

Carelton MBM provider portal: MFA step by step

Table of Contents

Section 1: Login with MFA

Section 2: Register with MFA (new users)





Section 1: Login with MFA

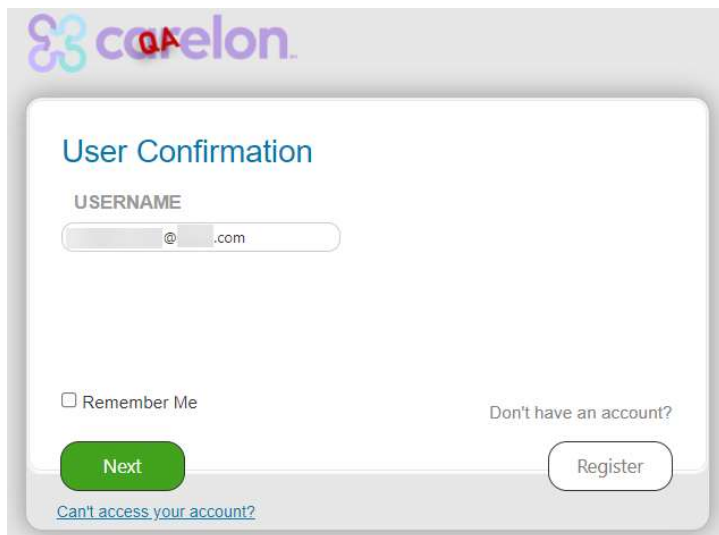
Note: Carelon maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.



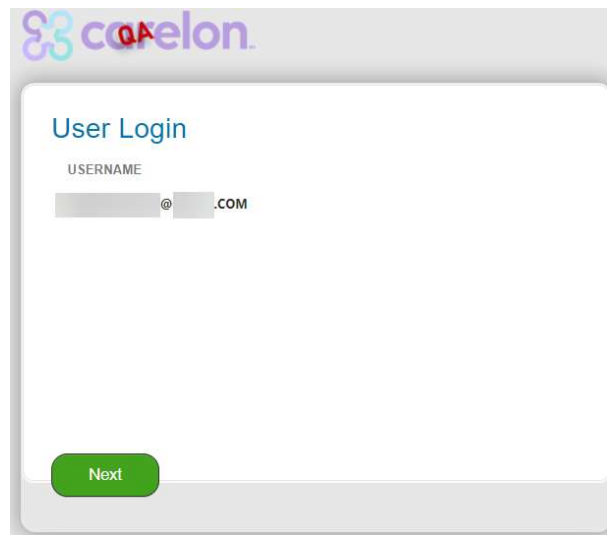
Provider portal – *Log in*

User Confirmation and Login:

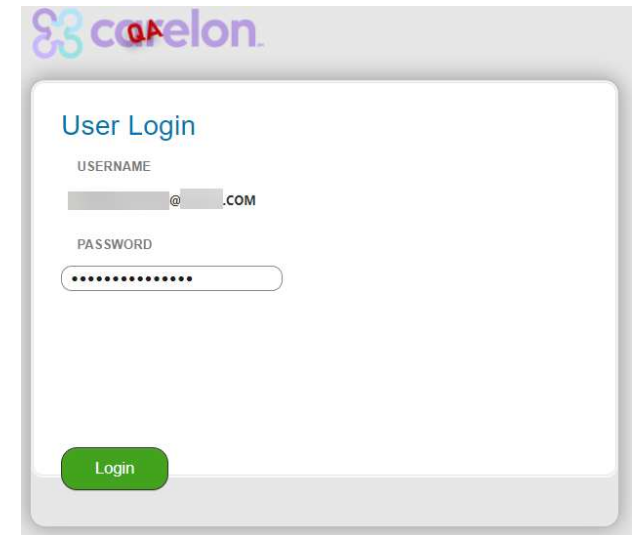
- ✓ Enter username and password and click on Login button



The User Confirmation screen features the Carelon logo at the top left. Below it, the title "User Confirmation" is displayed. A "USERNAME" label is positioned above a text input field containing "@.com". At the bottom left, there is a checkbox labeled "Remember Me" and a green "Next" button. At the bottom right, there is a "Register" button and a link that says "Can't access your account?".



The first User Login screen shows the Carelon logo at the top left. The title "User Login" is centered. Below it, a "USERNAME" label is above a text input field containing "@.COM". At the bottom center, there is a green "Next" button.



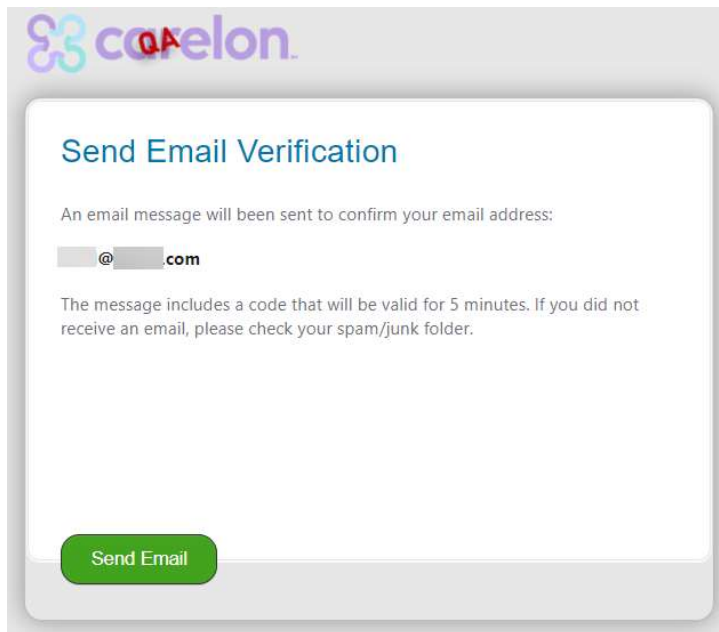
The second User Login screen shows the Carelon logo at the top left. The title "User Login" is centered. Below it, a "PASSWORD" label is above a password input field filled with dots. At the bottom center, there is a green "Login" button.



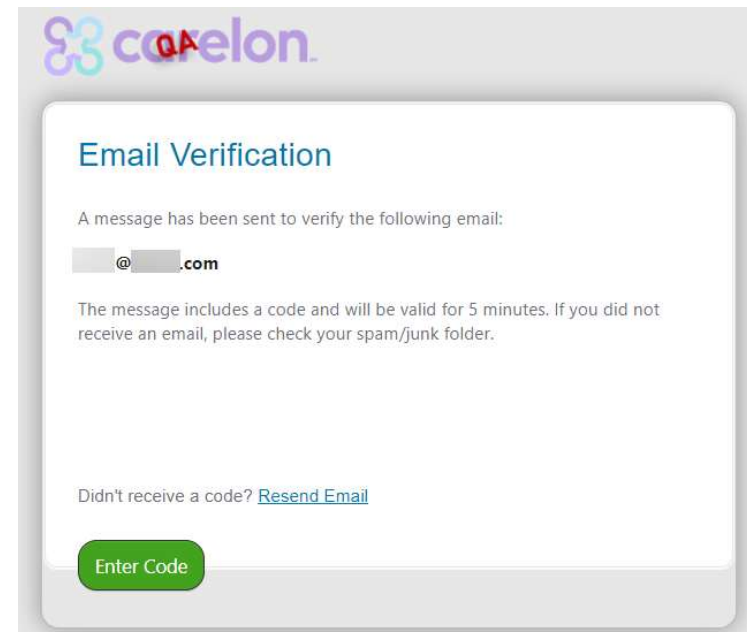
Provider portal – *Log in*

Email Verification:

- ✓ Click Send Email to receive a verification code
- ✓ Click Enter Code to enter the code received



The screenshot shows the 'Send Email Verification' screen. At the top is the Caelon logo. Below it, the title 'Send Email Verification' is displayed. The text states: 'An email message will be sent to confirm your email address:'. Below this is a placeholder for an email address, showing '@' and '.com'. The text continues: 'The message includes a code that will be valid for 5 minutes. If you did not receive an email, please check your spam/junk folder.' At the bottom, there is a green button labeled 'Send Email'.



The screenshot shows the 'Email Verification' screen. At the top is the Caelon logo. Below it, the title 'Email Verification' is displayed. The text states: 'A message has been sent to verify the following email:'. Below this is a placeholder for an email address, showing '@' and '.com'. The text continues: 'The message includes a code and will be valid for 5 minutes. If you did not receive an email, please check your spam/junk folder.' Below this text is a link that says 'Didn't receive a code? Resend Email'. At the bottom, there is a green button labeled 'Enter Code'.



Provider portal – *Log in*

Email Verification:

- ✓ Enter the verification code received and click Verify Code to complete your login to provider portal



Hi S [REDACTED],

You have requested a code to sign in to Carelon MBM provider portal. To finish signing in, enter the provided code.

This code expires in 5 minutes.

Enter the code: **579956**

If you did not request this email, please contact Carelon MBM provider portal support at webcustomerservice@carelon.com or (800) 252-2021.



Email Verification

A message has been sent to verify the following email:

[REDACTED]@ [REDACTED].com

The message includes a code and will be valid for 5 minutes. If you did not receive an email, please check your spam/junk folder.

VERIFICATION CODE

1 [REDACTED] 5

Didn't receive a code? [Resend Email](#)

Verify Code





Section 3: Register with MFA (new users)

Note: Carelon maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.

Provider portal – *Registration*

Carelon Medical Benefits Management home page

<https://www.carelon.com/capabilities/medical-benefits-management>

The provider portal can be accessed from various locations

- ✓ Carelon Insights as shown here:
<https://www.careloninsights.com/sign-in-or-register>
- ✓ Direct url:
<https://www.providerportal.com/>



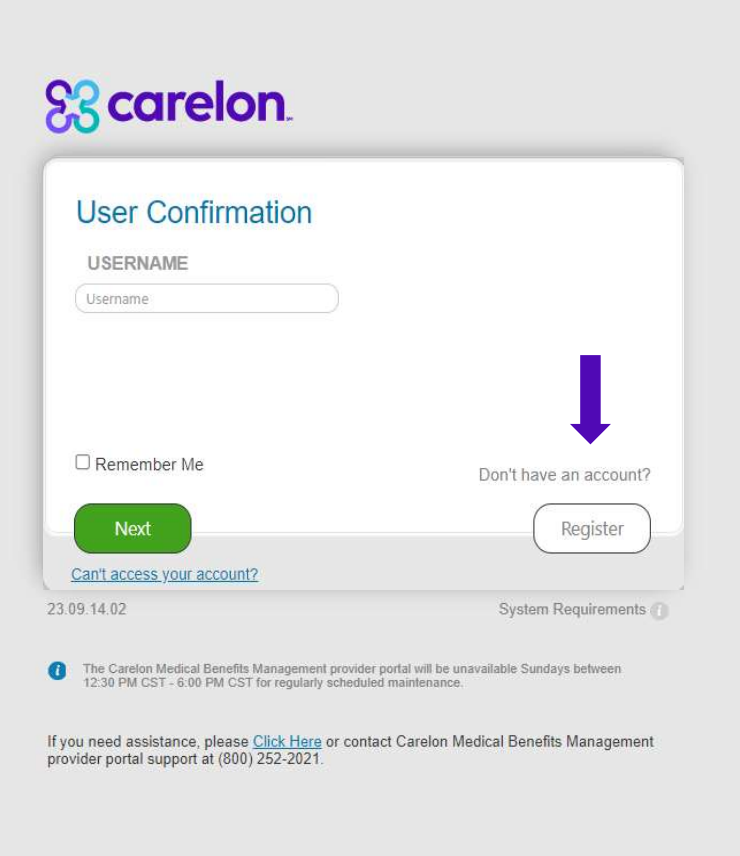
Carelon Medical Benefits Management 2026

A screenshot of the Carelon Medical Benefits Management website. The header includes the Carelon logo and navigation links: "What We Offer", "Who We Are", "Perspectives", and "Contact Us". Below the header is a navigation bar with four tabs: "Behavioral Health", "CarelonRx", "MBM" (which is selected and underlined), and "Palliative Care". The main heading is "Sign in or register". Below this is the section "Medical benefits management". Underneath is "Specialty care", which is noted as being "Offered through Carelon Medical Benefits Management (Formerly AIM Specialty Health)". There are two main content boxes. The first box is titled "Provider portal" and contains the text "Submit a new case for prior authorization, or check on an existing one." with a purple "Sign in" button below it. The second box is titled "Clinical guidelines and pathways" and contains the text "Access the evidence-based criteria used in our review process." with a purple "Visit" button below it. A large purple arrow points from the text in the first list item of the left column to the "Sign in" button in the "Provider portal" box.

Provider portal – *Registration*

Once the portal is accessed, the User Confirmation page will be displayed

- ✓ If new user, click the Register button



The screenshot displays the 'User Confirmation' page of the Carelon provider portal. At the top left is the Carelon logo. The page title 'User Confirmation' is in blue. Below it is a 'USERNAME' section with a text input field containing the placeholder 'Username'. To the right of the input field is a large purple arrow pointing downwards. Below the input field is a checkbox labeled 'Remember Me'. At the bottom left is a green 'Next' button. At the bottom right is a 'Register' button. Below the 'Next' button is a link that says 'Can't access your account?'. At the top right of the page is a link that says 'Don't have an account?'. At the bottom left of the page is the date '23.09.14.02'. At the bottom right of the page is a link that says 'System Requirements' with an information icon. At the bottom of the page is a notice: 'The Carelon Medical Benefits Management provider portal will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance.' Below the notice is a line of text: 'If you need assistance, please [Click Here](#) or contact Carelon Medical Benefits Management provider portal support at (800) 252-2021.'



Provider portal - *Registration*

Section 1: Login Information

- ✓ Enter first name and last name
- ✓ Enter email to be used as username when logging into portal
- ✓ Create password

NOTE: Email must be valid to complete the registration

Register

Contact Web Customer Service
Caredon Medical Benefits Management (800) 252-2021

Login Information

First Name *
Last Name *

Email (Username) * ⓘ

Password * ⓘ
Confirm Password *

- ✓ Cannot be less than 8 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number (0-9)
- ✓ At least one symbol (e.g., !@#%&*')
- ✓ Cannot contain all or part of email (username)
- ✓ Does not contain first name
- ✓ Does not contain last name
- ✓ No consecutive identical characters (e.g., aa, AA, 11, 99)

Create a password using the following guidelines:

- Use a passphrase (unrelated words)
- Use a combination of letters, numbers, and symbols
- Make the password unique and never used on other applications
- Try not to use parts of a previous password
- Consider this password may have been exposed in unrelated data breaches



Provider portal - *Registration*

Section 2: User Details

- ✓ Select user role
- ✓ Enter user contact details such as address and phone number

User Details

User Role * 

Select 

Organization Name *

Address 1 *

Address 2 (Optional)

City * State * Zip Code *



Contact Email * 

☐ Use email from Login information

Phone * Ext Fax *

Max 7 digits



User Details

User Role * 

Select 

Ordering Provider

Servicing Provider

Health Plan Representative

Genetic Counselor



Provider portal – *Registration (health plan representatives)*

Section 3: Health plan details

If user role = Health plan representative:

- ✓ Select the associated health plan



The screenshot shows a web form titled "Health Plan Details" in purple. Below the title is a label "Health Plan*" in black. Underneath the label is a dropdown menu with a light gray border and a small downward arrow on the right. The text "Select" is visible inside the dropdown menu.



Provider portal – *Registration (providers)*

Section 3: Health plan details

If user role = ordering provider, servicing provider, or genetic counselor:

- ✓ Enter one of the following Provider Identifiers
 - TIN
 - Group TIN
 - NPI
 - Group NPI
 - Provider ID

Health Plan Details

Please enter one valid Provider Identifier to associate your account with the available Health Plans. If your Health Plan is not displayed please contact Web Customer Service at 1-800-252-2021.

Provider Identifier * ?

Tax ID (TIN)

Group TIN

NPI

Group NPI

Provider ID



Provider portal – *Registration (providers)*

Section 3: Health plan details

Based on the provider Identifier entered, the system will display a list of health plans.

- ✓ Select one or more health plans to associate with the user profile

Provider Identifier * 

Tax ID (TIN) ▼	123456789
----------------	-----------

Confirm the Health Plans your Facility is associated with.
If a Health Plan is not displayed, enter another type of Provider Identifier.

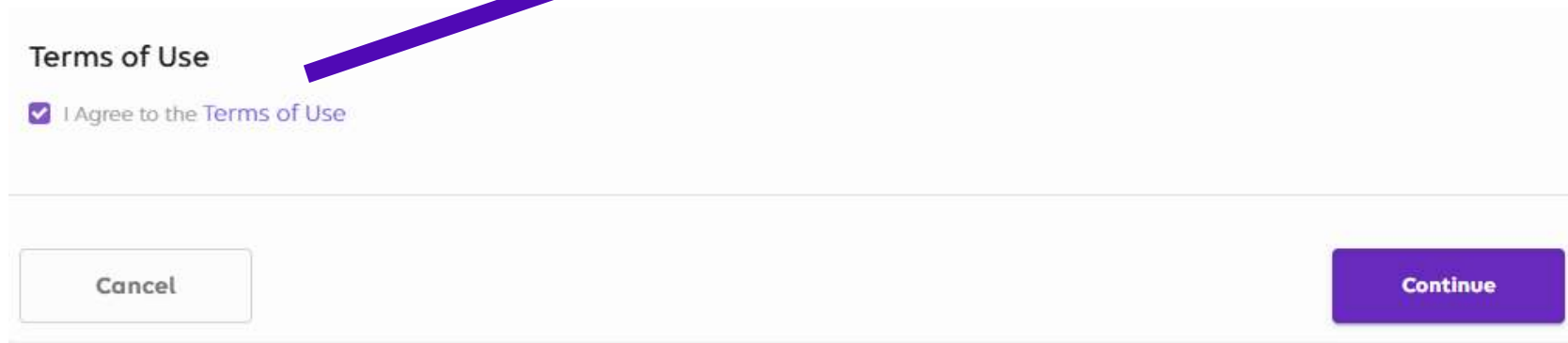
- ☒ **Health Plan 1**
- ☒ **Health Plan 2**



Provider portal - *Registration*

Section 4: Terms of use

- ✓ Click link to review Terms of Use
- ✓ Select the checkbox to agree to Terms of Use
- ✓ Click Next button to continue



Terms of Use

☒ I Agree to the [Terms of Use](#)

[Cancel](#) [Continue](#)



Terms of Use

These Terms of Use ("Terms") apply to those mobile applications and websites that we operate (each an "Application") and that contain a link to these Terms. By using our Applications you are agreeing to the following:

USE OF THIS APPLICATION

The contents of this Application -- whether the content is ours or is licensed to us by a third party -- are protected by copyright. We authorize you to view and download material on this Application solely for your own use. You may not sell or modify the material or otherwise use it for any commercial purpose.

You will not use this Application in violation of any laws, including the fraud and abuse or anti-kickback provisions of the federal Medicare and Medicaid laws.

You will not, and will not permit anyone else to: (1) modify, adapt, alter, translate, or create derivative works of this Application; (2) use or merge this Application, or any component or element of this Application, with other software, databases, or services.



Questions

If you have questions and comments, or if you believe that your confidentiality has been breached or that any of your communications have been intercepted, or you wish to notify us



Provider portal - *Registration*

Registration Summary:

- ✓ Review details prior to submitting registration
- ✓ Click on Submit Registration button to receive:
 - Email with one-time verification code
 - Email verifying the registration

Register

Contact Web Customer Service

Carelon Medical Benefits Management (800) 252-2021

Review Registration Summary

[Print](#)

! Please review your information and click on Submit Registration button to complete the registration process.

Submit Registration

Login Information

First Name First	Last Name Last
Email (Username) hprep@healthplan.com	
Password *****	☐ Show Password

User Details

Organization Name
Health Plan USA

Address
123 Main Street
Chicago, IL 60606

Contact Email
hprep@healthplan.com

Phone 800-252-2021	Ext -	Fax 800-252-2021
-----------------------	----------	---------------------

User Role

User Role
Health Plan Representative

Health Plan Details

Health Plan
[Redacted]



Provider portal - *Registration*

One-time verification passcode:

- ✓ An email with a one-time verification code will be sent to the email address entered in Login Information section



Action Required: One-time verification code

Hi [redacted],

You are receiving this email because a request was made for a one-time code that can be used for authentication.

Please enter the following code for verification:

2 [redacted] 8

If you did not request this email, please contact Carelon MBM provider portal support at webcustomerservice@carelon.com or (800) 252-2021.



Provider portal - *Registration*

Confirm

Verify Your Email

A code has been sent to verify your email address:

_____.COM

If you have not received an email, check your spam/junk folder.

If you still have issues, check with your email administrator to ensure emails can be received from the following email address: noreply@okta.com

Enter Code *

Didn't receive a code?

[Resend Email](#)

[Return to login](#)

[Verify Code](#)

Registration confirmation:

- ✓ Enter the code received in the one-time verification code email
- ✓ Click on Verify Code button to complete registration

Confirm

Check Your Email

Your Portal registration has been submitted.

What happens now?

Your account is being reviewed for approval. If additional information is needed, the Web Customer Service team will contact you. A confirmation email will be sent to you with more details about your registration request.

Please Note

If you do not receive an email within 30 minutes, please contact Web Customer Service at 1-800-252-2021



Provider portal - *Registration*

Registration Verification email:

- ✓ Review the registration verification email received
- ✓ The new account will be reviewed by the customer service team before access is granted.

Carelon Medical Benefits Management Registration Verification

webcustomerservice@carelon.com <webcustomerservice@carelon.com>
to [redacted]@carelon.com

Thank you for registering for the Carelon Medical Benefits Management provider portal!

Please be reminded that you have agreed to the following in connection with your registration:

- I am authorized by my organization and by the ordering providers I have linked to my account to register with Carelon Medical Benefits Management;
- The information I have provided as part of my registration is accurate and I will immediately update this information through the Profile Manager in the event any of this information becomes inaccurate;
- I am authorized to access information, including protected health information, on behalf of my organization and the ordering providers linked to my account through the provider portal;
- In using the provider portal, I will only access the minimum amount of information necessary to perform a permitted treatment, payment or other health care operations activity;
- In the event I obtain access to information that I am not authorized to view, I will immediately notify Carelon at 1-800-252-2021;

Failure to abide by the terms of this Usage Agreement may result in immediate termination of my and my organization's access to the provider portal.

PLEASE PRINT THIS AGREEMENT FOR YOUR RECORDS.

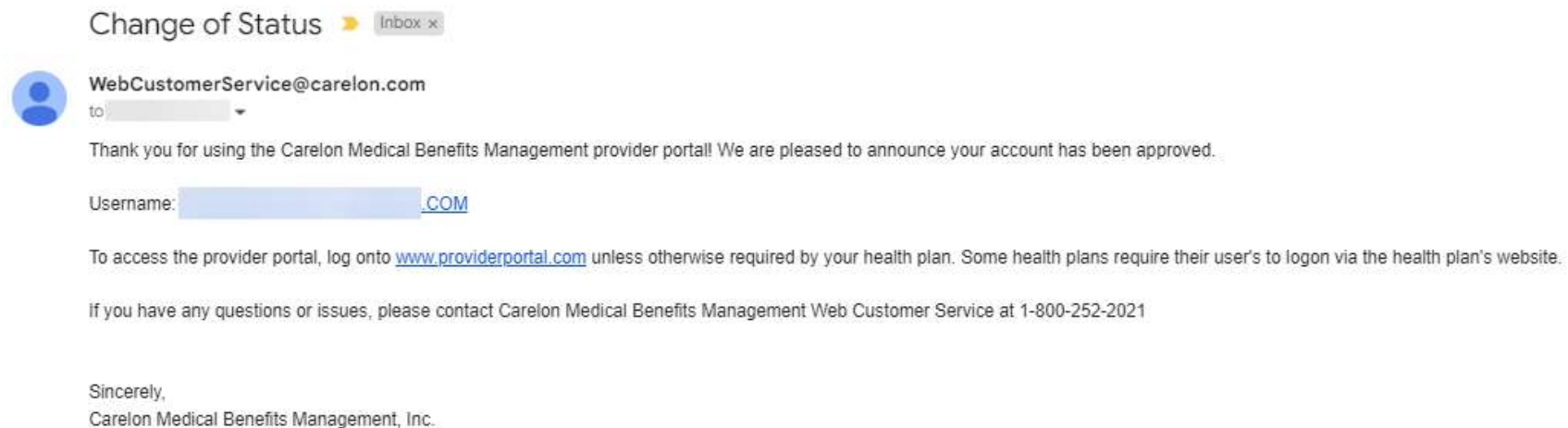
An administrator will need to review your account and upon approval you will receive instructions on next steps.



Provider portal - *Registration*

Registration complete:

- ✓ Open the email indicating that the new account has been approved and the registration process is complete.
- ✓ Log in to the Carelon Medical Benefits Management provider portal



Provider portal - *Registration*

Privacy Policy: <https://www.careloninsights.com/privacy>

Privacy

PERSONAL INFORMATION (INCLUDING SOCIAL SECURITY NUMBER) PRIVACY PROTECTION POLICY

We are committed to safeguarding the Personal Information we receive from our customers and associates. We impose standards to maintain the confidentiality of Personal Information. And we use physical, technical, and administrative safeguards to protect it.

Personal Information is information that can be connected to you through certain identifiers, which can include: name, Social Security number (SSN), driver's license, state identification card, account, credit/debit card, passport or alien registration numbers — among other items. Personal Information does NOT include publicly available information that is lawfully made available to the general public from federal, state or local government records, or widely distributed media.

Our policies prohibit the unlawful disclosure of Personal Information. We share it externally only where federal and state law allows or requires it. Internally, it's our policy to limit the access, use and disclosure of Personal Information to be in line with the job duties of our associates, as well as applicable law.

If you have questions about this, email us at privacy.office@carelon.com.

California Consumer Privacy Act (CCPA) Privacy Notice and Virginia Consumer Data Protection Act (VCDPA) Notice (Note: These privacy notices are not applicable to your health plan. Health plan members and applicants should refer to their plan's HIPAA Notice of Privacy Practices.)

[Privacy Notice for California Residents](#)
[Privacy Notice for Virginia Residents](#)



Questions

If you have questions and comments, or if you believe that your confidentiality has been breached or that any of your communications have been intercepted, or you wish to notify us regarding a suspected violation of these Terms, please contact us at privacy.office@carelon.com

Privacy

PERSONAL INFORMATION (INCLUDING SOCIAL SECURITY NUMBER) PRIVACY PROTECTION POLICY

We are committed to safeguarding the Personal Information we receive from our customers and associates. We impose standards to maintain the confidentiality of Personal Information. And we use physical, technical, and administrative safeguards to protect it.

Personal Information is information that can be connected to you through certain identifiers, which can include: name, Social Security number (SSN), driver's license, state identification card, account, credit/debit card, passport or alien registration numbers — among other items. Personal Information does NOT include publicly available information that is lawfully made available to the general public from federal, state or local government records, or widely distributed media.

Our policies prohibit the unlawful disclosure of Personal Information. We share it externally only where federal and state law allows or requires it. Internally, it's our policy to limit the access, use and disclosure of Personal Information to be in line with the job duties of our associates, as well as applicable law.

If you have questions about this, email us at privacy.office@carelon.com.

California Consumer Privacy Act (CCPA) Privacy Notice and Virginia Consumer Data Protection Act (VCDPA) Notice (Note: These privacy notices are not applicable to your health plan. Health plan members and applicants should refer to their plan's HIPAA Notice of Privacy Practices.)

[Privacy Notice for California Residents](#)
[Privacy Notice for Virginia Residents](#)



Questions

If you have questions and comments, or if you believe that your confidentiality has been breached or that any of your communications have been intercepted, or you wish to notify us regarding a suspected violation of these Terms, please contact us at privacy.office@carelon.com

