

PROVIDER PORTAL  
REGISTRATION USER  
GUIDE



## Children’s Community Health Plan Provider Portal

The secure Children’s Community Health Plan Provider Portal allows users 24/7 access to resources and self-service applications to simplify everyday tasks, promote efficiencies in business, and streamline electronic transactions.

Individuals need to register in order to create a Provider Portal account. Once a Portal account is created and verified, users can access information and perform tasks specific to their assigned Portal role(s). This Provider Portal Registration User Guide details the registration process to create individual and organization Provider Portal accounts.

***Google Chrome is recommended for optimum performance when using the Provider Portal.***

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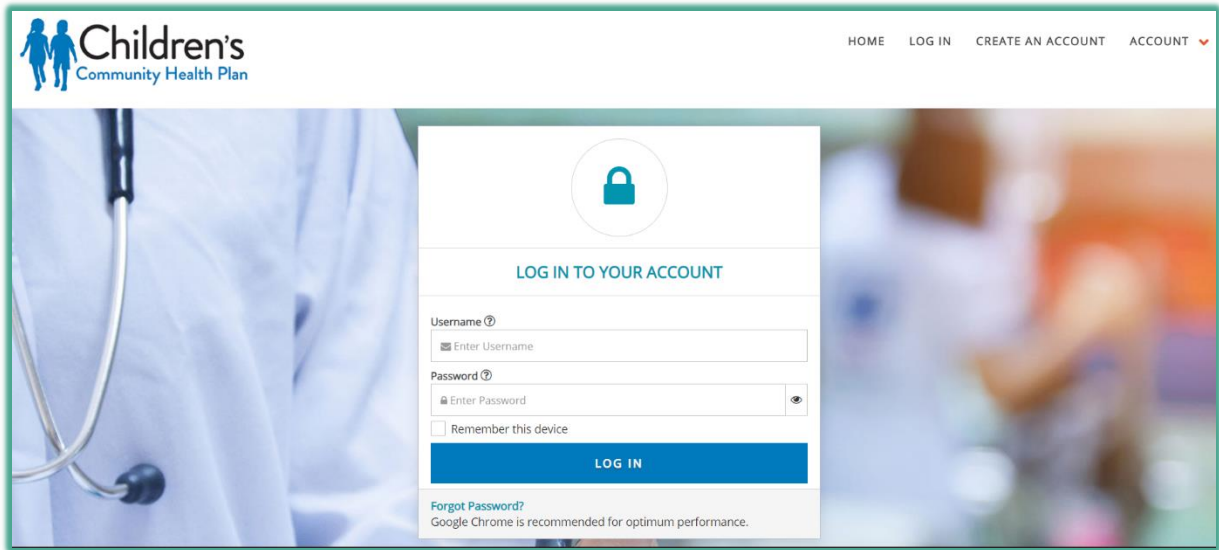
## A. Access the Provider Portal

Access the Children’s Community Health Plan Provider Claims Portal directly:

<https://providerauth.cchpservices.com/>

## B. Create an Account

To begin registration, click **Create an Account** in the upper right-hand corner of the *Log In* page.



Please note there are two types of Portal accounts:

- **Individual** – for new individual users registering to have access to an existing Provider Portal account for an organization.
- **Organization** – for an organization registering to create a new Provider Portal account.

### Tip

An Organization account must be registered before Individual users can register.

**Note:** At no point during the registration process can you go back to a previous screen. If information needs to be corrected, you will be required to restart the registration process. Please verify all information is correct before continuing to the next screen.

## C. Organization Registration

To register as an organization, select **Organization** on the *Type Of Account* screen and enter the primary billing National Provider Identifier (NPI) and Tax Identification Number (TIN) that your Organization uses when conducting business. Then, click **Continue**.

If you are registering as a new user under an existing Organization account, refer to the **Individual Registration** section of this user guide (page 5).

### Tip

The "primary" NPI is the Organization's NPI used most frequently for billing. Additional NPIs and TINs may be added once Portal access has been granted, as detailed in the Provider Admin section of the [Children's Community Health Plan Provider Portal User Guide](#).

Complete the brief *Questionnaire* for your Organization and click **Continue**. The selected information will be used to populate the Organization information on the next screen.

### Tip

If an Organization account has already been registered with the NPI and TIN entered, the following error message will appear:

17712 : An existing Organization was matched for the given NPI and TIN. Please select Individual to continue to register as a Individual with this Organization.

Please verify the NPI and TIN are correct. If so, please register as an Individual. If not, correct the information and proceed.

## Enroll Your Organization

The Organization Name, Doing Business As, and all address fields on the *Enroll Your Organization* screen will be prepopulated from the Questionnaire on the previous screen.

Update these fields as desired, enter a Business Phone number and Email address, and click **Continue**.

The screenshot shows a registration form titled "ENROLL YOUR ORGANIZATION". At the top, there are four circular icons: a home icon, a person icon, a lock icon, and a checkmark icon. The form fields are as follows:

- Organization Name: Sample Provider, Inc.
- Doing Business As: Sample Provider Clinic
- Address Line One: 123 Sample Street
- Address Line Two: STE, Floor, Apt
- City: Example
- State: EX
- Zip: 12134
- Business Phone: 123 456 7890
- Email: SampleProvider@email.com
- Primary NPI: 1234567890
- Primary TIN: 123456789

At the bottom of the form is a blue button labeled "CONTINUE" and a link that says "Already have an account? Log in instead".

### Tip

The information in any of these fields (except for NPI and TIN) can be manually changed if it does not match how you want it to be displayed in the Provider Portal.

Clicking **Continue** will complete the Organization registration. You will then be directed to complete the Individual registration.

**Note:** The Organization registration information is not saved until the Individual registration is completed. If the web browser is closed or you encounter an error prior to completing Individual registration, you will need to re-register beginning with the Organization registration.

## D. Individual Registration

For registrants continuing the registration process from the Organization Registration, the primary NPI and TIN will be prepopulated on the *Individual Enrollment* screen.

All other registrants will register as an Individual from the *Type of Account* screen (page 2). Select **Individual** on the *Type Of Account* screen and enter the NPI and TIN that were registered for the Organization. Then, click **Continue** to move to the *Individual Enrollment* screen.

INDIVIDUAL ENROLLMENT

First Name  
Sample

Last Name  
Provider

Job Title  
Provider

Phone  
123 456 7890 Ext.

Email - NOTE: This will be your login ID.  
SampleProvider@email.com

NOTE: You must verify your email address

send code Enter email code here verify

1) Click the send code button.  
2) Then retrieve the code sent to the email address above.  
3) Enter the code before pressing verify button.

Primary NPI  
1234567890

Primary TIN  
123456789

The first registered user under an organization will automatically be selected as the initial Site Administrator. By selecting this, you are agreeing that you will become this organization's initial Site Administrator.

CONTINUE

Already have an account? Log in instead

### Tip

If you are registering as an Individual under an Organization that has not yet registered, you will be directed to complete the Organization registration before you can register as an individual.

Enter **First Name**, **Last Name**, **Job Title**, (work) **Phone**, and (work) **Email** address. The Primary NPI and Primary TIN will be prepopulated and cannot be changed.

The email address entered on the Individual Enrollment screen will be your future login ID and will need to be validated before proceeding. Once the email address has been entered, click **Send Code** which will send a six-digit code to the email address provided. Enter this code into the field next to the Send Code button and click **Verify**. Once verified, you will be able to proceed.

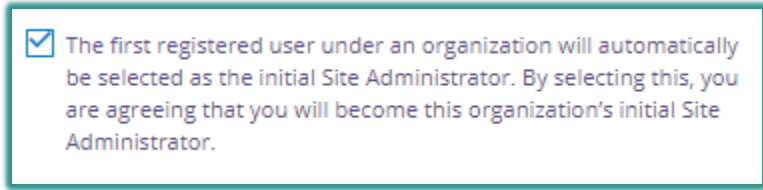
### Site Administrator

Site Administrators are responsible for managing their organization's Portal users for tasks such as approving new users and controlling access. The first Individual user to register for an organization will automatically become the organization's Site

### Tip

There can be more than one Site Administrator for an organization. Additional Site Administrators can be added after they

Administrator. You must select the checkbox agreeing to be the Organization's initial Site Administrator in order to proceed.

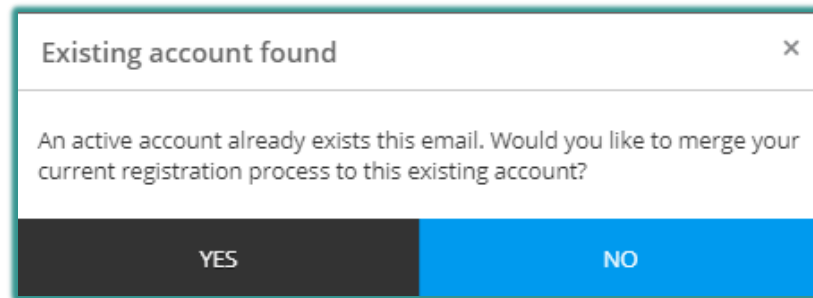


If you are registering as an Individual user under an existing Organization account, you will **not** see the Site Administrator checkbox on the Individual Enrollment screen.

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## Multiple Organization Accounts

If you are already registered as a user under another active Organization account, you will have the option to tie your email address to all of those active Organization accounts. This can be accomplished by clicking **YES** on the Existing account found popup window. Click **Continue** on the Individual Enrollment screen to complete your registration



If you click **No**, you will be directed to enter a new email address to create a separate login ID for this account.

Once all the information has been entered on the *Individual Enrollment* screen, click **Continue** to proceed to the *Security* screen.

## Setting Up a Secure Login

Complete all fields on the *Security* screen to setup your secure login.

1. Select a **Security Question** from the dropdown.
2. Enter a **Security Answer** in the empty field.
3. Enter **Password** and **Confirm Password**. Password requirements will turn green as they are met.



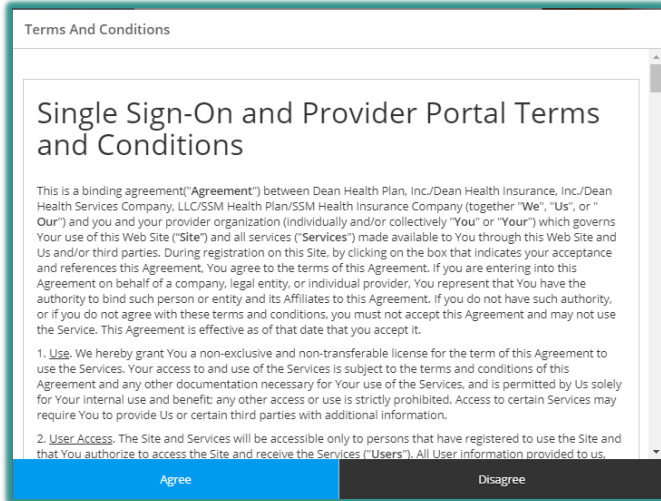
4. Select the red dropdown next to the preferred phone verification method (**Receive Text** or **Receive Call**)
5. Enter applicable phone number for text or call, and select **Get Code**.
6. Enter the six-digit confirmation code into the **Code** field, and click **Verify**.

### Tip

Click the “eye” icon to view the entered information and verify nothing is misspelled.

Hover the mouse over the “?” icon to view requirements for entered information. Requirements turn green when met.

The **Terms and Conditions** must be agreed to before registration can be completed. Select the checkbox next to *I Accept the Terms & Conditions*. This will prompt the *Single Sign-On and Provider Portal Terms and Conditions* screen.

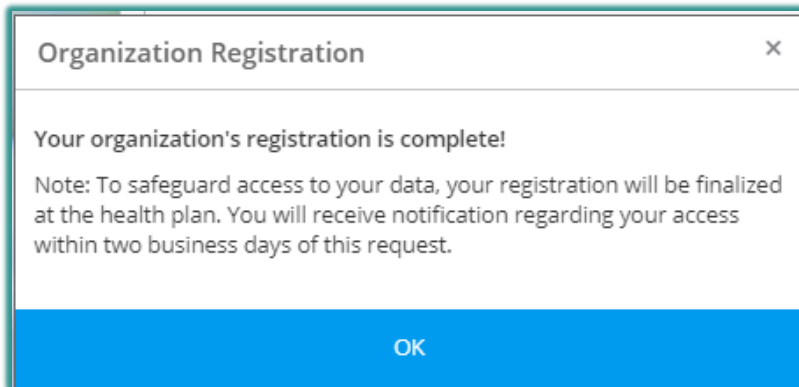


Read and click **Agree**. If you do not agree to the Terms and Conditions you will not be allowed to register. Once you have agreed, click **Finish** which will complete the registration process.

## Registration Completion Confirmation

Once registration is completed a confirmation message will appear.

If both the Organization and Individual registration were just completed, the following confirmation will display:

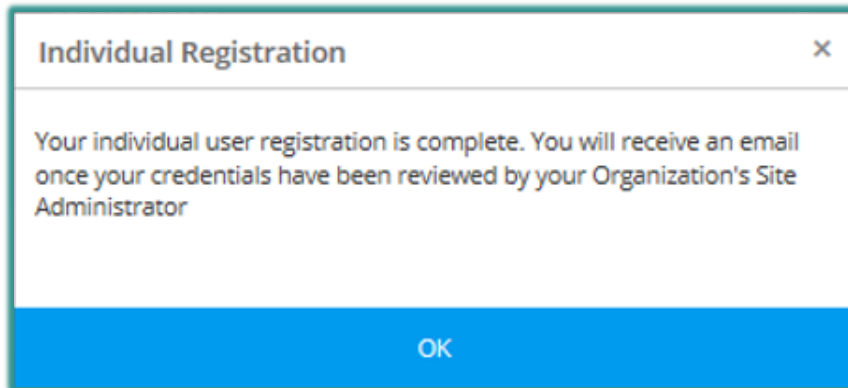


### Tip

If an email confirmation is not received within two business days, check to see if the email was delivered to your "junk email" box.

The registration information provided will be reviewed by a Children's Community Health Plan Administrator. Registrants will receive an email confirmation within two business days. If any further information is needed, the Children's Community Health Plan Administrator will call to verify any details in question.

Non-Site Administrators who completed registration as Individuals under existing Organization accounts will see the following confirmation message:



The registration information provided will be reviewed by the Organization's Site Administrator. Once the review is complete, a secure email will be sent to the email address that the registrant provided during registration.

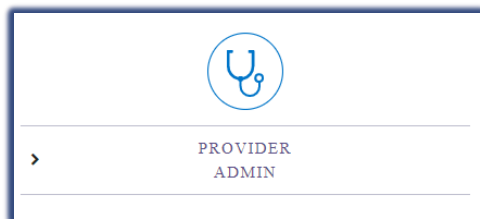
- If approved, you will be granted access to the Provider Portal under the login created during registration.
- If access is denied, please contact the Organization Site Administrator with any questions. Individual users cannot be added without the approval of the Organization Site Administrator.

### E. Provider Admin

This application allows Provider Portal Site Administrators to make updates to Individual user or Organization account information.

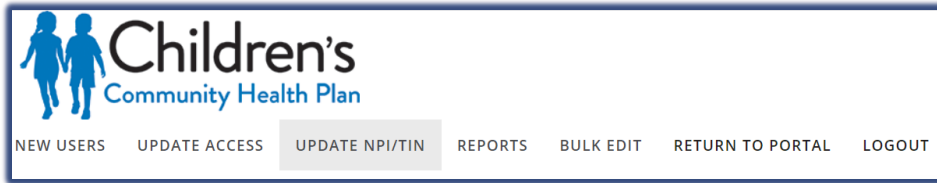
#### a. Access Provider Admin Application

After logging into the Provider Portal select the **Provider Admin** application on the Home Page.



Administrators have the following abilities within the Provider Admin application:

- Review and approve/deny new users who register under the Organization
- Update the access of an existing user who has access to the Organization account
- Submit a request to add an additional NPI or Tax ID to the account
- View number of users on the account

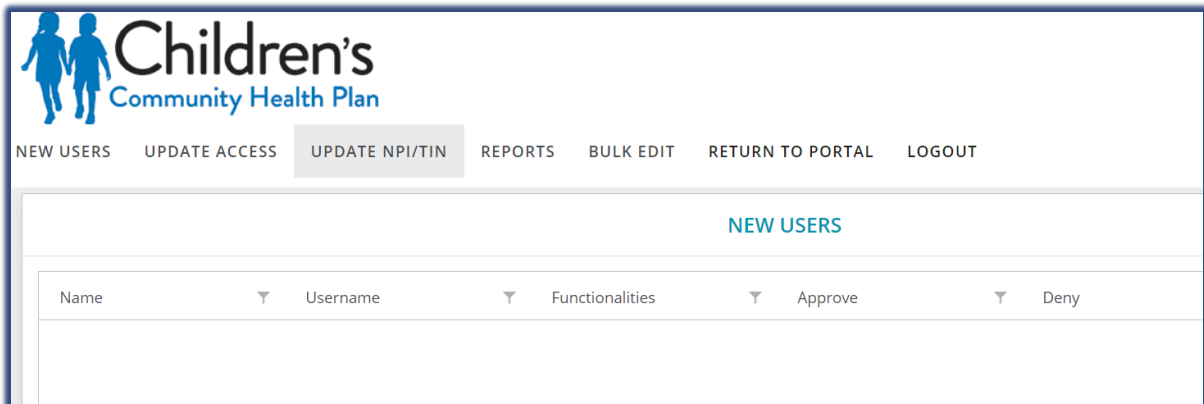


**Tip**

Only Site Administrators will have access to this application. It is strongly recommended that each Organization have at least two Site Administrators on the account.

**b. New Users**

Click **New Users** to view a list of Individuals who have registered under the Organization. When a new Individual registers under an the Organization account, each Administrator will be notified via secure notification on the Home Page to review the new user information in the Provider Admin application.

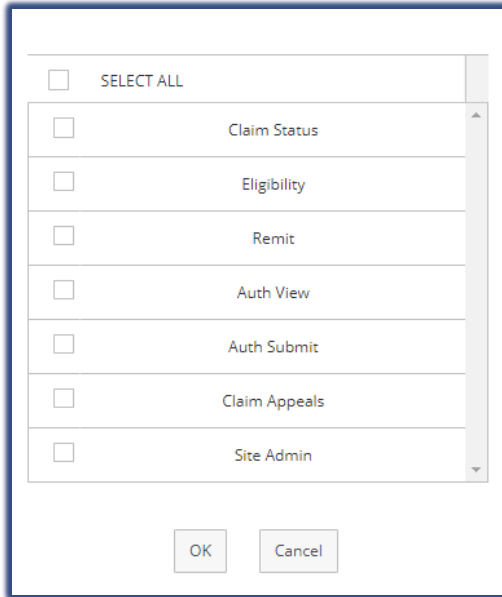


There are four options:

- Functionalities
- Approve
- Deny
- Details

## Select Functionality

Select only the applications the Individual user will need to have access to, and click **OK**. This can also be completed through the Details function.

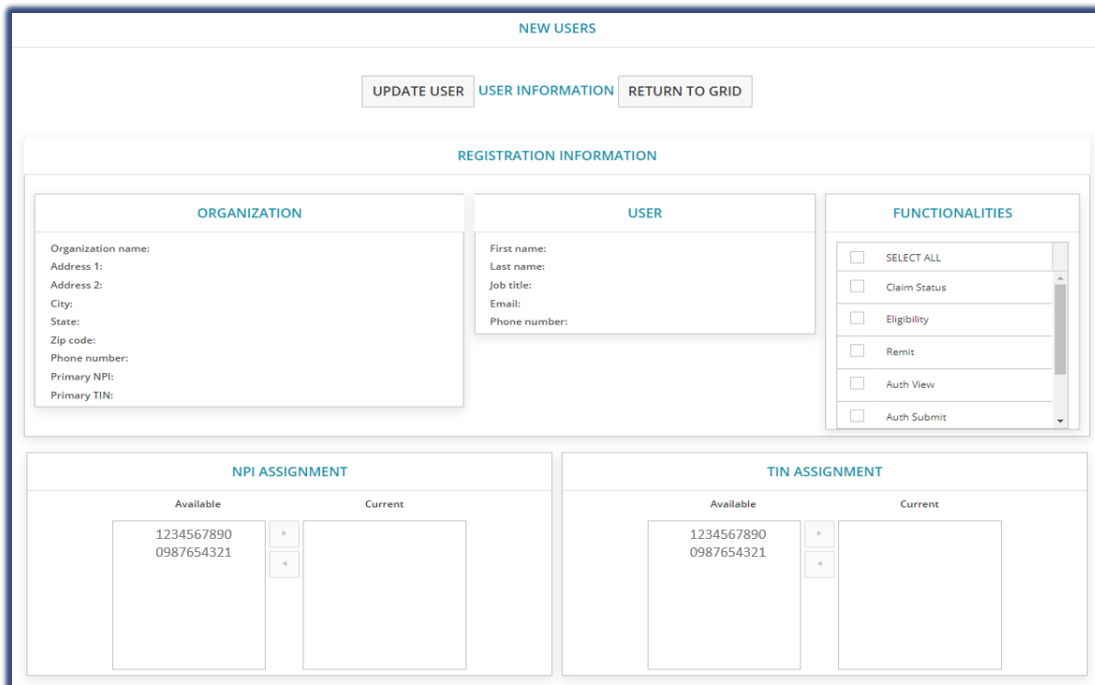


<input type="checkbox"/>	SELECT ALL
<input type="checkbox"/>	Claim Status
<input type="checkbox"/>	Eligibility
<input type="checkbox"/>	Remit
<input type="checkbox"/>	Auth View
<input type="checkbox"/>	Auth Submit
<input type="checkbox"/>	Claim Appeals
<input type="checkbox"/>	Site Admin

OK Cancel

## Details

The details screen will display the Organization details, new user details, selectable functionalities, and billing access. If this is a known user, select the *Functionalities* they should have access to along with the *NPIs* and *TINs* that they should be affiliated with and click **Update User**. If the user will not be approved, or you wish to approve them at a later, time select Return to Grid.



NEW USERS

UPDATE USER USER INFORMATION RETURN TO GRID

REGISTRATION INFORMATION

**ORGANIZATION**

Organization name:  
Address 1:  
Address 2:  
City:  
State:  
Zip code:  
Phone number:  
Primary NPI:  
Primary TIN:

**USER**

First name:  
Last name:  
Job title:  
Email:  
Phone number:

**FUNCTIONALITIES**

SELECT ALL  
 Claim Status  
 Eligibility  
 Remit  
 Auth View  
 Auth Submit

**NPI ASSIGNMENT**

Available: 1234567890, 0987654321

Current:

**TIN ASSIGNMENT**

Available: 1234567890, 0987654321

Current:

Individual Users are matched to Organizations based on the NPI and TIN entered during registration. Functionalities, NPIs and TINs can be updated by a Site Admin at any time.

### Deny

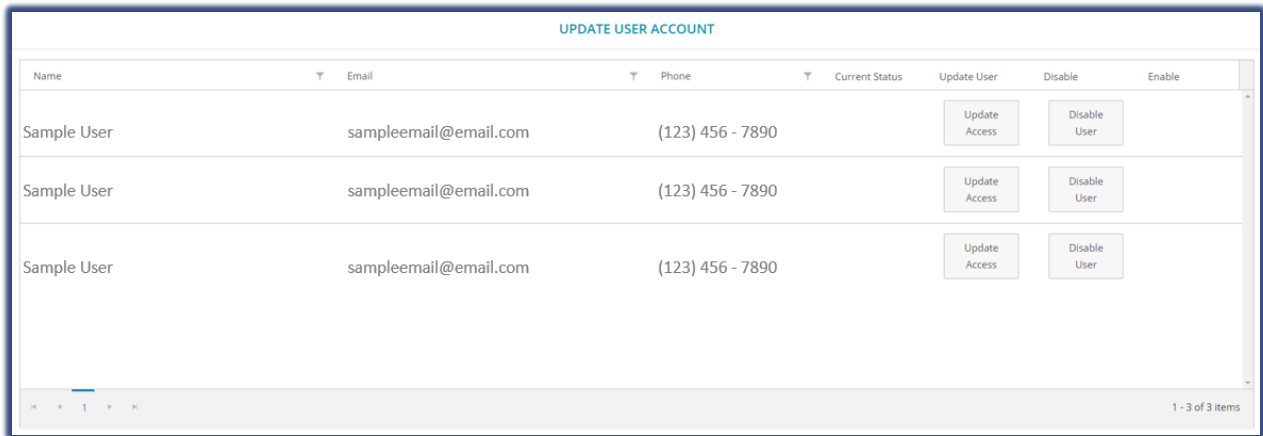
If a registrant is unknown, or should not have access to the Organization account they should be denied. A denied registrant will be removed from the New Users screen, and will not be granted access to the Organization Provider Portal account.

### Approve

New registrants cannot be approved until their Functionalities have been selected; however, it is recommended this is setup through the Details screen. Once approved, users will receive an email confirmation that their access has been created.

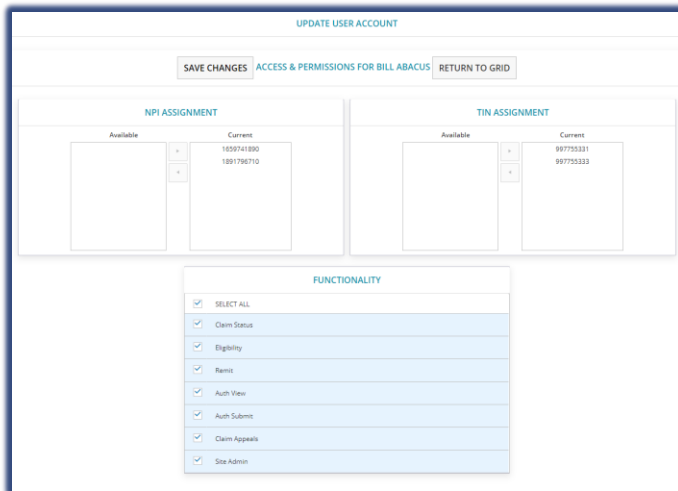
### c. Update Access

This option gives Provider Administrators the ability to update the access of existing users, or remove users who should no longer have access to the account.



Name	Email	Phone	Current Status	Update User	Disable	Enable
Sample User	sampleemail@email.com	(123) 456 - 7890		Update Access	Disable User	
Sample User	sampleemail@email.com	(123) 456 - 7890		Update Access	Disable User	
Sample User	sampleemail@email.com	(123) 456 - 7890		Update Access	Disable User	

NPIs, TINs, and Functionalities can all be reassigned based on the needs of the Individual user. Select Update Access on the user that requires updates.



UPDATE USER ACCOUNT

SAVE CHANGES ACCESS & PERMISSIONS FOR BILL ABACUS RETURN TO GRID

**NPI ASSIGNMENT**

Available	Current
	1059741890
	1091796710

**TIN ASSIGNMENT**

Available	Current
	997755331
	997755333

**FUNCTIONALITY**

- SELECT ALL
- Claim Status
- Eligibility
- Remit
- Auth View
- Auth Submits
- Claim Appeals
- Site Admin

Once complete, click **Save Changes** or click **Return to Grid** to cancel these changes.

### Update NPI/TIN

Additional NPIs and Tax IDs can be added to an Organization account upon request.

- To request to have a new NPI added, enter the NPI you wish to have added to the account and select **Validate NPI**. Please review the related information to confirm the correct NPI was entered. If so, select **Add NPI**. If not, select **Clear** and re-enter the NPI.
- To request to have a new TIN added, enter the TIN you wish to have added to the account and select **Add TIN**. The request will automatically be sent.

VALIDATE AND ADD NPI | ADD TIN

<p>NPI:</p> <input style="width: 90%;" type="text" value="format: 1234567890"/> <input type="button" value="VALIDATE NPI"/>	<p>TIN:</p> <input style="width: 90%;" type="text" value="format: 00-1234567"/> <input type="button" value="ADD TIN"/>
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All requests will be reviewed by an Internal Administrator at the Health Plan to verify that the information submitted is covered under the contract. If additional information is needed, the Internal Administrator will reach out to the Provider Admin who submitted the request. Once a decision has been made, all Administrators will receive secure notification of the decision.

### Reports

Reporting is available for Admins to view the total number of users on the account.

- **Active Users** – users who have access to the portal account
- **New Registered Count** – users who have registered within the past two weeks.
- **Not Vetted Count** – new users who have registered under the portal account, but have not yet been approved or denied.
- **Non Active Count** – users whose account access has been removed.

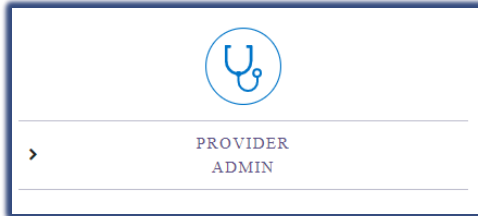
USER METRICS	
Active Count	5
New Registered Count	0
Not Vetted Count	1
Non Active Count	0

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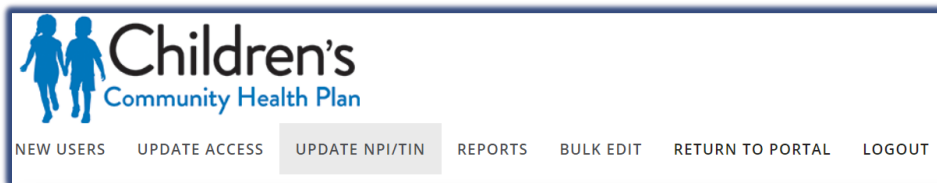
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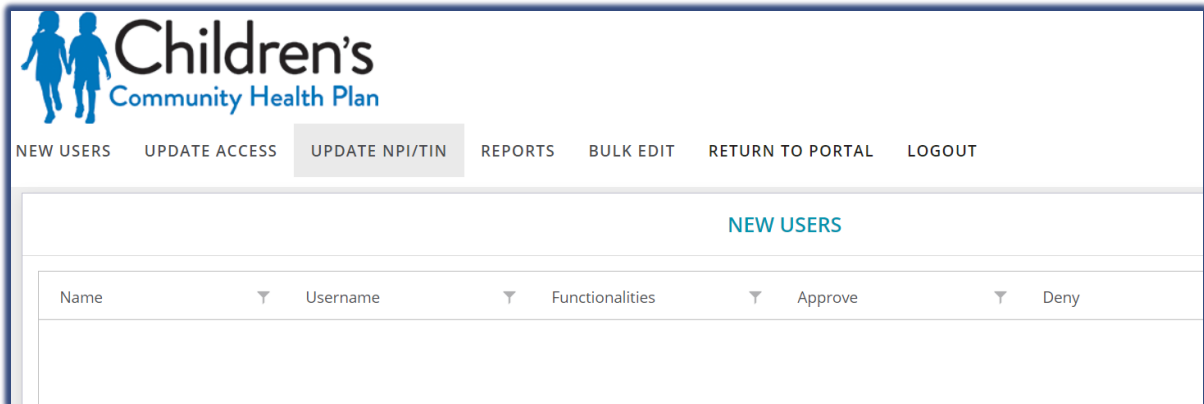
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## e. New Users

Click **New Users** to view a list of Individuals who have registered under the Organization. When a new Individual registers under an the Organization account, each Administrator will be notified via secure notification on the Home Page to review the new user information in the Provider Admin application.

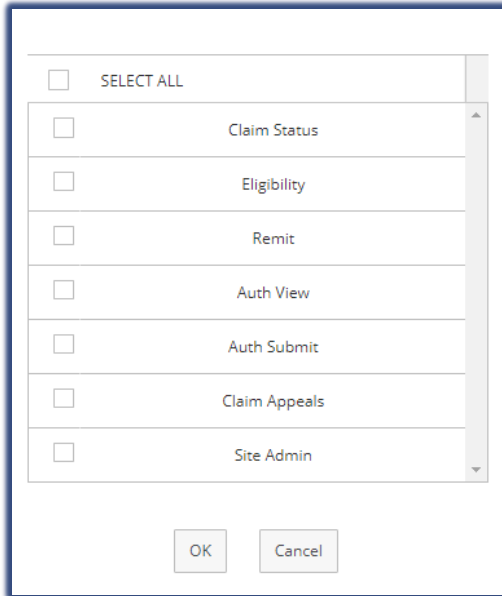


There are four options:

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## Select Functionality

Select only the applications the Individual user will need to have access to, and click **OK**. This can also be completed through the Details function.

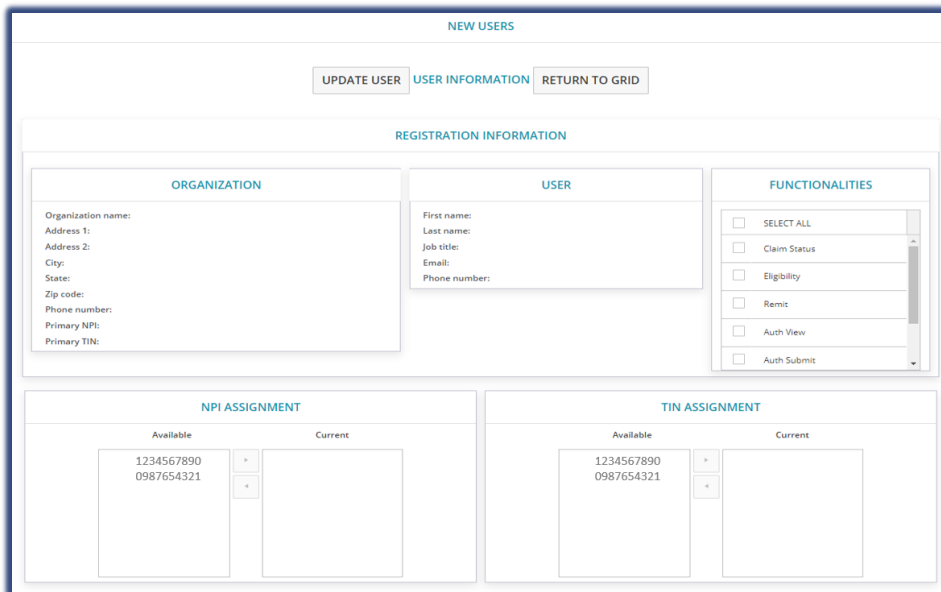


A dialog box titled "Select Functionality" with a list of checkboxes and labels. The list includes "SELECT ALL", "Claim Status", "Eligibility", "Remit", "Auth View", "Auth Submit", "Claim Appeals", and "Site Admin". At the bottom are "OK" and "Cancel" buttons.

Functionality	Selected
SELECT ALL	<input type="checkbox"/>
Claim Status	<input type="checkbox"/>
Eligibility	<input type="checkbox"/>
Remit	<input type="checkbox"/>
Auth View	<input type="checkbox"/>
Auth Submit	<input type="checkbox"/>
Claim Appeals	<input type="checkbox"/>
Site Admin	<input type="checkbox"/>

## Details

The details screen will display the Organization details, new user details, selectable functionalities, and billing access. If this is a known user, select the *Functionalities* they should have access to along with the *NPIs* and *TINs* that they should be affiliated with and click **Update User**. If the user will not be approved, or you wish to approve them at a later, time select Return to Grid.



The "NEW USERS" details screen is divided into several sections. At the top are buttons for "UPDATE USER", "USER INFORMATION", and "RETURN TO GRID". The "REGISTRATION INFORMATION" section contains three sub-sections: "ORGANIZATION" (with fields for name, address, city, state, zip, phone, NPI, and TIN), "USER" (with fields for first/last name, job title, email, and phone number), and "FUNCTIONALITIES" (a list of checkboxes for "SELECT ALL", "Claim Status", "Eligibility", "Remit", "Auth View", and "Auth Submit"). Below this are "NPI ASSIGNMENT" and "TIN ASSIGNMENT" sections, each with "Available" and "Current" columns and a list of NPI/TIN numbers (1234567890 and 0987654321) with arrows for moving them between columns.

Individual Users are matched to Organizations based on the NPI and TIN entered during registration. Functionalities, NPIs and TINs can be updated by a Site Admin at any time.

## Deny

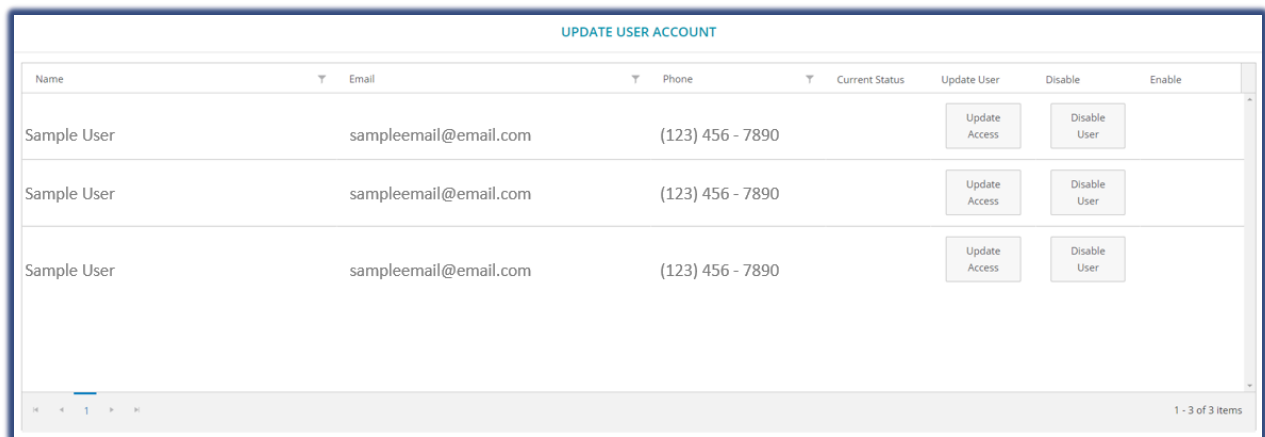
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This option gives Provider Administrators the ability to update the access of existing users, or remove users who should no longer have access to the account.



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Sample User	sampleemail@email.com	(123) 456 - 7890		Update Access	Disable User	

NPIs, TINs, and Functionalities can all be reassigned based on the needs of the Individual user. Select Update Access on the user that requires updates.

Once complete, click **Save Changes** or click **Return to Grid** to cancel these changes.

## Update NPI/TIN

Additional NPIs and Tax IDs can be added to an Organization account upon request.

- To request to have a new NPI added, enter the NPI you wish to have added to the account and select **Validate NPI**. Please review the related information to confirm the correct NPI was entered. If so, select **Add NPI**. If not, select **Clear** and re-enter the NPI.
- To request to have a new TIN added, enter the TIN you wish to have added to the account and select **Add TIN**. The request will automatically be sent.

All requests will be reviewed by an Internal Administrator at the Health Plan to verify that the information submitted is covered under the contract. If additional information is needed, the Internal Administrator will reach out to the Provider Admin who submitted the request. Once a decision has been made, all Administrators will receive secure notification of the decision.

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USER METRICS	
Active Count	5
New Registered Count	0
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**Thank you, and welcome to the Children’s Community Health Plan  
Provider Portal!**