# **Self-Registration Guide**

Member and Provider users can self-register for the portal by completing the following steps:

## STEP 1

- Select Registration Type as Provider or Member.
- Click the **Next** button.



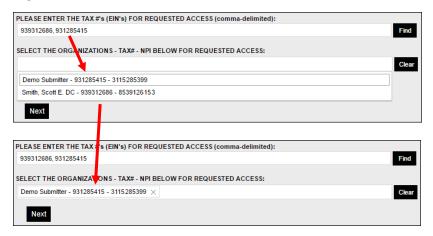
#### Step 2

### For Providers:

- Enter a valid email into the field labeled Email.
- Enter the tax identification number(s) for requested access into the field labeled Please
   Enter the Tax#'s. (If there are multiple, list all that are applicable.)

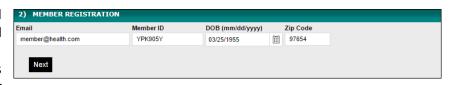


Click the Find button and choose all necessary organization(s) from the drop down list. The
organization name will be displayed along with the Tax and NPI numbers. To remove any
selection, click the X to the right of the organization's name. During the selection process, click
Find at any time to display the list. The drop down list will highlight the already selected
organizations.



#### For Members:

 Enter a valid email into the field labeled Email.



- Enter the member's identification number
  - that has been assigned by the plan. It should be on the member insurance card.
- Enter the member's **Birth Date** (mm/dd/yyyy) and the **Zip Code.** These must match the health plan's records in order to grant access.
- Click the Next button to continue.

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Fax:

City:

# Step 3

### For Providers:

- **Note:** The required fields are highlighted in yellow
- Enter the Last Name, First Name and middle initial in the corresponding fields.
- Enter the Address, City,
   State, Zip Code, Phone Number and fax number into the corresponding fields.

Address:

Next

• Click the **Next** button.

#### For Members:

 For members, the data fields in Step 3 will auto fill with the member's contact information as recorded in the health plan's eligibility record.



Review the data for accuracy and make corrections where necessary.

- Please note that updating information during registration for the member web portal will
  not retroactively update the health plan's eligibility record. If you notice an error, contact
  the health plan directly to correct the eligibility record.
- Click the Next button.

## Step 4

#### This step is the same for both providers and members.

- The required fields are highlighted.
- Enter a Username or select the option to Use Email as the username



(preferred) in the **Username** field. User names are unique.

- Enter a password into the **Password** and **Confirm Password** fields.
  - The password must be at least 8 characters long and contain uppercase and lowercase letters, numbers, and special characters.
- Read the **Terms of Use Agreement** and check the box to indicate agreement. A user must agree to the Terms in order to continue.
- Click the **Next** button.
  - At this point, if the entered user name already exists, the entered passwords do not match, or if you have not indicated agreement with the *Terms of Use Agreement* the system will prompt you to correct these issues / errors.

Upon successful registration **for providers**, an email will be delivered to the specified email address indicating the account is under review by a portal administrator. A second notification will be sent to the provided email once the account is approved and activated.

Upon successful registration **for members**, an email confirming registration will be delivered to the specified email address. The member has immediate access to the portal account.