



# IFP Provider Portal Update User Guide

October 4, 2024

# New Online Account Administrator Registration

- A user will request access to be an OAA by completing the registration request with the following link.

[Provider OnLine Security Officer Application \(togetherforyourhealth.com\)](http://togetherforyourhealth.com)

On the application provide the information for the Primary and Secondary Account Administrators as well as Practice Information.

## Provider OnLine Account Request

### Required Information for Account Administrator:

First Name:

Last Name:

Phone Number:   
xxx-xxx-xxxx

E-mail:

Confirm E-mail:

Submit

## Provider OnLine Account Request

### Practice Information:

Practice Name:

Address 1:

Address 2:

City:

State:

Zip Code:

Phone Number:   
xxx-xxx-xxxx

Fax Number:

9-Digit Tax ID:   
(no spaces, dashes, or letters)


Confirm 9-Digit Tax ID:

This Tax ID is associated with additional practice locations. [Note: Only one practice address needs to be entered for each Tax ID.]

Submit

# Registration email


- Users will receive an email with a link and instructions to register their account
- The link within the initiation will be valid for 72 hours.

 noreply@togetherforyourhealth.com  
To [redacted]

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

[Reply](#) [Reply All](#) [Forward](#) [Print](#) [More](#)

Mon 7/22/2024 8:58 AM



Hi [redacted]

Your recent request for account administrator access has been approved for the following users:

Security Officers:

Type	Name	Email
Primary	[redacted]	[redacted]

Now you will need to register for the Provider OnLine Portal.

It is easy to enroll! Simply select the Sign-Up button below to complete your registration. This invitation expires in 72 hours. If your invitation has expired, please contact Provider Services for assistance.

[Sign Up](#)

Sincerely,

Chorus Community Health Plans

Please contact Provider Services if you have any questions or concerns: (844) 202-0117

# Password Requirements

- Upon registering for the first time, users will be prompted to create username and password.
- User name can be a minimum of 1 character with a maximum of 64 characters
  - The following characters are not allowed.

○ ; : < > , [ ] ( ) \ " ' ~ ` % ^ & + = { } | ? /



## Create your username and password

Choose a username and password. You will use these to login to your Provider OnLine account.

Username

Password

SHOW

Confirm Password

SHOW

Submit

# Multifactor Authentication Set Up

- Users will be prompted to set up a phone number to authenticate their account. They may choose to receive a code via text or phone call.
- This phone number will only be used for their account authentication

## Two-step authentication

Enter your phone number and select your preferred method of contact. Enter the verification code when you receive it. For more information, please visit our [FAQ document](#).

Country Code

United States (+1)

Phone Number

⚠ Please enter a valid phone number

Phone Number

Send Code

Call Me

Chorus Community Health Plans doesn't charge for text messages. However, data, message and voice rates from your carrier may apply.

# Completing Two-Step Authentication

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- Users will be sent a code via their preferred method. Once entering the code, they will have successfully completed registration and may log in to their account.

## Two-step authentication

Enter your phone number and select your preferred method of contact. Enter the verification code when you receive it. For more information, please visit our [FAQ document](#).

[Edit](#)

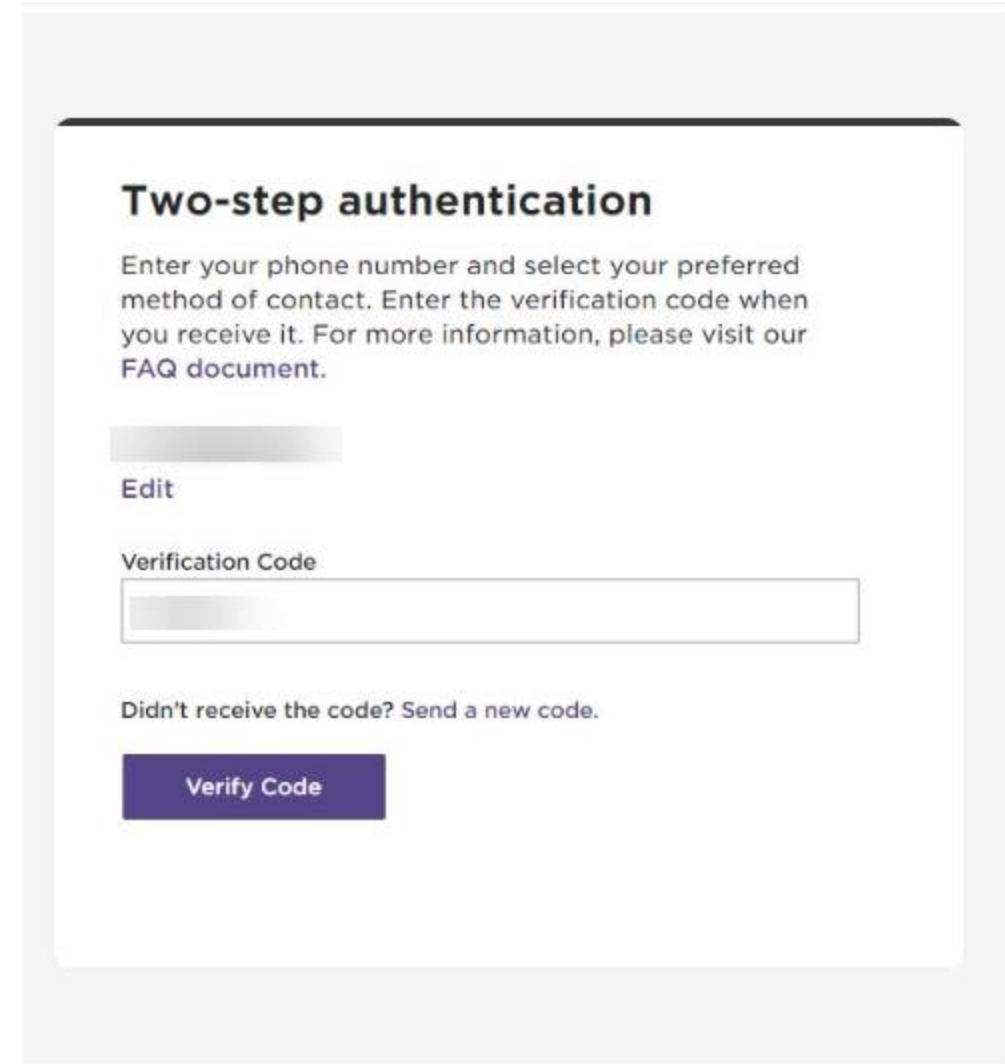
Verification Code

Didn't receive the code? [Send a new code](#).

Verify Code

# First time log on

- After completing the Two Step Authentication Registration, users will be able to log into the portal. The first time they log in they will need to complete the MFA process.



**Two-step authentication**

Enter your phone number and select your preferred method of contact. Enter the verification code when you receive it. For more information, please visit our [FAQ document](#).

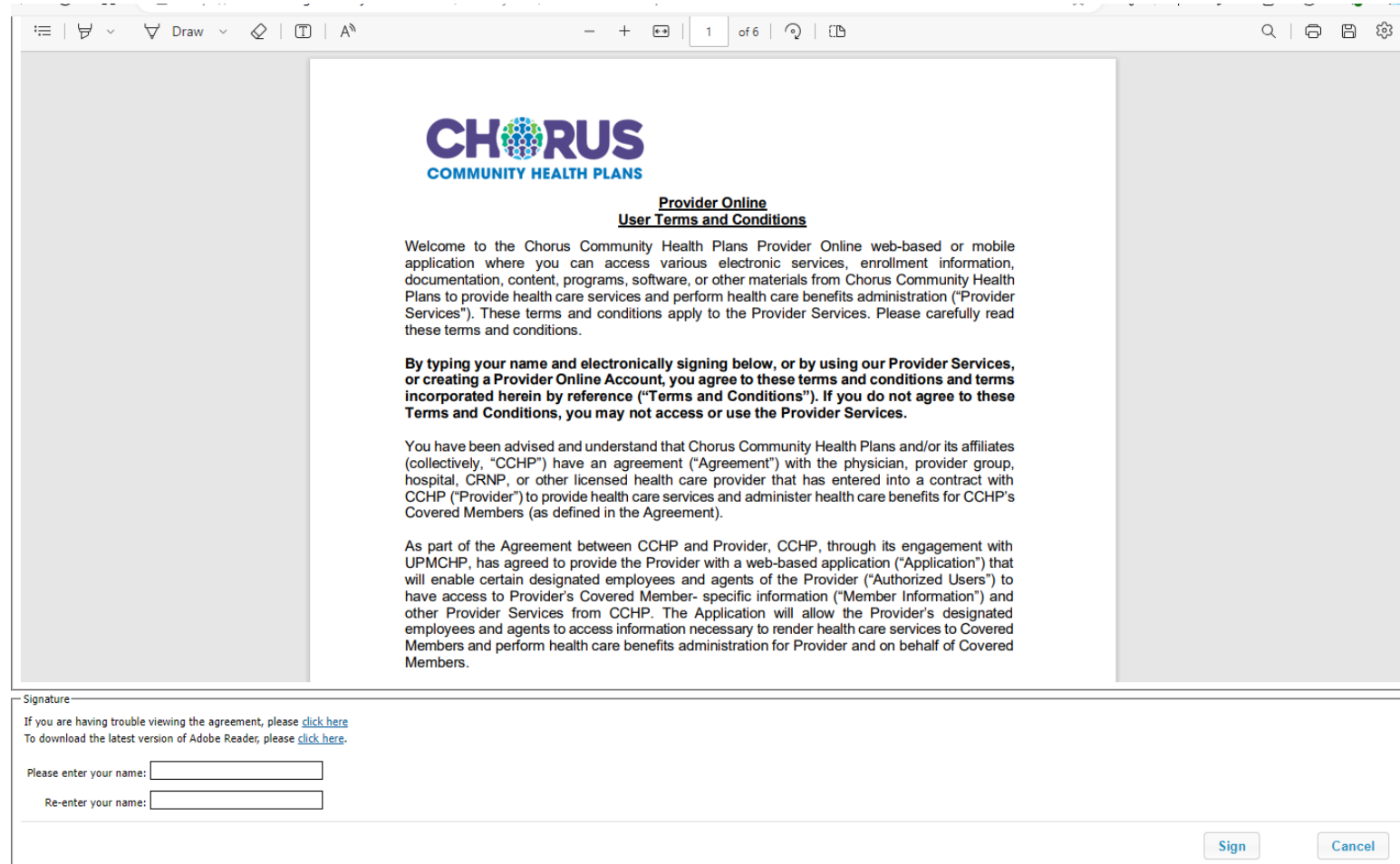
[Edit](#)

Verification Code

[Didn't receive the code? Send a new code.](#)

# Terms and Conditions

- First time users will be prompted to sign the terms and conditions by entering their first and last name as with existing registration.



**CHORUS**  
COMMUNITY HEALTH PLANS

**Provider Online**  
**User Terms and Conditions**

Welcome to the Chorus Community Health Plans Provider Online web-based or mobile application where you can access various electronic services, enrollment information, documentation, content, programs, software, or other materials from Chorus Community Health Plans to provide health care services and perform health care benefits administration ("Provider Services"). These terms and conditions apply to the Provider Services. Please carefully read these terms and conditions.

**By typing your name and electronically signing below, or by using our Provider Services, or creating a Provider Online Account, you agree to these terms and conditions and terms incorporated herein by reference ("Terms and Conditions"). If you do not agree to these Terms and Conditions, you may not access or use the Provider Services.**

You have been advised and understand that Chorus Community Health Plans and/or its affiliates (collectively, "CCHP") have an agreement ("Agreement") with the physician, provider group, hospital, CRNP, or other licensed health care provider that has entered into a contract with CCHP ("Provider") to provide health care services and administer health care benefits for CCHP's Covered Members (as defined in the Agreement).

As part of the Agreement between CCHP and Provider, CCHP, through its engagement with UPMCHP, has agreed to provide the Provider with a web-based application ("Application") that will enable certain designated employees and agents of the Provider ("Authorized Users") to have access to Provider's Covered Member- specific information ("Member Information") and other Provider Services from CCHP. The Application will allow the Provider's designated employees and agents to access information necessary to render health care services to Covered Members and perform health care benefits administration for Provider and on behalf of Covered Members.

Signature

If you are having trouble viewing the agreement, please [click here](#)  
To download the latest version of Adobe Reader, please [click here](#).

Please enter your name:

Re-enter your name:



# User is logged into Provider OnLine



Welcome Back:                       
Last Login: 7.22.2024 11:22 AM  
[Preferences](#) | [Messages](#) | [Log Off](#)

Provider OnLine

[Home](#)

- > User Guide
- > Eligibility
- > Claim Inquiry
- > Explanation of Payment (EOP)
- > Batch Upload
- > Enter Claims
- > Create Batches
- > File Download
- > Messages
- > Documents
- > Contact Us
- > Security Management



Provider Chat Hours:  
Monday - Friday  
8:00am - 6:00pm CST

## Welcome Center

### Welcome to the Chorus Community Health Plans Provider Portal

[This provider portal is for CCHP's Individual and Family Plan Providers](#)

#### Children's Community Health Plans is now Chorus Community Health Plans

Beginning in September, Children's Community Health Plan will have a new name - Chorus Community Health Plans. We may have a new name, but we are the same health insurance organization that you've come to know and trust. Coverage, benefits and services for members will not be changing.

#### Access Authorizations

If you need to complete an Authorization request, see [Chorus Community Health Plans Provider Home Page](#).

#### Access your EOP's

If you are currently receiving paper explanation of payment (EOP) documents, you can now access these documents here on the Provider Online Portal. Check out this [Video](#) to learn more about EOP's.

#### What you need to do

Contact your Online Account Administrator, who can grant your staff access to your EOPs. A helpful [user guide](#) is available in the documents and forms section that lists the steps to take to view your EOPs.

If you have any questions, please contact your Online Account Admin or call Provider Services.

#### Security Management Tutorial

Security Management is a feature available to users that are designated as Online Account Administrators. Online Account administrators are responsible for:

- Managing user access to Provider OnLine
- Ensuring the information accessed via Provider OnLine is only used for legitimate business reasons
- Serving as the primary contact for security issues

To get more acquainted with this feature kindly review this [Webinar Video](#) which provides a brief overview of its main features.



#### Claims Inquiry

Claims Inquiry allows easy access to view your claims submitted to the Health Plan. Search claims for a specific member or all your members by date range. > [View Claims Inquiry](#)



#### View Eligible Members

View member contract, eligibility and benefit information. > [View Eligible Members](#)

# New User Creation

- The only changes to the new user creation process from the OAA perspective is they will no longer choose a username, and the messaging when they submit.
- The newly created users will have the same experience as described previously via a registration email to create an account.

The screenshot shows the 'Create New Account for Provider OnLine' form. The form is divided into two columns: 'User Information' and 'Office Information'. The 'User Information' column contains fields for 'First Name' (with the value 'cchp'), 'Last Name' (with the value 'newuser'), 'E-mail', and 'Confirm E-mail'. The 'Office Information' column contains fields for 'Office Address 1', 'Office Address 2', 'City', 'State', 'Zip', and 'Work Phone'. At the bottom of the form are 'Submit' and 'Clear' buttons. The page header includes the CHORUS logo and navigation links like 'Welcome Back', 'Last Login', 'Preferences', 'Messages', 'Log Off', and 'Home'. A sidebar on the left lists navigation options: 'User Guide', 'Eligibility', 'Messages', 'Documents', 'Contact Us', and 'Security Management', along with a 'Chat with Provider Services' link and 'Provider Chat Hours' (Monday - Friday, 8:00am - 6:00pm CST). The footer contains copyright information: 'Copyright ©2024. UPMC Health Plan, Inc. | Privacy Policy | Terms & Conditions'.

# Manage new user registration

- Online Account Administrators (OAA)'s will see some changes to the Manage Pending Users page.
- Users will have an additional option to Manager Pending Users.
- There are no changes to Modify Existing User functionality.

The screenshot displays the CHORUS Community Health Plans Provider OnLine interface. At the top left is the CHORUS logo. The top right corner shows a user login status: "Welcome Back: [redacted]", "Last Login: [redacted]", and links for "Preferences", "Messages", and "Log Off". A dark grey navigation bar contains "Provider OnLine" and a "Home" link. A left sidebar lists navigation options: "User Guide", "Eligibility", "Messages", "Documents", "Contact Us", and "Security Management". Below the sidebar is a "Chat with Provider Services" button and "Provider Chat Hours: Monday - Friday 8:00am - 6:00pm CST". The main content area is titled "Security Management" and contains two sections: "User Accounts & Permissions" with links for "Add New User Account", "Manage Pending Users", and "Modify User Permissions"; and "Online Account Administrators" with links for "Add Account Administrators" and "Remove Account Administrators". At the bottom, a footer contains "Copyright ©2024. UPMC Health Plan, Inc. | [Privacy Policy](#) | [Terms & Conditions](#)".

# OAA Pending User Registration

- A new feature being added is 'Manage Pending Users'. Here, the OAA will have access to resend expired invitations or cancel invitations if created in error or no longer needed. They will only see invitations that they have created, and pending users will only display until the user registers, or 7 days from the last time the link was sent.
- If the user doesn't register within 7 days, they will need to follow the new user creation process.



Welcome Back: GINA WOODS  
Last Login: 7.22.2024 9:45 AM  
[Preferences](#) | [Messages](#) | [Log Off](#)

Provider OnLine

[Home](#)

- > [User Guide](#)
- > [Eligibility](#)
- > [Messages](#)
- > [Documents](#)
- > [Contact Us](#)
- > [Security Management](#)

## Manage Pending Users

[Return to Security Management](#)

For security purposes, new user invites are valid for 72 hours. If users do not register within 72 hours, you can resend their invitation below. If you no longer wish to create a new user, simply cancel their invitation. If users do not register within 7 days of their last invite, you will need to re-register them under the Add New Users tab.

Show  records

<a href="#">Last Name</a>	<a href="#">First Name</a>	<a href="#">Created Date/Time</a>	<a href="#">Expires at Date/Time</a>	<a href="#">Action</a>
NEWUSER	CCHP	7/22/2024 3:16:17 PM	7/22/2024 3:26:17 PM	<a href="#">Resend Invitation</a> <a href="#">Cancel Invitation</a> <a href="#">Edit Permission</a>

[Chat with Provider Services](#)

Provider Chat Hours:  
Monday - Friday  
8:00am - 6:00pm CST

# Existing User first time Log in

- Existing user accounts will be migrated into the new user registration system.
- Upon first login, they will be prompted to enter their username and password, and then to create a new password. They will have to agree to our new terms and conditions.
- Users may re-use their existing password if it meets the new security password requirements.

# Set up Two-Step Authentication

- Existing users will then be prompted to set up Two-Step Authentication.

## Two-step authentication

Enter your phone number and select your preferred method of contact. Enter the verification code when you receive it. For more information, please visit our [FAQ document](#).

Country Code

United States (+1)

Phone Number

⚠ Please enter a valid phone number

Phone Number

Send Code

Call Me

Chorus Community Health Plans doesn't charge for text messages. However, data, message and voice rates from your carrier may apply.

# Self Service Tools – Forgot User ID

- If users have forgotten their username, they will be able to self service and request their usernames via the email address registered to their account.



## Log in to your account

Enter your username and password to log in to your Provider OnLine account

Username

Password

SHOW

Log in

[Forgot your username?](#)

[Reset your password](#)

[Edit profile](#)



## Account lookup

Enter the email address connected with your account and we will send you an email with your username

Email Address

Next



## Email sent

Please check your email for your username. It may take a few minutes for it to show up in your inbox. Once you have your credentials, please sign in.

Sign In

# Self Service Tools – User ID retrieval email

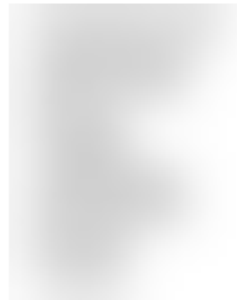
- Users will receive an email with any Provider OnLine user ID's that are associated with the email address provided.



Hello [redacted],

We have received a request from Provider OnLine to send the username(s) associated with your email address.

Username(s):



Sincerely,

Chorus Community Health Plans



# Self Service Tool – Reset Password

- Users will have the ability to reset their password once they have been registered with MFA.
- Users will be prompted to enter their user ID, email address, and verify via the Two-Step authentication via the phone number associated with their account.



## Account lookup

Enter the username and email associated with your account.

Username

Email Address

Next



## Two-step authentication

Please select your preferred method of contact. Then, enter the verification code when you receive it. For more information, please visit our FAQ document.

XXX-XXX-9975

Verification Code

Didn't receive the code? Send a new code.

Verify Code



## Two-step authentication

Please select your preferred method of contact. Then, enter the verification code when you receive it. For more information, please visit our FAQ document.

XXX-XXX-9975

Send Code

Call Me

Chorus Community Health Plans doesn't charge for text messages. However, data, message and voice rates from your carrier may apply.



## Create a new password

To update your password enter a new one below.

Password

 SHOW

Confirm Password

 SHOW

Next

# Self Service Tool – Edit Profile

- Users may also edit the phone number that is associated with their account. In order to do this, they must have access to the original number linked to their account.
- If users do not have access to the original number associated to their account, they must call the help desk to have their Two-step Authentication reset.



## Edit your profile

Enter your username and password. In order to keep your account safe, you will be asked to complete two-step authentication in the next step before editing your profile.

Username

Password

 [SHOW](#)