

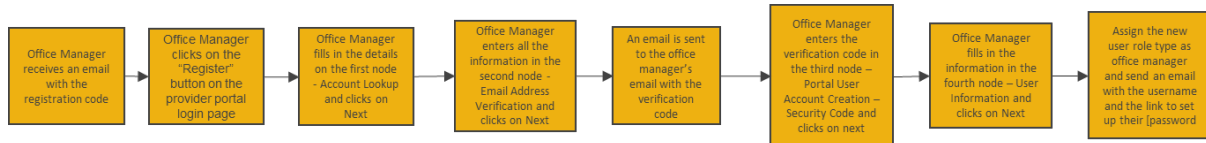
M1 – Provider Portal New Net User

Quick Reference Guide



Provider Portal – New Net User

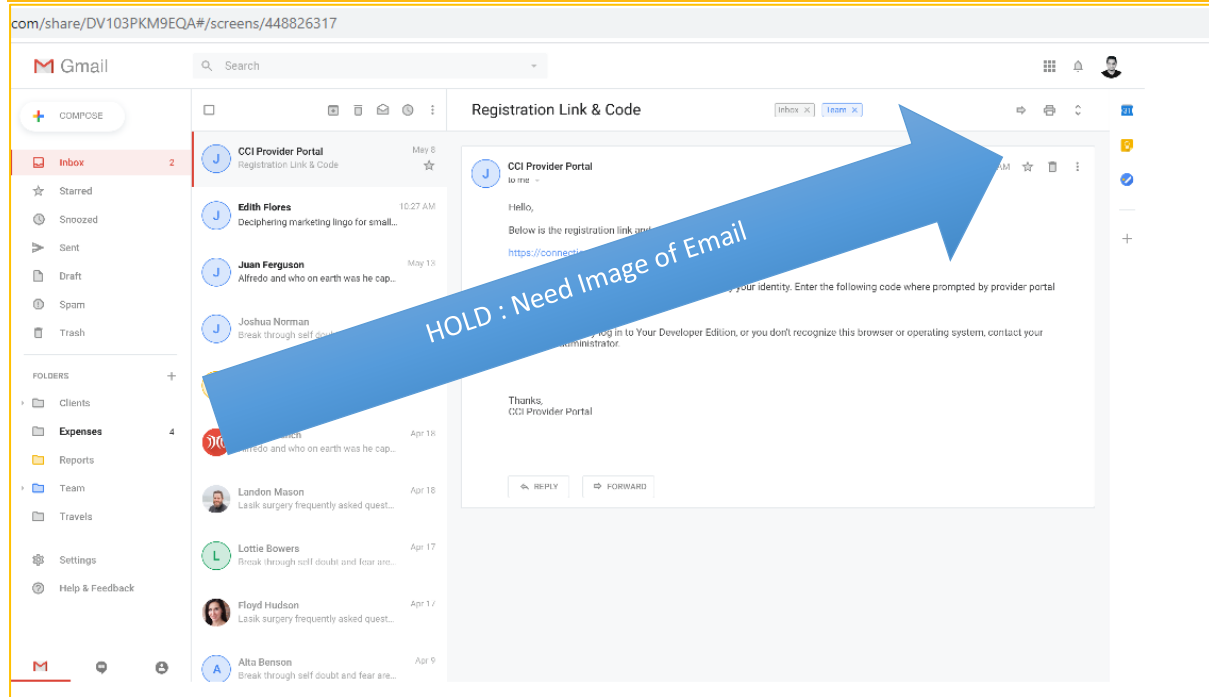
This QRG will provide an overview of the Provider Portal – New net user registration.




Step 1:


An email is sent to the office manager prior with registration code.

1. Enter in the **EmblemHealth website URL**.
Login Screen will display.
2. Click **Register**.



Provider Portal – New Net User




Provider Portal

i 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.

Username *

Password *

Forgot Username

Forgot Password

Sign In

If you haven't received a code or are having trouble, [view our quick guide](#) for more information.

Register

Legal Information | Nondiscrimination Policy | Digital Services Privacy Policy and Terms of Use | Accessibility Statement | Privacy Policy
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Step 2:

Account Lookup page will display.

3. Enter in **Tax ID Number** and **Registration Code**.

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

4. Click **Next**.

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 *

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

Next

Cancel

Provider Portal – New Net User

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 *
061137531

Registration Code *
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

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 *
061137531

Registration Code *
14049

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

Next

Cancel



Step 3:

Email Address Verification page will display.

5. Enter in **Email** and **Verify Email**.

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

6. Click **Next**.

Provider Portal – New Net User

Progress bar: 1. Email Address Verification (active), 2. Verify Email, 3. Create Password, 4. Confirm Account

PORTAL USER REGISTRATION

Email Address Verification

Please enter your own email address and not a shared one. We will email you a code for verification. We will also use this email address in case you forget your username or need to reset your password.

Email * Verify email *

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

Progress bar: 1. Email Address Verification (active), 2. Verify Email, 3. Create Password, 4. Confirm Account

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 * Verify Email *

Please enter your email in the proper format.



Step 4:

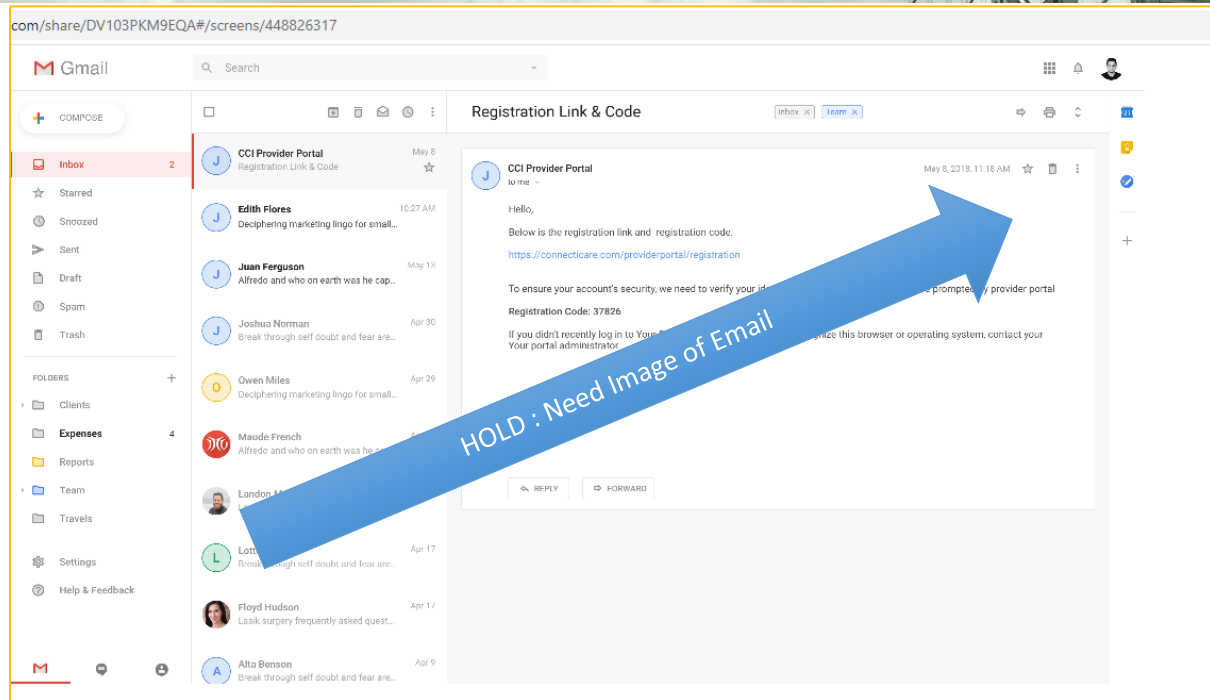
Verification code will be sent to your email.

7. Enter **Verification Code**.

Note: If email is incorrect, click **previous** update, and then click **Request New Code**.

8. Click **Next**.

Provider Portal – New Net User





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 *

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



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 – New Net User



Step 5:

Once Verified, User Information page will display.

9. Enter all the required Fields:

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

Note: Username must be an email.

10. Click **Submit**.

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

Progress bar: User Information (4th of 5 steps)

PORTAL USER REGISTRATION

User Information

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

First Name * Amanda	Middle Name	Last Name * 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 * New York	State/Province * New York
Zip Code * 10038	Office Number * (773) 232-4560

Previous Next


Cancel

Provider Portal – New Net User

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 *

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

Street *

City *	State/Province *
<input type="text" value="New York"/>	<input type="text" value="New York"/>
Zip Code *	Office Number *
<input type="text" value="10038"/>	<input type="text" value="(773) 232-4560"/>

Previous

Next

Cancel

Provider Portal – New Net User



Step 6:

Once Submitted a confirmation screen will display. If registration has errors, an Oops screen will display with further instructions to call and solve the issue.

11. Go to email and click link within to change password and agree to terms of service.



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

Create New Password

Inbox x Team x

May 8, 2018, 11:18 AM

CCI Provider Portal
to me

Hello,

Your password has been reset for CCI Provider Community. Go to:

<https://www.cci-provider.com/portal/registration/reset-password?token=PaZOrpXsZ4hy0QDklzY8Xg%3D%3D&email=cc-xc@cci-provider.com&username=cc-xc@cci-provider.com>

Thanks,
CCI Provider Portal

HOLD : Need Image of Email

Provider Portal – New Net User

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

Digital Services Privacy Policy and Terms of Use

Effective Date: May 12, 2018

This page contains the privacy policy and terms of use for the digital services provided by EmblemHealth. The digital services are provided by EmblemHealth and its affiliates, including EmblemHealth Insurance Company of New York, Inc. ("EmblemHealth").

By using the digital services, you agree to the terms of use and the privacy policy. Please read the following to learn more about our digital services and how we use your information.

Remember that you are always responsible for keeping your information secure and for not sharing it with anyone else.

What are the digital services? The digital services are the services provided by EmblemHealth and its affiliates, including EmblemHealth Insurance Company of New York, Inc. ("EmblemHealth").

How do we use your information? We use your information to provide the digital services to you and to improve our services. We may also use your information for other purposes, such as to provide you with other services or to contact you about our services.

What are the terms of use? The terms of use are the rules that govern the use of the digital services. They include rules about how to use the services, what you can and cannot do, and what happens if you break the rules.

How do we protect your information? We use a variety of security measures to protect your information. These measures include firewalls, encryption, and access controls. We also have policies and procedures in place to ensure that your information is kept secure.

What are the consequences of not following the terms of use? If you do not follow the terms of use, we may suspend or terminate your access to the digital services. We may also take other actions, such as reporting you to the appropriate authorities.

How do we contact you? We may contact you by email, phone, or mail. We may also contact you through the digital services. We will only contact you if we have your permission to do so.

How do we update the privacy policy and terms of use? We may update the privacy policy and terms of use from time to time. We will post any updates on this page and notify you by email.

What are the digital services provided by EmblemHealth? The digital services provided by EmblemHealth include the EmblemHealth Provider Portal, the EmblemHealth Patient Portal, and the EmblemHealth Care Coordination Portal.

What are the terms of use for the digital services? The terms of use for the digital services are the rules that govern the use of the digital services. They include rules about how to use the services, what you can and cannot do, and what happens if you break the rules.

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What are the consequences of not following the terms of use? If you do not follow the terms of use, we may suspend or terminate your access to the digital services. We may also take other actions, such as reporting you to the appropriate authorities.

Provider Portal – New Net User



Step 7:

- Once link within email has been selected the Portal User Account Verification page will display.
12. Click **Next**.



Portal User Account
Verification

PORTAL USER REGISTRATION

Portal User Account Verification

It looks like there is already an account associated with this email address in our new portal. If you already have access to this portal and want to add a new Tax ID number, click Next to verify your username and password. Otherwise, click Previous to enter a new email address.

Previous

Next

Cancel



Step 8:

- Verify Username and Password page will display.
13. Enter in **Username** and **Password**.
14. Click **Submit**.
- Note:** If information is unable to be validated a pop up will display to **Use Different Email** or **Try Again**. If the password is incorrect or forgotten, click the **reset it** link to reset password.
15. Confirmation page will display, click **Done**.
- Once done the user will be logged into the portal.



User Information

PORTAL USER REGISTRATION

Verify Username and Password

Enter username and password for your existing account.

Username *
johnsmith@gmail.com

Password *

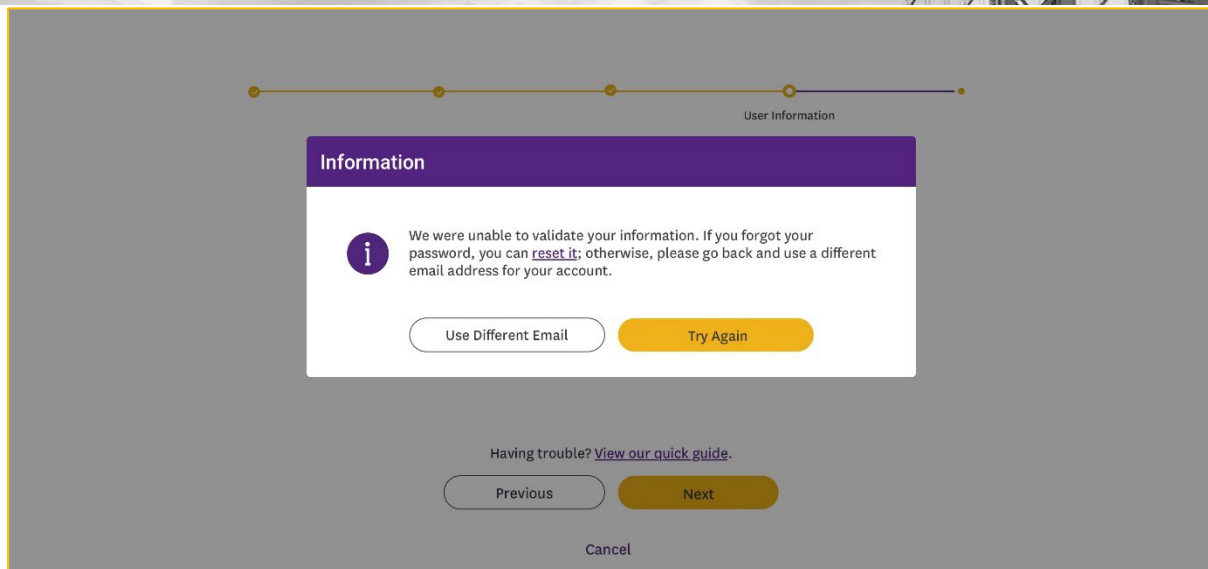
Having trouble? [View our quick guide.](#)

Previous

Next

Cancel

Provider Portal – New Net User



A progress bar at the top shows four steps, with the fourth step, 'User Information', highlighted. Below the bar is a purple header labeled 'Information'. The main content area has a white background with a purple information icon and a message: 'We were unable to validate your information. If you forgot your password, you can [reset it](#); otherwise, please go back and use a different email address for your account.' Below this message are two buttons: 'Use Different Email' and 'Try Again'. At the bottom, there is a link 'Having trouble? [View our quick guide.](#)' and two buttons: 'Previous' and 'Next'. A 'Cancel' link is centered at the very bottom.

User Information

Information

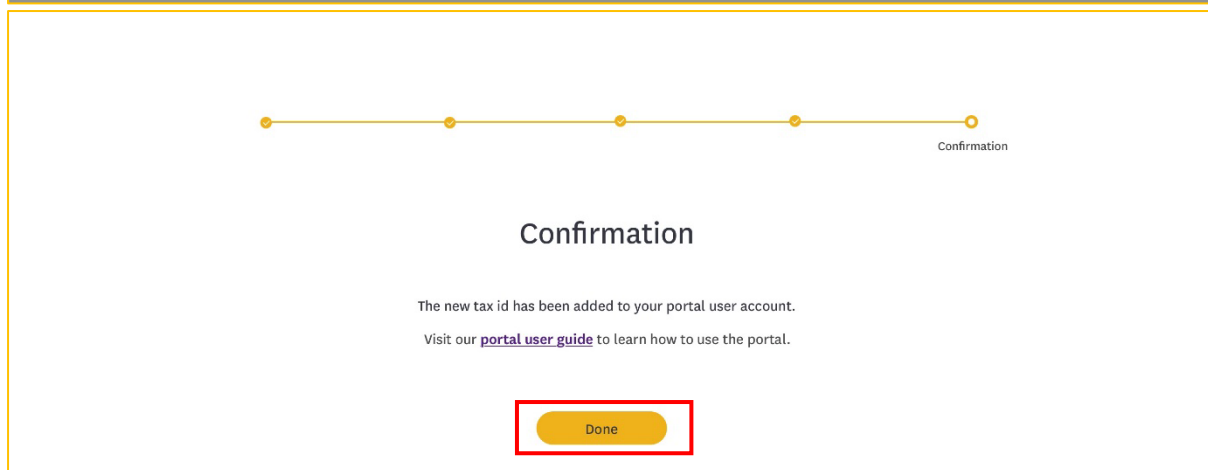
We were unable to validate your information. If you forgot your password, you can [reset it](#); otherwise, please go back and use a different email address for your account.

[Use Different Email](#) [Try Again](#)

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

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

[Cancel](#)



A progress bar at the top shows four steps, with the fourth step, 'Confirmation', highlighted. The main content area has a white background with the title 'Confirmation'. Below the title is a message: 'The new tax id has been added to your portal user account. Visit our [portal user guide](#) to learn how to use the portal.' At the bottom, there is a yellow button labeled 'Done' which is highlighted with a red rectangular border.

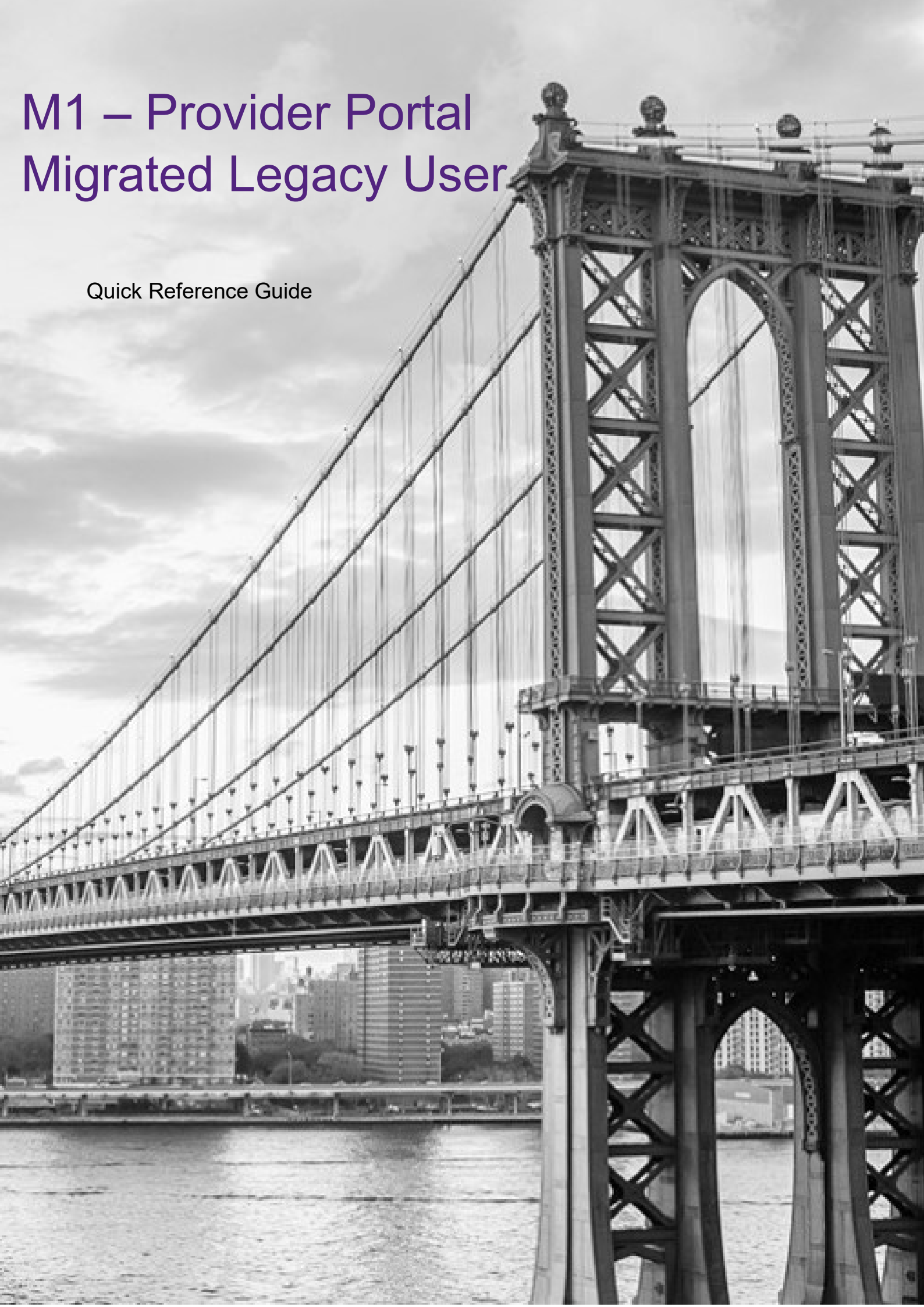
Confirmation

The new tax id has been added to your portal user account.
Visit our [portal user guide](#) to learn how to use the portal.

[Done](#)

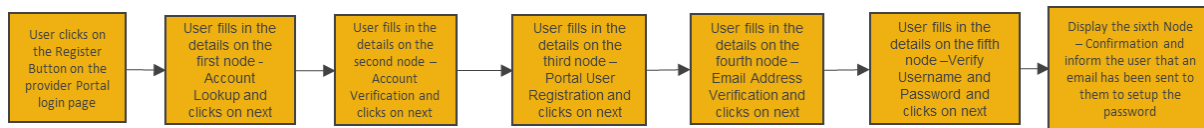
M1 – Provider Portal Migrated Legacy User

Quick Reference Guide



Provider Portal – Migrated Legacy User

This QRG will provide an overview of the Provider Portal – Migrated Legacy User



Step 1:

1. Enter in **CCI webpage URL**.
Login Screen will display.
2. Click **Register**. Go to email and click the link to open account information.

EmblemHealth[®]
Provider Portal

i 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.

Username *

Password *

[Forgot Username](#) [Forgot Password](#)

[Sign In](#)

If you haven't received a code or are having trouble,
[view our quick guide for more information.](#)

[Register](#)

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Provider Portal – Migrated Legacy User

Registration Link & Code

Inbox x

Team x



CCI Provider Portal

to me ▾

, 2018, 11:18 AM



Hello,

Below is the registration link and registration code.

<https://connecticare.com/providerportal/register>

To ensure your account's security, we need to verify your identity. Enter the following code where prompted by provider portal

Registration Code: 3785

If you didn't receive this email, or you don't recognize this browser or operating system, contact your
Your portal administrator.

Thanks,
CCI Provider Portal

HOLD : Need Image of Email



Step 2:

Account Lookup page will display.

3. Enter **Username** and **Tax ID Number**.
4. 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

Provider Portal – Migrated Legacy User



Step 3:

Account Verification page will display.

5. Answer the security question associate with the account.
6. 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.](#)

Previous

Next

Cancel



Step 4:

Account Verification page will display.

7. Enter the pin associate with the account.
8. 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.

Enter your Pin *

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

Previous

Next

Cancel

Provider Portal – Migrated Legacy User



Step 5:

- Email Verification page will display.
9. Enter Email and Verify Email sections.
Note: Email must be in proper format or an error will display.
 10. 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 *	Verify Email *
nrossi@emblemhealth.com	nrossiemblemhealth.com

Please enter your email in the proper format.

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

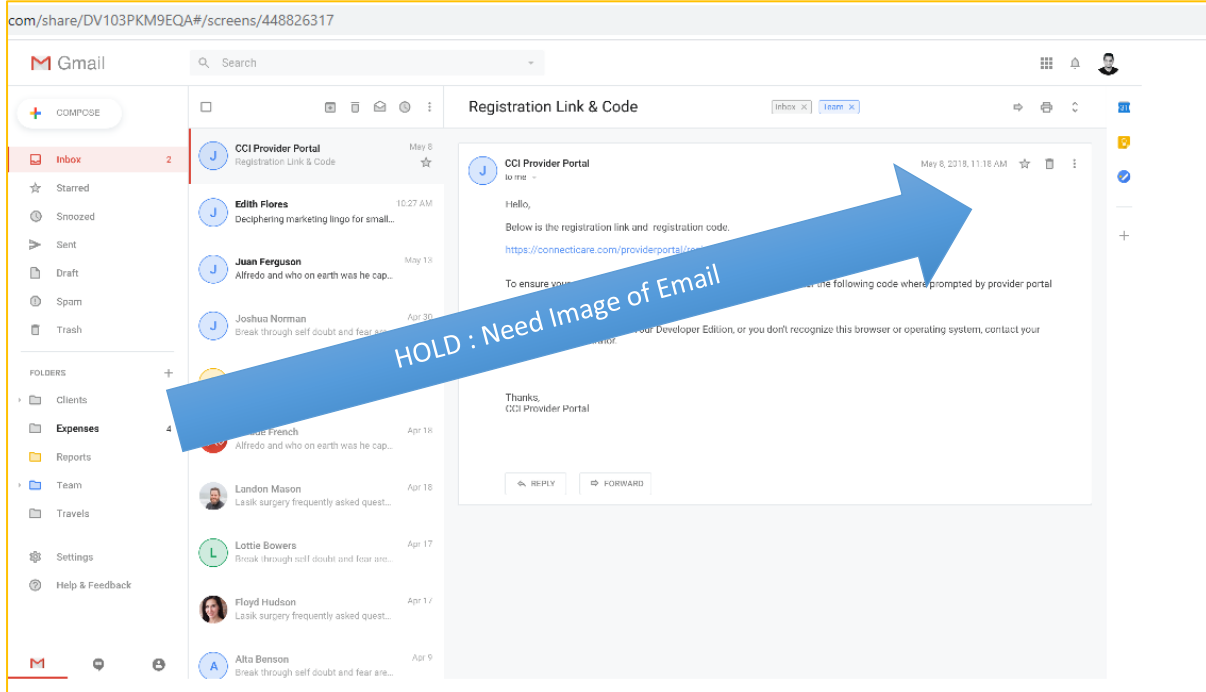
[Previous](#) [Next](#)

[Cancel](#)



Step 6:

- Verification code will be sent to your email.
11. Enter **Verification Code**.
Note: If email is incorrect, click **previous** update, and then click **Request New Code**.
 12. Click **Next**.



Provider Portal – Migrated Legacy User

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

PreviousNext

Cancel



Step 7:

Once Verified, User Information page will display.

13. Enter all the required Fields:

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

Note: Username must be an email.

14. Click **Submit**.

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 *
Amanda

Middle Name

Last Name *
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 *
New York

State/Province *
New York

Zip Code *
10038

Office Number *
(773) 232-4560

PreviousNext


Cancel

Provider Portal – Migrated Legacy User

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

Provider Portal – Migrated Legacy User



Step 8:

Once Submitted a confirmation screen will display.

Note: If there is already an account associated with that email an oops page will display.

15. 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.

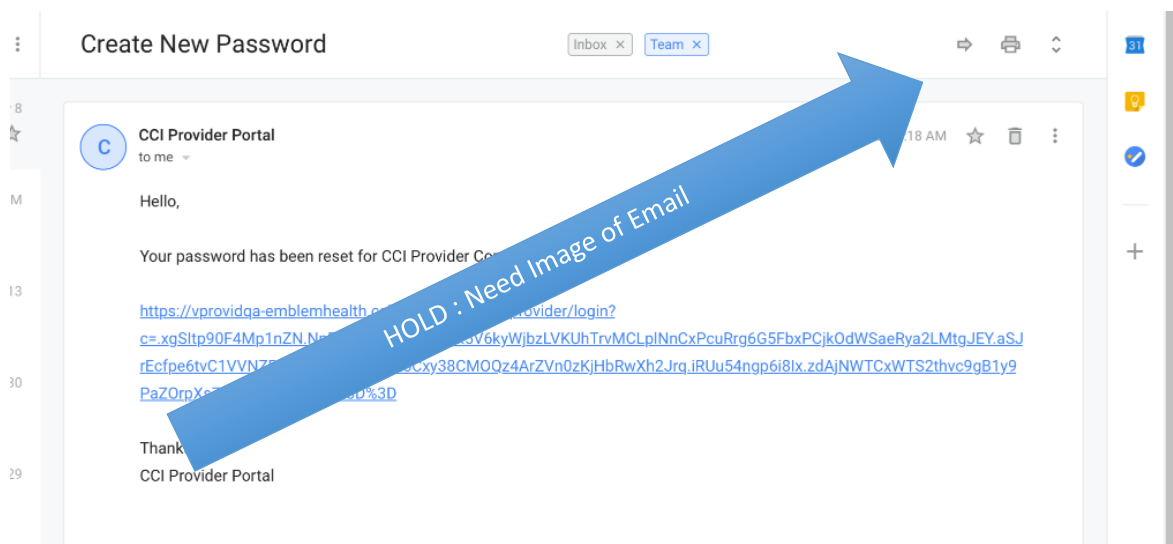


Oops! Your registration could not be completed at this time.

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



Provider Portal – Migrated Legacy User



Step 9:

- Once link within email has been selected the Portal User Account Verification page will display.
16. Click **Next**.



Portal User Account
Verification

PORTAL USER REGISTRATION

Portal User Account Verification

It looks like there is already an account associated with this email address in our new portal. If you already have access to this portal and want to add a new Tax ID number, click Next to verify your username and password. Otherwise, click Previous to enter a new email address.



Step 10:

- Verify Username and Password page will display.
17. Enter in **Username** and **Password**.
18. Click **Next**.
- Note:** If information is unable to be validated a pop up will display to **Use Different Email** or **Try Again**. If the password is incorrect or forgotten, click the **reset it** link to reset password.
19. Confirmation page will display, click **Done**.
- Once done the user will be logged into the portal.



User Information

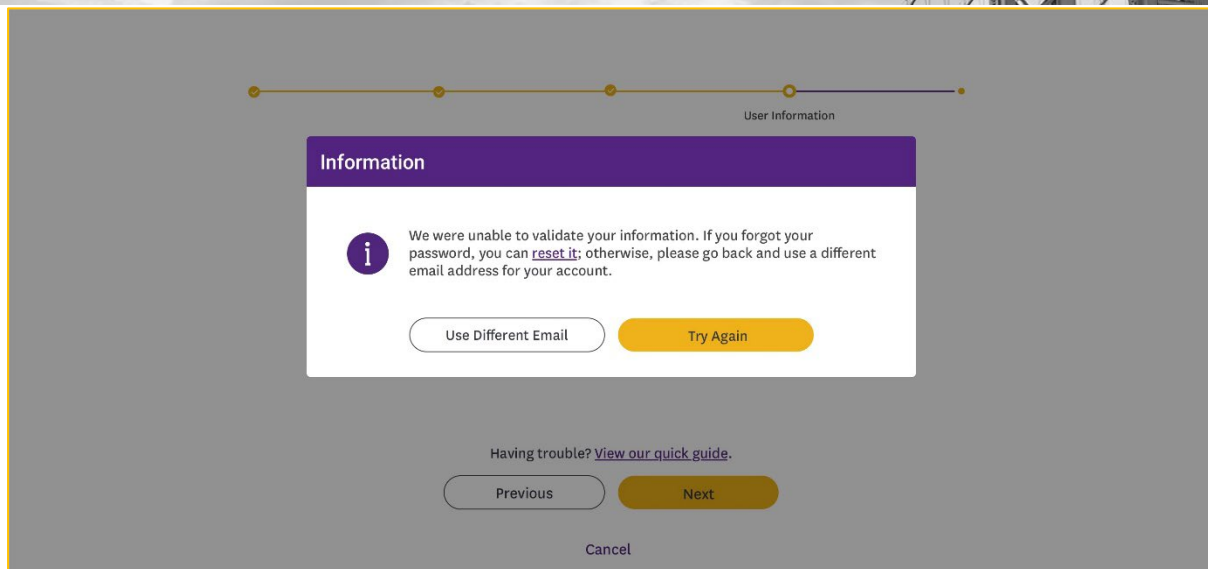
PORTAL USER REGISTRATION

Verify Username and Password

Enter username and password for your existing account.

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

Provider Portal – Migrated Legacy User



A progress bar at the top shows four steps, with the fourth step, 'User Information', highlighted. Below the bar is a purple header labeled 'Information'. The main content area contains an information icon (i) and a message: 'We were unable to validate your information. If you forgot your password, you can [reset it](#); otherwise, please go back and use a different email address for your account.' Below this message are two buttons: 'Use Different Email' and 'Try Again'. At the bottom, there is a link 'Having trouble? [View our quick guide](#).' and two buttons: 'Previous' and 'Next'. A 'Cancel' link is located at the very bottom.

User Information

Information

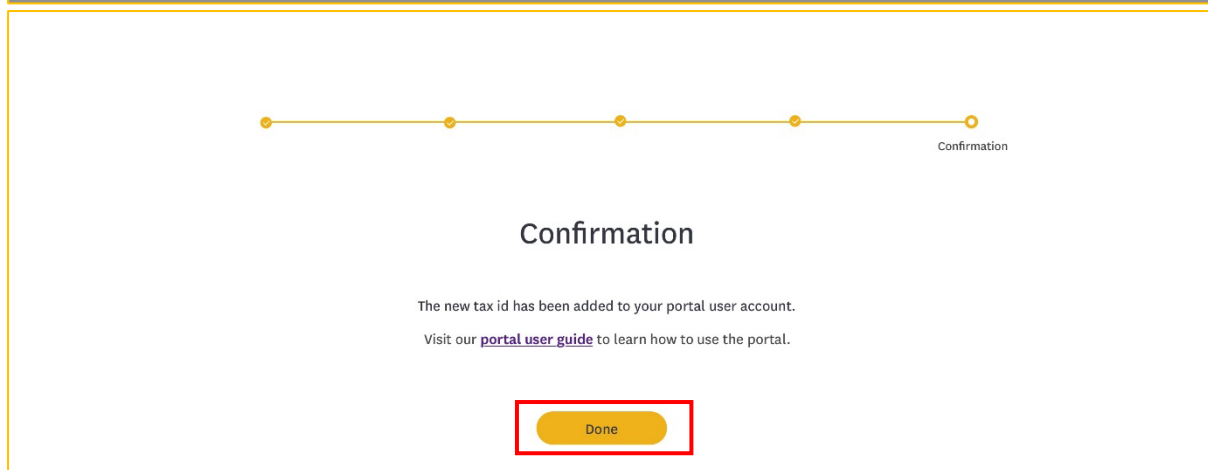
i We were unable to validate your information. If you forgot your password, you can [reset it](#); otherwise, please go back and use a different email address for your account.

[Use Different Email](#) [Try Again](#)

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

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[Cancel](#)

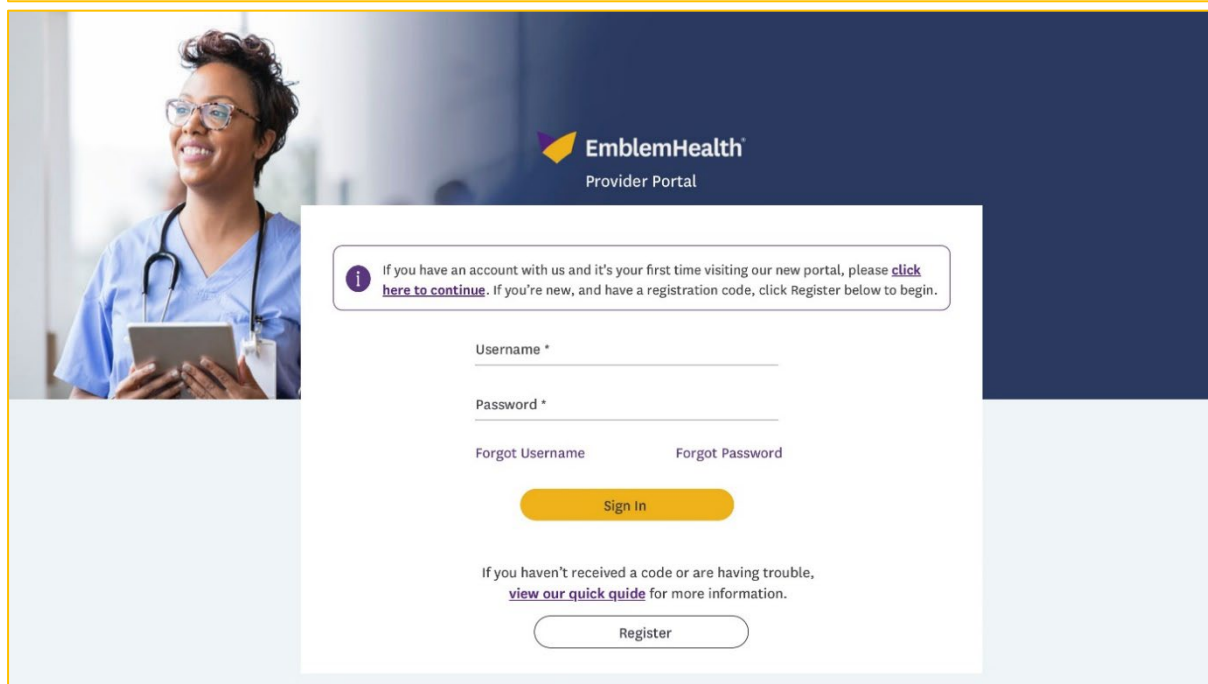


A progress bar at the top shows four steps, with the fourth step, 'Confirmation', highlighted. The main content area has a large heading 'Confirmation'. Below it is a message: 'The new tax id has been added to your portal user account. Visit our [portal user guide](#) to learn how to use the portal.' At the bottom, there is a yellow button labeled 'Done' which is highlighted with a red rectangular border.

Confirmation

The new tax id has been added to your portal user account.
Visit our [portal user guide](#) to learn how to use the portal.

[Done](#)



The background of the page features a smiling healthcare professional in blue scrubs holding a tablet. The EmblemHealth logo and 'Provider Portal' text are in the top right. A white login/register form is centered. It contains an information icon (i) and a message: '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.' Below this are input fields for 'Username *' and 'Password *'. There are links for 'Forgot Username' and 'Forgot Password'. A yellow 'Sign In' button is below the password field. At the bottom, there is a message: 'If you haven't received a code or are having trouble, [view our quick guide](#) for more information.' and a 'Register' button.

EmblemHealth[®]

Provider Portal

i 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.

Username *

Password *

[Forgot Username](#) [Forgot Password](#)

[Sign In](#)

If you haven't received a code or are having trouble, [view our quick guide](#) for more information.

[Register](#)