

ProviderAccess Registration Help

Before using *ProviderAccess*, each user must register with a unique user ID and password. There are two types of registrations:

- Master Administrator
- Regular User

If you are requesting authorization to manage the access of other users, then register as the **Master Administrator**. Master Administrators will be required to approve registration requests for other users, create new users, maintain users (activate/deactivate/reactivate), and control access to the businesses, providers, and applications other users may need. Master Administrators have the same capabilities as regular users in addition to having total control of all users' access. In addition, Master Administrators can create additional Administrators to help manage their users' access.

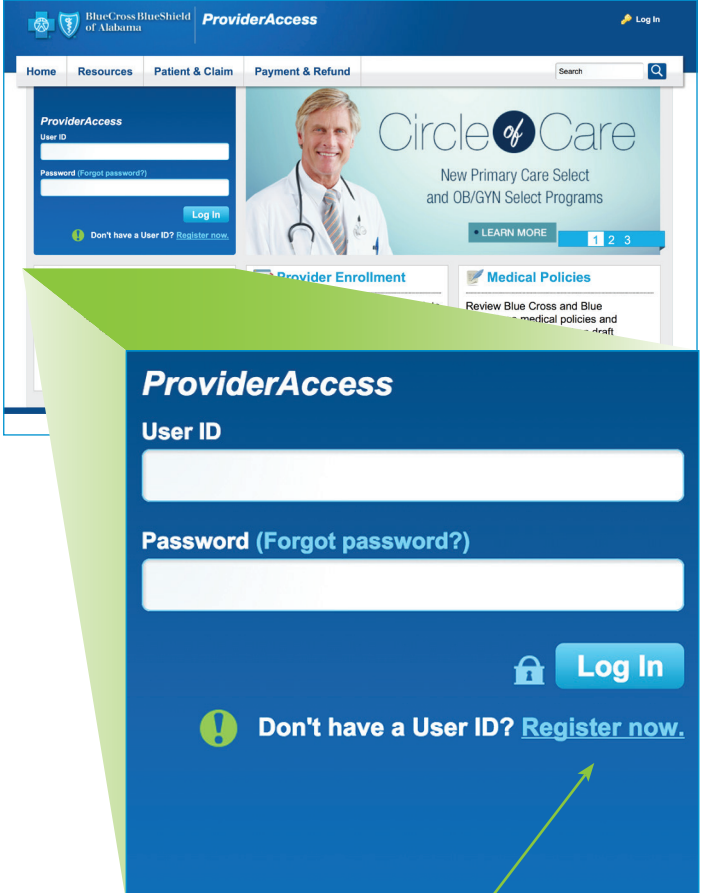
If you are requesting access to use *ProviderAccess* without the authority to manage other users, register as a **Regular User**.

If you are registering as a Regular User, you will need to provide:

- Your name
- Phone number where you may be contacted
- Email address, if available
- Federal Taxpayer Identification Number (Tax ID)

If you are registering as the Master Administrator for your organization, you will also need the billing (Payee) NPI. (This is the NPI that reflects who the payments are made to.)

During the registration process, a progress bar is displayed. As you move through the process, a check mark will appear for those sections that are complete.



The image shows a screenshot of the ProviderAccess website. The top navigation bar includes 'Home', 'Resources', 'Patient & Claim', and 'Payment & Refund'. The main content area features a 'ProviderAccess' login form with fields for 'User ID' and 'Password (Forgot password?)', a 'Log In' button, and a link for 'Don't have a User ID? Register now.'. To the right, there is a 'Circle of Care' banner for 'New Primary Care Select and OB/GYN Select Programs'. Below the banner are links for 'Provider Enrollment' and 'Medical Policies'. A green callout box is overlaid on the bottom right of the screenshot, containing the text 'Click on "Register Now."' with an arrow pointing to the 'Register now.' link in the login form.

Click on
"Register Now."

Create Profile

Business Search

Verify Information

Confirmation

Verify Email

Create Profile *(All fields are required unless otherwise noted.)*

User ID: A User ID must be between eight and 20 characters and must contain at least one letter. The User ID may not be the same as the user's email address. Special characters are not allowed in the User ID field.

Password: A Password must be between eight and 20 characters and must contain both letters and numbers. The following special characters are also allowed in the password:

Password Characters	
!	Exclamation Point
@	At
#	Number Sign
\$	Dollar Sign
&	Ampersand
'	Apostrophe
,	Comma
.	Period
:	Colon
;	Semicolon
*	Asterisk
_	Underscore
-	Dash

Confirm Password: The password and confirm password fields must match exactly before the password will be accepted.

First Name: Enter the first name of the person requesting access to the website. A maximum of 15 characters may be entered in the first name field.

Last Name: Enter the last name of the person requesting access to the website. A maximum of 35 characters may be entered in the first name field.

Address 1: Enter the physical address of the person requesting access to the website. A maximum of 35 characters may be entered in the first address field.

Address 2*: It should be used for additional address information that is not provided in the address 1 field. A maximum of 35 characters may be entered in the second address field.

Business Selection Results:

The business selection results display the requested business and provider(s). By clicking "Continue," you are confirming that you wish to have access to all of the providers associated with the business.

If you attempt to register for a business that has a request pending, you will see this message (see red box below).

 An administrator for your business has submitted a ProviderAccess registration request that is still pending. Please allow one business day for that request to complete processing before attempting to register again.

Another user was the first person to submit a request to register as the master administrator for the Billing NPI/Tax ID combination. The system will not allow you to continue until their request has been processed.

*These fields are optional.

City: Enter the city of the person requesting access to the website. A maximum of 20 characters may be entered in the city field.

State: Select the state of the person requesting access to the website from the drop down list.

Zip Code: Enter the five-digit zip code of the person requesting access to the website.

Phone: Enter the area code and phone number of the person requesting access to the website.

Ext*: A maximum of 10 characters may be entered in the phone number extension field.

Email: Administrators must enter a valid, unique email address to complete the registration process. Regular users are also encouraged to enter an email address during registration. Having an email address allows users to take advantage of features within *ProviderAccess* like password maintenance and content management.

Confirm Email: The Email and Confirm Email fields must match exactly before the address will be accepted.

Search for Provider or Business:

Tax ID Search: Enter a valid tax ID to perform the search for the business.

Search Results:

Select the business from the search results list. If multiple businesses share a tax ID, the "doing business as" (DBA) name is provided, if known, as well as the following links to help identify the correct business.

View All Providers: The "View All Providers" link displays all the providers associated with the billing NPI and Tax ID combination.

View Address: The "View Address" link displays all addresses on file for the provider's Billing NPI and Tax ID combination.

Verify Billing NPI and Tax ID:

If the screen to enter the Billing NPI and Tax ID is presented, you are proceeding through the registration process for becoming the Master Administrator. If you wish to control the access of other users, then register as the Master Administrator. Master Administrators will be required to approve registration requests for other users, create new users, maintain users (activate/deactivate/reactivate), and control access to the businesses, providers, and applications other users may need. Master Administrators have the same capabilities as other users in addition to having total control of all users' access.

Billing NPI and Tax ID: To verify that you have rights to register for the requested business, enter the Billing NPI and tax ID.

No, take me back: Press the "No, Take me back" button if you do not wish to proceed with the registration request.

Continue: Press the "Continue" button if you wish to proceed with the registration request.

Business Summary:

The business summary displays the name, the billing NPI and the Tax ID of the business that you are requesting.

Add another business: If you would like to register as the Master Administrator for another business, select the "Add Another Business" button. Selecting this button will cycle back through the registration process.

Continue: Press the "Continue" button if you wish to proceed with the registration request.

Registration Summary:

The registration summary provides a representation of the information you provided. If the information is correct and you wish to continue with the registration request, press "Submit." If you do not wish to finalize the registration request, press "Cancel." A printer icon is provided if you wish to print the information.

I Accept the Terms and Conditions: As the Master Administrator, you must review and accept the terms and conditions to continue the registration process. To review the information, click the link. To accept the terms and conditions, click the box next to the link.

Confirmation:

After clicking "Submit," for a master administrator registration request, you will receive confirmation that your registration request has been submitted. If you are registering as a Regular User, you will not see a confirmation screen but rather you will be contacted by your Master Administrator when your registration request has been processed.

If you are registering as a Master Administrator, you will receive an email from *ProviderAccess*. Please click on the link in the email **within 24 hours** of the initial request to verify your email address and continue registration. You will be notified when your registration request has completed processing.



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