

Provider Portal

Quick Reference Guide:

Managing User Access



Set up your new Provider Portal account by following [these instructions](#) available under the New & Improved Provider Portal Education & Resources section.

Associate Your Account

To associate your account with a Provider ID, follow these steps*:

1. Select the **Provider Type, Practitioner's First Name, Practitioner's Last Name, Tax ID, Commonwealth Care Alliance® (CCA) Provider ID/Billing Number**.
2. Click **Next**.
3. If you are registering as a **single provider**,
 - a. Select **Practitioner** and complete the information.
 - b. Ensure the information you enter matches your Explanation of Benefit (EOB) or CCA Welcome Letter.
 - c. If you have multiple addresses in your profile, you may use any ZIP code listed.
4. If you are registering as part of a **Provider Group**,
 - a. Select **Group** and complete the information.
 - b. When you register as a Group, you will have access to all information for all providers listed under the Group Tax ID.
 - c. Your Group Name, Tax ID, Provider ID and ZIP Code must match what appears on your EOB or Welcome Letter.
5. If an Administrator for the Provider ID exists, contact them and request access.
 - a. Confirm the Provider Agreement.
 - b. Click **Next**.
 - c. The system will sign you into the new Provider Portal.

A screenshot of a web form titled 'Step 1 of 2 - Provider Eligibility'. Below the title is a section for 'Portal Registration Instructions'. The form has two fields: 'Provider Type:' with a dropdown menu showing 'Practitioner' selected, and 'Practitioner's First Name:' with a text input field containing 'Practitioner Group'. The 'Practitioner' option in the dropdown is highlighted in blue.

If you are unsure whether to register as a Practitioner or Group, check your CCA Welcome Letter. If your letter indicates you registered under the Group Payee ID, then select “**Group**” as the Provider Type. If the letter indicates you registered as an individual, then select “**Practitioner.**”

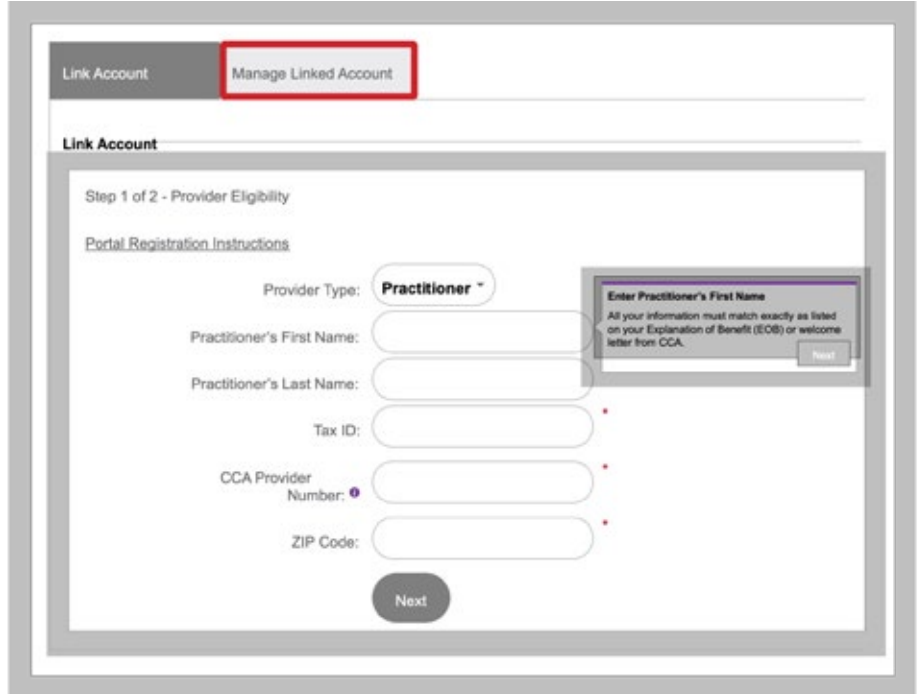
* Required fields are marked with a red asterisk.

Link Your Account

Providers may link multiple CCA IDs to a single account.

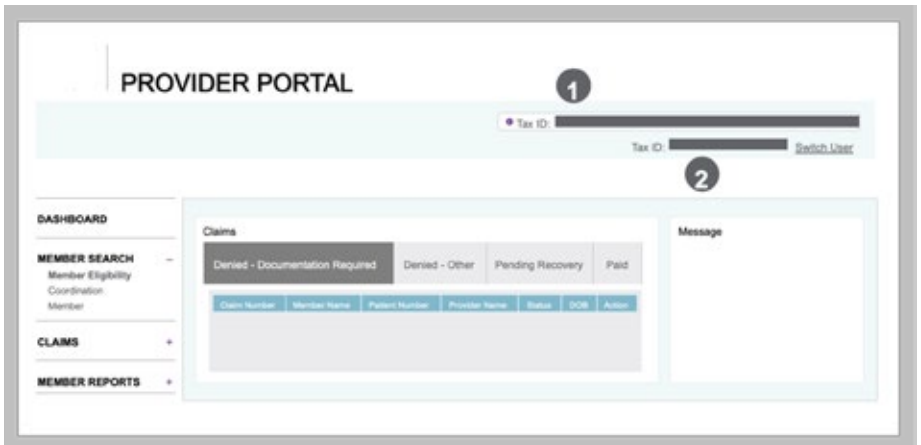
1. In the left navigation panel of any new Provider Portal page, select **Users** and **Link Account**.
2. Complete the required information fields, ensuring that you match the information in your Welcome Letter.
3. Click **Next**.
4. Accept the Provider Agreement.
5. Click **Finish**.

You will now see all linked accounts under the Manage Linked Accounts tab.



Navigate to other linked accounts.

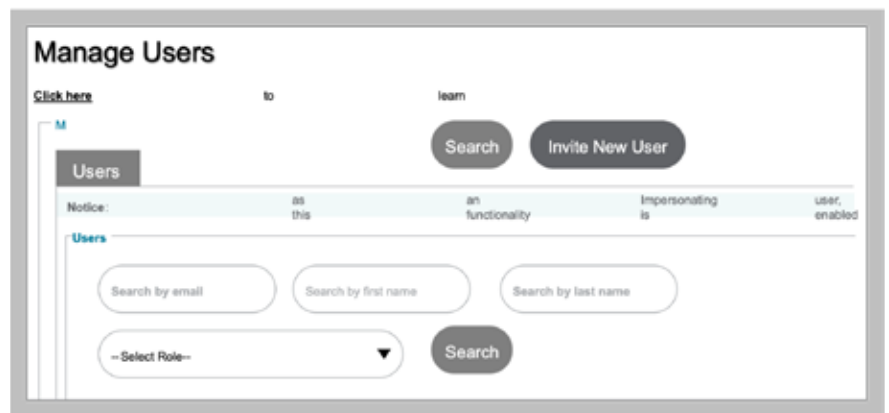
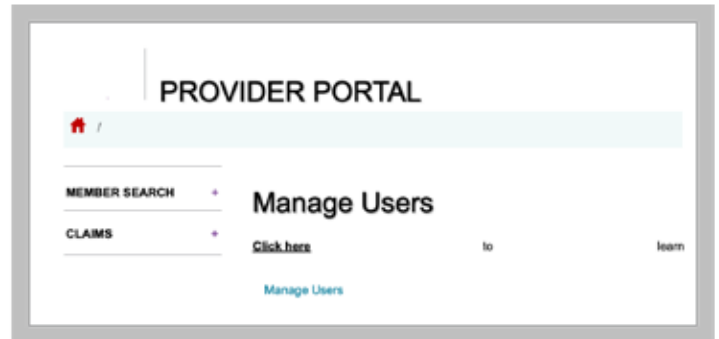
1. Click the ribbon on the upper right of the screen.
2. Select **Username** in the drop-down menu.



Managing Users

Manage user access, invite new users and manage administrative rights.

1. Select **Manage Users** from the left side navigation bar.
2. Select **Invite New User** on the pop-up box
3. Complete user information fields on pop-up box.
(Note: ZIP code is typically the remittance address ZIP code. Try this first. If it doesn't work, try the practice address ZIP code.)
4. Select **Add to List**.
5. Choose **Send Invitation**.
(You will get a success or failure message once completed.)



Grant permissions and change user access.

1. Select user.
2. Click **Edit Role and Permissions** or **Make Admin | Revoke User**.



Email	Name	Role	Permissions	Status	Actions
[Redacted]	[Redacted]	User	Edit Role and Permissions	Active	Make Admin Revoke User

Helpful Links

[Provider Portal](#)

[Provider Portal User Guide](#)

[Provider Portal Solutions Overview](#)



Your Provider ID/Billing Number is your user ID and found in your Welcome Letter. If you do not have your Welcome Letter, please call Provider Services or ask your Provider Representative.