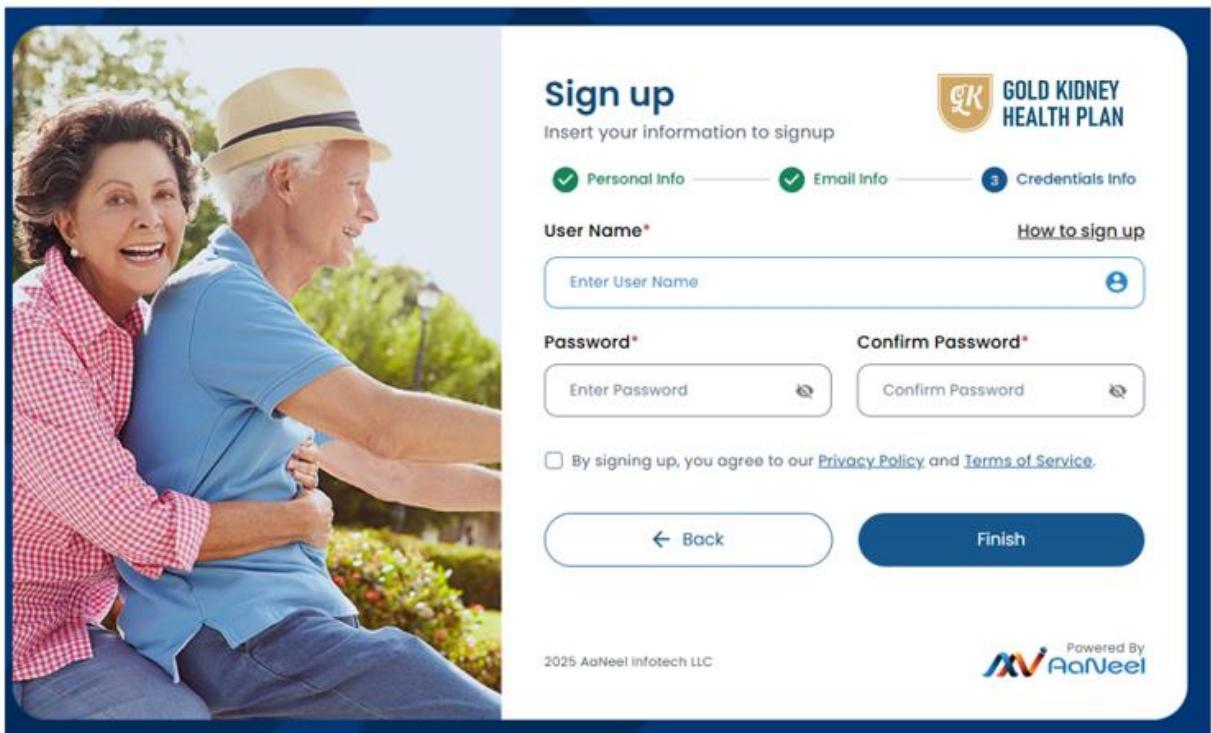
An OTP (One-Time Password) will be sent to your email. Enter it to proceed.

The sign-up page for the Gold Kidney Health Plan. It features a background image of a smiling senior couple. The form is divided into three steps: 1. Personal Info (checked), 2. Email Info (selected), and 3. Credentials Info. The 'Email Info' step requires the user to enter their email address and receive a code via email. The 'Enter Email Address' field has 'Send Code' next to it. Below it is a field to 'Enter the code we just emailed you' with an 'Enter Code' input and an 'Or' link. Navigation buttons 'Back' and 'Next' are at the bottom. The page is powered by AaNeel Infotech LLC, as indicated by the logo in the bottom right corner.



### 3. Credentials Info

Create your **Username** and **Password**. These will be used to log in to the portal.

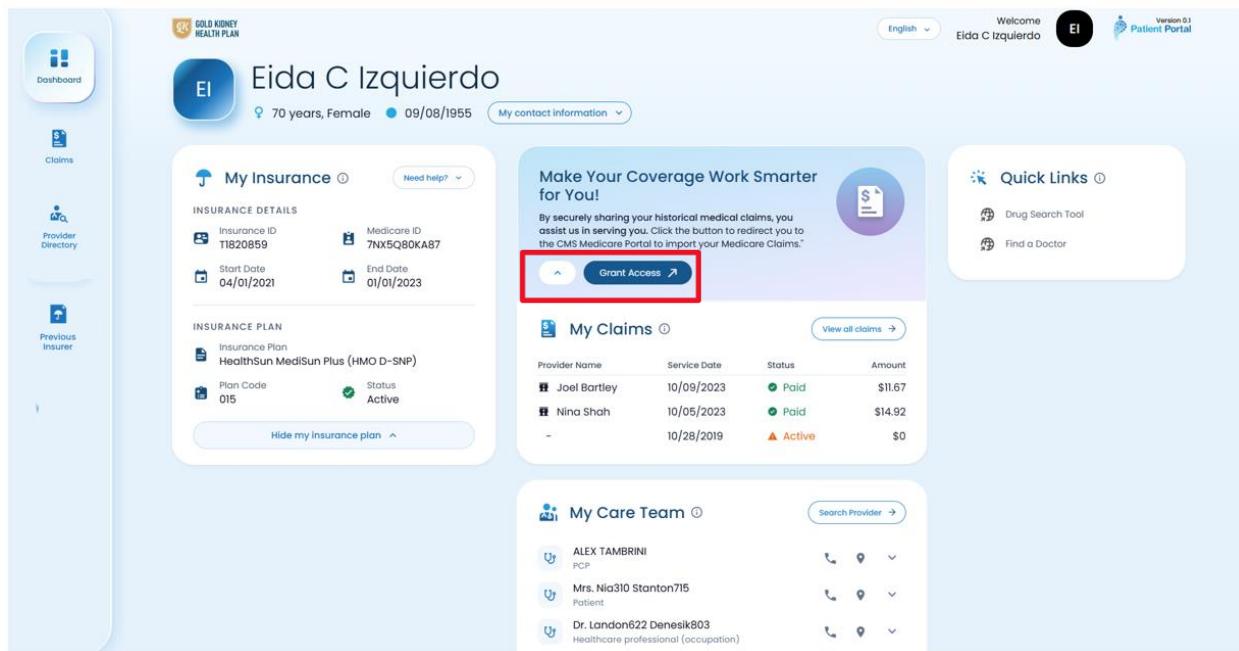


- Click **Sign Up** to complete your registration.

Upon successful account creation, the system redirects you to the login page. Login with just created user name and password in below screen

2.

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



Once you've logged in, you'll arrive at the **Dashboard** — your main homepage inside the AaNeel Connect portal.

### Key Sections:

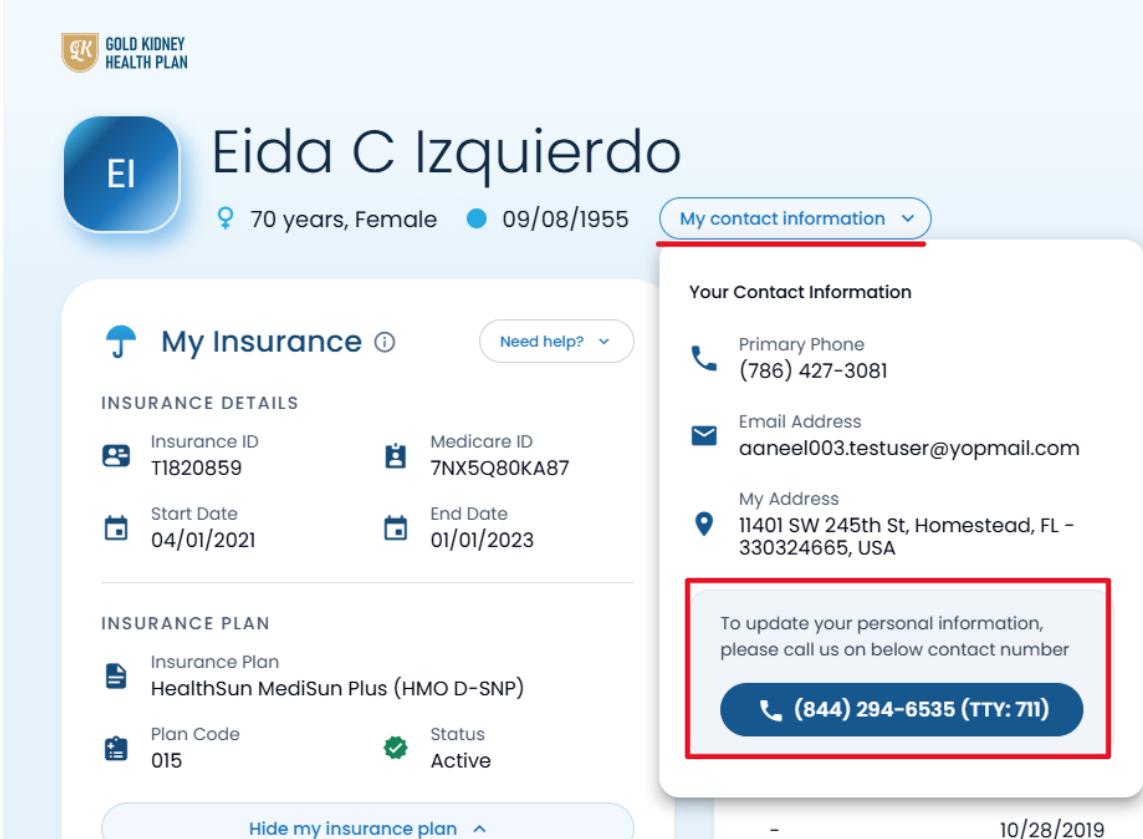
#### 1. Tabs

The **Dashboard tab** is selected by default. You can also switch to other tabs explained below.

#### 2. Member Details

See a summary of your personal info:

- Name, DOB, Age
- **My Contact Information** –This section contains user phone number, email and physical address and option to update these details by contacting your insurance provider
- Insurance details
- Language Drop down (you can switch from English to Spanish)
- Recent claims
- Quick Links
- My Care team
- Option to **import historical claims**



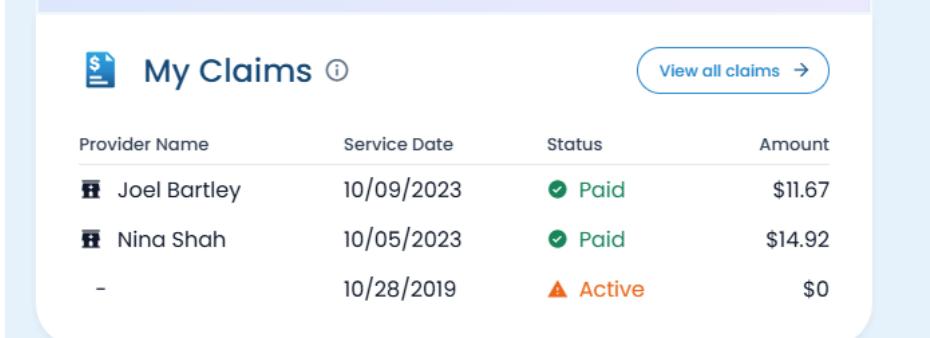
The screenshot shows a mobile application interface for the Gold Kidney Health Plan. At the top, the plan's logo is displayed. Below it, the member's name, Eida C Izquierdo, is shown with a blue circular icon containing the letters 'EI'. The member's age (70 years, Female) and birth date (09/08/1955) are listed. A button for 'My contact information' is highlighted with a red border. The 'My Insurance' section contains 'INSURANCE DETAILS' with fields for Insurance ID (T1820859), Medicare ID (7NX5Q80KA87), Start Date (04/01/2021), and End Date (01/01/2023). The 'INSURANCE PLAN' section shows the Insurance Plan (HealthSun MediSun Plus (HMO D-SNP)), Plan Code (015), and Status (Active). A red box highlights a callout box with contact information: Primary Phone (786) 427-3081, Email Address (aaneel003.testuser@yopmail.com), and My Address (11401 SW 245th St, Homestead, FL - 330324665, USA). A red box also surrounds a message: 'To update your personal information, please call us on below contact number' with a button '(844) 294-6535 (TTY: 711)'. The date 10/28/2019 is visible at the bottom right.

## Member Coverage

View your coverage details like:

- Medicare ID, Insurance ID, **Plan Name**, **Plan Code**, **Plan Start and End Date**, and **Status**

**My Claims** : This section shows a snapshot of your latest claims, including provider name, service date, status (such as Paid or Active), and amount. Click **View all claims** to see the full claims list.

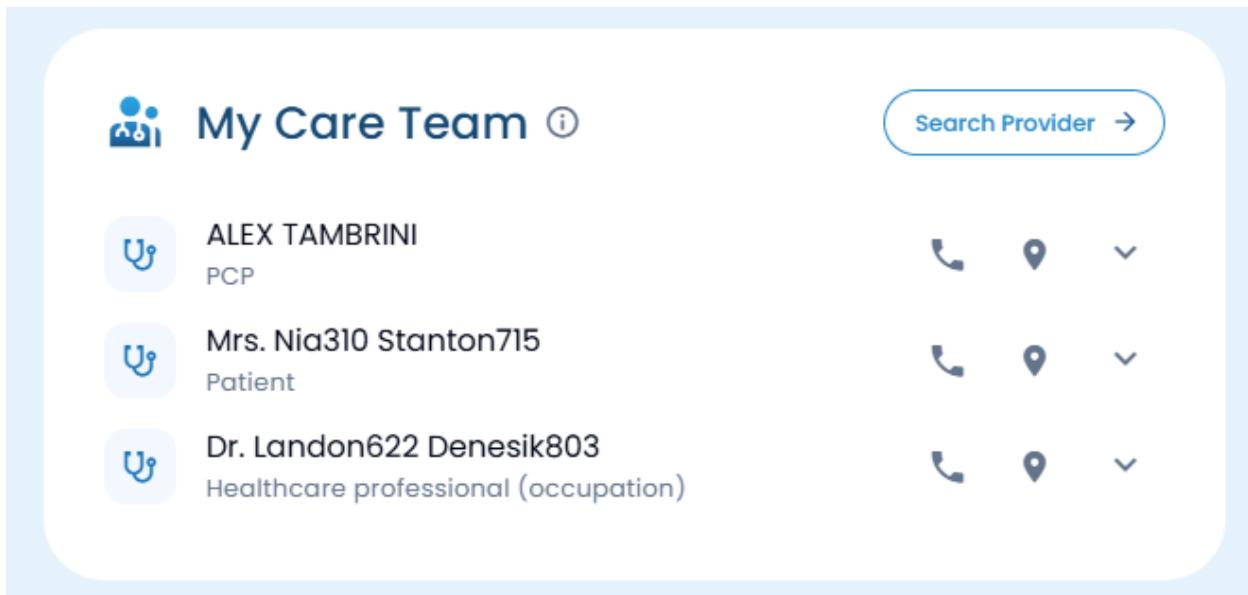


The screenshot shows the 'My Claims' section of the application. It features a table with columns for Provider Name, Service Date, Status, and Amount. Three claims are listed: one for Joel Bartley on 10/09/2023 (Paid, \$11.67), one for Nina Shah on 10/05/2023 (Paid, \$14.92), and one for an unnamed provider on 10/28/2019 (Active, \$0). A button 'View all claims' is located at the top right of the table.

Provider Name	Service Date	Status	Amount
Joel Bartley	10/09/2023	Paid	\$11.67
Nina Shah	10/05/2023	Paid	\$14.92
-	10/28/2019	Active	\$0

**My Care Team:** Here you can see the key providers involved in your care, such as your PCP and other professionals. Use the icons to call, message, or view more details for each Provider,

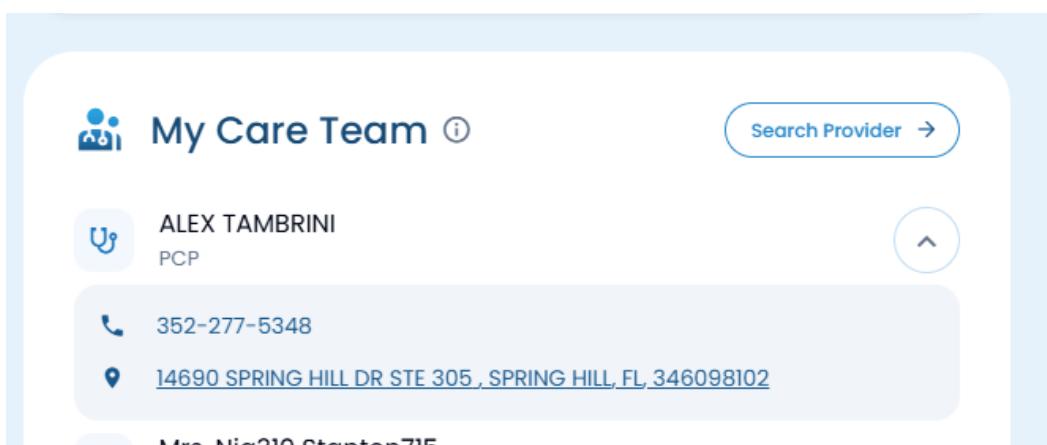
Click on Search Provider to view his exact location and distance from your place, along with mail and phone number option, where you need to search the same Provider



**My Care Team** ⓘ

**Search Provider →**

Provider	Role	Call	Location	More
ALEX TAMBRINI	PCP	📞	📍	⌄
Mrs. Nia310 Stanton715	Patient	📞	📍	⌄
Dr. Landon622 Denesik803	Healthcare professional (occupation)	📞	📍	⌄



**My Care Team** ⓘ

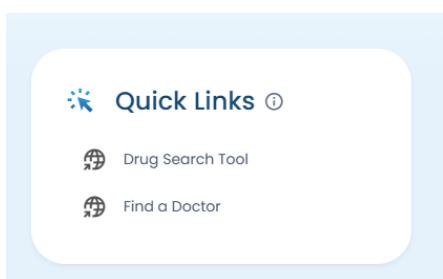
**Search Provider →**

Provider	Role	Call	Location	More
ALEX TAMBRINI	PCP	📞	📍	⌄

352-277-5348

[14690 SPRING HILL DR STE 305 , SPRING HILL, FL, 346098102](https://www.google.com/maps/place/14690+SPRING+HILL+DR+STE+305,+SPRING+HILL,+FL,+346098102)

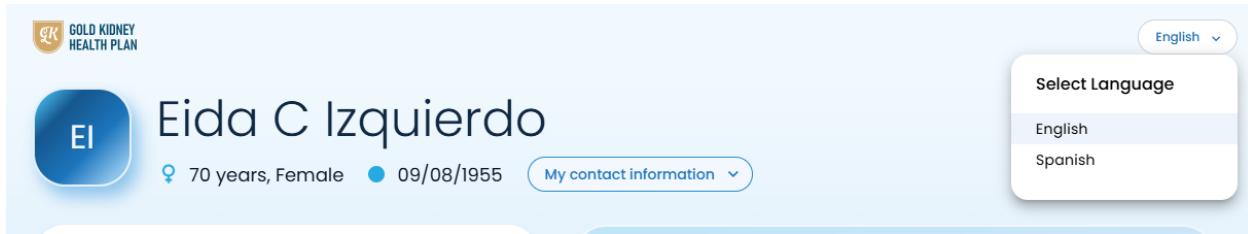
**Quick Links :** This panel gives you one-click access to common tools like the Drug Search Tool and Find a Doctor,



**Quick Links** ⓘ

- Drug Search Tool
- Find a Doctor

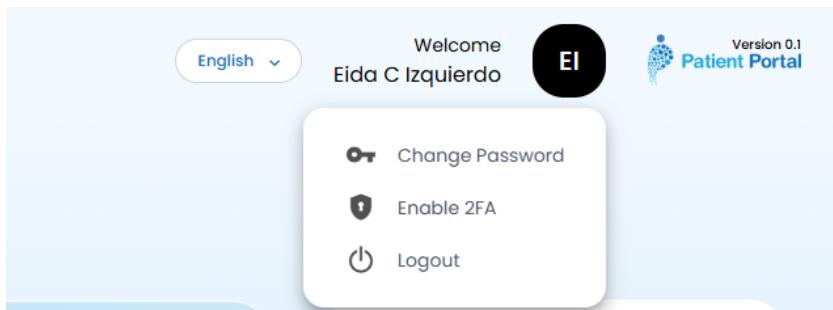
**Language:** You can switch the entire portal with your preferred language, listed below



### Member Account Settings (Dropdown in Top Right)

Click your name in the top right to see:

- Change Password
- Enable 2FA (Two-Factor Authentication)
- Logout



### Connect to Medicare

Want to see all your **Medicare claims**? follow these steps:

1. Click the **Grant Access** slider.



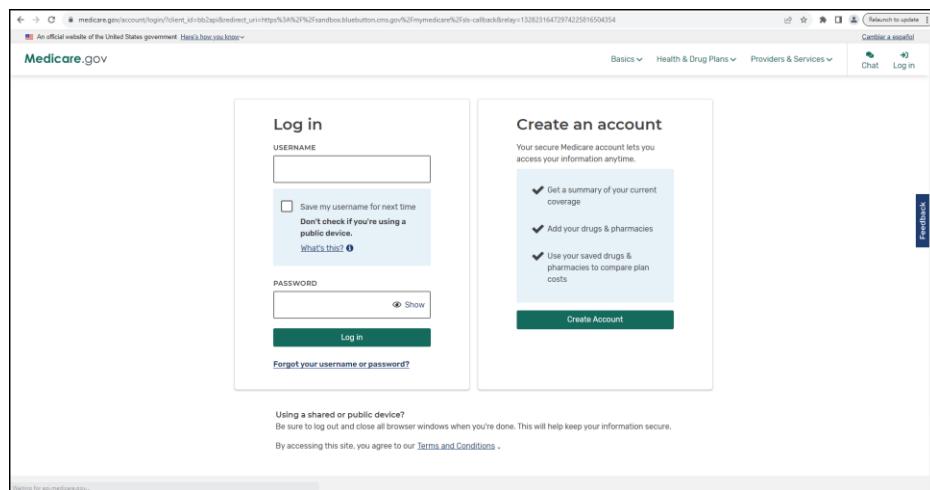
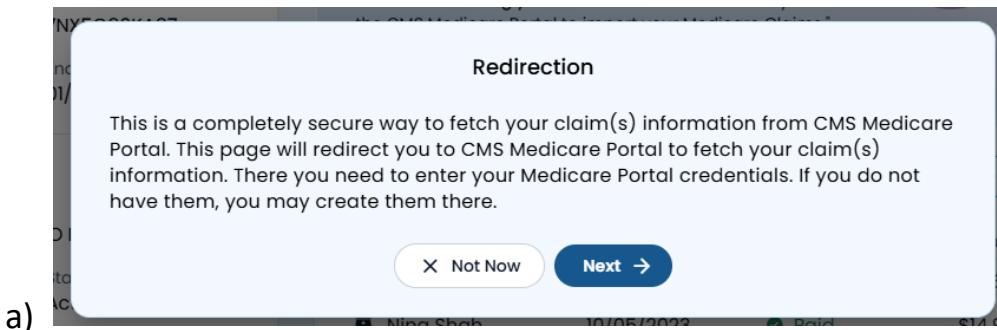
2. A confirmation pop-up will appear — click **Continue** to be redirected to the Medicare login page.

3. Log in using your **Medicare credentials** and **give consent** to connect your claims.
4. Once connect is established, Last sync date will be appearing, with connect date in MM/DD/YYYY format

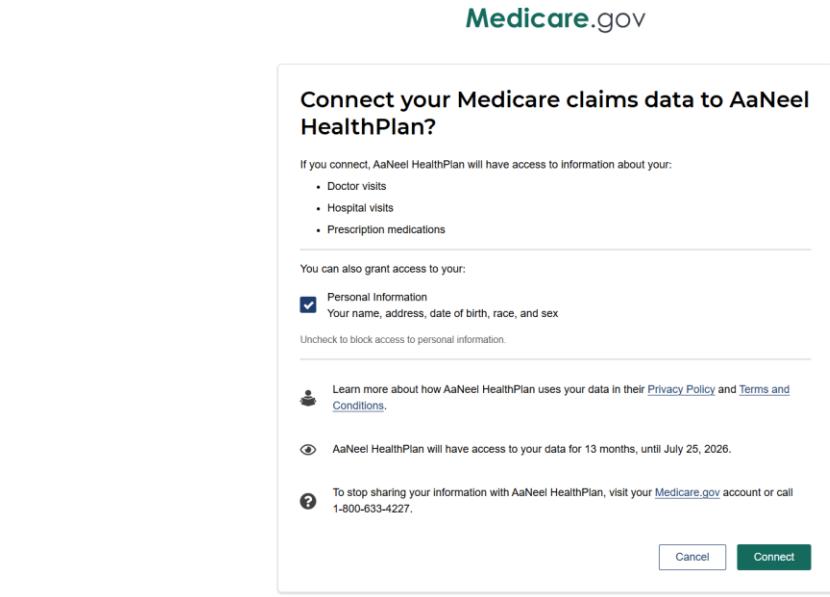


5. Once connected, your Medicare claims will appear in the **Claims** section.

👉 Tip: Use the **Source = CMS** filter to view only Medicare claims.



b) Post clicking on Next button, you will be routed to Medicare page where you Needs to login and give consent for Previous claim data access

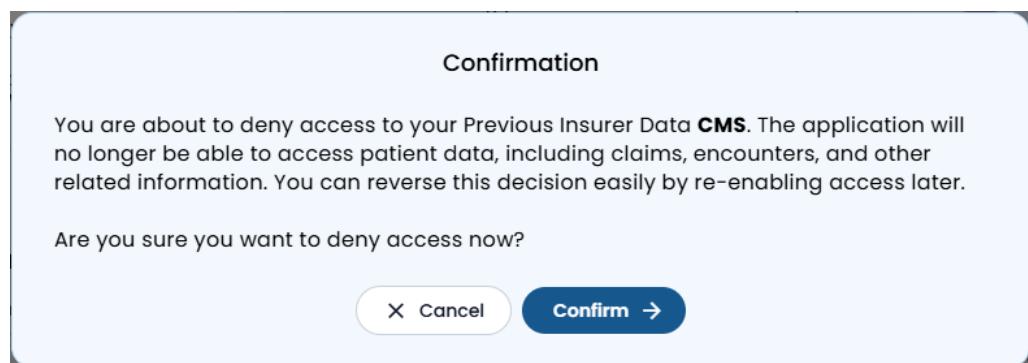


c) All the claims' details will be shown in the claim section, where you need to filter with the Source - CMS

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

If you want to disconnect to your Medicare account:

- Click on Revoke Access button
- A pop-up will appear to confirm.
- Once confirmed, CMS access will be removed.
- Last Sync data will be disappeared as consent is revoked

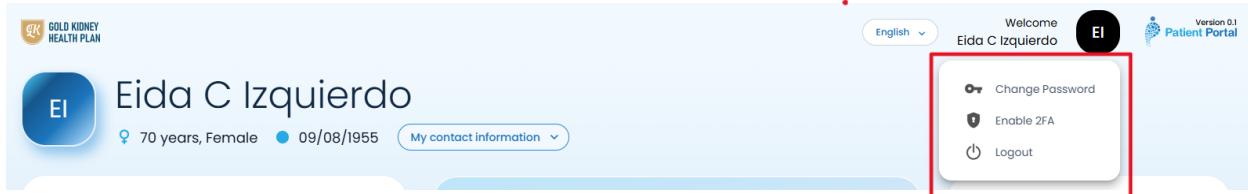


- **5.2 Member Account Setting (with Dropdown)**

In the top-right corner of the screen, click on your **username icon** to view account options.

The following options will be available in the dropdown:

- **Change Password**
- **Enable 2FA**
- **Logout**



1. **Change Password** - When you click on Change Password, you will be redirected to change password page, as show below.

Update your password, Post Update, a Confirmation message will be displayed, that password is updated and you will be logged out of portal, to re login with your new credentials

A screenshot of a 'Change Password' page. The page header says 'Change Password'. It has three input fields: 'Old Password' (containing 'Admin@4545'), 'New Password', and 'Confirm New Password'. Below the fields is a 'Change Password' button.

Conformation Message ---which updates you that password is changed now.

A screenshot of a 'Change Password' page showing a success message: 'Password changed successfully! Please log in again with your new credentials.' The input fields and layout are identical to the previous screenshot.

2. **Enable 2FA** - 2FA is Two Factor Authentication, which allows you to add an extra layer of security to your account by enabling two-factor authentication. When you click on it ,redirects to the below page, where you have 3 options for 2FA :

Profile

## Manage your account

Change your account settings

 Profile

 Password

 **Two-factor authentication**

**Two-factor authentication (2FA)**  
Enable two-factor authentication for your account

**I agree to 2FA Enrollment Permanence**  
*(After opting in, there's no way to opt out)*

SMS Authentication

FIDO key Authentication

Authenticator App

SMS Authentication

FIDO key Authentication

Authenticator App

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

Manage your account

Change your account settings

 Profile

 Password

 **Two-factor authentication**

**Two-factor authentication (2FA)**  
Enable two-factor authentication for your account

Country code  
+1 - USA

Phone number  
(xxx) xxx-xxxx

**Send Verification Code**

b) **FIDO Key Authentication** –

FIDO Key Authentication allows you to log in securely using your **device-based verification**, such as a **PIN or fingerprint**, instead of entering a password every time.

- Once you register for this option, you can use:

- A **device PIN** (for example, Windows or Microsoft PIN)
- **Fingerprint or biometric login** (if supported by your device)
- This works on devices that support FIDO authentication, such as **Windows, Google-supported devices, and other compatible platforms**.

c)

**Manage your account**  
Change your account settings

**FIDO2 Multi-factor authentication**

Profile

Password

Two-factor authentication

Username

Add A FIDO2 Key

**Manage your account**  
Change your account settings

**Generate two-factor authentication (2FA) recovery codes**

Profile

Password

Two-factor authentication

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.  
Generating new recovery codes does not change the keys used in authenticator apps. If you wish to change the key used in an authenticator app you should [reset your authenticator keys](#).

Generate Recovery Codes

d) **Authenticator App –**

You can also secure your account using an **Authenticator App**, such as **Microsoft Authenticator** or **Google Authenticator**.

- To set this up:
- Open your preferred Authenticator App on your mobile device.
- **Scan the QR code** displayed on the screen  
(*or manually enter the setup code if scanning is not possible*).
- The app will generate a **6-digit verification code**.
- Enter this code in the **Verification Code** box to complete setup.

- Once configured, the Authenticator App will generate a new code each time you log in, which you will need to enter to access the **AaNeel Connect Portal**.

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 qwdw o7b1 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

### 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 c15b8025
3b2bef27 bcdafe55
8f1b52cc 093ea9c1
fe03dd0b 4eaf96ad
543a47c1 d393d4bf
```

- Logout - Click to securely log out of the AaNeel Connect portal.

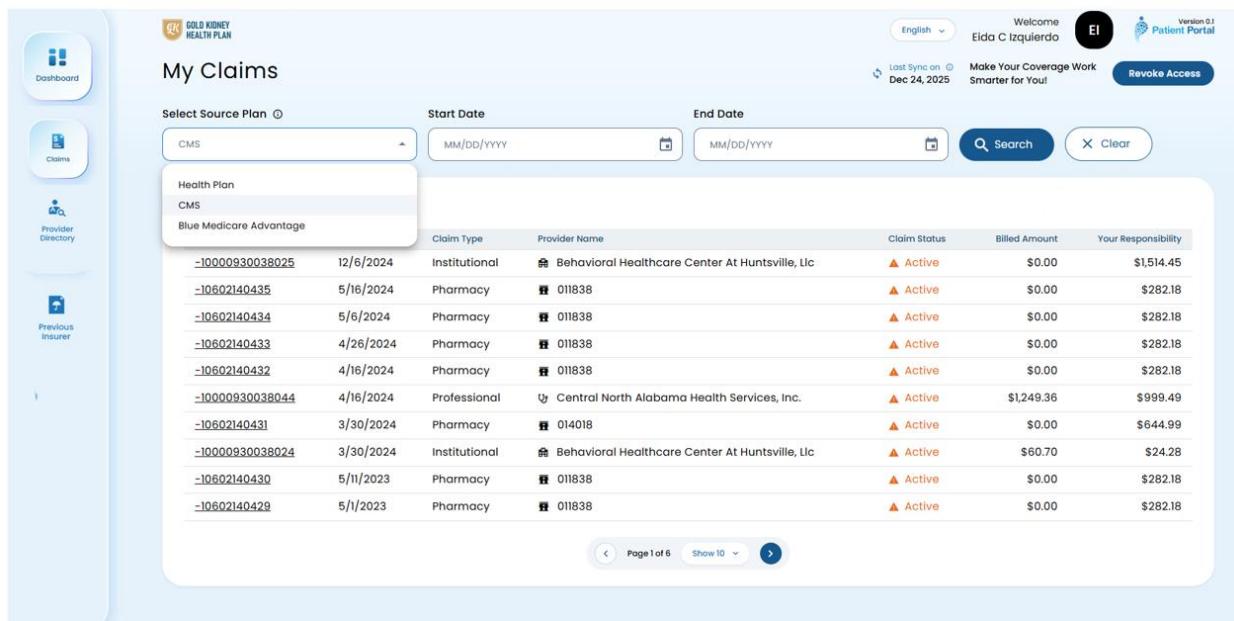
### 3. Claims Tab

The **Claims** tab shows all the medical claims associated with your account. If you've connected your Medicare (CMS) account, this tab will also display your **older claims** pulled from CMS.

#### You can filter your claims using:

##### 1. Source Plan

- **Healthplan:** Your current insurance provider and current health plan insurance claims are displayed here.
- Previous insurance claims will be visible if connected to your previous insurer from previous insurer section.
- CMS: Medicare claims (only visible if connected to Medicare)



Claim Type	Provider Name	Claim Status	Billed Amount	Your Responsibility
Institutional	Behavioral Healthcare Center At Huntsville, Llc	Active	\$0.00	\$1,514.45
Pharmacy	011838	Active	\$0.00	\$282.18
Pharmacy	011838	Active	\$0.00	\$282.18
Pharmacy	011838	Active	\$0.00	\$282.18
Pharmacy	011838	Active	\$0.00	\$282.18
Professional	Central North Alabama Health Services, Inc.	Active	\$1,249.36	\$999.49
Pharmacy	014018	Active	\$0.00	\$644.99
Institutional	Behavioral Healthcare Center At Huntsville, Llc	Active	\$60.70	\$24.28
Pharmacy	011838	Active	\$0.00	\$282.18
Pharmacy	011838	Active	\$0.00	\$282.18

##### 2. From Date of Service

Select the starting date for claim results.

##### 3. To Date of Service

Select the ending date for claim results.

##### 4. Search and Clear : This option is to explore the claims based on selective date and view the claims

- **3.1 Claim Number - Drillable**

Each **Claim Number** in the list is clickable.

When you click on a claim number, a **detailed view** opens showing:

- **Bill Description**
- **Date of Service**
- **Billed Amount**
- **Your Responsibility**
- **Insurance Paid**
- Member and Provider details
  - At the top, you will see the claim number, Provider name, service date, claim type (for example, Pharmacy), and the claim status (such as **Paid**).
  - In the Claim Details section, you can review key information like Claim Number, Claim Type, Member ID, Provider Name, and Attending Physician.
  - On the right side, you can see the bill summary, including **Bill Amount**, **Insurance Paid**, and **Your Responsibility**. If your share is zero, it will show \$0.00 and the status as Paid.
  - In the Bill Description section at the bottom, you can view a breakdown of the services or medications, along with the billed amount, what insurance paid, and your responsibility for each line item.

**CLAIM DETAILS**

Claim Number	Claim-TI820859-003
Claim Type	Pharmacy
Member ID	TI820859
Provider Name	Joel Bartley

**BILL DESCRIPTION**

Description & Service Date	Billed Amount	Insurance Paid	Your Responsibility
ROSUVASTATIN TAB 10MG 10/09/2023	\$11.67	\$11.67	\$0.00
<b>Total</b>	<b>\$11.67</b>	<b>\$11.67</b>	<b>\$0.00</b>

#### 4. Provider Directory Tab

Provider Directory Tab shows all available providers across in network and Out network, your health plan is supporting,

On this page, you can search for providers and see where they are on the map.

- At the top, enter a provider's name and a city, state, or ZIP code, or turn on Use your current location and click Search to find providers near you.
- The left side shows a list of providers with their name, specialty, phone number, address, and whether they are In-network or Out-of-network.

The right side shows a map with pins for each provider so you can see where they are located and use zoom or expand view to explore the area.

Search Provider

4926 providers found

Initials	Name	Title	Network Status	Phone	Address
RV	Regina Velasco	Physician	Out-of-network	-	9078.79 mi ADGER, AL 35006
JV	Joann Vitiello	Physician	Out-of-network	4804975933	9173.54 mi 3048 E BASELINE RD, STE 122, MESA, AZ, 85204
AG	Ana Greenwood	Physician	Out-of-network	-	9078.79 mi ADGER, AL 35006
BL	Betina Louis	Physician	Out-of-network	-	9078.79 mi ADGER, AL 35006
KG	Kelly Grogan	Physician	Out-of-network	-	-

- 4.1 Provider ID – Drillable:**

Each **Provider ID** is clickable. Post clicking it opens a detailed view of the providers:

### Provider Details

- Provider Specialty- Surgeon
- Language—the provider is spoken
- In Network/Out Network

### Office Location

- Phone Number
- Email
- Address ---Direction (Google Maps link is available and clickable), Based on your current location, the distance is calculated and shown to you accurately.

PROVIDER DETAILS

Provider ID 53455	NPI 1861734139	Language En-us
----------------------	-------------------	-------------------

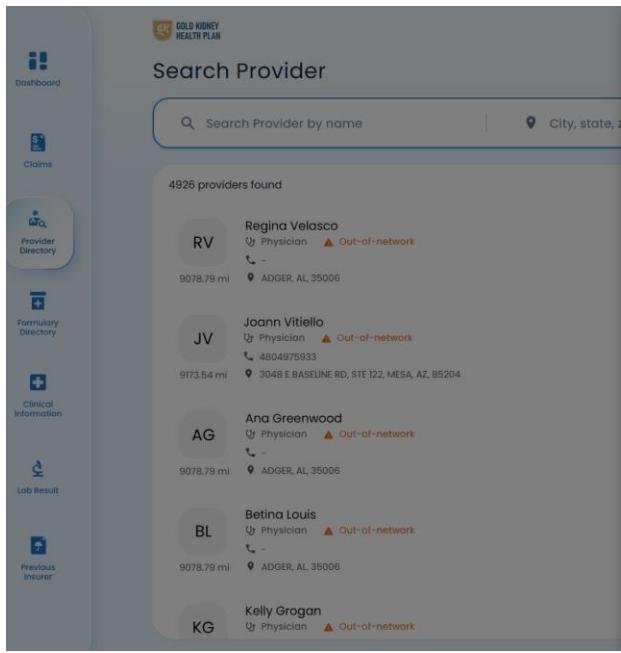
#### OFFICE LOCATIONS

Address  
JOANN VITIELLO HOPE DIABETES CENTER LLC 3048 E  
BASELINE RD STE 122  
3048 E BASELINE RD, STE 122, MESA, AZ, 85204

Phone  
4804975933

Email  
-

[Direction](#)



← Back / My Provider

 **Joann Vitiello**
Physician Out-of-network

---

**PROVIDER DETAILS**

Provider ID: 53455 NPI: 1861734139 Language: En-us

---

**OFFICE LOCATIONS**

Address: JOANN VITIELLO HOPE DIABETES CENTER LLC 3048 E BASELINE RD STE 122, MESA, AZ, 85204

Phone: 4804975933 Email: [\[REDACTED\]](mailto:)

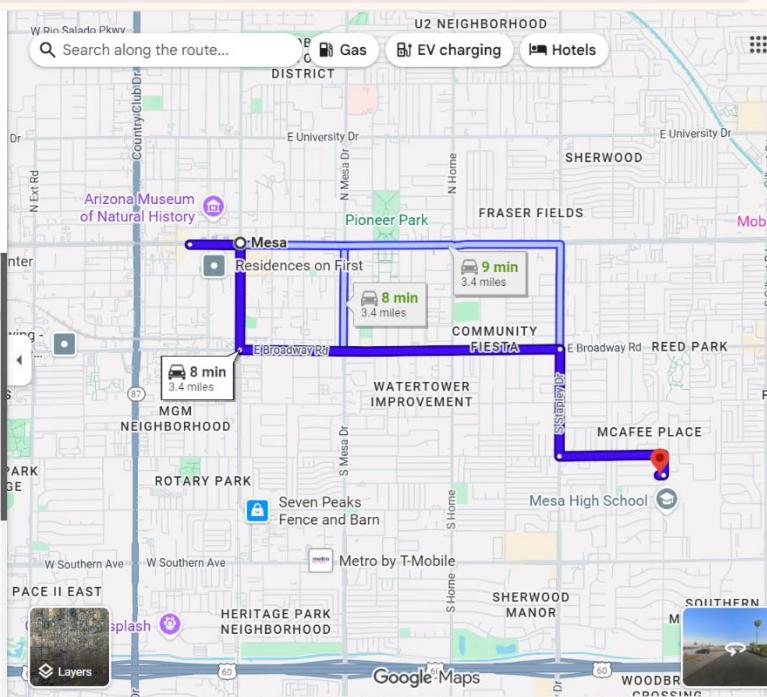
**Direction**



## Directions Button

The **Directions** button helps you find the best route to the provider's location. When you click it, a **new browser tab** will open and calculate the distance from your **current location** to the provider's address.

Tip: Always try to enable the location on



google.com/maps/dir/Mesa,+AZ,+USA/33.3990327,-111.7972384/@33.4071426,-111.8368303,14z/data=!3m1!4b1!4m9!4m8!1m5!1m1!1s0x872ba7c2c0c5... Directions

Best 8 min

34 min 1h 12m 18 min

Mesa, Arizona, USA

ConTech Engineered Solutions, Mesa, AZ

Add destination

Leave now

Send directions to Google Pixel

via E Broadway Rd

via Historic U.S. 80/W Main St and E Broadway Rd

New! Continue your trip, tap the notification on your phone to get directions

## 9. Previous Insurer

### Purpose

This section allows you to find and connect your **previous health insurance plans** so you can view your **historical claims** directly from the current member portal.

If your previous insurer is not listed, you can submit a request to add it, and the portal admin will review and list the payer for connection.

### How it Works:

#### Landing page with Instructions to find the Previous Insurer

The screenshot shows the 'Previous Insurer' landing page. On the left, there is a list of insurers with toggle switches next to their names. On the right, there are two 'Health Plans Connected' sections. Each section shows a plan name, a date (12/24/2025 or 09/17/2025), and buttons for 'View claims' and 'No Disconnect'. Below these sections, there are four reasons to connect: 'Access Old Claims', 'See Benefits & Coverage', 'Save Time & Effort', and 'Stay In Control of Your Data'. At the bottom, there is a section titled 'How to connect with your insurer' with three sub-sections: 'Search' (with a search bar and placeholder 'Search previous insurer'), 'Select & Connect' (with a placeholder 'Insurer name' and a toggle switch), and 'View History' (with a placeholder 'View History').

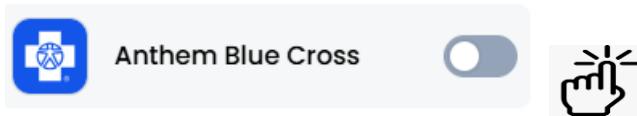
### Find Your Old Insurance

- Use the **search box** to look for your previous insurance payer from the available list.
- This makes it easier to quickly find the insurer you want to connect.

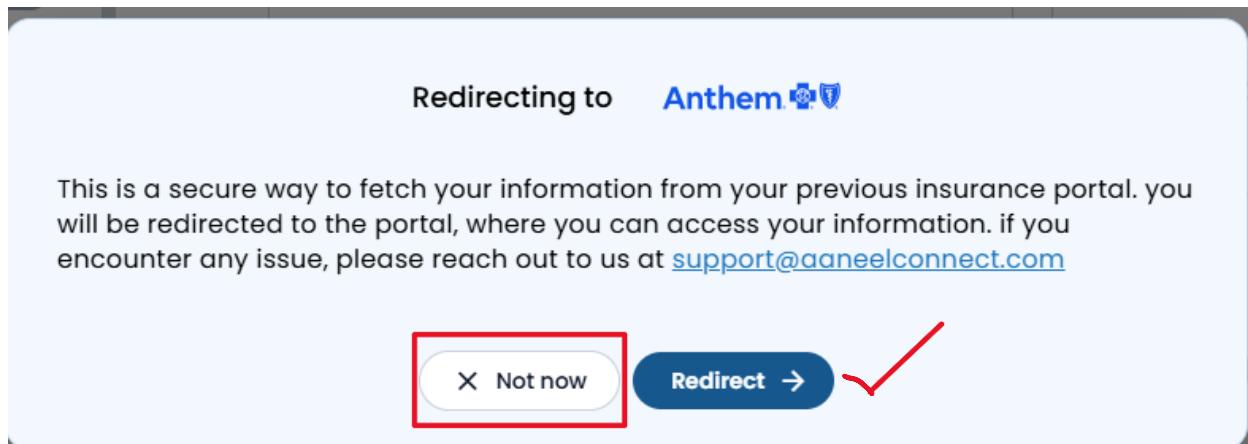
The screenshot shows a close-up of the 'Search Previous Insurer' search bar. The placeholder text is 'Search your previous insurer' and there is a magnifying glass icon to the right of the input field. A red arrow points to the search bar.

### 2. Connect Your Plan

- Once you find your previous insurer, **turn ON the toggle/switch** next to the payer name.



- Once the toggle is turned, A notification pop-up will appear, informing you that you need to log in to your previous insurer's portal.



You can choose:

- Redirect** – to continue and connect now
- Not Now** – to close the message and connect later

If you select **Redirect**:

- You will be taken to your **previous insurer's login page**.
- You will be asked to enter details such as your **old Member ID and password** to securely fetch your data.
- After successful login and consent, you will be redirected back to the **current member portal**.

Elevance Health

Log in to your member account

Username

Password

LOGIN

- After successful login and consent, you will be redirected back to the **current member portal**.
- Patient ID associated with that payer.
- Connected date and disconnected date (Post you opts to deny access).
- View Claims button – navigates you to the Claims section with the selected payer pre-filtered
- Disconnect button – removes the connection and associated data
- Conditional statement- Status and error messages (for example, “Please contact admin” if there is a connection issue—if error occurred this statement you see, it’s based on condition)

**Note:** You can connect with **multiple** previous Insurers, which all Insurance payers you were associated with earlier and we will be listing all those connected payers in UI to you offering you to explore list and grid view

#### Previous Insurer

Search Previous Insurer

Search your previous insurer

4 Health Plans Connected

Card View List View

Insurer	Patient ID	Connected Date	Disconnected Date	Actions
UnitedHealthCare	F2393850701	03/04/2023	05/05/2025	<input type="button" value="View Claims"/> <input type="button" value="Disconnect"/> <span>Please contact admin</span>
Humana	F2393850701	03/04/2023	05/05/2025	<input type="button" value="View Claims"/> <input type="button" value="Disconnect"/> <span>Please contact admin</span>
aetna	F2393850701	03/04/2023	05/05/2025	<input type="button" value="View Claims"/> <input type="button" value="Disconnect"/> <span>Please contact admin</span>
KAISER PERMANENTE	F2393850701	03/04/2023	05/05/2025	<input type="button" value="View Claims"/> <input type="button" value="Disconnect"/> <span>Please contact admin</span>
UnitedHealthcare	F2393850701	03/04/2023	03/05/2025	<input type="button" value="View Claims"/> <input type="button" value="Disconnect"/>

Don't see your health plan?

### 3. View Your Old Claims

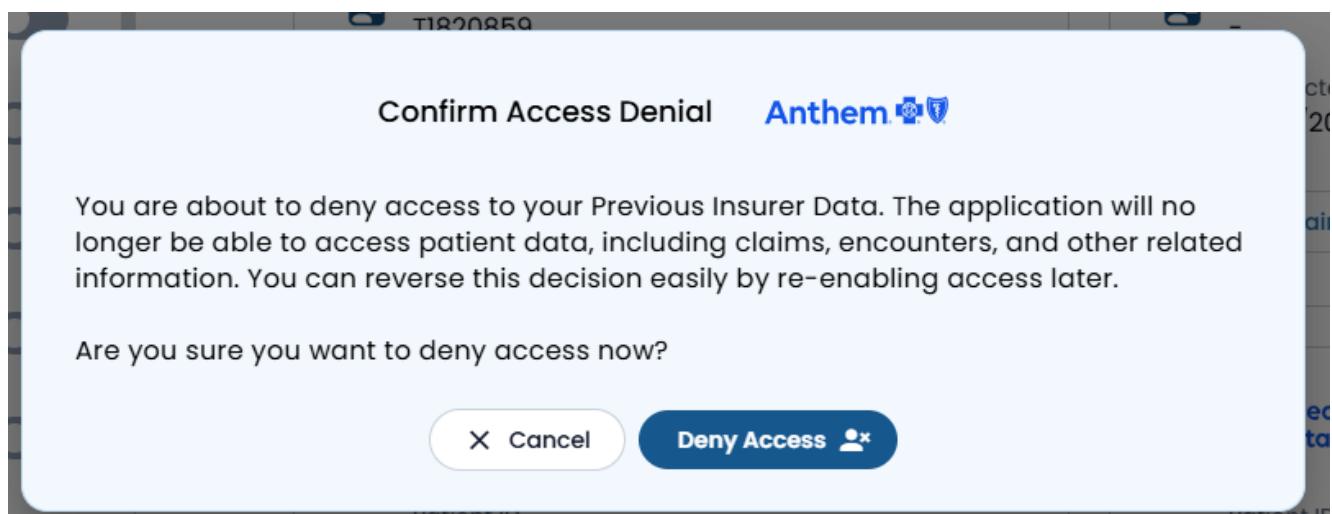
- Once connected, a pop-up message that successfully connected and notifies you to click on view claim.

- You can click “View Claims” to see the details of your claims from that insurer, where you will be navigated to my claim section, where you will be provided with filter and pagination option.

Claim Number	Service Date	Claim Type	Provider Name	Claim Status	Billed Amount	Your Responsibility
Claim-T1820859-003	10/9/2023	Pharmacy	Joel Bartley	Paid	\$11.67	\$0.00
Claim-T1820859-002	10/5/2023	Pharmacy	Nina Shah	Paid	\$14.92	\$0.00
Claim-T1820859-001	10/28/2019	Institutional	The Health Care Authority For Baptist Health, An Affiliate Of Uabhs	Active	\$69.48	\$213.15

#### 4. Revoke the accesses

- If you no longer want to view claims from a previous insurer, you can **turn OFF the toggle/switch**.
- A confirmation pop-up will appear.
- You can **cancel** or **confirm** the action.

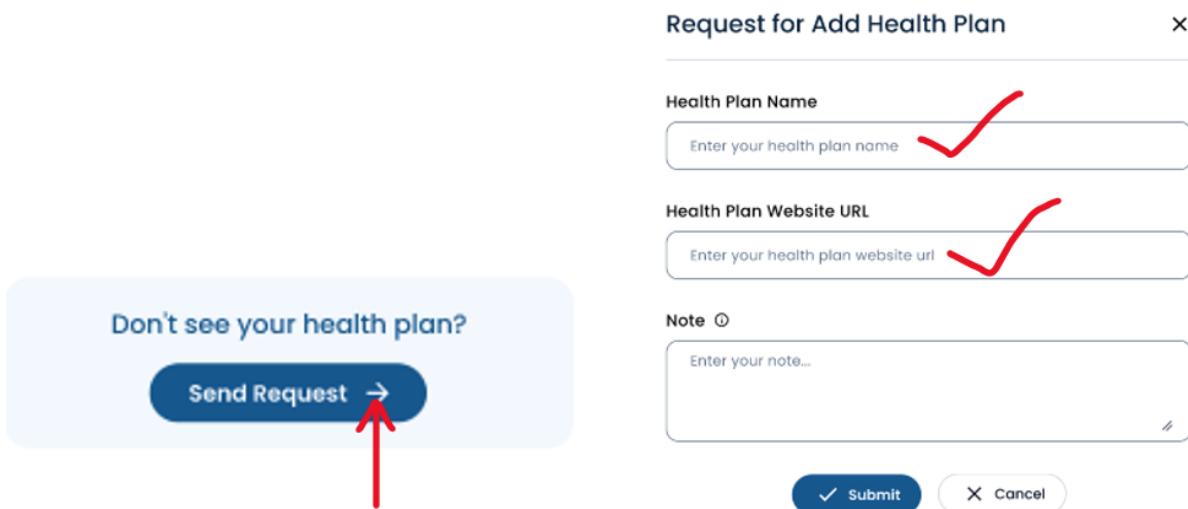


Once access is revoked:

- Claims from that insurer will be removed from the UI and database.
- You can reconnect to the same insurer anytime using the same steps.

## 5. Add a Company If It's Missing

- If you don't see your previous health plan in the list, you can manually enter insurance information by using Send Request option



Request for Add Health Plan X

Health Plan Name ✓

Enter your health plan name

Health Plan Website URL ✓

Enter your health plan website url

Note (1)

Enter your note...

Submit Cancel

Don't see your health plan? Send Request →

- Once you submits the unlisted health plan, AaNeel connect admin pick that up and try to establish connection with the submitted payer and list it and notify to the you. Once you receive mail from admin, that payer is listed, you are free to establish the connection.