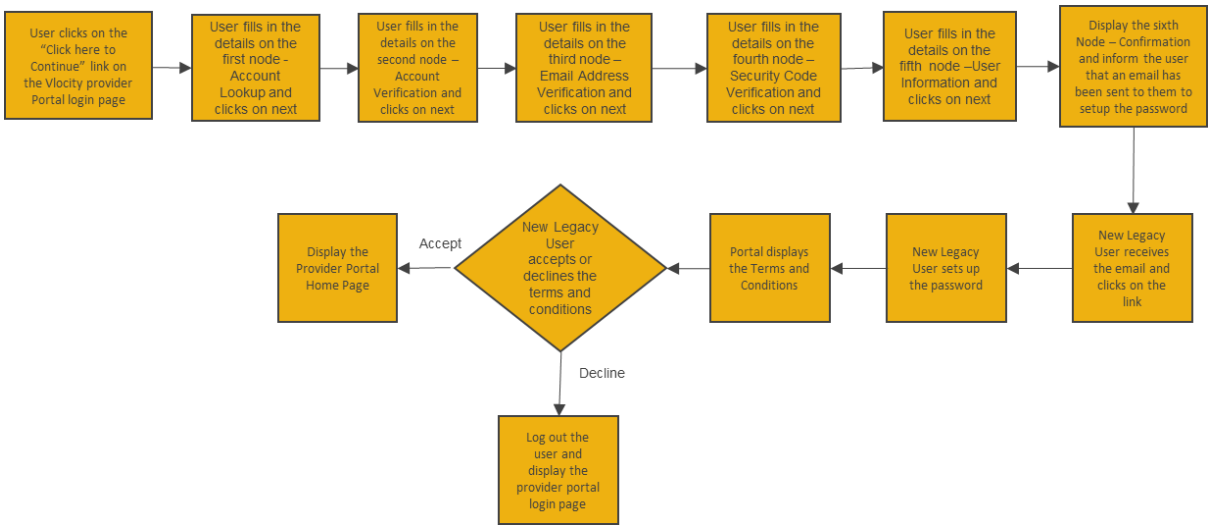
EmblemHealth

Provider Portal Existing User Moving Over The First Account

Quick Reference Guide (QRG)

Provider Portal – Existing User Moving over the First Account

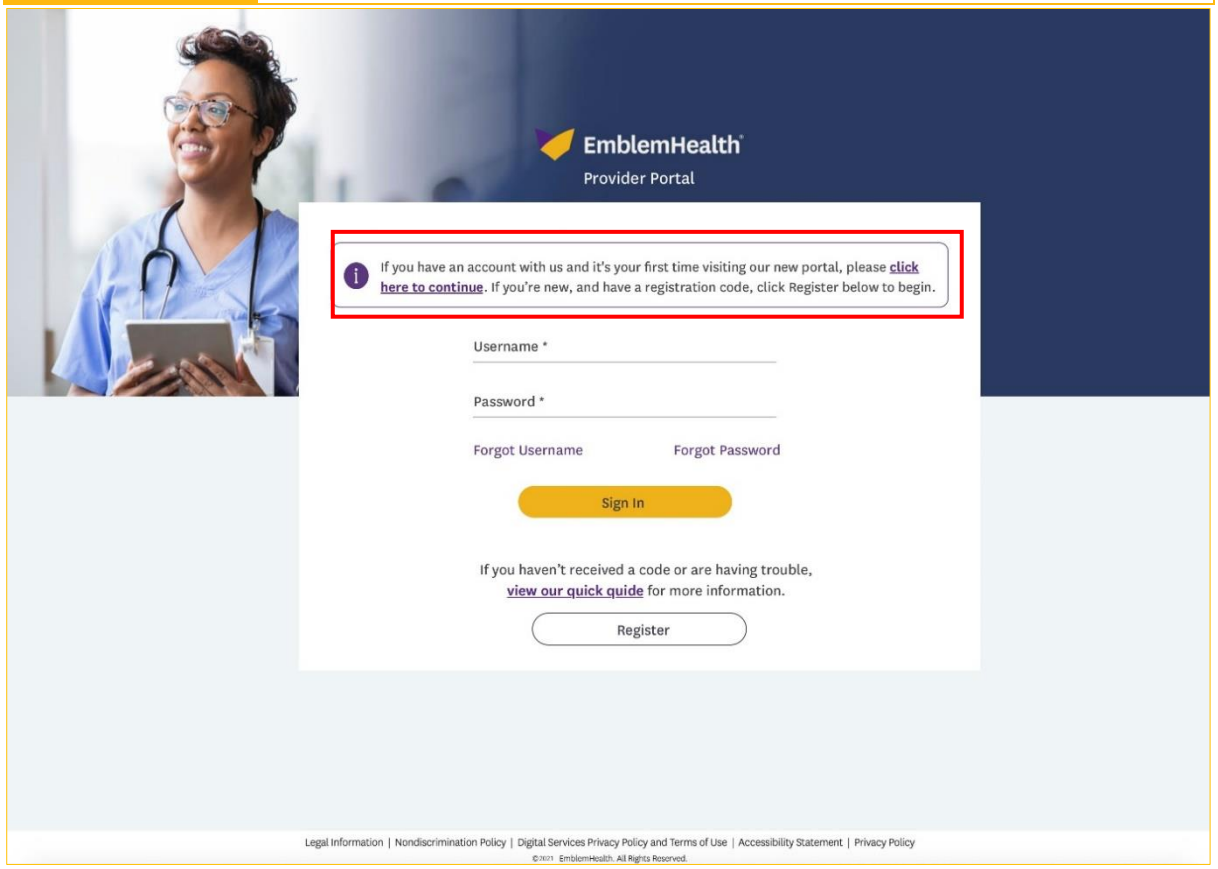
This quick reference guide (QRG) will provide an overview of the account migration process for our portal users who are setting up their first account. See separate QRG for instructions on migrating other accounts and linking them to the one you have set up using these instructions.



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."**



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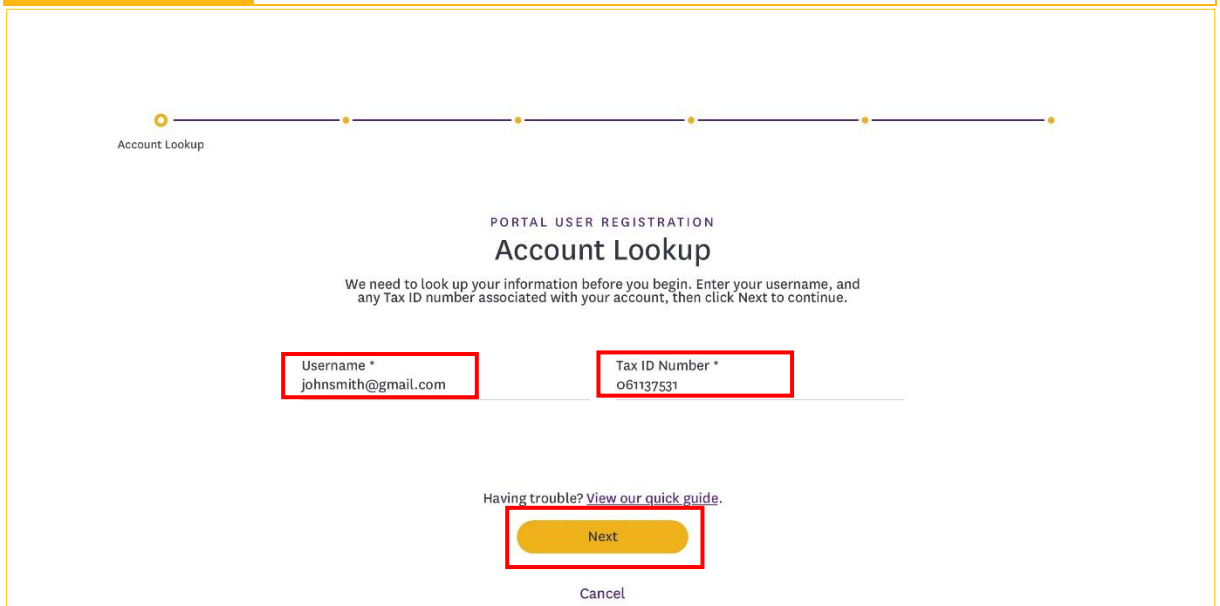
Step 2:

The **Account Lookup** page will display.

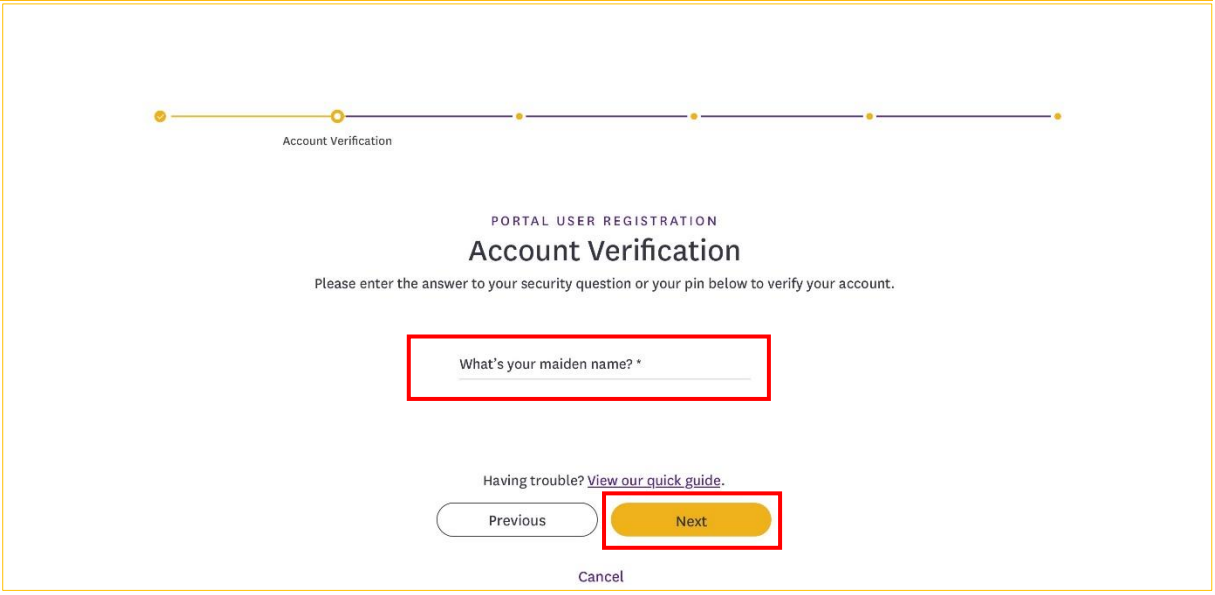
1. Enter **Username** and **Tax ID Number**.
2. Click **Next.**



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.**



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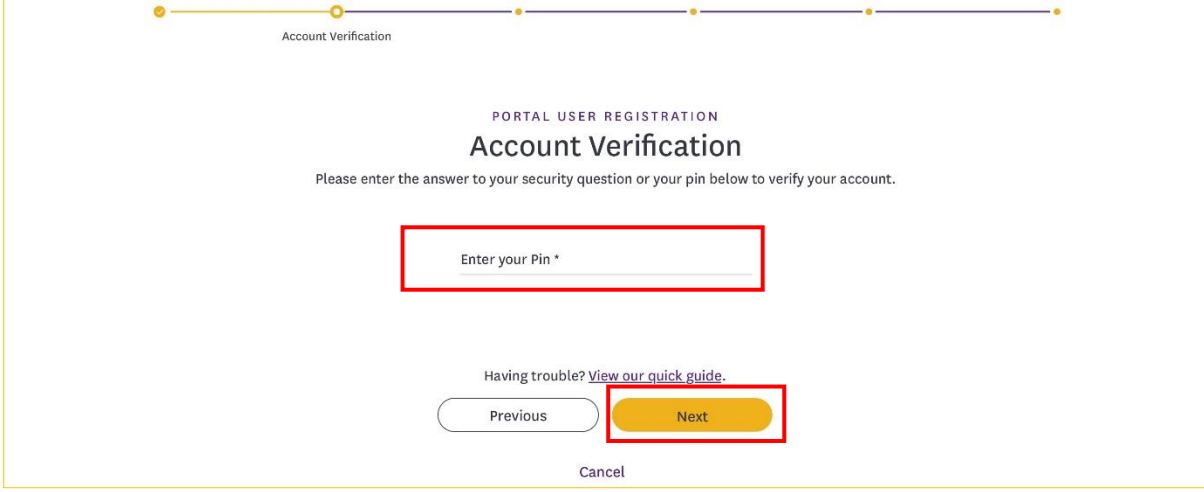
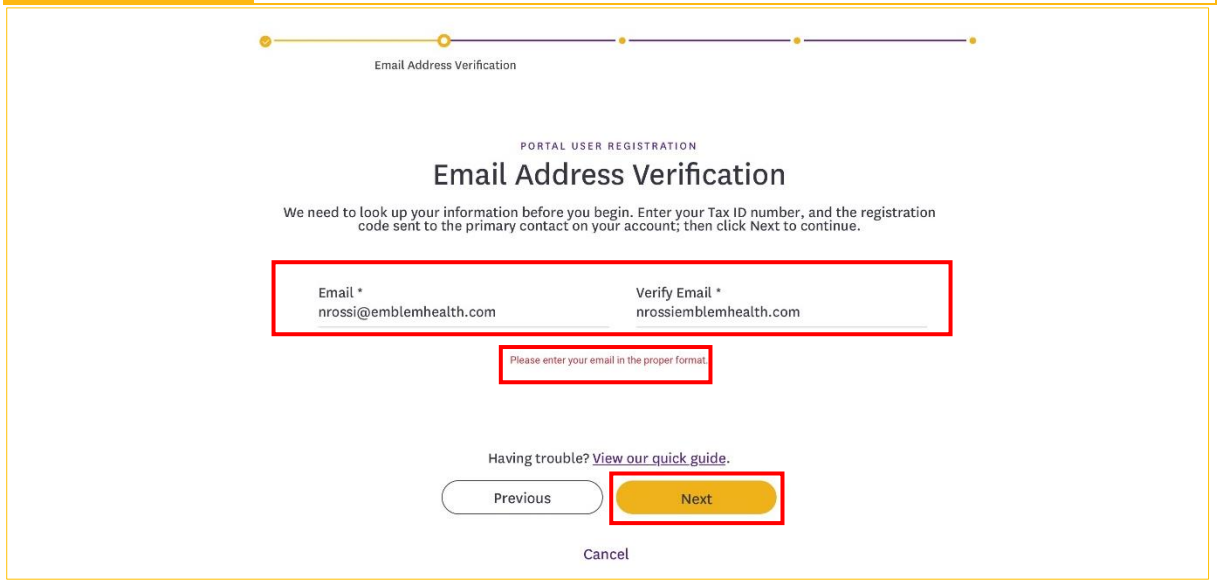


Step 4:

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.**



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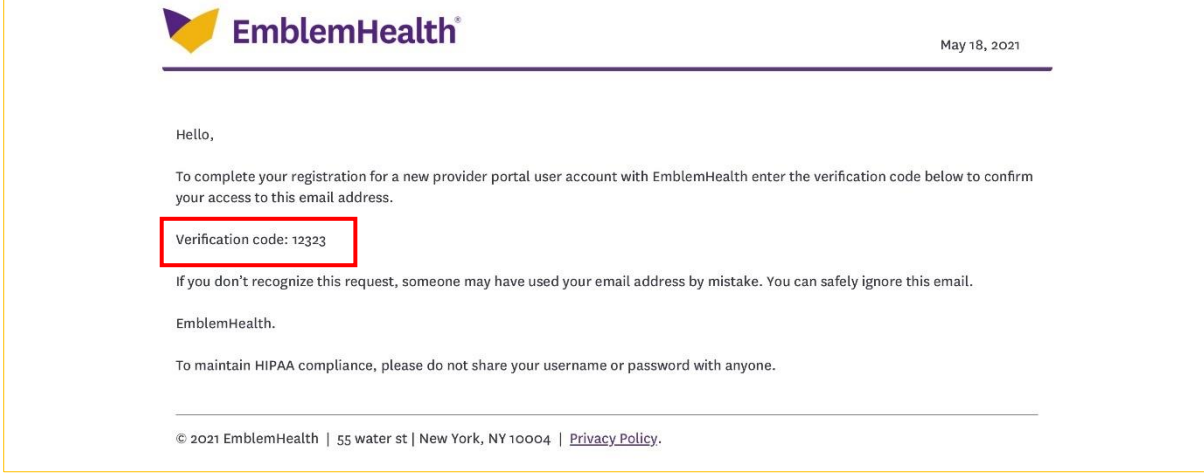
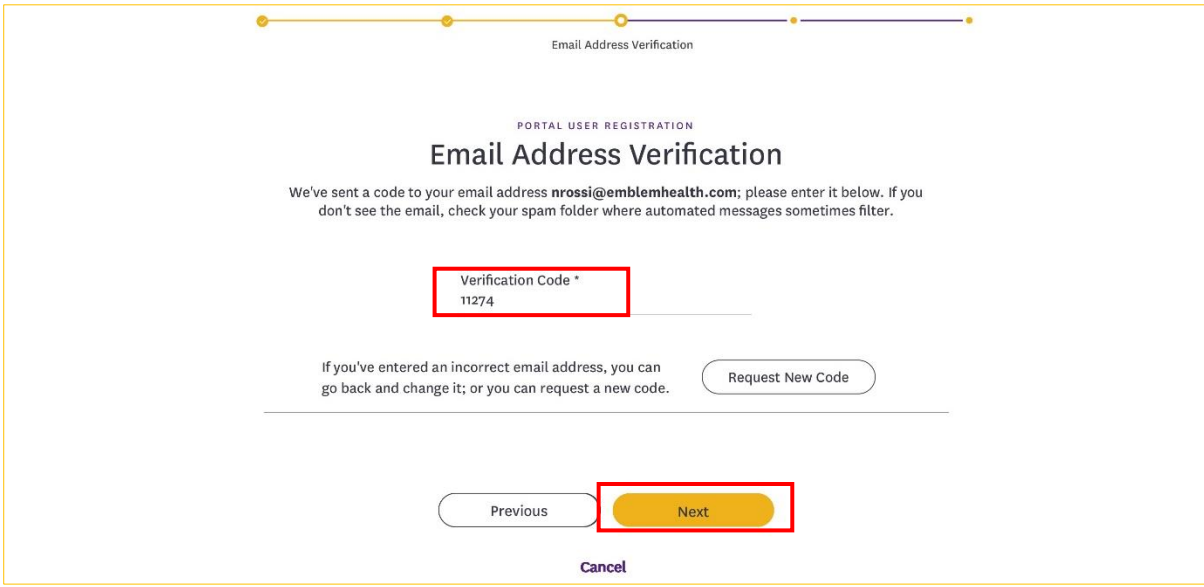
Step 5:

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.**





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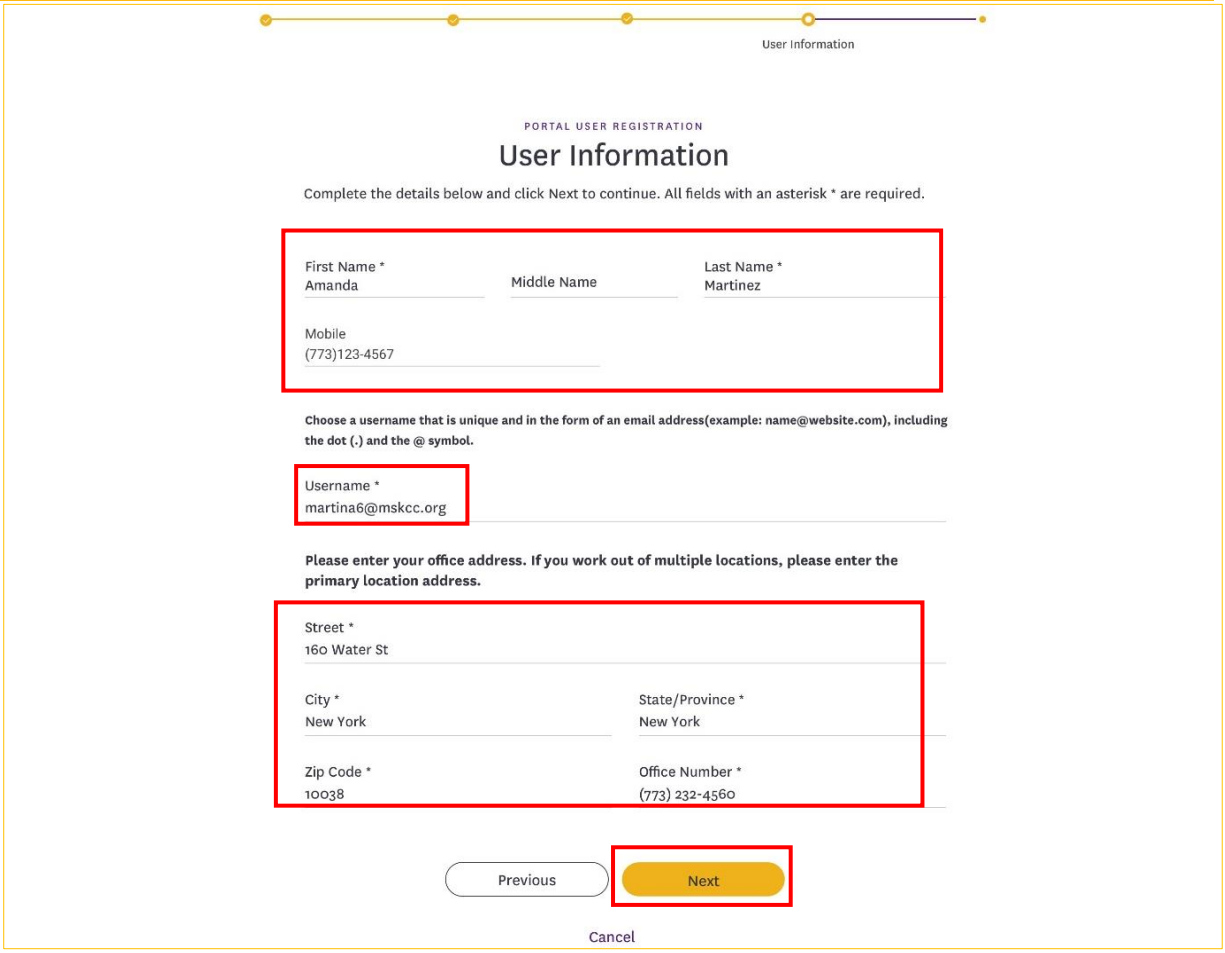
Step 6:

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.



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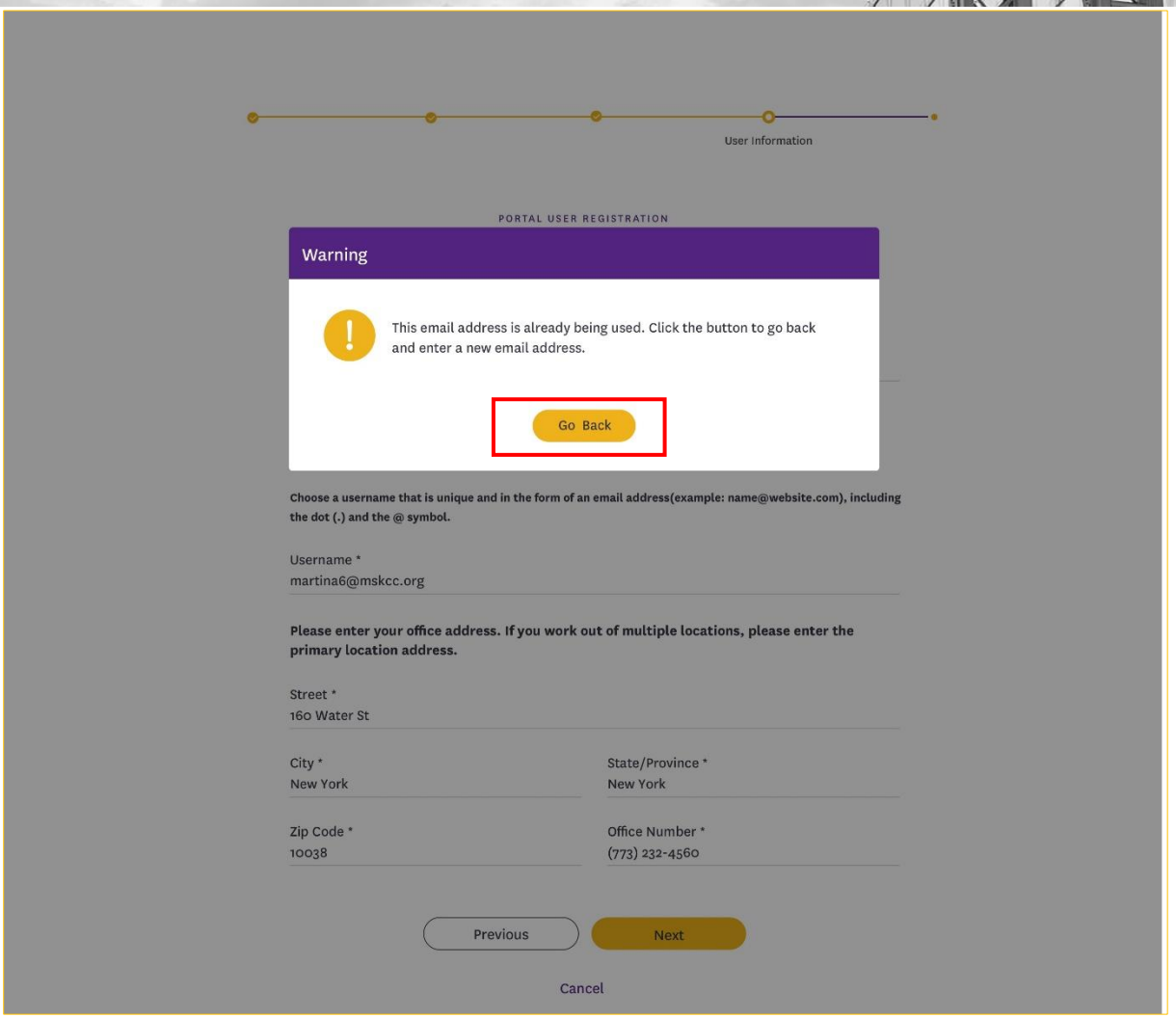

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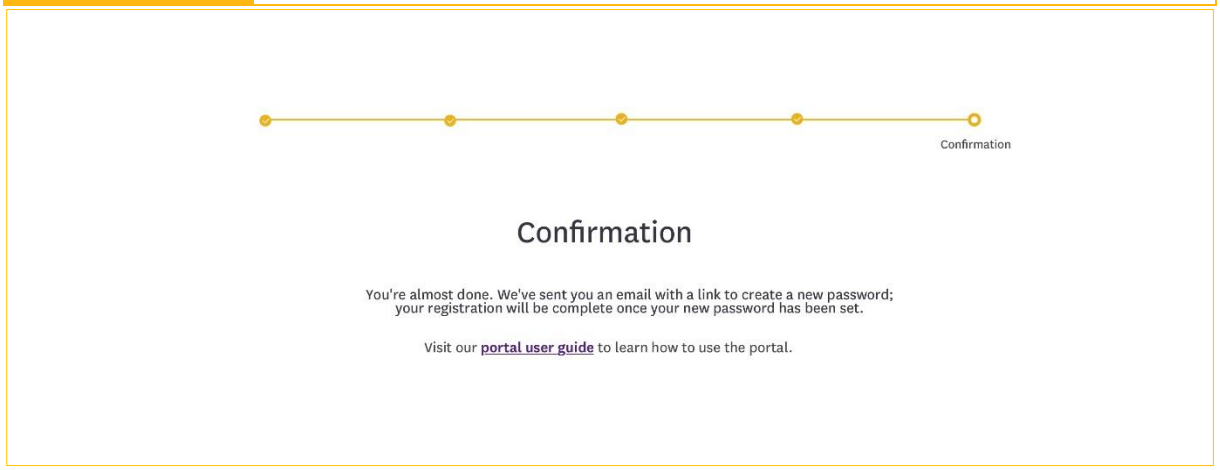
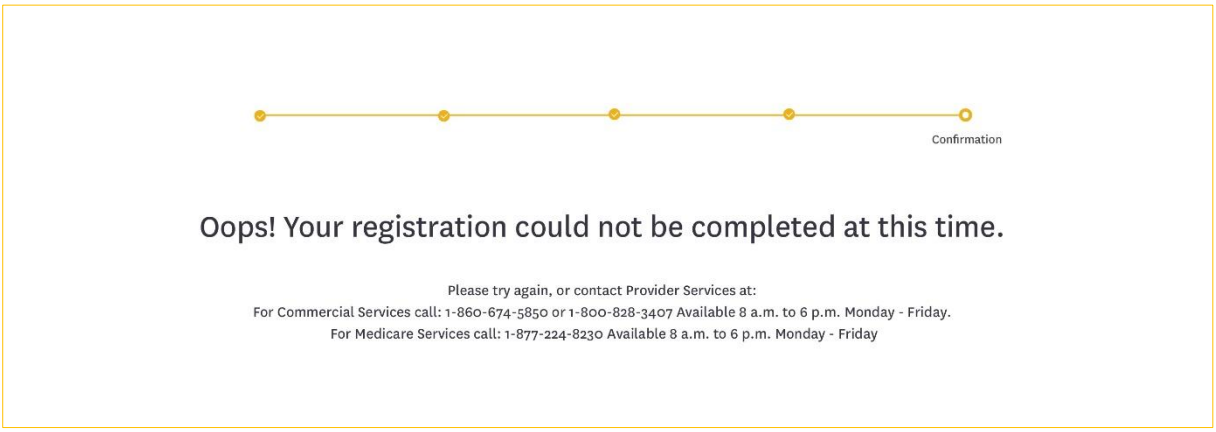
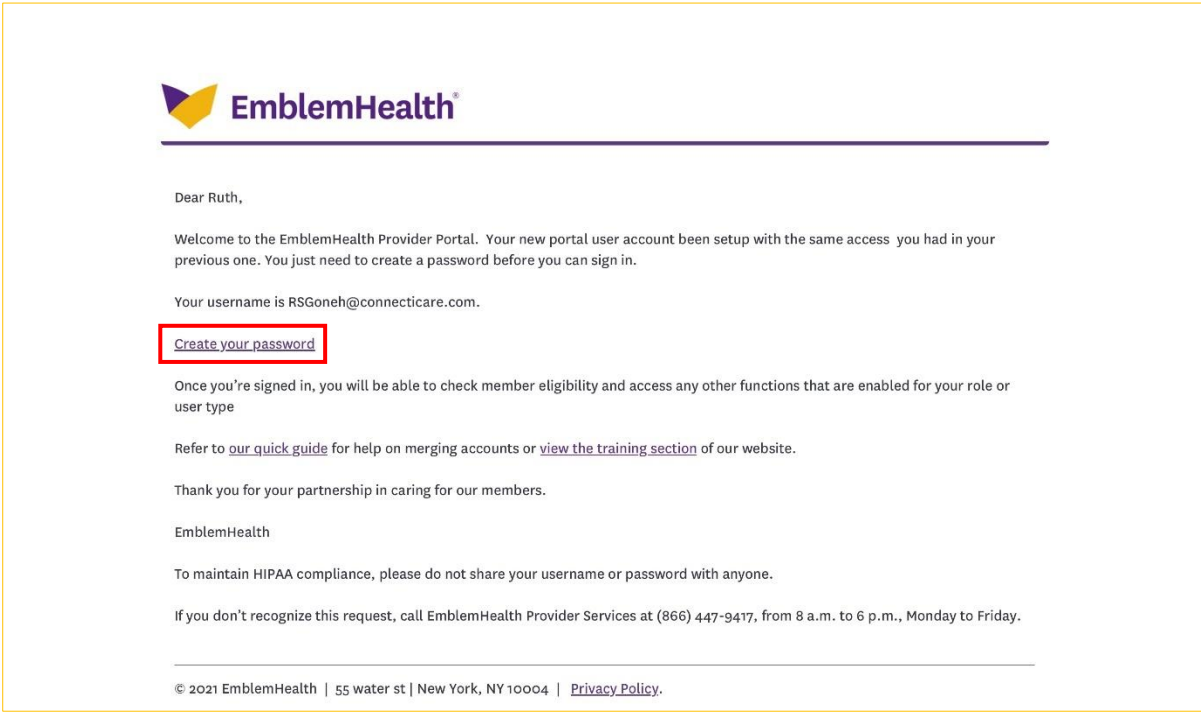
Step 7:

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.







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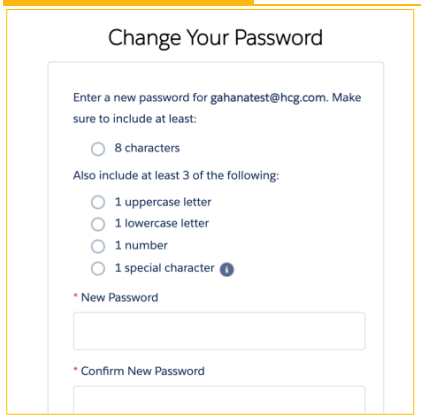
Step 8:

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



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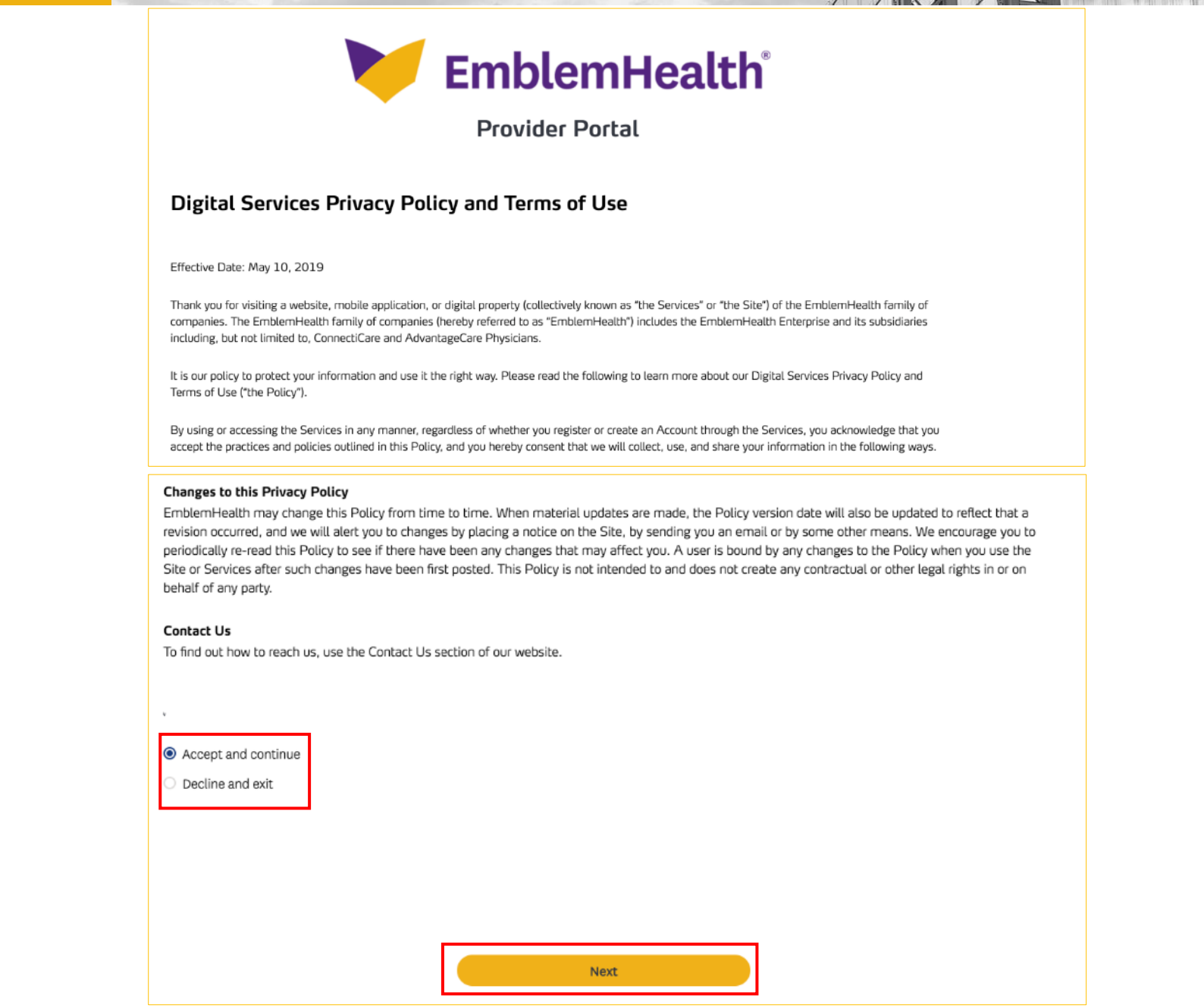

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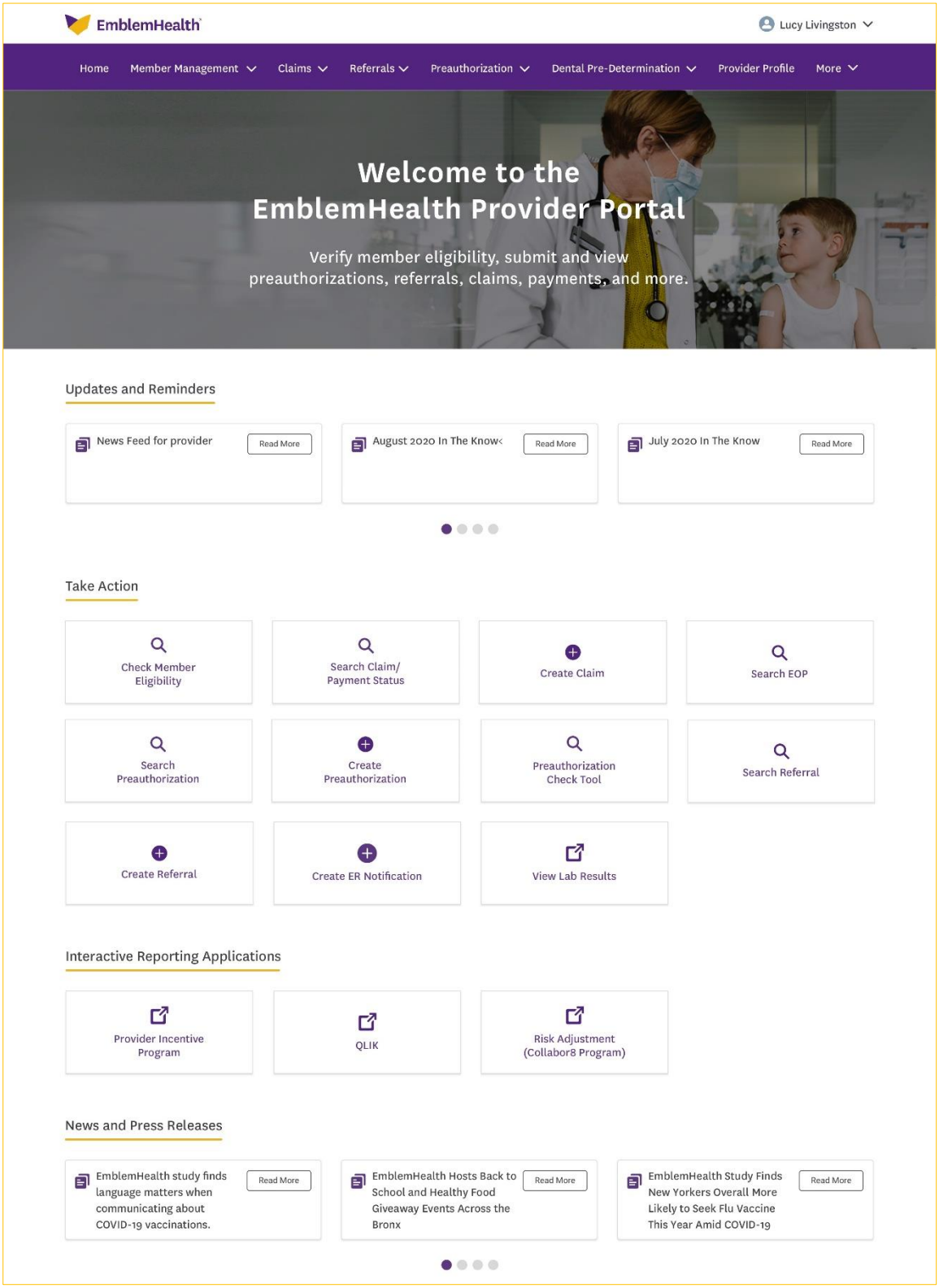

Thank
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