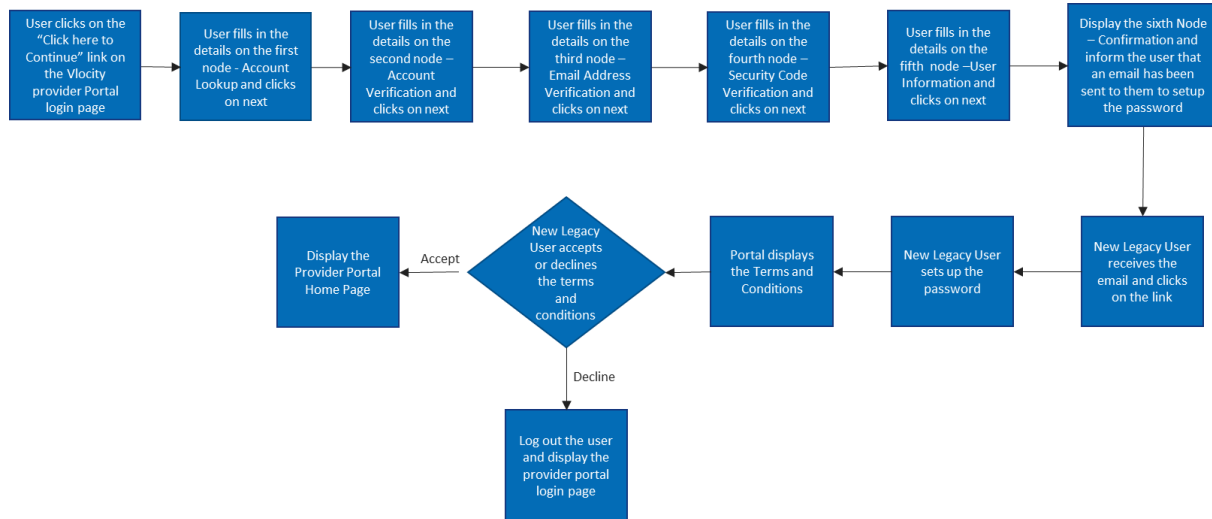


# Provider Portal Existing User Moving Over The First Account

Quick Reference Guide (QRG)



This quick reference guide (QRG) will provide an overview of the account migration process for our portal users who are setting up their first account. See separate QRG for instructions on migrating other accounts and linking them to the one you have set up using these instructions.



## Purpose: Account Migration Process for the First Account Being Transitioned.



### Step 1:

1. Go to **ConnectiCare Provider Portal Sign-in webpage**.  
The Login Screen will display.
2. Click, **“click here to continue.”**

ConnectiCare  
Provider Portal

**Information Message:** 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 \*

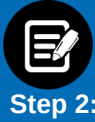
Password \*

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

Login

If you haven't received a code or are having trouble, [view our quick guide](#) for more information.

Register



Step 2:

- Account Lookup** page will display.
1. Enter **Username** and **Tax ID Number**.
  2. Click **Next**.

Account Lookup

PORTAL USER REGISTRATION

### Account Lookup

We need to look up your information before you begin. Enter your username, and any Tax ID number associated with your account, then click Next to continue.

Username \*  
johnsmith@gmail.com

Tax ID Number \*  
061137531

Having trouble? [View our quick guide.](#)

Next

Cancel



Step 3:

- The **Account Verification** page will display.
1. Answer the security question associated with the account.  
**Note:** Examples can be a question or a pin.
  2. Click **Next**.

Account Verification

PORTAL USER REGISTRATION

### Account Verification

Please enter the answer to your security question or your pin below to verify your account.

What's your maiden name? \*  
Smith

Having trouble? [View our quick guide.](#)

Previous

Next

Cancel

Account Verification

PORTAL USER REGISTRATION

Account Verification

Please enter the answer to your security question or your pin below to verify your account.

Enter your Pin \*

234857

Having trouble? [View our quick guide.](#)

Previous

Next

Cancel



Step 4:

- The **Email Address Verification** page will display.
1. Enter **Email** and **Verify Email** sections.  
Note: Email must be in proper format or an error will display.
  2. Click **Next**.

Email Address Verification

PORTAL USER REGISTRATION

Email Address Verification

Please enter your own email address and not a shared one. We will use it to send your security code and in case you forget your username or need to reset your password.

Email \*

nrossi@emblemhealth.com

Verify Email \*

nrossiemblemhealth.com

Please enter your email in the proper format.

Previous

Next

Cancel



Step 5:

Verification code will be sent to your email.

1. Enter **Verification Code**.  
**Note:** If email is incorrect, click **previous** button enter the new email address, and then click **Request New Code**.
2. Click **Next**.



Hello,

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

ConnectiCare.

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

KEEP IN TOUCH



© 2021 ConnectiCare | 175 Scott Swamp Road | Farmington, CT 06032 | [Privacy Policy](#) | [Social Media Policy](#).

Security Code  
Verification

PORTAL USER REGISTRATION

### Email Address Verification

We've sent a code to your email address <user email>; 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 6:

1. Once Verified, the **User Information** page will display.  
**Note:** User information will be pre-populated but can be edited.
2. Click **Submit**.  
**Note:** If email address is already in use, a popup will display to **Go Back** and re-enter a new email address.



PORTAL USER REGISTRATION  
User Information

Complete the details below and click Next to continue. All fields with an asterisk \* are required.

|                            |             |             |
|----------------------------|-------------|-------------|
| First Name *               | Middle Name | Last Name * |
| John                       |             | Smith       |
| Mobile<br>(897) 868 - 8687 |             |             |

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 *          |
| johnsmith@gmail.com |

Please enter your office address. If you work out of multiple locations, please enter the primary location address.

|             |                  |
|-------------|------------------|
| Street *    |                  |
| 505 Hill Rd |                  |
| City *      | State/Province * |
| Harwinton   | Connecticut      |
| Zip Code *  | Office Number    |
| 06791       |                  |

|          |        |
|----------|--------|
| Previous | Submit |
|----------|--------|

Cancel

User Information

Warning

 This email address is already being used. Click the button to go back and enter a new email address.

Go Back

Mobile

(897) 868 - 8687

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 \*

johnsmith@gmail.com

Please enter your office address. If you work out of multiple locations, please enter the primary location address.

Street \*

505 Hill Rd

City \*

Harwinton

State/Province \*

Connecticut

Zip Code \*

06791

Office Number

Previous

Submit

Cancel





Step 7:

- 1. Once submitted, a confirmation screen will display.  
**Note:** If there is already an account associated with that email an Oops! page will display.
- 2. Check email and click link within to complete setup.



Confirmation

You're almost there. 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.

Done



Dear Ruth,

Welcome to the ConnectiCare Provider Portal. Your portal user account is now ready. You will need to create a password before you can sign in.

Your username is RGoneh@connecticare.com.

[Create your password](#)

Once you're signed in, you will be able to add new users, check member eligibility and access any other functions that are enabled for your role or user type.

If you have any questions or need more information, please [view our quick guide](#) for help or [view the training section](#) of our website.

Thank you for your partnership in caring for our members.

ConnectiCare

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

If you don't recognize this request, call ConnectiCare Provider Services at (866) 614-6040, from 8 a.m. to 6 p.m., Monday to Friday.

#### KEEP IN TOUCH





Step 8:

1. Change Password.
2. Accept terms and conditions and click **Next**.
3. Once done, the user will be signed into the portal.

## 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



ConnectiCare

Lucy Livingston

HomeMember ManagementReferralsPreauthorizationsClaimsUser ManagementProvider ProfileMessage CenterDocuments

Hands of a doctor and a patient

Welcome to the  
ConnectiCare Provider Portal

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

Updates and Reminders

News Feed for provider

Read More

D-SNP provider training needs to be  
completed by April 30

Read More

The latest COVID-19 updates

Read More

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

Risk Adjustment  
(Collabor8 Program)

12

Thank  
You