

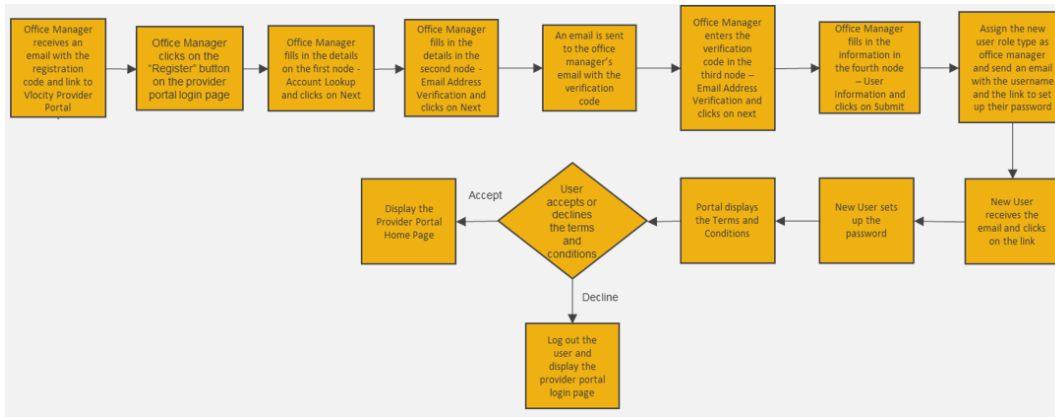
Provider Portal New User Registration

Quick Reference Guide (QRG)



Provider Portal – New User Registration

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 **EmblemHealth Provider Portal Sign-in** webpage.
3. Click **Register**.
4. Check email for registration code.

Provider Portal – New User Registration



 **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 – New User Registration



May 20, 2021



Dear 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.emblemhealth.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 (866) 447-9417 and we will be happy to help you.

We are looking forward to working with you.

EmblemHealth.

EmblemHealth
55 Water St. New York, NY, 10041



EmblemHealth benefit plans are underwritten by the EmblemHealth companies Group Health Incorporated (GHI), HIP Health Plan of New York (HIP) and HIP Insurance Company of New York.

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Package ID: Q0000000000136442





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**.

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

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

Provider Portal – New User Registration



Step 3:

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

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

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

2. Click **Next**.

Progress bar: Email Address Verification

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.](#)

Previous Next

Cancel

Progress bar: 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

Error Message Example

Provider Portal – New User Registration



Step 4:

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



May 20, 2021



Hello,

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

EmblemHealth.

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

EmblemHealth
55 Water St. New York, NY, 10041



EmblemHealth benefit plans are underwritten by the EmblemHealth companies Group Health Incorporated (GHI), HIP Health Plan of New York (HIP) and HIP Insurance Company of New York.

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Package ID: Q0000000000138442

Provider Portal – New User Registration

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](#)



Step 5:

1. Once Verified, the **User Information** page will display.
2. 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.
3. Click **Submit**.
Note: If email address is already in use a popup will display to **Go Back** and re-enter a new one.

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
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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 User Registration

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
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Zip Code * 10038	Office Number * (773) 232-4560
---------------------	-----------------------------------

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

[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 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



May 18, 2021

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.

EmblemHealth.

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

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[Privacy Policy](#)

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



EmblemHealth®

Provider Portal

Digital Services Privacy Policy and Terms of Use

Effective Date: May 10, 2019

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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.

Remember that your use of EmblemHealth's Services is at all times subject to the Policy.

What does this Policy cover?

This Policy covers our treatment of personally identifiable information ("Personal Information") that we gather when you are accessing or using our Services, and to the treatment of personally identifiable information by our partners, but not to the practices of other companies we don't own or control, or people that we don't manage. We gather various types of Personal Information from our users, as explained in more detail below, and we use this Personal Information in accordance with our Services. In certain cases, we may also share some Personal Information with third parties, but only as described below.

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

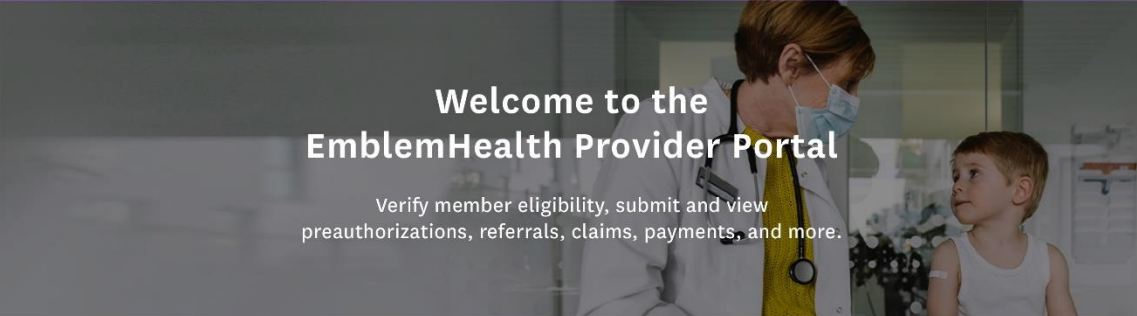
Provider Portal – New User Registration

Lucy Livingston


[Home](#) [Member Management](#) [Claims](#) [Referrals](#) [Preauthorization](#) [Dental Pre-Determination](#) [Provider Profile](#) [More](#)


Welcome to the EmblemHealth Provider Portal


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



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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



Provider Incentive Program



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Thank
You

