

Registration & Maintenance Guide for Medical Providers & Facilities

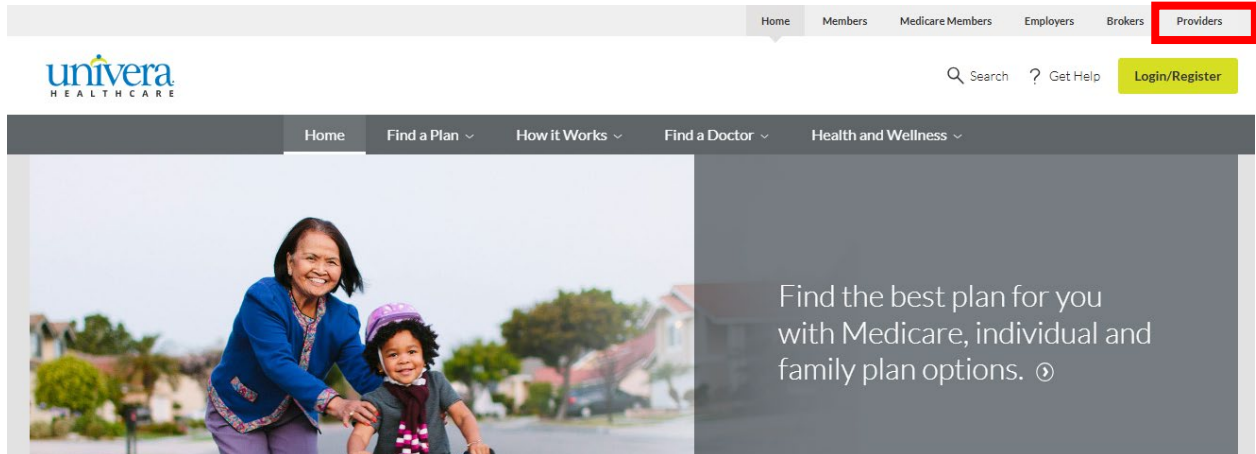


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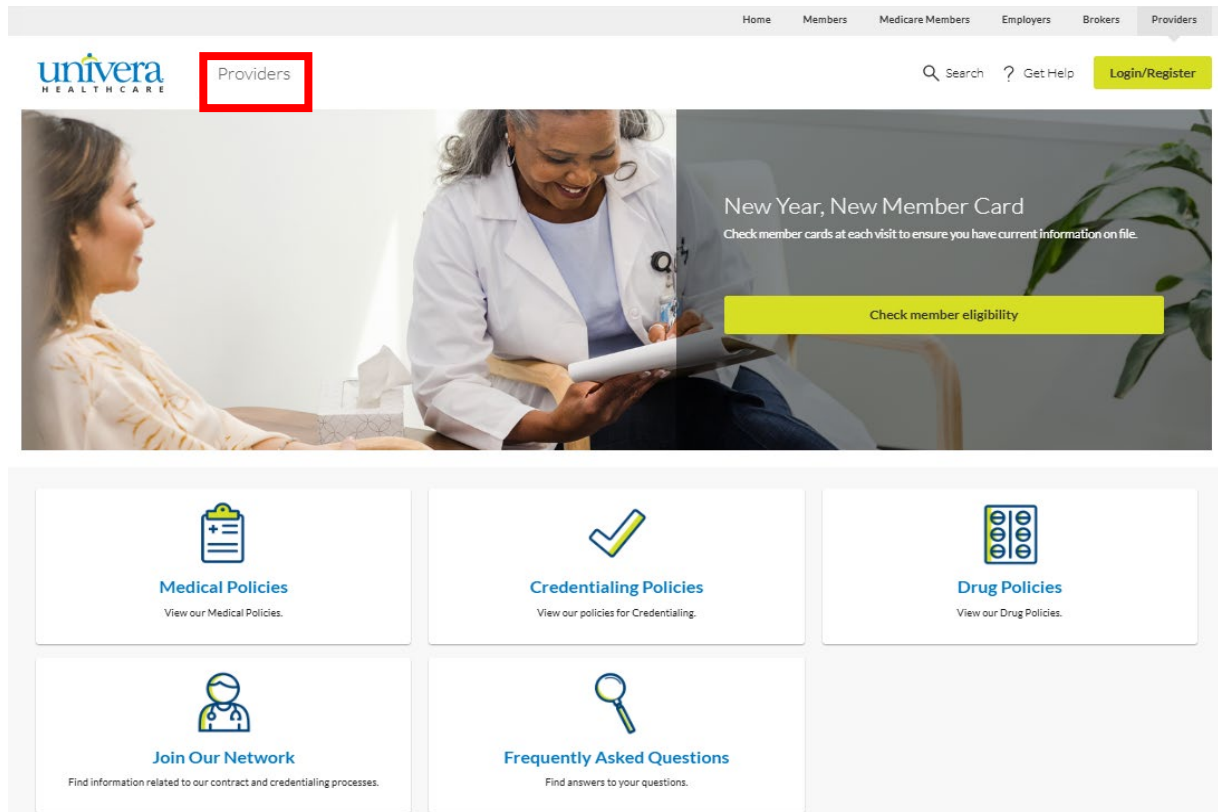
Univera Healthcare Provider Portal

The Univera Healthcare website (UniveraHealthcare.com) contains an area that is dedicated to the various types of providers who participate in our network. This area, called the Provider portal, can be located by selecting **Providers** at the top of our Home page.



The provider home page is viewable to all users, and includes information such as how to join our network and links to our corporate medical, credentialing, and drug policies.

The Frequently Asked Questions tile provides answers to common questions such as how to register, log in, and manage staff access to the secure portion of the provider portal.

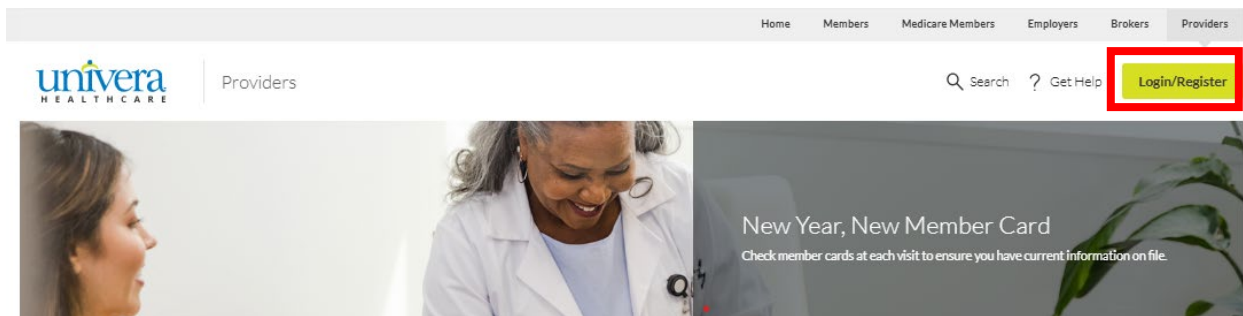


Secure Portion of the Provider Portal

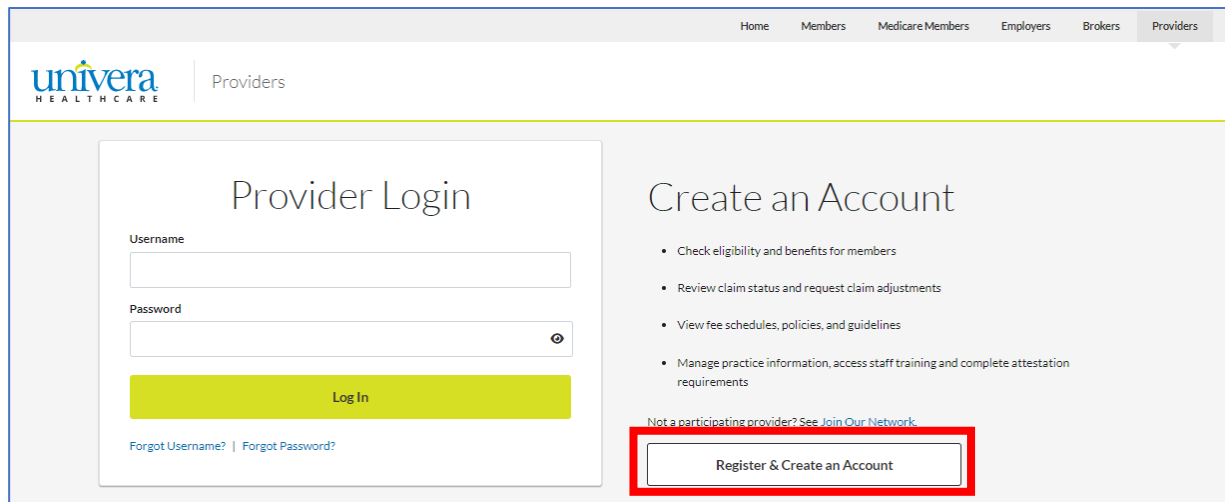
The secure portion of the provider portal includes proprietary information that can only be viewed by participating practices, hospitals, facilities and their staff who have completed their provider portal registration.

Registering for the Provider Portal

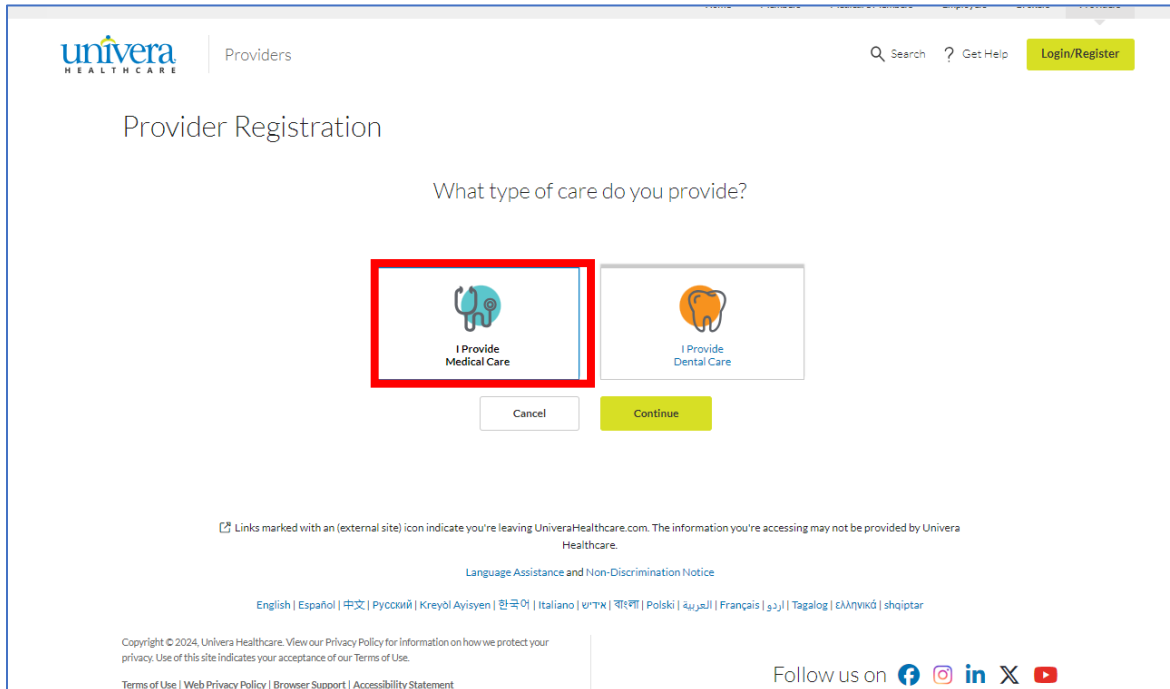
From the provider portal home page click on the **Login/Register** button or go to Provider.UniveraHealthcare.com/login.



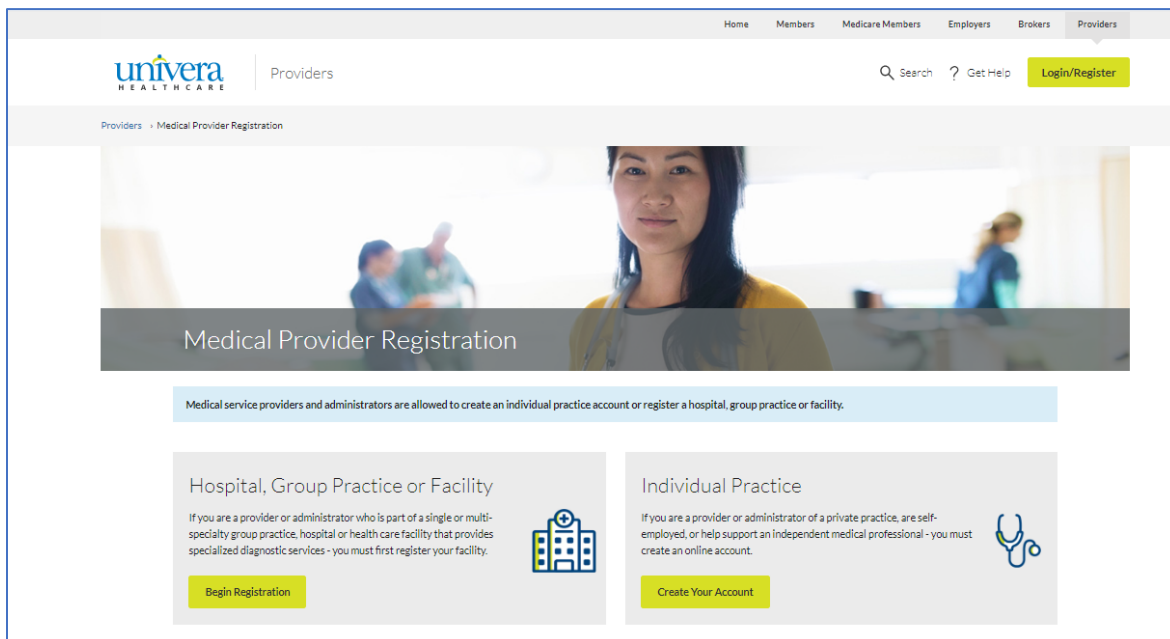
When the following screen appears, click on **Register & Create an Account**.



Click on **I Provide Medical Care** and click **Continue** when the box appears.



Depending on the type of medical provider, there is an option to register for a Hospital, Group Practice, or Facility, or Individual Practice.



Individual Practice

If you are a provider or administrator of a private practice, are self-employed, or help support an independent medical professional, click on the **Create Your Account** box found under the Individual Practice tile.

When the Individual Practice Registration page appears, enter the information in all fields, check the box to agree to the Privacy Policy, check I'm not a robot, and click **Submit**.

Home Members Medicare Members Employers Brokers Providers

univera HEALTHCARE Providers Search ? Get Help Login/Register

[<< Return to Previous Page](#)

Individual Practice Registration

An administrator of your practice must complete and return this form. We will then create a "master account" where an administrator will be responsible for managing staff access. Only authorized staff at your practice have access to health plan information for your patients.

***Required Field**

NPI *

10 digit National Provider Identifier

Univera Provider ID

Provider's Name *

First and Last name

Last Four Digits of Provider's SSN *

Federal Tax Identification Number *

Also known as Employer Identification Number

User's Name

First and Last name

User's Email Address *

Do you already have a web account for this group? *
 Yes No

Username

5-8 numbers or letters, no symbols

1st Choice for Username

5-8 numbers or letters, no symbols


2nd Choice for Username

5-8 numbers or letters, no symbols

We are committed to protecting the privacy of our members. By requesting access to our online service center, you agree that:

- You and your employees will use this information only in the delivery of patient care and will keep such information confidential, in accordance with law.
- Information concerning any member, employee, group and/or patient will not be released to any third party not entitled to such information nor made accessible to persons having no legitimate reason to know such information.
- You and your employees will keep the User IDs and Passwords in a secure location to prevent unauthorized access.
- If an employee leaves your organization, you will log in and delete the employee's account so that he or she no longer has access.
- Any breach of confidentiality by you or any of your employees will be grounds for immediate revocation of access to this system.

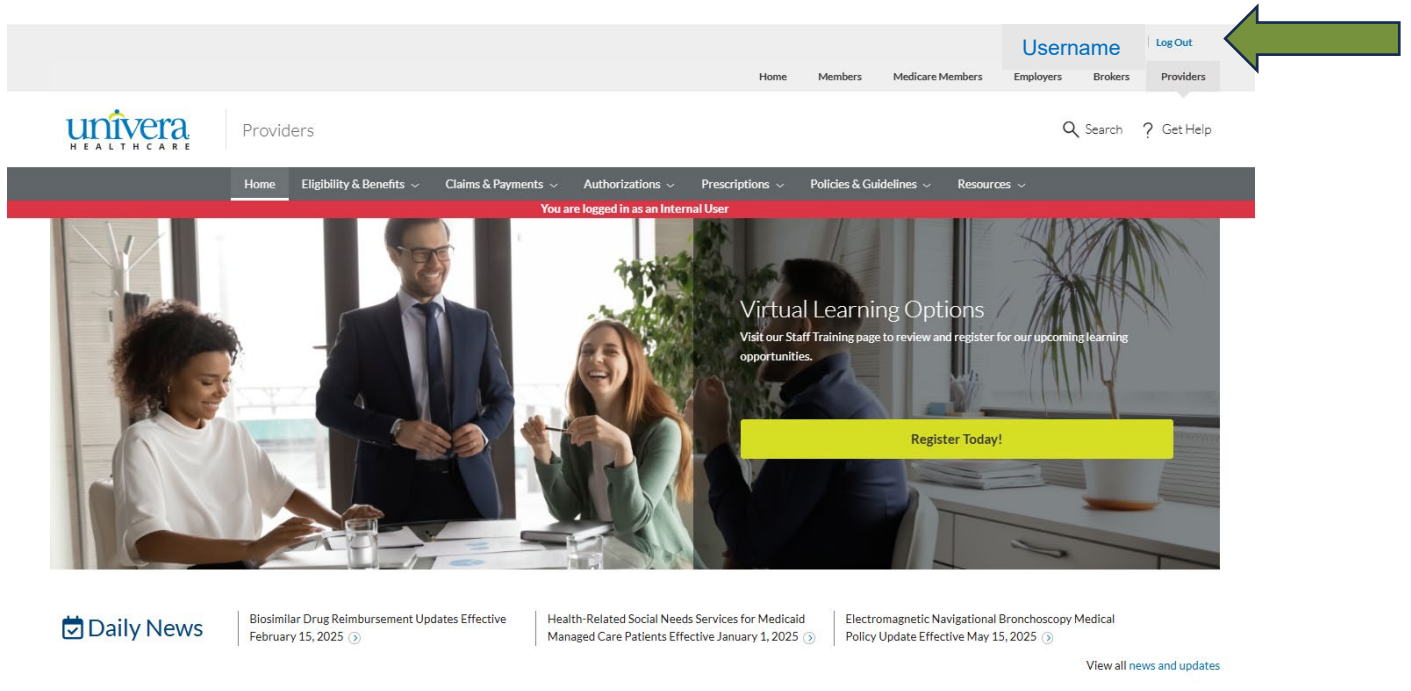
I agree to the Web Site Privacy and Confidentiality Agreement

I'm not a robot 

You will receive two emails within seven business days. One email will include the assigned username and the other a temporary password.

You will be asked to change the password during your first login.

Once the password is changed, you will be logged in and will be directed to the provider portal home page. The registered user's name will be located at the top right hand corner of the page.



Hospitals, Group Practices, and Facilities

If you are a provider or administrator who is part of a single or multi-specialty group practice, hospital or health care facility that provides specialized diagnostic services, the facility must be registered first.

When the Web Registration page appears, enter the information in all required fields notated with an asterisk *, check the box to agree to the Web Site Privacy and Confidentiality agreement, check I'm not a robot, and click **Submit**.

Home Members Medicare Members Employers Brokers **Providers**

univera HEALTHCARE Providers Search ? Get Help Login/Register

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Hospitals, Group Practices, and Facilities Web Registration

An administrator of your hospital, group practice, or facility must complete and return this form. We will then create a "master account" where an administrator will be responsible for managing staff access.

***Required Field**

Type of Facility *

Hospital
 Group Practice
 Facility

Request Type *

New Provider Organization - New Administrator
 Existing Provider Organization - New Administrator
 Existing Provider Organization - Delete Administrator

User ID 1st Choice *

5-20 characters, no symbols, special characters, or spaces

User ID 2nd Choice *

5-20 characters, no symbols, special characters, or spaces

Your Name *

First and Last Name

Phone Number *

###-###-####

Email Address *

Facility or Business Name *

e.g. Rochester Group

Federal Tax Identification Number *

Also known as Employer Identification Number

NPI *

10 digit National Provider Identifier

Continued to next page

Street Address 1 *

Street Address/P.O. Box

Street Address 2

Apartment/Suite/Unit/Building/Floor

City *

State *

Zip Code *

5 digit zip code

Authorized Requestor's Name *

First and Last Name

Authorized Requestor's Phone Number


###-###-####


Authorized Requestor's Email Address

Excellus BlueCross BlueShield is committed to protecting the privacy of our members. By requesting access to our online service center, you agree that:

- You and your employees will use this information only in the delivery of patient care and will keep such information confidential, in accordance with law.
- Information concerning any member, employee, group and/or patient will not be released to any third party not entitled to such information nor made accessible to persons having no legitimate reason to know such information.
- You and your employees will keep the User IDs and Passwords in a secure location to prevent unauthorized access.
- If an employee leaves your organization, you will log in and delete the employee's account so that he or she no longer has access.
- Any breach of confidentiality by you or any of your employees will be grounds for immediate revocation of access to this system.

I agree to the Web Site Privacy and Confidentiality Agreement

 I'm not a robot 

 Links marked with an (external site) icon indicate you're leaving UniveraHealthcare.com. The information you're accessing may not be provided by Univera Healthcare.

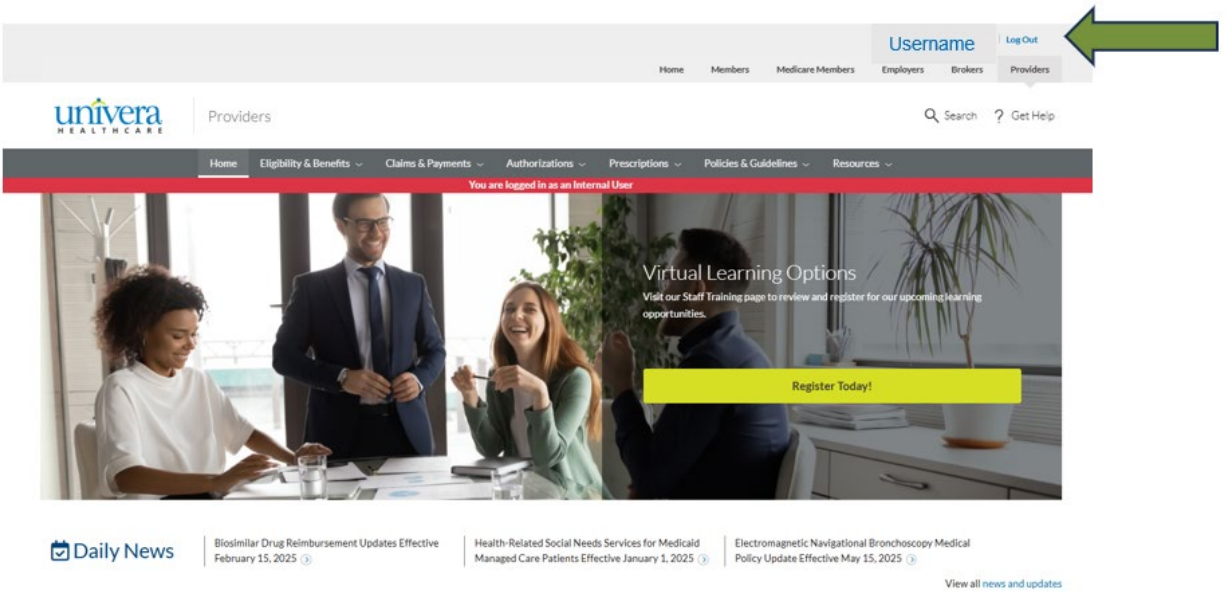
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You will receive two emails within seven business days. One email will include the assigned username and the other a temporary password.

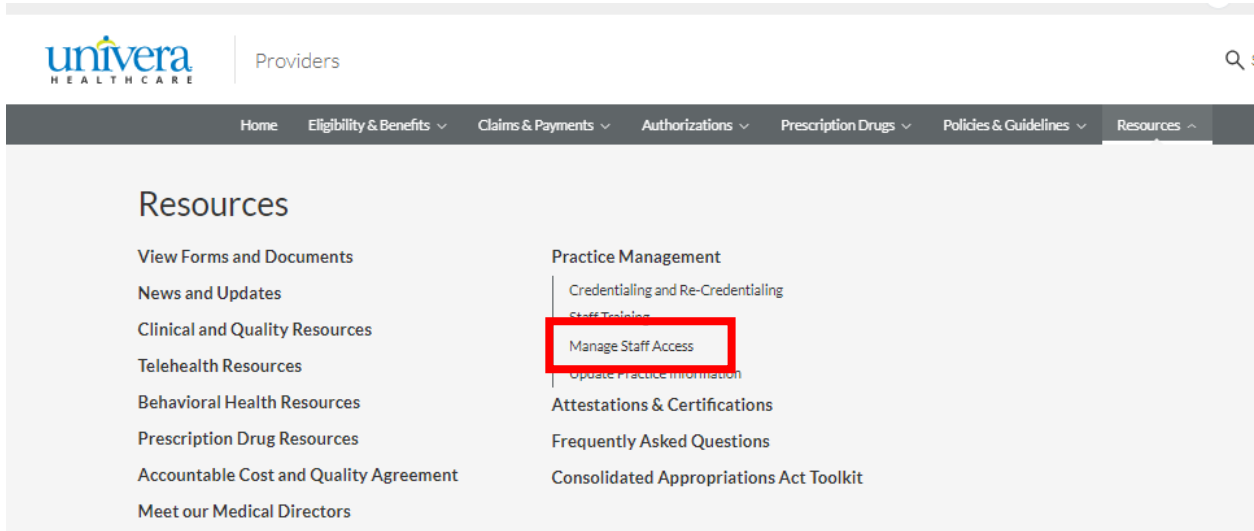
You will be asked to change the password during your first login.

Once the password is changed, you will be logged in and will then be directed to the provider portal home page. The registered user's name will be located at the top right hand corner of the page.

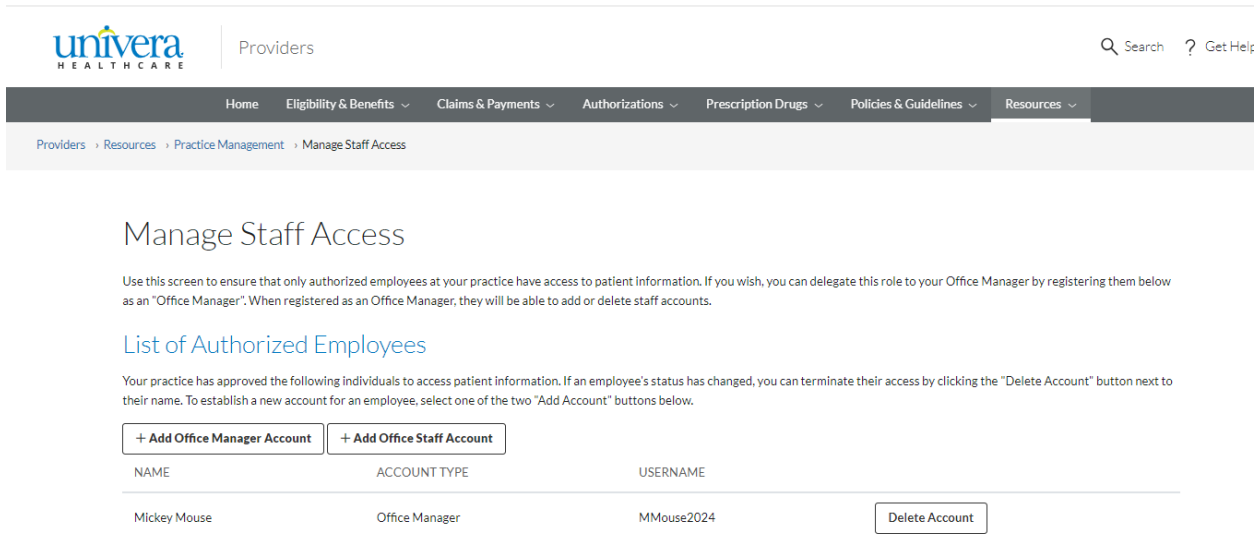


Authorized Users and Managing Staff Access

Employees authorized to access patient information, can be managed in the Resources section of the portal. To view, add or delete authorized users, click **Resources** and select **Manage Staff Access**.



When the page opens, all authorized users and their role will be listed.



Adding an Additional User

To add an additional user, click on the **+ Add Office Staff Account** button.



When the Add Staff Account page appears, enter the additional user's first and last name, create a username and temporary password for that user and click **Submit**.

Add Staff Account

*** Required Fields**

First Name *

Last Name *

Create Username *

Username must be between 5-20 characters. Special characters or spaces are *not* allowed.

Create Temporary Password *

Passwords *ARE* case sensitive.

Re-enter Password *

The office manager will be advised that the user has been successfully added and the additional user will be added to the list of authorized employees. The office manager will provide the username and temporary password to the employee to login.

✔ Registration Successful for 'JDOE2024'! Please notify your employee of their username and temporary password so they can login and complete the registration process. ✕

The employee will go to the portal and log in using the username and temporary password to sign in. He or she will be prompted to create a new password, to agree to the Privacy Policy, and to click **Submit**.

Change Your Password

Current Password: *

Enter a New Password: *

Re-Enter Password: *

New Password Hint: *

I agree to the Privacy Policy *

The user will be prompted to enter his or her email address, to select a security question and answer. Click **Submit**.

* Required Fields

Email Address: *

Yes! I would like to receive important news and updates from Excellus BlueCross BlueShield by e-mail, rather than by mail. For more information on how we protect your e-mail address, view our electronic communications policy.

Security Question: *

Security Answer: *

Submit

Deleting a User

To delete a user, click the **Delete Account** button to the right of the user's name and the following confirmation will appear:

Manage Staff Access

Delete Account

Are you sure you would like to delete the following account?

NAME	ACCOUNT TYPE	USERNAME
Jane Doe	Office Staff	JD2024

Click **Cancel** if you do not wish to delete the user.

Click **Yes, Delete** to delete the user, and a successful confirmation will appear.

✔ Account 'JD2024' has been successfully deleted. ✕

Forgot Username or Password Function

If the user forgot his or her username or password, click on **Forgot Username? Or Forget Password?** on the log in screen.

Provider Login

Username

Password

Log In

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

When the Forgot Username or Forgot Password page appears, select **I Provide Medical Care**, and click **Continue**.

Forgot Username

What type of care do you provide?

I Provide Medical Care

I Provide Dental Care

Cancel

Continue

Complete the required fields on the page, click **Continue**, and follow the instructions to obtain the username or to reset the password.

Forgot Username

Step 1: Please complete the following fields

*** Required Fields**

Provider Identification Number: *
This is your billing ID which begins with '000'

First Name: *

Last Name: *

Forgot Password

Step 1: Please complete the following fields

*** Required Fields**

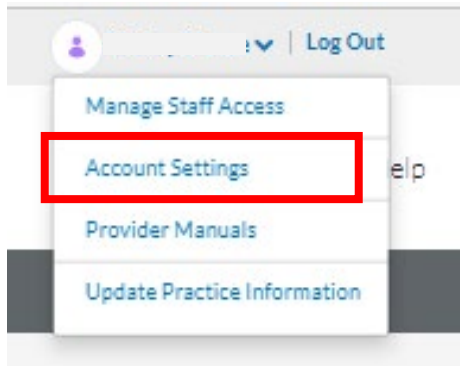
Username: *

First Name: *

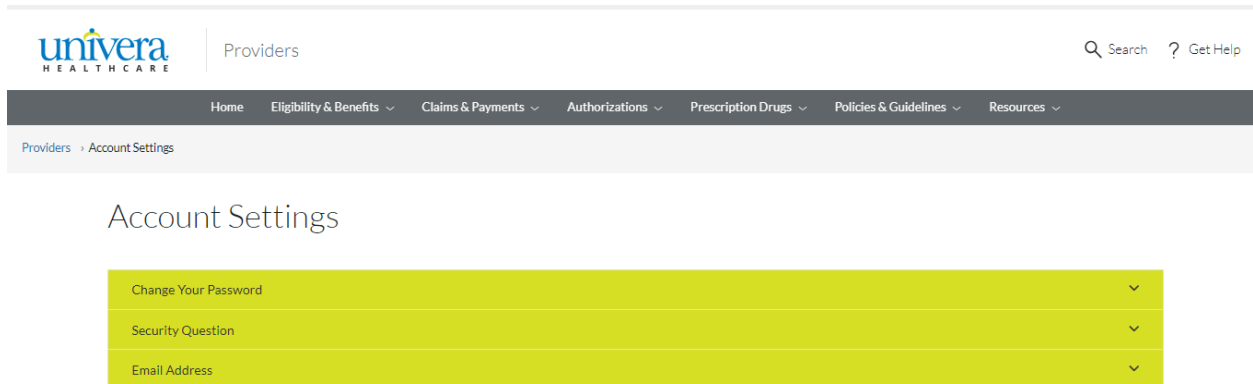
Last Name: *

Account Settings

After logging in to the Provider portal, users can change their password, update their security question, or edit their email address. On the top right-hand side of the provider home page, click on the drop down arrow located to the right of the username and select Account Settings.



Three options will appear:



To change the password, click on the drop-down arrow, enter the current password, enter a new password, re-enter the new password and enter the New Password Hint. Click **Submit**.

The screenshot shows the Univera Healthcare website interface. At the top left is the Univera logo. To its right is the word "Providers". On the far right is a search icon and the text "Search ?". Below this is a dark navigation bar with links: Home, Eligibility & Benefits, Claims & Payments, Authorizations, Prescription Drugs, Policies & Guidelines, and Resources. Below the navigation bar is a breadcrumb trail: "Providers > Account Settings".

The main content area is titled "Account Settings". Below this title is a form titled "Change Your Password" with a yellow header bar. In the top right corner of this header bar is a small yellow square containing a white upward-pointing arrow, which is highlighted with a red box. To the right of the form, the text "* Required Fields" is displayed.

The form contains four input fields, each with an asterisk indicating it is required:

- Current Password *
- Enter a New Password *
- Re-enter Password *
- New Password Hint *

Below the input fields are two buttons: a yellow "Submit" button and a white "Cancel" button with a grey border.

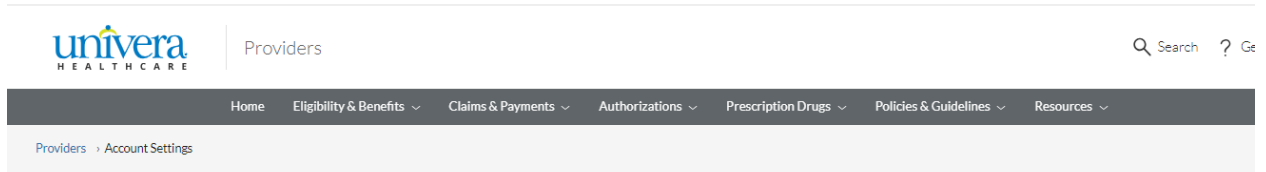
At the bottom of the form are two expandable sections, each with a yellow header and a downward-pointing arrow:

- Security Question
- Email Address

You will receive a message advising the password was updated successfully.

 Your Password updated Successfully.

To change the security question, click on the drop-down arrow to the right of Security Question. In the Security Question box, click on the drop-down arrow and select a security question. In the Security Answer box, type in the answer, and click **Submit**.



Account Settings

Change Your Password ▼

Security Question ▲

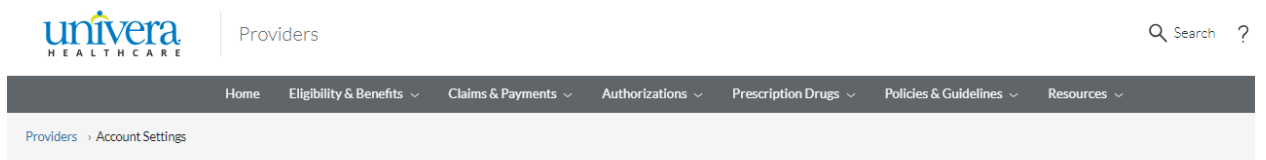
* Required Fields

Security Question *

Security Answer *

Email Address ▼

To change the email address, click on the drop-down arrow and click **Edit**.



Account Settings

Change Your Password ▼

Security Question ▼

Email Address ▲

Email Address:

Enter the new email address in the Email Address and Confirm Email Address fields and click **Submit**.

univera HEALTHCARE | Providers Search ?

Home Eligibility & Benefits Claims & Payments Authorizations Prescription Drugs Policies & Guidelines Resources

Providers > Account Settings

Account Settings

Change Your Password	▼
Security Question	▼
Email Address	▲

* Required Fields

Email Address *

Confirm Email Address *

Yes! I would like to receive important news and updates from Univera Healthcare by e-mail, rather than by mail. For more information on how we protect your e-mail address, view our [Privacy Policy](#)