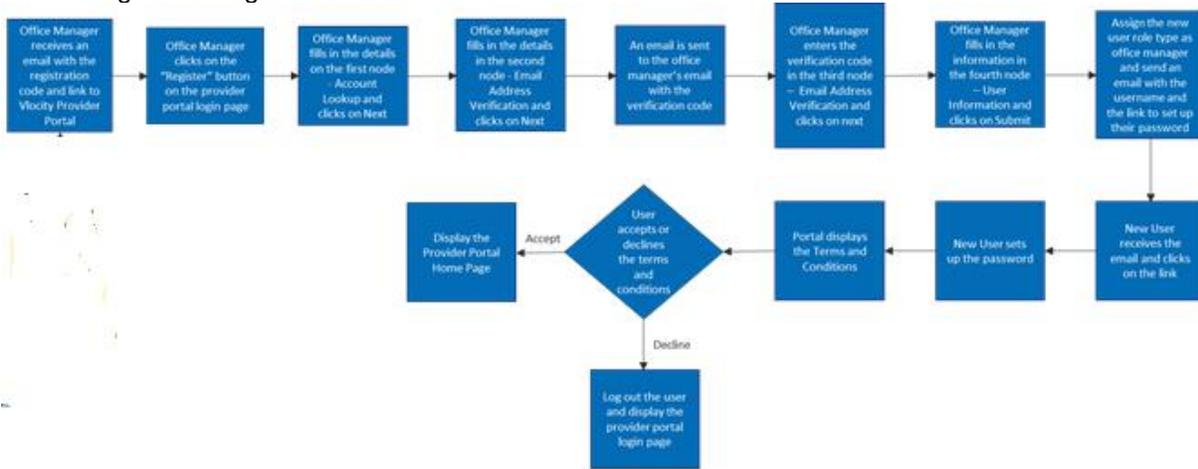


Provider Portal New User Registration

Quick Reference Guide (QRG)



This quick reference guide (QRG) will provide an overview of the registration process for the Administrator/Office Manager of a newly activated Tax Identification Number in our system. This means someone who has received an invitation to set up an account for their practice or organization and who has been given a Registration Code.



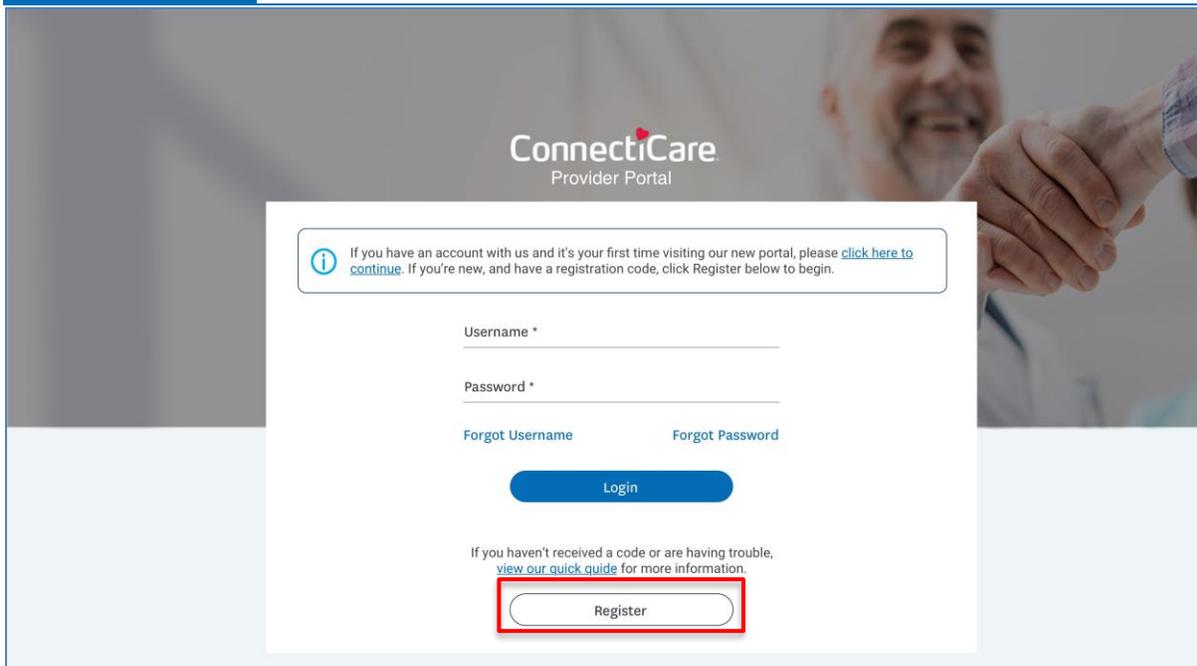
Let us look at the steps in detail to create a new account.

Purpose: Registration of the Administrator/Office Manager of a Newly Activated Tax Identification Number (TIN).



Step 1:

1. The Administrator/Office Manager should have received an email with a Registration Code prior to starting this process.
2. Go to **ConnectiCare Provider Portal Sign-in** webpage.
3. Click **Register**.
4. Check email for registration code.



Hi James Smith,

We are pleased to inform you, Ruth Goneh has successfully completed our credentialing process. You have been identified as their Portal Security Administrator. You have been entrusted to set up and manage their secure provider portal account and oversee the Users who may access our portal(s) for this provider. We are looking to you to ensure HIPAA's minimally necessary requirement can be met by assigning the right security role to each User.

If you have already set up an account for the practice/organization, no further action is needed. If you have not set up an account yet, please establish one using this Registration Code: 20202.

Go to provider.connecticare.com to register and to see instructions for setting up other Users, for linking accounts, and to make the most of the functions available on our secure provider portal. If you need help setting up your account, please call our Provider Customer Service team at 860-674-5850 or 800-828-3407; or Medicare Provider Services at 877-224-8230 and we will be happy to help you.

We are looking forward to working with you.

ConnectiCare

KEEP IN TOUCH



Step 2:

The **Account Lookup** page will display.

1. Enter the **Tax ID Number** and **Registration Code**.

Note: The registration code is within the email previously sent. Information must be correct, or an error will display.

2. Click **Next**.



PORTAL USER REGISTRATION

Account Lookup

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.

Tax ID Number *

Registration Code *

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

Next

Cancel

Account Lookup

PORTAL USER REGISTRATION
Account Lookup

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

Tax ID Number *	Registration Code *
061137531	14048

The combination you entered is invalid. If you have questions about the registration code, or need help, please check out our quick guide.

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

Next

Cancel

Error
Message
Example



Step 3:

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

1. Enter **Email** and **Verify Email**.

Note: Make sure that email is in the proper format or an error will display.

2. Click **Next**.

Progress bar: Email Address Verification (1 of 4 steps)

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 Verify Email

Previous

Cancel

Progress bar: Email Address Verification (1 of 4 steps)

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 * Verify Email *

Please enter your email in the proper format.

Previous

Cancel

Error
Message
Example



Step 4:

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

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

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](#)



Step 5:

Once Verified, the **User Information** page will display.

1. Enter all the required fields:

First Name, Last Name, Username, Street, City, State, Zip Code.

Note: Username will auto populate to associated email, if in use then pick a new username in email format.

2. Click **Submit**.

Note: If email is already in use a popup will display to **Go Back** and re-enter a new one.

PORTAL USER REGISTRATION

User Information

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

First Name *
John

Middle Name

Last Name *
Smith

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

Progress bar: 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 6:

Once submitted, a **Confirmation** or **Oops!** screen will display.

1. Click change password link within email and agree to the terms of service.

Note: If errors occur, an Oops! screen will display with further instructions solve the issue.

2. Click **Next**.

Homepage will display.



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.

Oops
Message
Example

Done



Dear Ruth,

We received a request to reset your password. Please click on the link below to create a new password.

[Password reset link](#)

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

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.

KEEP IN TOUCH



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

ConnectiCare 🔔 👤 Lucy Livingston

Home Member Management Referrals Preauthorizations Claims User Management Provider Profile Message Center Documents

Welcome to the ConnectiCare Provider Portal

Verify member eligibility, submit and view preauthorizations, referrals, claims, payments, and more.

Updates and Reminders

- News Feed for provider [Read More](#)
- D-SNP provider training needs to be completed by April 30 [Read More](#)
- The latest COVID-19 updates [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

- Risk Adjustment (Collabor8 Program)

Thank
You