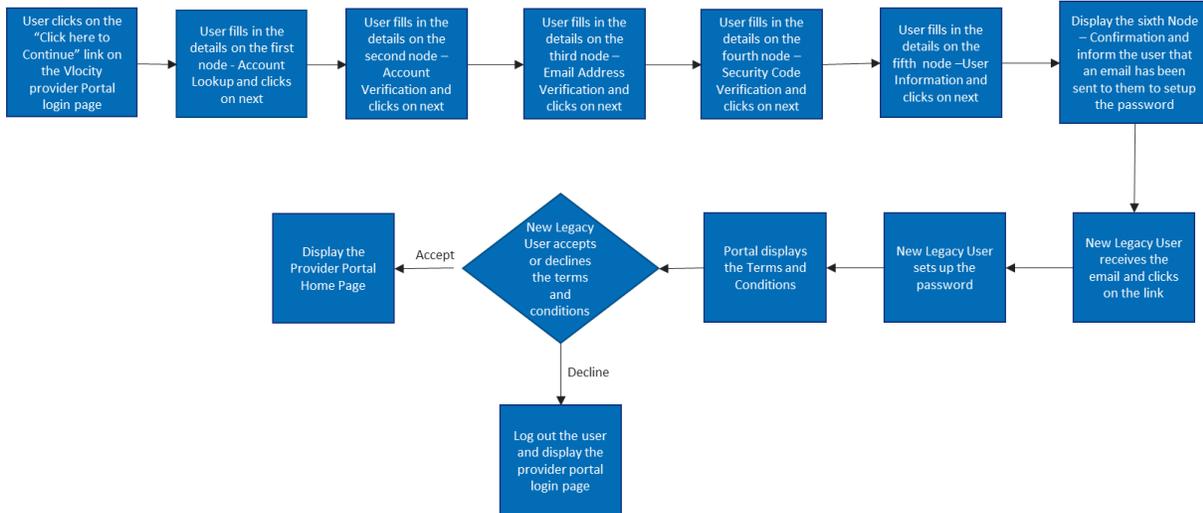


Provider Portal Existing User Moving Over The First Account

Quick Reference Guide (QRG)



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.

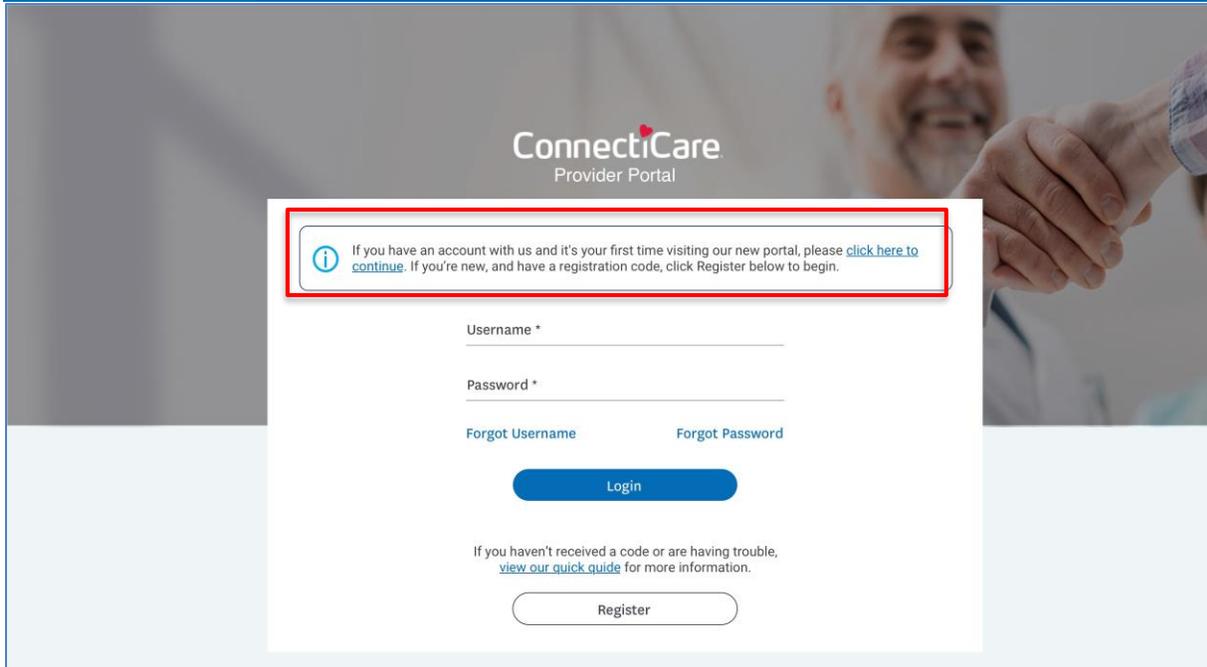


Purpose: Account Migration Process for the First Account Being Transitioned.



Step 1:

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





Step 2:

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 *
061137531

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? *
Smith

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

Previous Next

Cancel

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 *
234857

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

Previous Next

Cancel

 **Step 4:**

The **Email Address Verification** page will display.

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

Email Address Verification

PORTAL USER REGISTRATION

Email Address Verification

Please enter your own email address and not a shared one. We will use it to send your security code and in case you forget your username or need to reset your password.

Email *
nrossi@emblemhealth.com

Verify Email *
nrossi@emblemhealth.com

Please enter your email in the proper format.

Previous Next

Cancel



Step 5:

Verification code will be sent to your email.

1. Enter **Verification Code**.
Note: If email is incorrect, click **previous** button enter the new email address, and then click **Request New Code**.
2. Click **Next**.



Hello,

To complete your registration for a new provider portal user account with ConnectiCare 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.

ConnectiCare.

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

KEEP IN TOUCH



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Security Code
Verification

PORTAL USER REGISTRATION

Email Address Verification

We've sent a code to your email address <user email>; 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

User Information

Warning

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

[Go Back](#)

Mobile
(897) 868 - 8687

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 *
johnsmith@gmail.com

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

Street *
505 Hill Rd

City *
Harwinton

State/Province *
Connecticut

Zip Code *
06791

Office Number

[Previous](#) [Submit](#)

[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 there. 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.

Done



Dear Ruth,

Welcome to the ConnectiCare Provider Portal. Your portal user account is now ready. You will need to create a password before you can sign in.

Your username is RGoneh@connecticare.com.

[Create your password](#)

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

If you have any questions or need more information, please [view our quick guide](#) for help or [view the training section](#) of our website.

Thank you for your partnership in caring for our members.

ConnectiCare

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

If you don't recognize this request, call ConnectiCare Provider Services at (866) 614-6040, from 8 a.m. to 6 p.m., Monday to Friday.

KEEP IN TOUCH





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.

maintain a copy of the unredacted information in our records. You may request deactivation of your Account by calling Customer Service. Some or all of your information may remain in our records after your deactivation of such information from your Account. We may use any aggregated data derived from or incorporating your Personal Information after you update or delete your Account, but not in a manner that would identify you personally.

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

The screenshot displays the ConnectiCare Provider Portal. At the top left is the ConnectiCare logo. The top right shows a user profile for 'Lucy Livingston'. A dark blue navigation bar contains the following menu items: Home, Member Management, Referrals, Preauthorizations, Claims, User Management, Provider Profile, Message Center, and Documents. Below the navigation bar is a large hero image of a doctor's hands with a stethoscope. The text 'Welcome to the ConnectiCare Provider Portal' is centered over the image, with a sub-headline: 'Verify member eligibility, submit and view preauthorizations, referrals, claims, payments, and more.' Below the hero image is a section titled 'Updates and Reminders' with three cards: 'News Feed for provider', 'D-SNP provider training needs to be completed by April 30', and 'The latest COVID-19 updates'. Each card has a 'Read More' button. Below this is a 'Take Action' section with a grid of 11 buttons: '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', and 'View Lab Results'. The final section is 'Interactive Reporting Applications' with one button: 'Risk Adjustment (Collabor8 Program)'.

Thank
You