

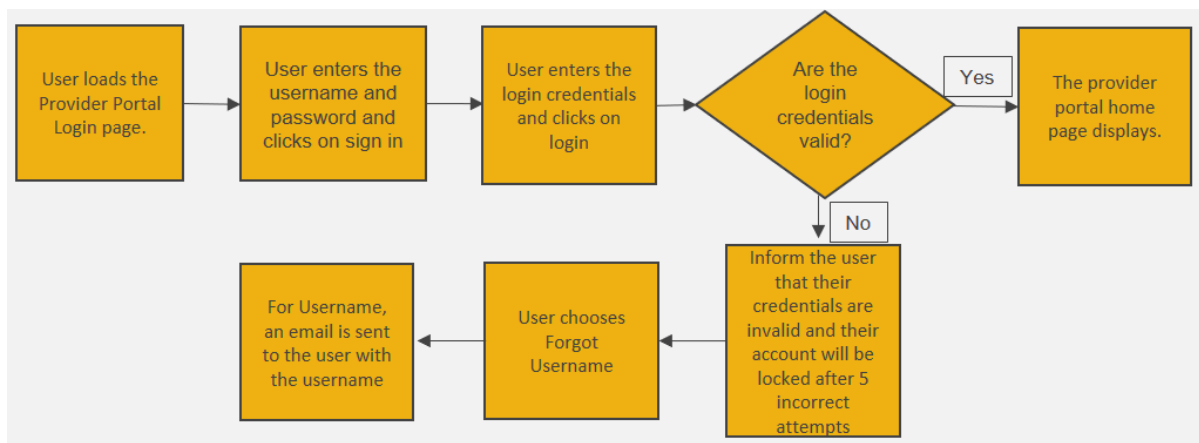
# Provider Portal Forgot Username

Quick Reference Guide (QRG)



# Provider Portal – Forgot Username

This quick reference guide (QRG) will provide an overview of the Provider Portal – Forgot Username.



Let us look at the steps in detail to recover a forgotten username.

## Purpose: Recovering Username from the sign-in screen.



### Step 1:

1. Go to **EmblemHealth** Provider Portal Sign-in webpage. **Sign-in** page will display.
2. Click **Forgot Username**.

EmblemHealth  
Provider Portal

**i** If you have an account with us and it's your first time visiting our new portal, please [click here to continue](#). If you're new, and have a registration code, click Register below to begin.

Username \*

Password \*

**Forgot Username**      Forgot Password

Sign In

If you haven't received a code or are having trouble, [view our quick guide](#) for more information.

Register

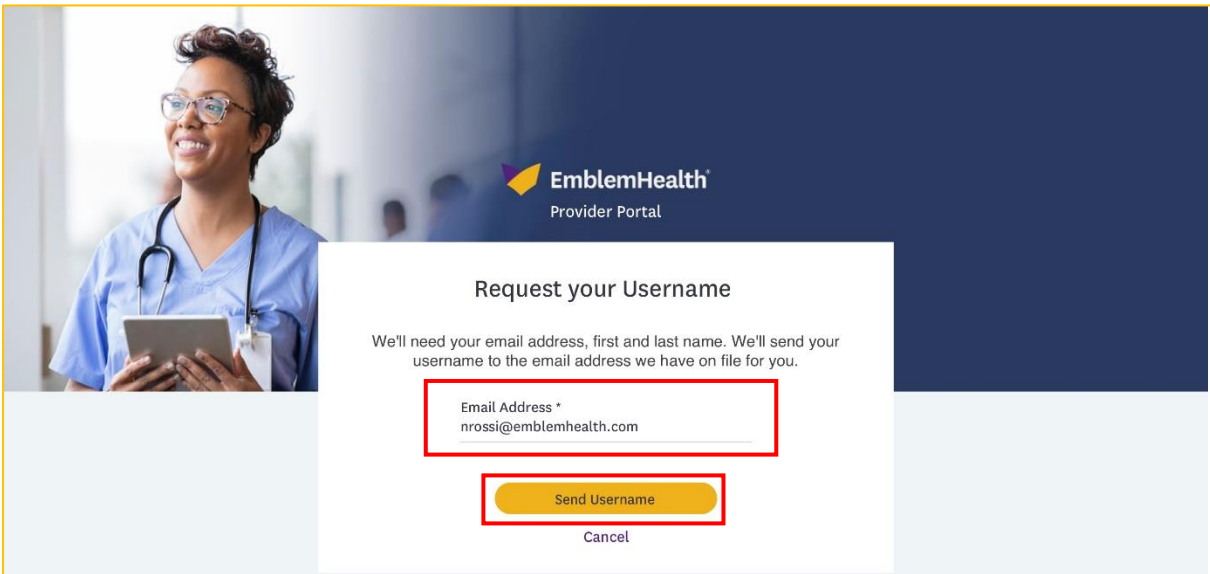
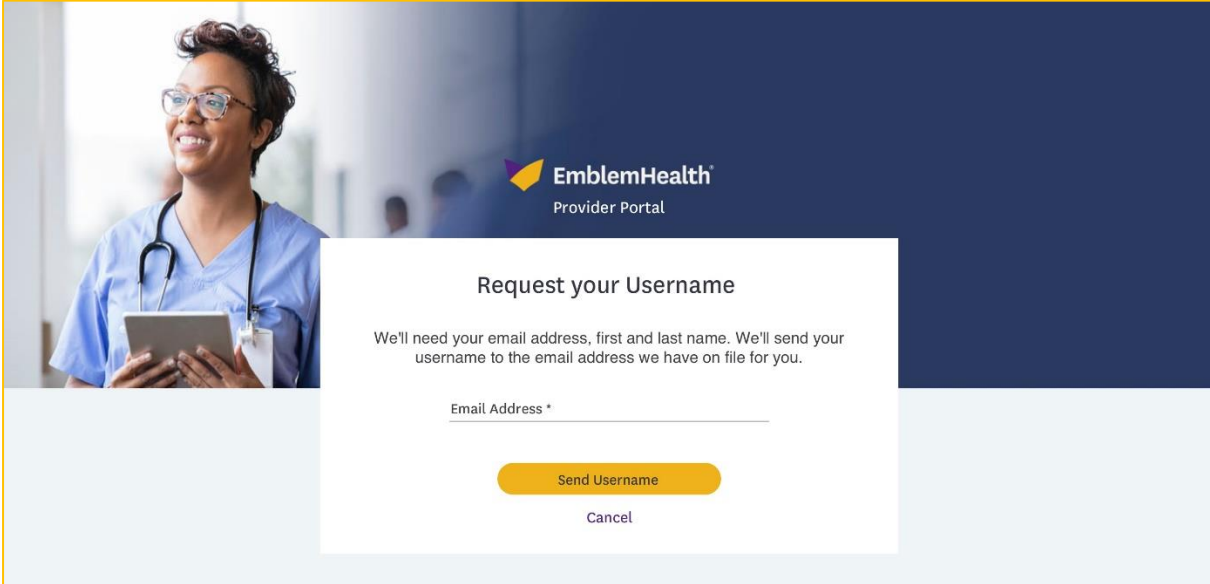
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Step 2:

The **Request your Username** screen will display.

3. Enter in **Email Address**.
4. Click **Send Username**.



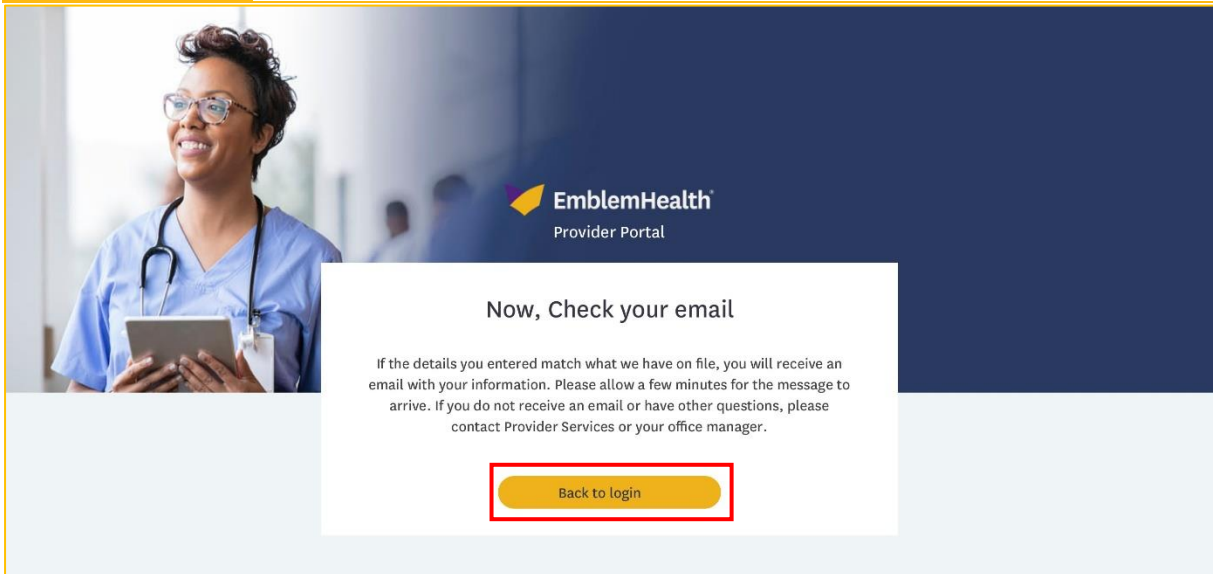


## Step 3:

The **Now, check your email** screen will display.

**Note:** An automated email will be sent to the registered email address. The email will have the username that is connected to that email address.

5. Click **Back to login** to log back into the portal.



May 18, 2021

Hello,

Your ConnectiCare Provider Portal Security Administrator James Smith updated your ConnectiCare Provider Portal account's email address to: RGoenh@connecticare.com

If this is correct, please click here to confirm the change. This link expires in 72 hours. If you did not request this change please call our Provider Customer Service team at 866-447-9717 to let us know.

Thank you for your partnership in caring for our members.

EmblemHealth.

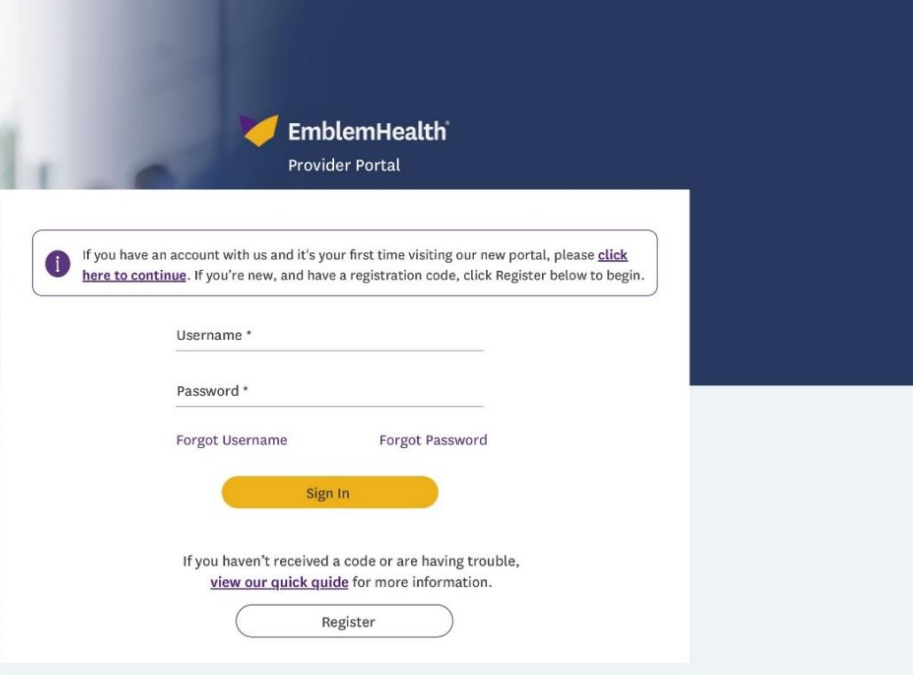

To maintain HIPAA compliance, please do not share your username or password with anyone.

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Provider Portal

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Username \*

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[Forgot Username](#)      [Forgot Password](#)

**Sign In**

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**Register**

Thank  
You

