

Provider Guide to Access FinThrive Clearinghouse Eligibility Services



Contacting Support to access FinThrive Eligibility verification products:

To reach support by phone, please call **1-800-390-7459** and follow the IVR prompts below:

1. **First Prompt** – Select **Option 2**:

Insurance Discovery/eScan, Eligibility & Benefits Healthcare Solutions Portal via our Insurance Verifier Product, Clear IQ, Revenue Manager

2. **Second Prompt** – Select **Option 2**:

Assistance with Eligibility & Benefits Healthcare Solutions Portal, Insurance Verifier, Insurance Clearinghouse

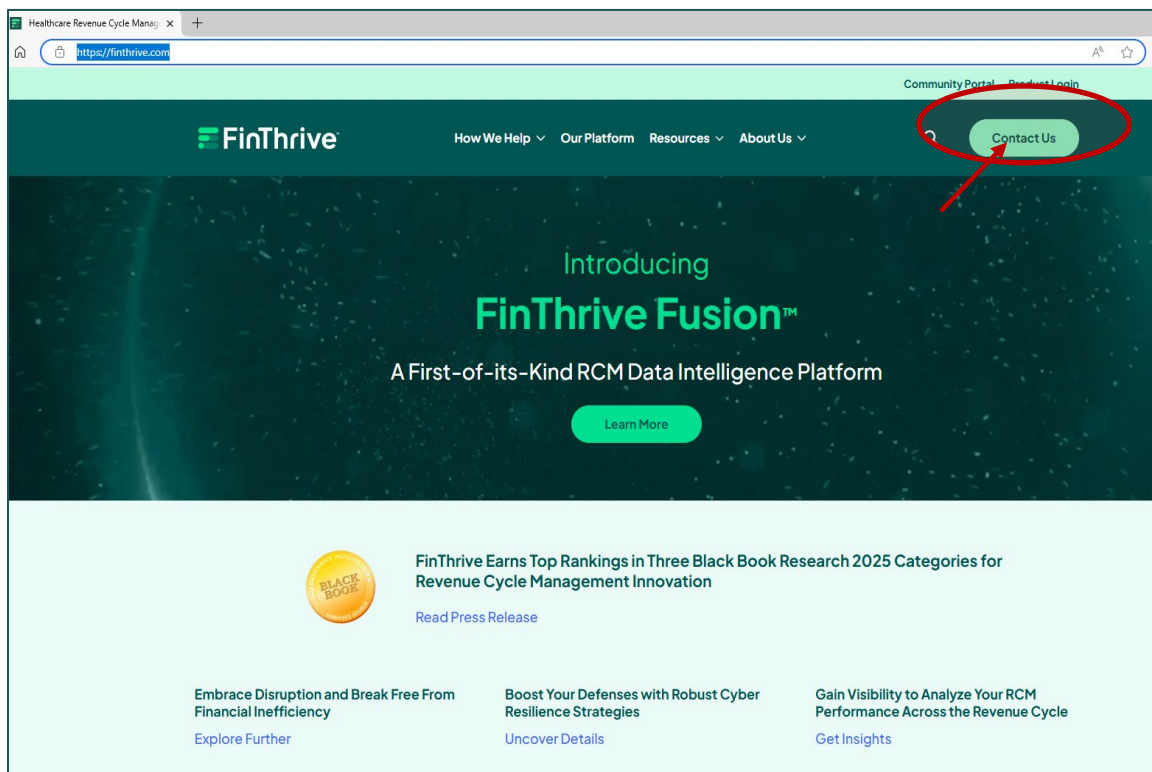
3. **Third Prompt** – Select **Option 2**:

Assistance with payer enrollment questions, case status updates, or ID verification inquiries

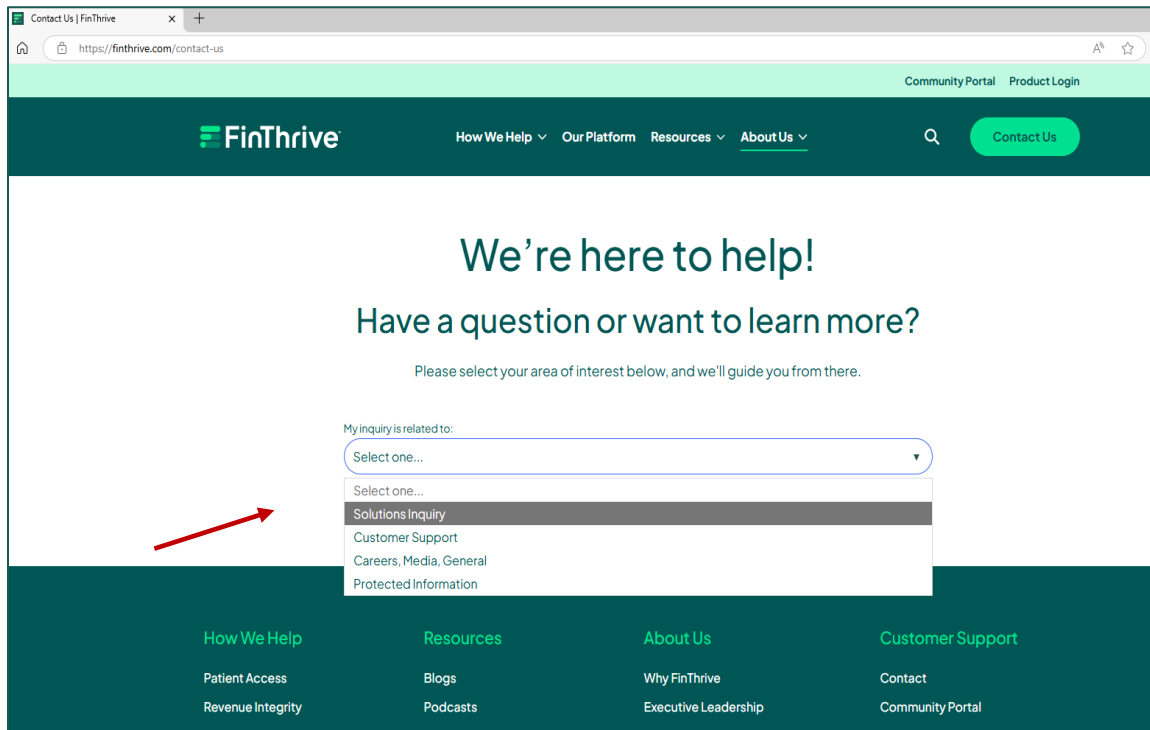
After navigating the prompts, you will either be connected to a live representative or directed to voicemail. If you leave a message, you can expect a return call within **24 hours**.

To reach support online, please go to the [Healthcare Revenue Cycle Management Technology | FinThrive](https://finthrive.com) website.

1. Select “Contact Us”



- On the next Page in the drop down select “Solutions Inquiry”



Contact Us | FinThrive

https://finthrive.com/contact-us

Community Portal Product Login

FinThrive

How We Help ▾ Our Platform Resources ▾ About Us ▾

Search Contact Us

We're here to help!

Have a question or want to learn more?

Please select your area of interest below, and we'll guide you from there.

My inquiry is related to:

Select one...

Select one...

Solutions Inquiry

Customer Support

Careers, Media, General

Protected Information

How We Help

Patient Access

Revenue Integrity

Resources

Blogs

Podcasts

About Us

Why FinThrive

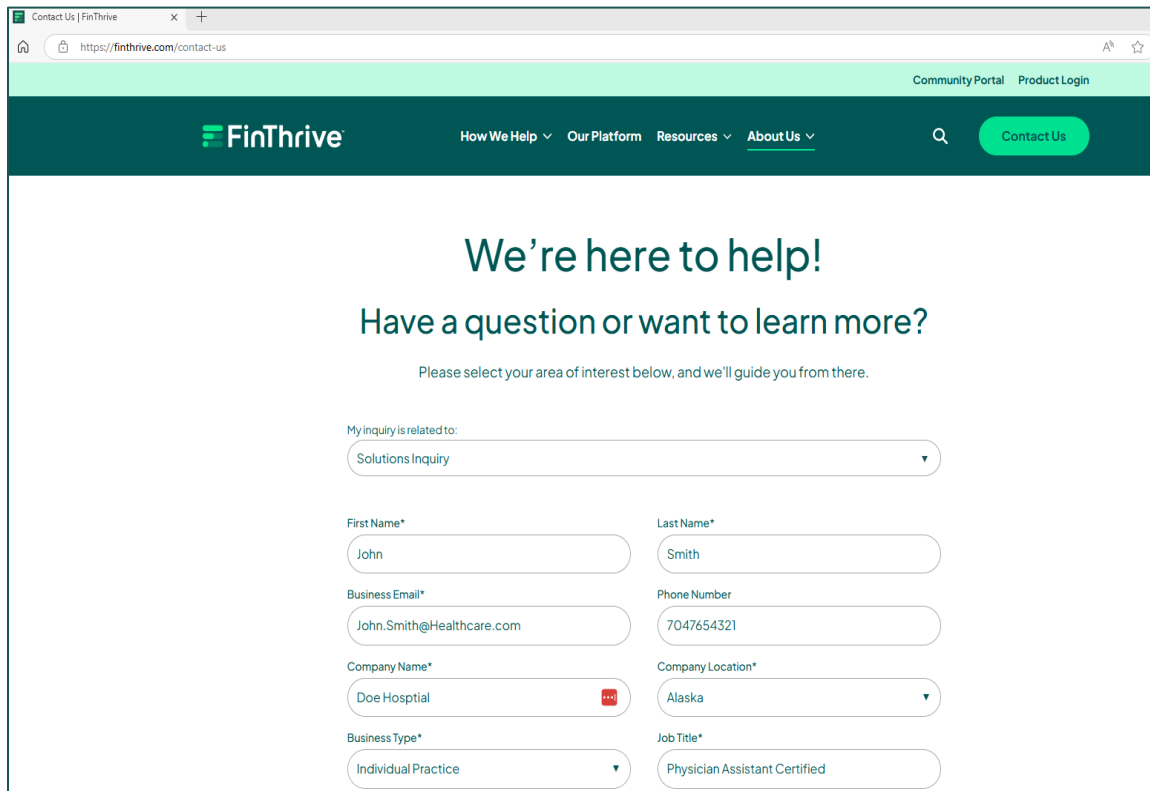
Executive Leadership

Customer Support

Contact

Community Portal

- You will be presented with the form below to complete:



Contact Us | FinThrive

https://finthrive.com/contact-us

Community Portal Product Login

FinThrive

How We Help ▾ Our Platform Resources ▾ About Us ▾

Search Contact Us

We're here to help!

Have a question or want to learn more?

Please select your area of interest below, and we'll guide you from there.

My inquiry is related to:

Solutions Inquiry

First Name*

John

Last Name*

Smith

Business Email*

John.Smith@Healthcare.com

Phone Number

7047654321

Company Name*

Doe Hospital

Company Location*

Alaska

Business Type*

Individual Practice

Job Title*

Physician Assistant Certified

How can we help you?*

We're interested in setting up access to your Insurance Verifier product and would appreciate the opportunity to discuss next steps. Please feel free to contact us at the phone number or email address provided above.

We look forward to hearing from you.

☐ Subscribe to FinThrive emails

By submitting this form I consent to FinThrive storing my information and I understand FinThrive may contact me regarding my form fill. I understand I may proactively manage my preferences or opt-out of communications with FinThrive at any time. [Our Privacy Policy](#).

protected by reCAPTCHA
Privacy Terms

Submit

Feel free to copy and paste the message below or customize as needed:

"We're interested in setting up access to your Insurance Verifier product and would appreciate the opportunity to discuss next steps. Please feel free to contact us at the phone number or email address provided above.

We look forward to hearing from you."

4. Once the form is complete, please click on "Submit" and complete any CAPTCHA requirements. You can expect to hear back from a representative within 24 to 48 business hours.



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