

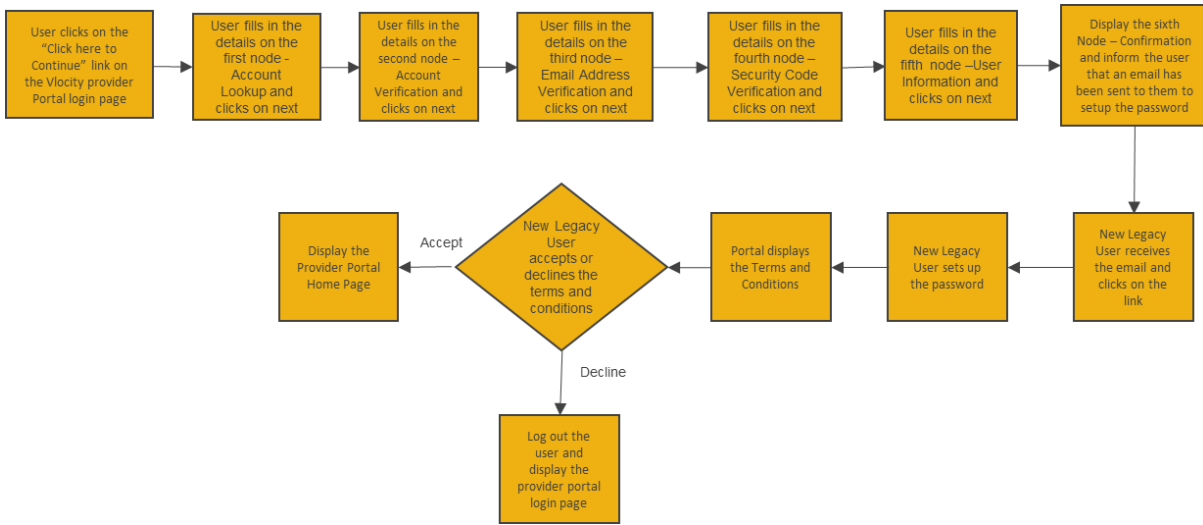
Provider Portal Existing User Moving Over The First Account

Quick Reference Guide (QRG)



Provider Portal – Existing User Moving over the First Account

This quick reference guide (QRG) will provide an overview of the account migration process for our portal users who are setting up their first account. See separate QRG for instructions on migrating other accounts and linking them to the one you have set up using these instructions.



Purpose: Account Migration Process for the First Account Being Transitioned.



Step 1:

1. Go to **EmblemHealth Provider Portal Sign-in webpage**. The Login Screen will display.
2. Click, **“click here to continue.”**

The screenshot shows the EmblemHealth Provider Portal sign-in interface. At the top, there is a navigation bar with the EmblemHealth logo and 'Provider Portal' text. Below this is a white sign-in form with a red-bordered information box. The information box contains the text: '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.' The form includes fields for 'Username *' and 'Password *', links for 'Forgot Username' and 'Forgot Password', a yellow 'Sign In' button, and a 'Register' button. At the bottom of the form, there is a link to 'view our quick guide' for more information. The background of the page features a smiling healthcare professional in blue scrubs holding a tablet.



Step 2:

The **Account Lookup** page will display.

1. Enter **Username** and **Tax ID Number**.
2. Click **Next**.

Account Lookup

PORTAL USER REGISTRATION

Account Lookup

We need to look up your information before you begin. Enter your username, and any Tax ID number associated with your account, then click Next to continue.

Username *
johnsmith@gmail.com

Tax ID Number *
06137531

Having trouble? [View our quick guide.](#)

Next

Cancel



Step 3:

The **Account Verification** page will display.

1. Answer the security question associated with the account.
Note: Examples can be a question or a pin.
2. Click **Next**.

Account Verification

PORTAL USER REGISTRATION

Account Verification

Please enter the answer to your security question or your pin below to verify your account.

What's your maiden name? *

Having trouble? [View our quick guide.](#)

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Account Verification

PORTAL USER REGISTRATION

Account Verification

Please enter the answer to your security question or your pin below to verify your account.

Enter your Pin *

Having trouble? [View our quick guide.](#)

Previous Next

Cancel



Step 4:

1. The **Email Address Verification** page will display.
2. Enter **Email** and **Verify Email** sections.
Note: Email must be in proper format or an error will display.
3. Click **Next**.

Email Address Verification

PORTAL USER REGISTRATION

Email Address Verification

We need to look up your information before you begin. Enter your Tax ID number, and the registration code sent to the primary contact on your account; then click Next to continue.

Email *
nrossi@emblemhealth.com

Verify Email *
nrossiemblemhealth.com

Please enter your email in the proper format

Having trouble? [View our quick guide.](#)

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Step 5:

1. A Verification code will be sent to your email.
2. Enter the **Verification Code**.
Note: If email is incorrect, click **previous** button enter a new email address, and then click **Request New Code**.
3. Click **Next**.



May 18, 2021

Hello,

To complete your registration for a new provider portal user account with EmblemHealth enter the verification code below to confirm your access to this email address.

Verification code: 12323

If you don't recognize this request, someone may have used your email address by mistake. You can safely ignore this email.

EmblemHealth.

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

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Email Address Verification

PORTAL USER REGISTRATION

Email Address Verification

We've sent a code to your email address **nrossi@emblemhealth.com**; please enter it below. If you don't see the email, check your spam folder where automated messages sometimes filter.

Verification Code *
11274

If you've entered an incorrect email address, you can go back and change it; or you can request a new code.

[Request New Code](#)

[Previous](#)

[Next](#)

[Cancel](#)

Provider Portal – Existing User Moving over the First Account



Step 6:

1. Once Verified, the **User Information** page will display.
Note: User information will be pre-populated but can be edited.
2. Click **Next**.
Note: If email address is already in use, a popup will display to **Go Back** and re-enter a new email address.

User Information

PORTAL USER REGISTRATION

User Information

Complete the details below and click Next to continue. All fields with an asterisk * are required.

First Name *	Middle Name	Last Name *
Amanda		Martinez

Mobile
(773)123-4567

Choose a username that is unique and in the form of an email address(example: name@website.com), including the dot (.) and the @ symbol.

Username *

martina6@mskcc.org

Please enter your office address. If you work out of multiple locations, please enter the primary location address.

Street *		
160 Water St		
City *	State/Province *	
New York	New York	
Zip Code *	Office Number *	
10038	(773) 232-4560	

Previous Next

Cancel


Provider Portal – Existing User Moving over the First Account



User Information

PORTAL USER REGISTRATION

Warning

 This email address is already being used. Click the button to go back and enter a new email address.

[Go Back](#)

Choose a username that is unique and in the form of an email address (example: name@website.com), including the dot (.) and the @ symbol.

Username *
martina6@mskcc.org

Please enter your office address. If you work out of multiple locations, please enter the primary location address.

Street *
160 Water St

City *
New York

State/Province *
New York

Zip Code *
10038

Office Number *
(773) 232-4560

[Previous](#) [Next](#)

[Cancel](#)



Step 7:

1. Once submitted, a **confirmation** screen will display.
Note: If there is already an account associated with that email an Oops! page will display.
2. Check email and click link within to complete setup.



Confirmation

You're almost done. We've sent you an email with a link to create a new password; your registration will be complete once your new password has been set.

Visit our [portal user guide](#) to learn how to use the portal.



Oops! Your registration could not be completed at this time.

Please try again, or contact Provider Services at:

For Commercial Services call: 1-860-674-5850 or 1-800-828-3407 Available 8 a.m. to 6 p.m. Monday - Friday.

For Medicare Services call: 1-877-224-8230 Available 8 a.m. to 6 p.m. Monday - Friday



Dear Ruth,

Welcome to the EmblemHealth Provider Portal. Your new portal user account been setup with the same access you had in your previous one. You just need to create a password before you can sign in.

Your username is RSGoneh@connecticare.com.

[Create your password](#)

Once you're signed in, you will be able to check member eligibility and access any other functions that are enabled for your role or user type

Refer to [our quick guide](#) for help on merging accounts or [view the training section](#) of our website.

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.

If you don't recognize this request, call EmblemHealth Provider Services at (866) 447-9417, from 8 a.m. to 6 p.m., Monday to Friday.

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Step 8:

1. Change Password.
2. Accept terms and conditions and click **Next**.
3. Once done, the user will be signed into the portal.

Change Your Password

Enter a new password for gahanatest@hcg.com. Make sure to include at least:

8 characters

Also include at least 3 of the following:

1 uppercase letter

1 lowercase letter

1 number

1 special character ⓘ

* New Password

* Confirm New Password



Provider Portal

Digital Services Privacy Policy and Terms of Use

Effective Date: May 10, 2019

Thank you for visiting a website, mobile application, or digital property (collectively known as "the Services" or "the Site") of the EmblemHealth family of companies. The EmblemHealth family of companies (hereby referred to as "EmblemHealth") includes the EmblemHealth Enterprise and its subsidiaries including, but not limited to, ConnectiCare and AdvantageCare Physicians.

It is our policy to protect your information and use it the right way. Please read the following to learn more about our Digital Services Privacy Policy and Terms of Use ("the Policy").

By using or accessing the Services in any manner, regardless of whether you register or create an Account through the Services, you acknowledge that you accept the practices and policies outlined in this Policy, and you hereby consent that we will collect, use, and share your information in the following ways.

Changes to this Privacy Policy

EmblemHealth may change this Policy from time to time. When material updates are made, the Policy version date will also be updated to reflect that a revision occurred, and we will alert you to changes by placing a notice on the Site, by sending you an email or by some other means. We encourage you to periodically re-read this Policy to see if there have been any changes that may affect you. A user is bound by any changes to the Policy when you use the Site or Services after such changes have been first posted. This Policy is not intended to and does not create any contractual or other legal rights in or on behalf of any party.

Contact Us

To find out how to reach us, use the Contact Us section of our website.

- Accept and continue
- Decline and exit

Next

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The screenshot displays the EmblemHealth Provider Portal. At the top, the logo and user name 'Lucy Livingston' are visible. A navigation menu includes Home, Member Management, Claims, Referrals, Preauthorization, Dental Pre-Determination, Provider Profile, and More. The main banner features a doctor examining a child, with the text: 'Welcome to the EmblemHealth Provider Portal. Verify member eligibility, submit and view preauthorizations, referrals, claims, payments, and more.'

Updates and Reminders

- News Feed for provider (Read More)
- August 2020 In The Know (Read More)
- July 2020 In The Know (Read More)

Take Action

- Check Member Eligibility
- Search Claim/ Payment Status
- Create Claim
- Search EOP
- Search Preauthorization
- Create Preauthorization
- Preauthorization Check Tool
- Search Referral
- Create Referral
- Create ER Notification
- View Lab Results

Interactive Reporting Applications

- Provider Incentive Program
- QLIK
- Risk Adjustment (Collabor8 Program)

News and Press Releases

- EmblemHealth study finds language matters when communicating about COVID-19 vaccinations. (Read More)
- EmblemHealth Hosts Back to School and Healthy Food Giveaway Events Across the Bronx. (Read More)
- EmblemHealth Study Finds New Yorkers Overall More Likely to Seek Flu Vaccine This Year Amid COVID-19. (Read More)

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Thank
You

