

Registration & Maintenance Guide for Medical Providers & Facilities

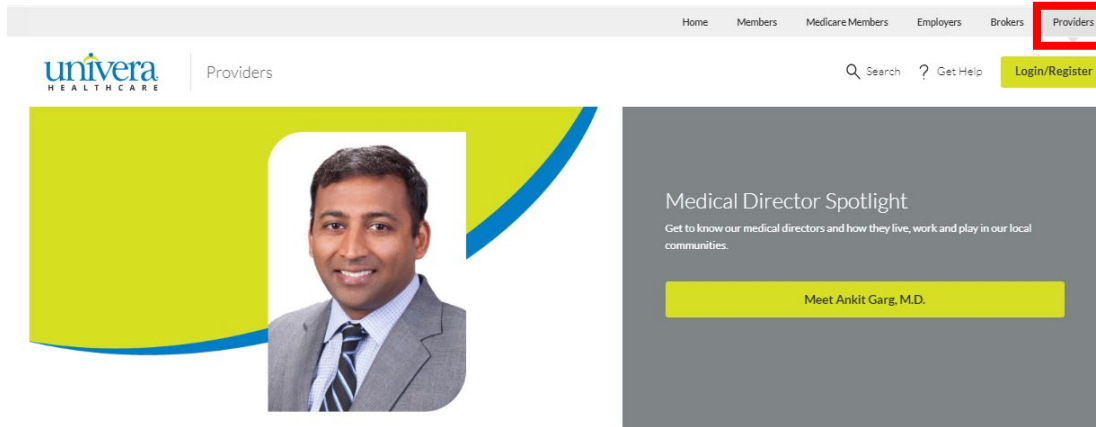


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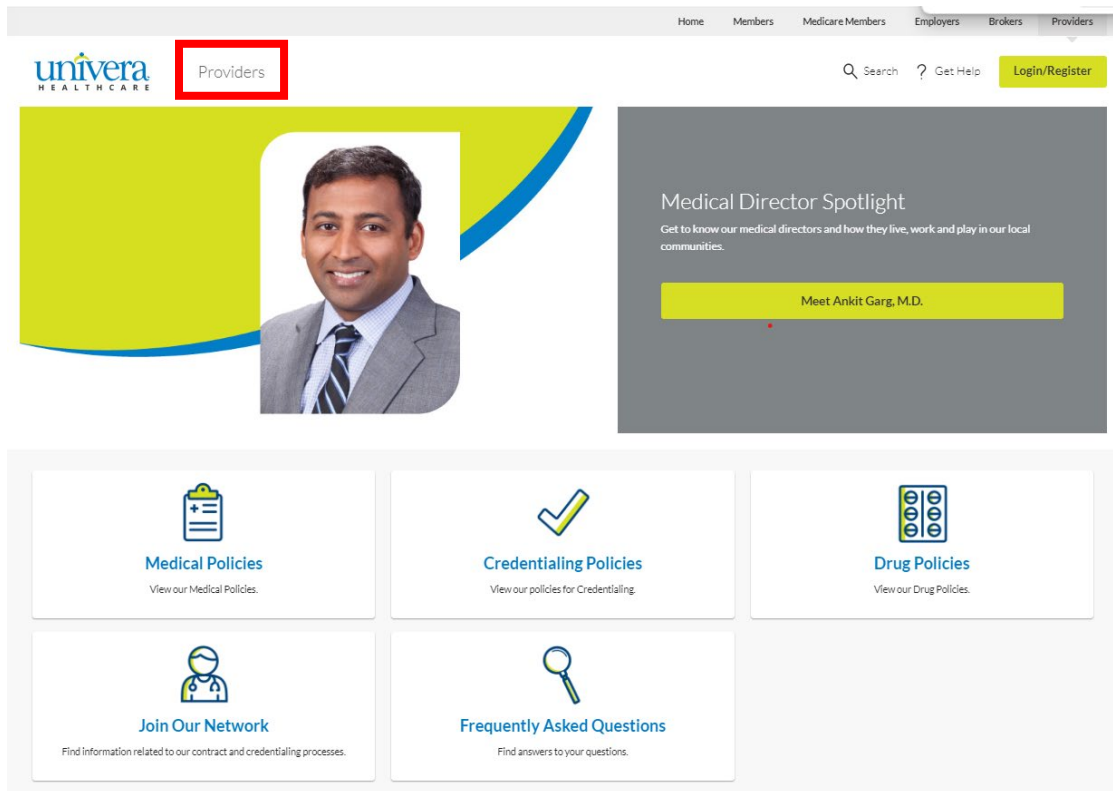
Univera Healthcare Provider Portal

The Univera Healthcare website (www.UniveraHealthcare.com) contains an area that is dedicated to the various types of providers we partner with. This area, called the Provider portal, can be located by selecting [Providers](#) at the top of our Home page.



The Provider public home page 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.

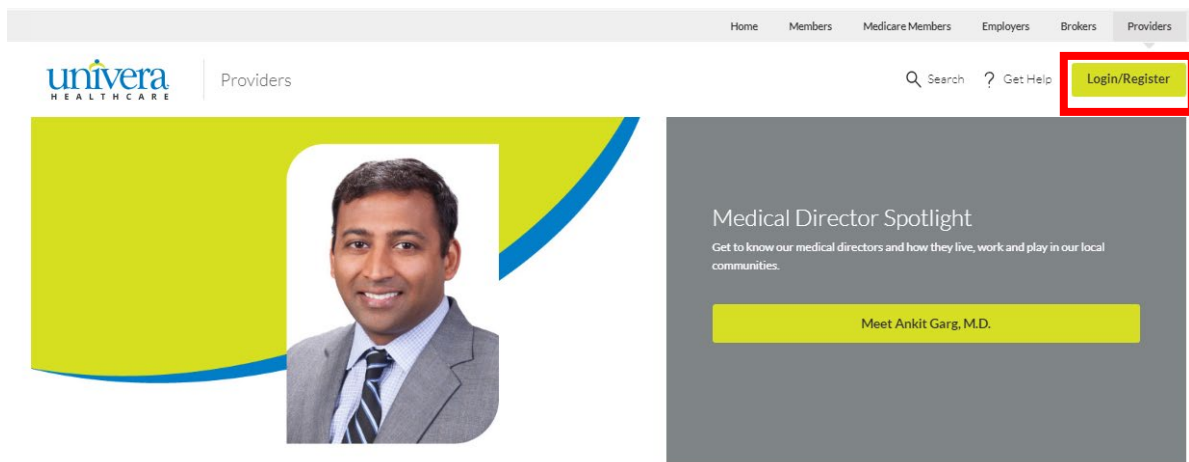


Secured Portion of the Provider Portal

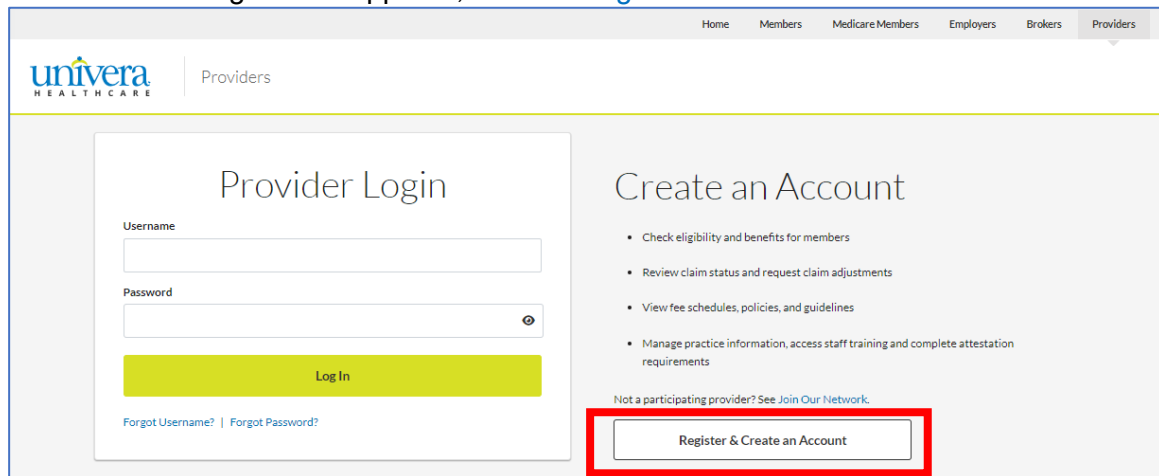
The secured portion of the Provider portal includes proprietary information that can only be viewed by participating individual practices, hospitals, group practices, and facilities and their staff who are registered with Univera Healthcare.

Registering for the Provider Portal

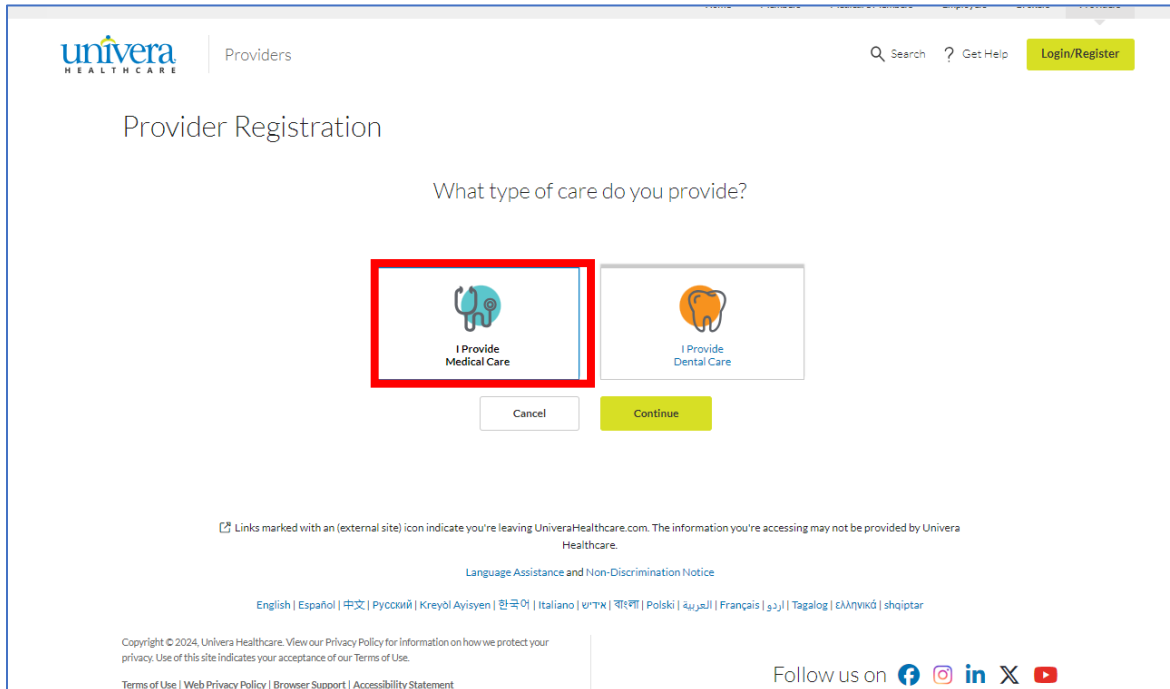
From the Provider home page click on the [Login/Register](#) tile, Register Your Account tile, or go to Provider.UniveraHealthcare.com/login.



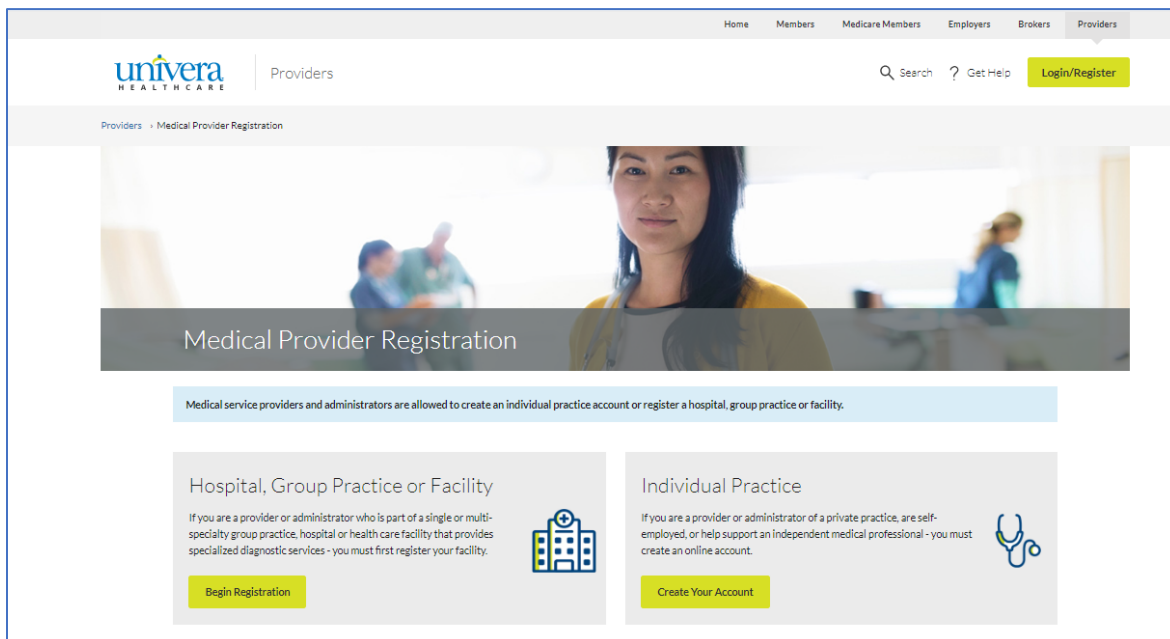
When the following screen appears, click on [Register & Create an Account](#).



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



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



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 Continue.

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 

The user will then be directed to the provider portal home page, and the registered name will be located at the top right hand corner of the screen.

The screenshot displays the Univera Healthcare Provider Portal. At the top right, the text "Registered Name" and "Log Out" is visible. The main header includes the Univera logo and the word "Providers". A navigation menu below the header lists: Home, Eligibility & Benefits, Claims & Payments, Authorizations, Prescription Drugs, Policies & Guidelines, and Resources. The central content area features a "Medical Director Spotlight" for Ankit Garg, M.D., with a "Meet Ankit Garg, M.D." button. Below this, a "Daily News" section lists several updates, including "PREP Aware Week is October 21-27, 2024", "New NCD for PREP Coverage under Part B Medical Coverage", and "Update to AP-22 Telemedicine and Telehealth Policy Effective November 1, 2024". A "View all news and updates" link is provided. The bottom section contains eight service tiles: HEALTHeNET, View Our Formularies, Fee Schedules, Forms, Provider Performance, Credentialing, View our Policies, and Payment & Remittances, each with an icon and a brief description.

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](#)

[<< Return to Previous Page](#)

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 *

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.

[Language Assistance and Non-Discrimination Notice](#)

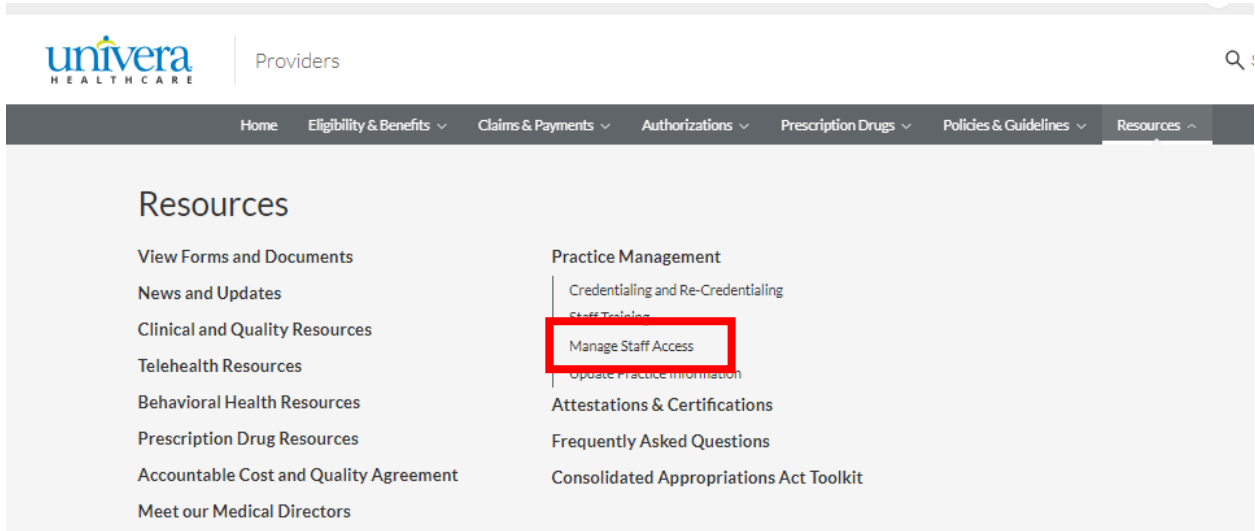
[English](#) | [Español](#) | [中文](#) | [Русский](#) | [Kreyòl Ayisyen](#) | [한국어](#) | [Italiano](#) | [אדיש](#) | [বাংলা](#) | [Polski](#) | [العربية](#) | [Français](#) | [اردو](#) | [Tagalog](#) | [ελληνικό](#) | [shqiptar](#)

The user will then be directed to the provider portal home page, where there is access to eligibility, benefits, claim information and more. The user's first and last name previously entered will be located at the top right hand corner of the screen.

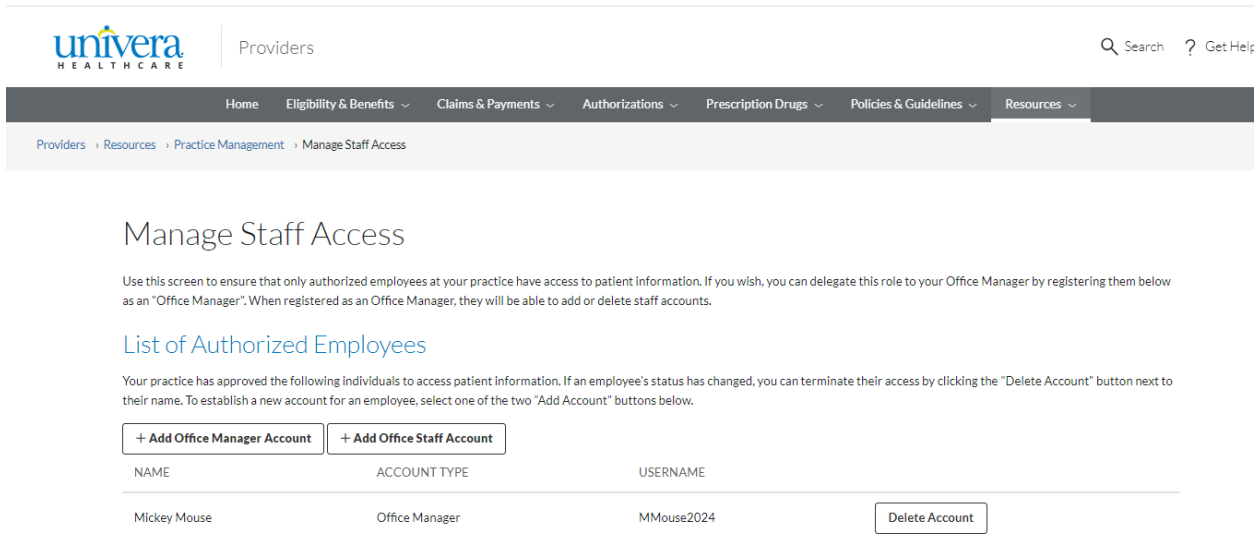
The screenshot displays the Univera HealthCare Provider portal. At the top right, a grey box contains the text "Users First and Last Name". The main header features the Univera HealthCare logo on the left, the word "Providers" in the center, and search and help icons on the right. Below the header is a dark navigation bar with menu items: Home, Eligibility & Benefits, Claims & Payments, Authorizations, Prescription Drugs, Policies & Guidelines, and Resources. The main content area is split into two sections. The left section has a large yellow and blue graphic with a portrait of a man in a suit. The right section is titled "Medical Director Spotlight" and includes the text "Get to know our medical directors and how they live, work and play in our local communities." Below this is a yellow button that says "Meet Ankit Garg, M.D.". A "Daily News" section follows, with a calendar icon and four news items: "PrEP Aware Week is October 21-27, 2024", "New NCD for PrEP Coverage under Part B Medical Coverage", "Update to AP-22 Telemedicine and Telehealth Policy Effective November 1, 2024", and a "View all news and updates" link. The bottom section consists of eight white tiles with icons and text: "HEALTHeNET" (map of WA icon), "View Our Formularies" (pill icon), "Fee Schedules" (document with dollar sign icon), "Forms" (downward arrow icon), "Provider Performance" (speech bubble with stars icon), "Credentialing" (checkmark icon), "View our Policies" (clipboard with plus icon), and "Payment & Remittances" (dollar bill icon).

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 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 *	<input type="text" value="First Name"/>
Last Name *	<input type="text" value="Last Name"/>
Create Username *	<input type="text" value="Username"/> <small>Username must be between 5-20 characters. Special characters or spaces are <i>not</i> allowed.</small>
Create Temporary Password *	<input type="text" value="Create Password"/> <small>Passwords <i>ARE</i> case sensitive.</small>
Re-enter Password *	<input type="text" value="Re-enter Password"/>
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

The office manager will then 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 then give 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 then go to the portal, click log in, will enter 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 will click on Continue.

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 questions and answer, and to 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: *

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

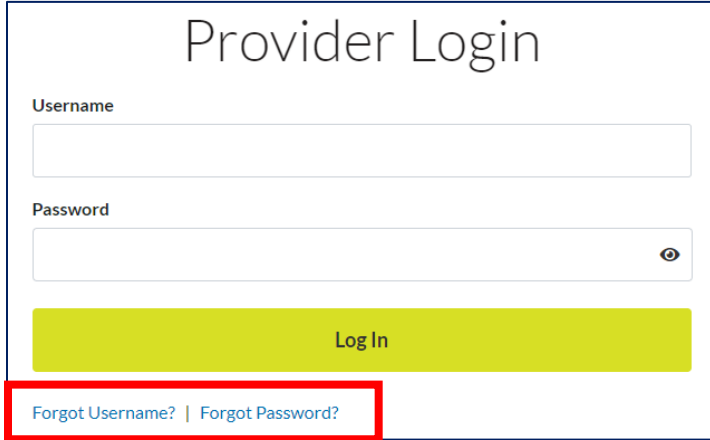
Click Cancel if you do not wish to delete the user.

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

✔ Account 'JD2024' has been successfully deleted. ✕

Forgot Username or Password

If the user forgot his or her username or password, at the provider log in screen, click on [Forgot Username? Or Forget Password?](#).



Provider Login

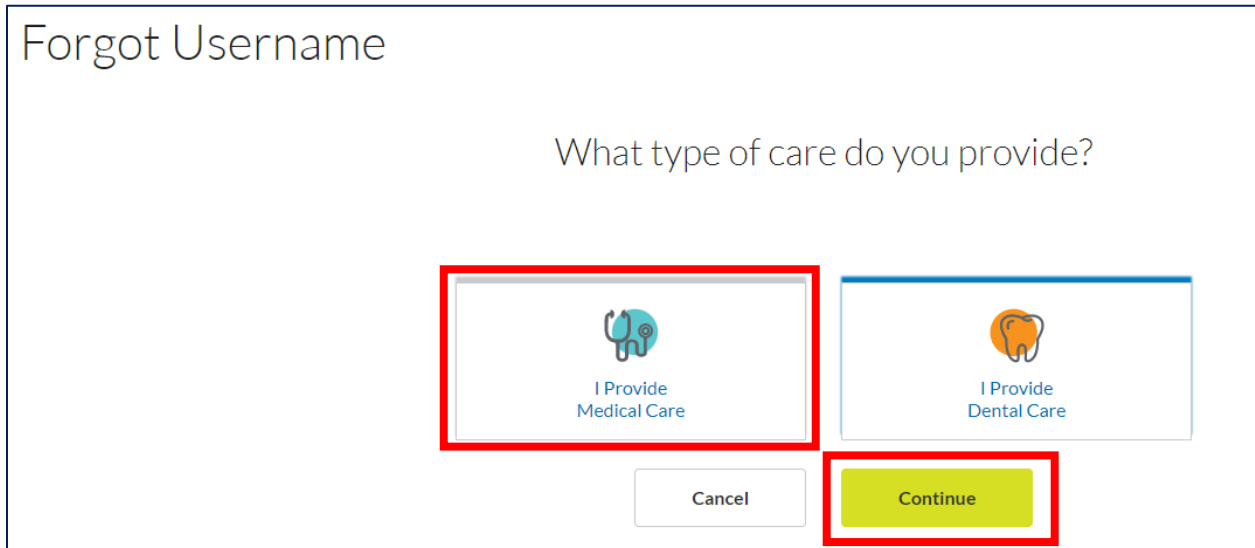
Username

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**

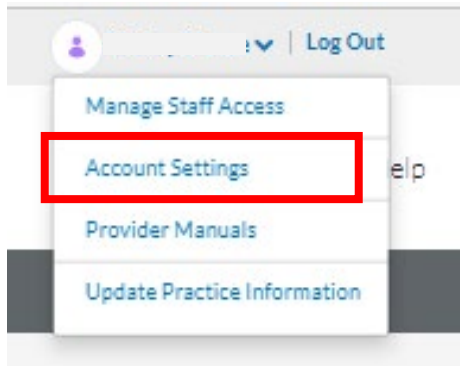
Username: *

First Name: *

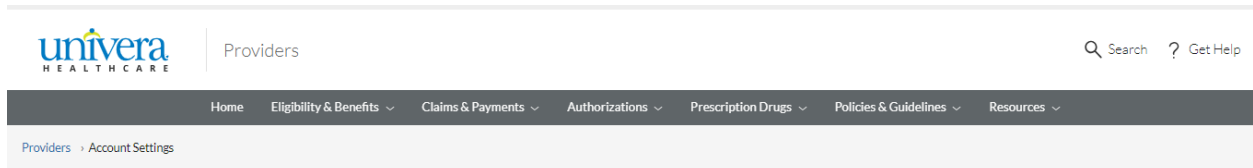
Last Name: *

Account Settings

After logging in to the 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:



Account Settings

Change Your Password	▼
Security Question	▼
Email Address	▼

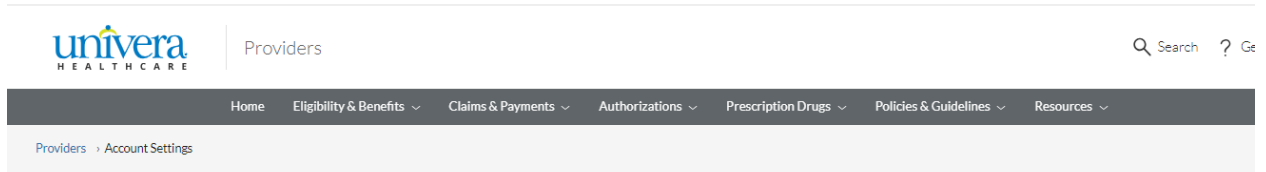
To change the password, click on the drop-down arrow, enter the current password, enter a new password, and confirm the new password. Click submit.

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 bar with a magnifying glass icon and a question mark. 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 heading is "Account Settings". The primary content area is a form titled "Change Your Password" with a red square highlighting a drop-down arrow in the top right corner. The form contains four input fields: "Current Password", "Enter a New Password", "Re-enter Password", and "New Password Hint", each with an asterisk indicating it is a required field. A red asterisk and the text "* Required Fields" are located to the right of the input fields. At the bottom of the form are two buttons: "Submit" and "Cancel". Below the form are two more sections, "Security Question" and "Email Address", each with a drop-down arrow.

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 ▲

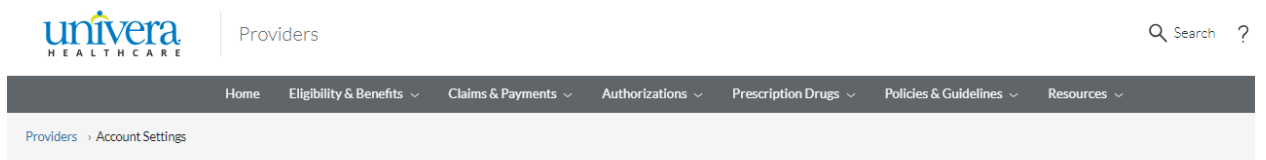
* Required Fields

Security Question *

Security Answer *

Email Address ▼

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

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](#)