

Carelon MBM provider portal: MFA step by step

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Section 1: Update account to use MFA (existing 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 – *Update to MFA*

User Confirmation and Login:

- ✓ You will only be prompted to update to MFA when you have been flagged to migrate as part of the rollout plan
- ✓ Enter existing username and password and click on Login button

QA Carelon

User Confirmation

USERNAME

P 03

Remember Me [Don't have an account?](#)

[Next](#) [Register](#)

[Can't access your account?](#)

QA Carelon

User Login

USERNAME

P 03

PASSWORD

.....

Remember Me [Don't have an account?](#)

[Login](#) [Register](#)

[Can't access your account?](#)



Provider portal – *Update to MFA*

Update Account to MFA:

- ✓ Enter first name, last name and an email address to use as a username
- ✓ Confirm email address and create a new password

Account Update Needed

As an added layer of protection, Carelon will now require you to set up multi-factor authentication to keep your account secure. As part of this update, your username will be an email address. Please enter an email address to use when logging in to provider portal going forward.

FIRST NAME	LAST NAME
<input type="text" value="FirstName"/>	<input type="text" value="LastName"/>

EMAIL ADDRESS

CONFIRM EMAIL ADDRESS

[Next](#)

Confirm Account & Password

Verify your account information:

Select a password that is memorable but difficult for another person to guess.

ENTER PASSWORD

- ✓ Cannot be less than 8 characters
- ✓ At least one lower case letter

CONFIRM PASSWORD

- ✓ At least one uppercase letter
- ✓ At least one number (0-9)
- ✓ At least one symbol (e.g., !@#%&*)
- ✓ Cannot contain part of username
- ✓ Does not contain first name
- ✓ Does not contain last name

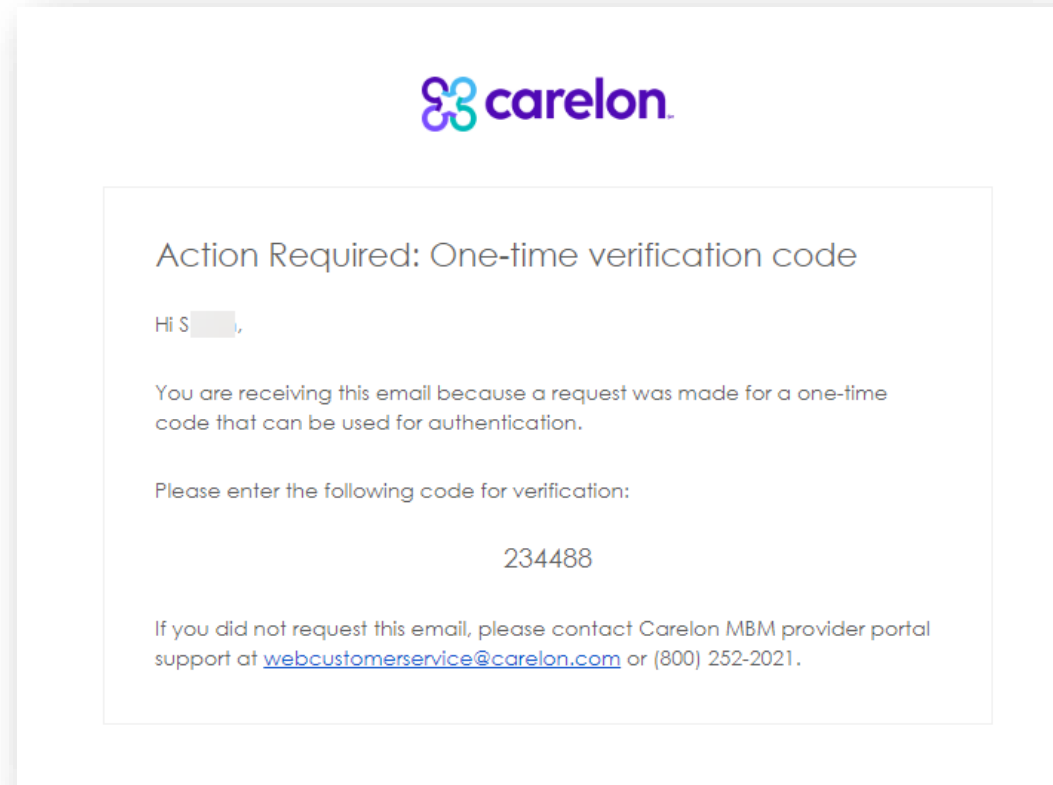
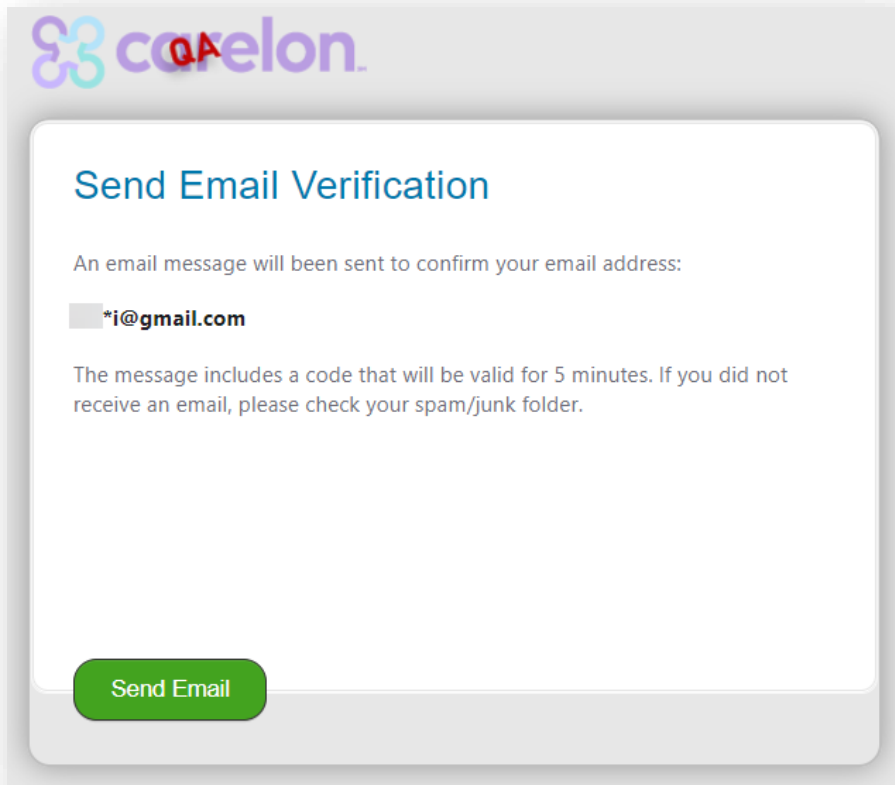
[Next](#) [Back](#)



Provider portal – *Update to MFA*

Email Verification:

- ✓ Click Send Email to receive a verification code



Provider portal – *Update to MFA*

Email Verification:

- ✓ Click Enter Code button to enter the code received
- ✓ Enter the code and click Verify Code button to confirm account was updated
- ✓ Click Return to Login button to login to provider portal with your new username and password

Email Verification

A message has been sent to verify the following email:

██████████@██████████.com

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

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

[Enter Code](#)

Email Verification

A message has been sent to verify the following email:

██████████@██████████.com

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

VERIFICATION CODE

OTP

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

[Verify Code](#)

Account Updated

Changes can be made at any time on the profile page...

[Return to Login](#)





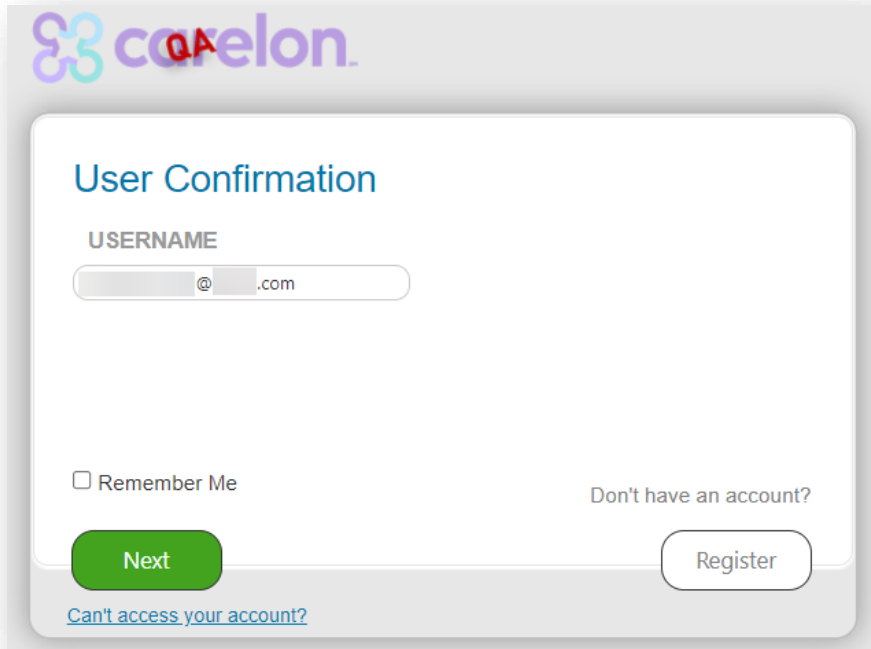
Section 2: Login with MFA

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

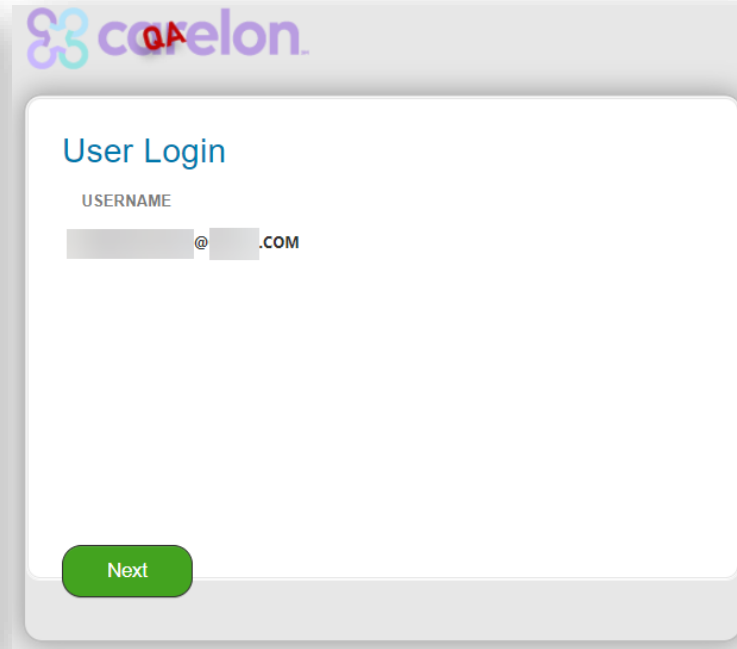
Provider portal – *Log in*

User Confirmation and Login:

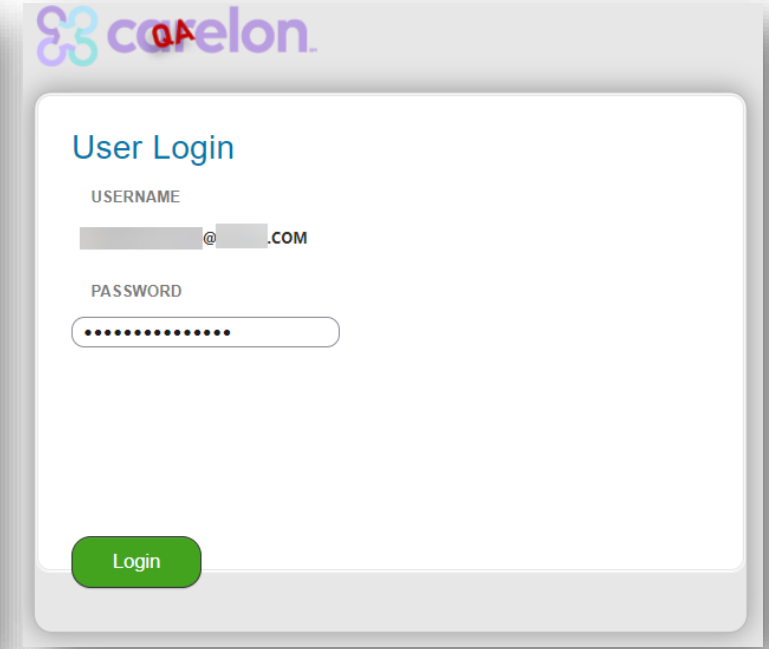
- ✓ Enter username and password and click on Login button



The screenshot shows the 'User Confirmation' screen. At the top left is the Carelon logo with 'QA' in red. The title 'User Confirmation' is in blue. Below it is a 'USERNAME' label and a text input field containing '@.com'. At the bottom left is a checkbox labeled 'Remember Me' and a green 'Next' button. At the bottom right is a link 'Don't have an account?' and a white 'Register' button. At the very bottom left is a link 'Can't access your account?'.



The screenshot shows the 'User Login' screen. At the top left is the Carelon logo with 'QA' in red. The title 'User Login' is in blue. Below it is a 'USERNAME' label and a text input field containing '@.COM'. At the bottom center is a green 'Next' button.



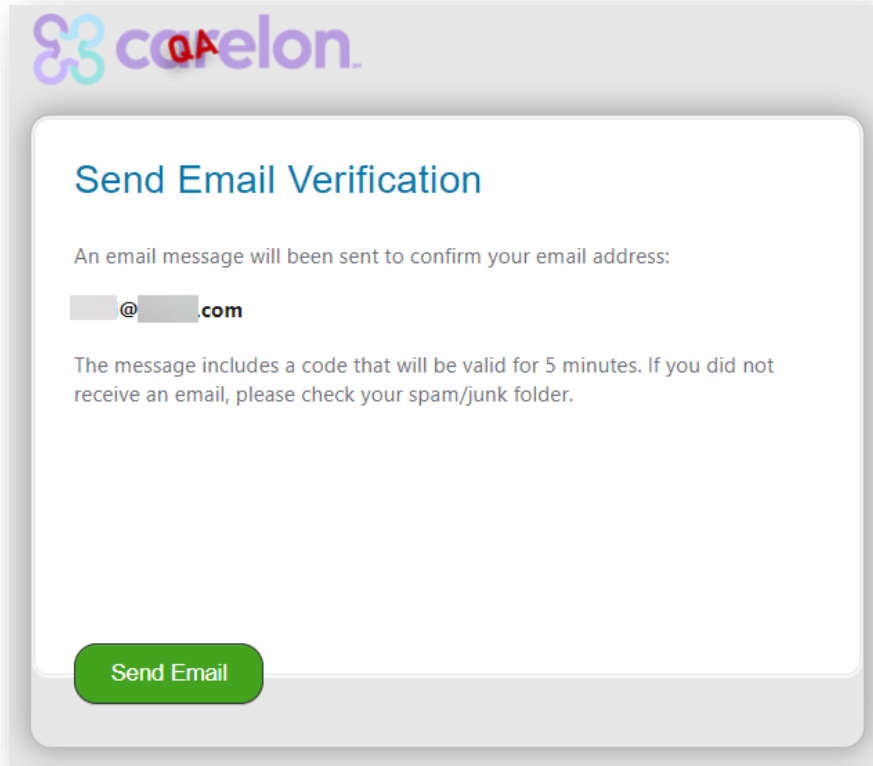
The screenshot shows the 'User Login' screen. At the top left is the Carelon logo with 'QA' in red. The title 'User Login' is in blue. Below it are two input fields: 'USERNAME' with '@.COM' and 'PASSWORD' with a masked password '.....'. At the bottom center is a green 'Login' button.



Provider portal – *Log in*

Email Verification:

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



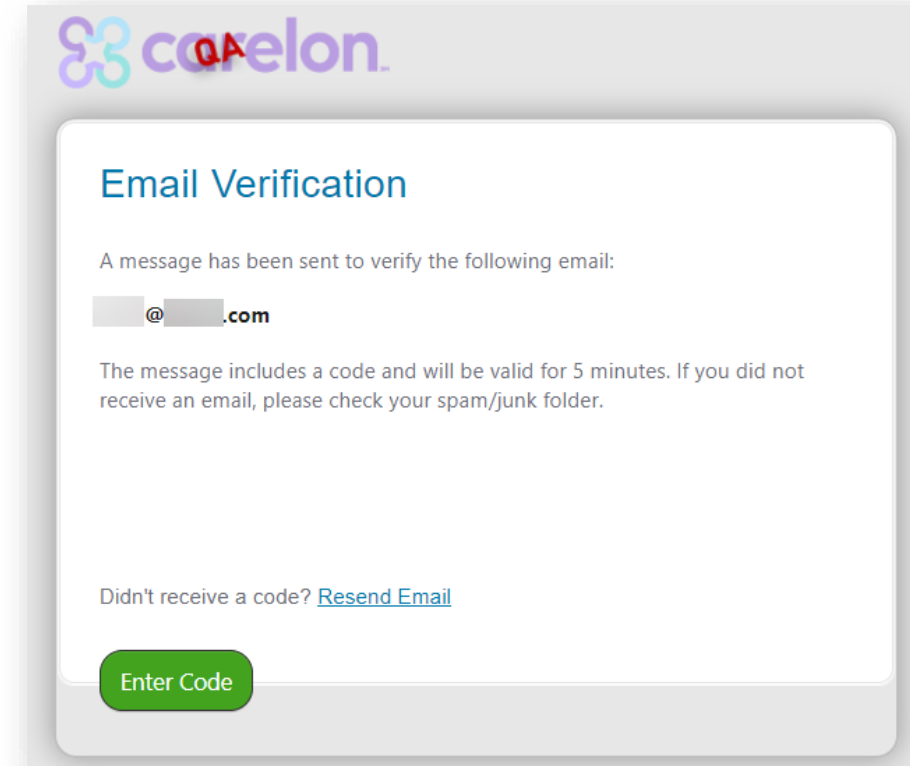
Send Email Verification

An email message will be sent to confirm your email address:

[redacted]@[redacted].com

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.

[Send Email](#)



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.

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

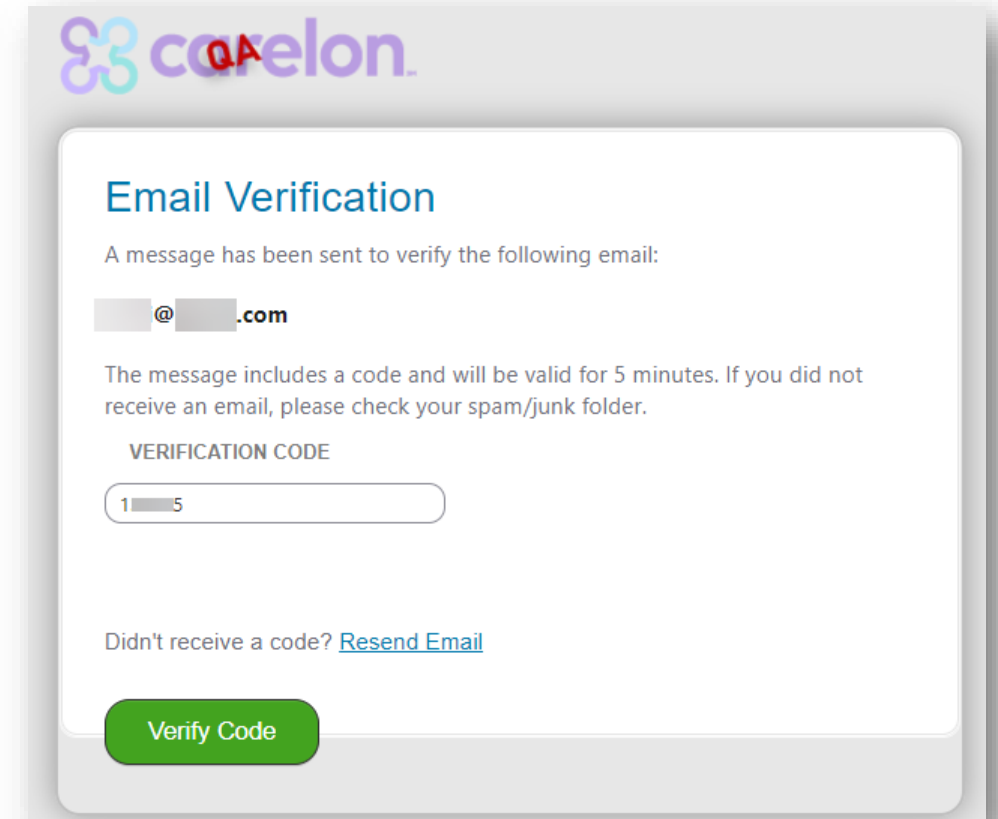
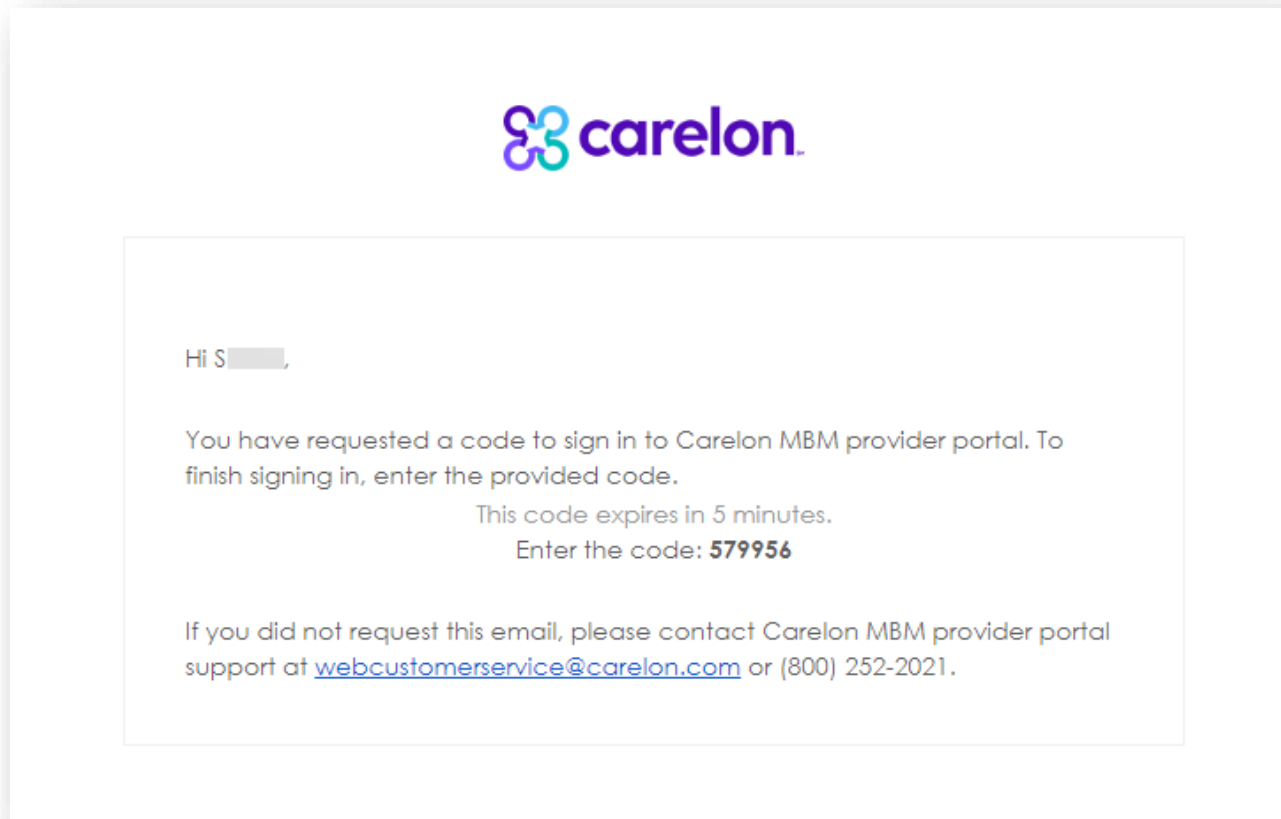
[Enter Code](#)



Provider portal – *Log in*

Email Verification:

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





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.

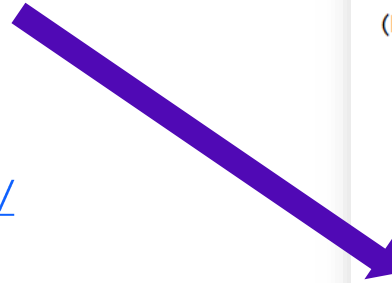
Provider portal – *Registration*

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/>



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Sign in or register

Find the site you want to sign into below.

Medical benefits management: Specialty care

Offered through Carelon Medical Benefits Management

(Formerly AIM Specialty Health)

Provider portal
Submit a new case for prior authorization, or check on an existing one

Clinical guidelines and pathways
Access the evidence-based criteria used in our review process.

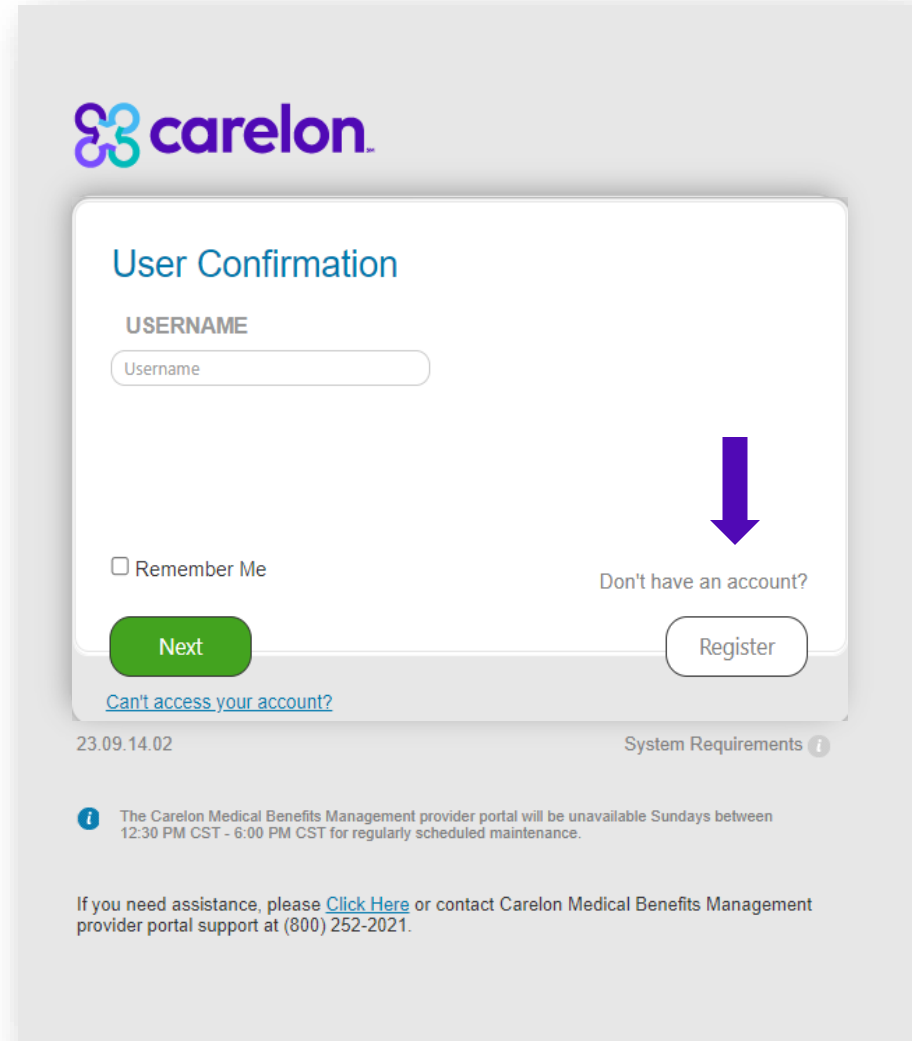
Login Visit



Provider portal – *Registration*

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

✓ Click “Register”



The screenshot shows the Carelon User Confirmation page. At the top left is the Carelon logo. The main heading is "User Confirmation". Below it is a "USERNAME" label and a text input field containing "Username". To the right of the input field is a large blue downward-pointing arrow. 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: "Can't access your account?". At the bottom right is a link: "System Requirements" with an information icon. At the bottom of the page is a maintenance 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 that is a support message: "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
- ✓ Answer security questions

NOTE: Email must be valid to complete the registration

The screenshot shows the 'Register' page for Carelon Medical Benefits Management. The page is titled 'Register' and includes a 'Contact Web Customer Service' section with the phone number (800) 252-2021. The main section is '1. Login Information' and contains the following fields and validation rules:

- FIRST NAME**: Input field
- LAST NAME**: Input field
- EMAIL**: Input field with an information icon (i)
- PASSWORD**: Input field with an information icon (i). Validation rules:
 - ✗ 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 be the same as Email
- CONFIRM PASSWORD**: Input field
- SECURITY QUESTION 1**: Dropdown menu with an information icon (i). The current selection is 'Select'.
- ANSWER**: Input field



Provider portal - *Registration*

Section 2: User Details

- ✓ Select user role
- ✓ Enter all required fields such as organization, address, and phone number

2. User Details

USER ROLE ⓘ
Select

ORGANIZATION NAME
[Text Input]

ADDRESS 1
[Text Input]

ADDRESS 2 (optional)
[Text Input]

CITY [Text Input] STATE [Select] ZIP CODE [Text Input]

CONTACT EMAIL ⓘ
[Text Input]

Use email from Login information

PHONE [Text Input] EXT (optional) [Text Input] FAX [Text Input]

Dropdown menu for USER ROLE:
Select
Select
Ordering Provider
Servicing Provider
Health Plan Representative
Genetic Counselor

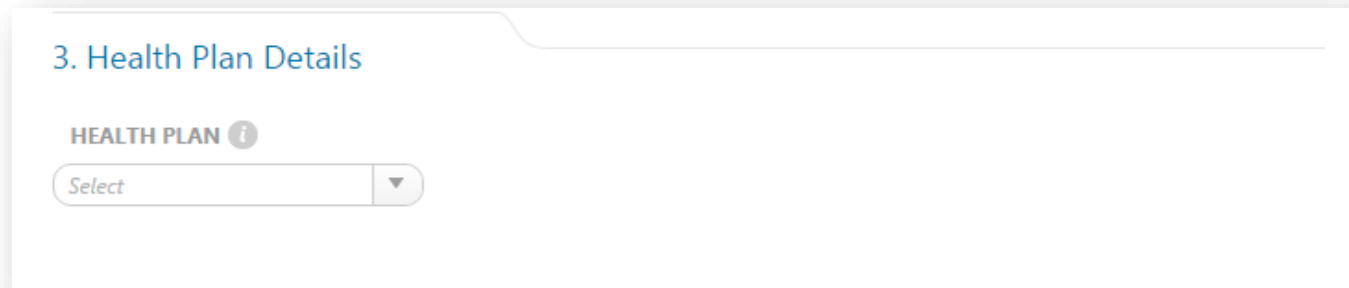


Provider portal – *Registration (health plan representatives)*

Section 3: Health plan details

If user role = Health plan representative:

- ✓ Select the associated health plan



3. Health Plan Details

HEALTH PLAN ⓘ

Select ▼



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

3. Health Plan Details

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

PROVIDER IDENTIFIER ⓘ

Select

Select

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

3. Health Plan Details

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

PROVIDER IDENTIFIER ⓘ

Tax ID (TIN)

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

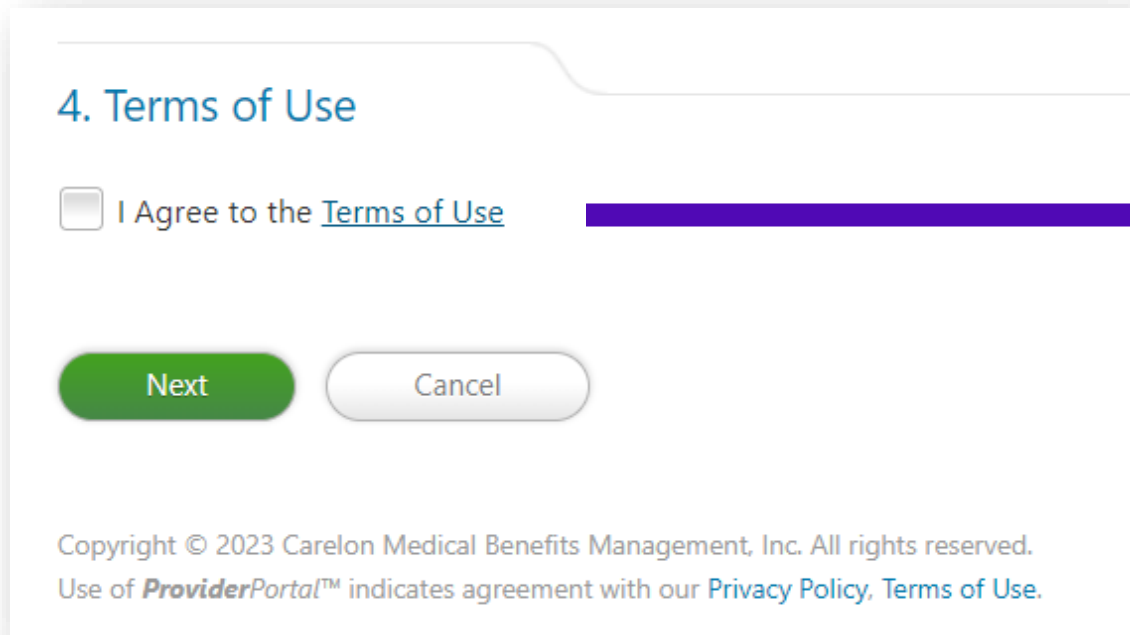
Health Plan 2



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' to continue.

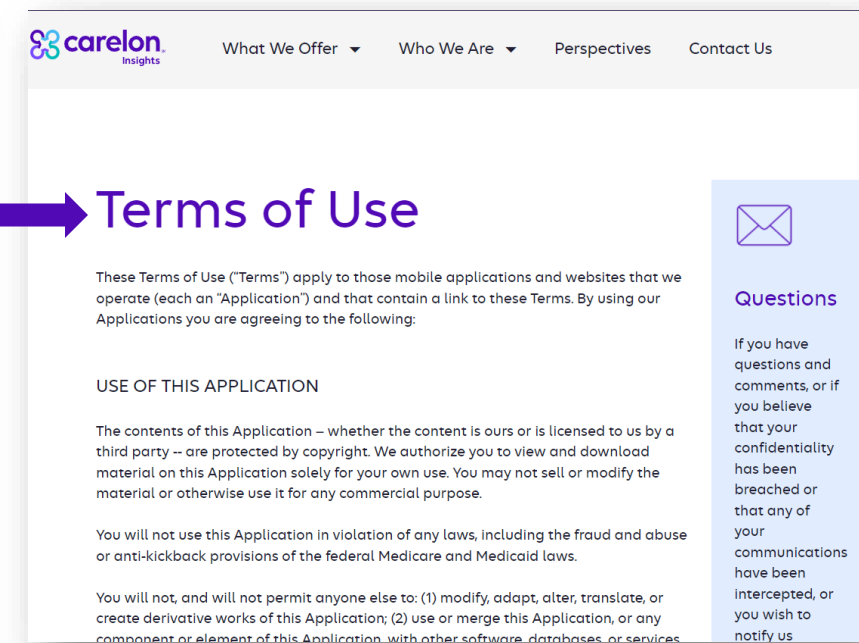


4. Terms of Use

I Agree to the [Terms of Use](#)

Next Cancel

Copyright © 2023 Carelon Medical Benefits Management, Inc. All rights reserved.
Use of **ProviderPortal™** indicates agreement with our [Privacy Policy](#), [Terms of Use](#).



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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 “Edit” to make changes if needed
- ✓ Click on “Submit Registration” to receive the following:
 - Email with one-time verification code
 - Email verifying the registration

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

REGISTRATION SUMMARY [Edit](#) | [Print](#)

Login Information

FIRST NAME: **First** LAST NAME: **Last**

USERNAME: **hprep@healthplan.com**

PASSWORD: ***** SHOW PASSWORD

SECURITY QUESTION: **In what city were you born?**

ANSWER: ***** SHOW ANSWER

SECURITY QUESTION: **What is the name of your first pet?**

ANSWER: ***** SHOW ANSWER

SECURITY QUESTION: **What street did you live on in third grade?**

ANSWER: ***** SHOW ANSWER

User Details

USER ROLE: **Health Plan Representative**

ORGANIZATION: **Health Plan USA
Address 1
Chicago, IL 60606**

CONTACT EMAIL: **hprep@healthplan.com**

PHONE: **800-252-2021** EXT: FAX: **800-252-2021**

Health Plan Details

ASSOCIATED HEALTH PLAN

[Submit Registration](#) [Exit Registration](#)



Provider portal - *Registration*

One-time verification passcode:

- ✓ An email with a one-time verification code will be sent to the email address entered in Section 1: Login Information



Action Required: One-time verification code

Hi S [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:

234488

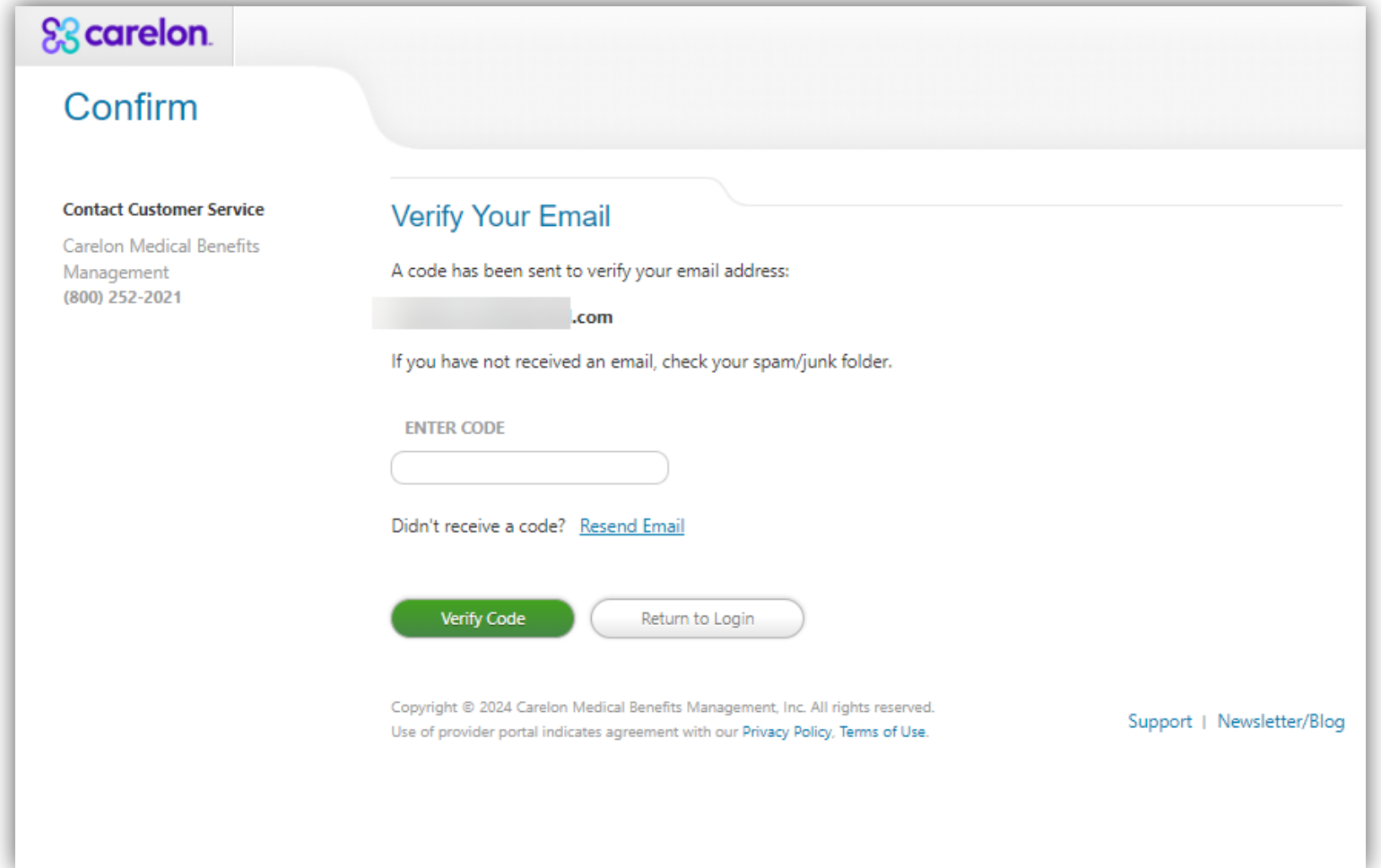
If you did not request this email, please contact Carelon MBM provider portal support at webcustomerservice@carelon.com or (800) 252-2021.



Provider portal - *Registration*

Registration confirmation:

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



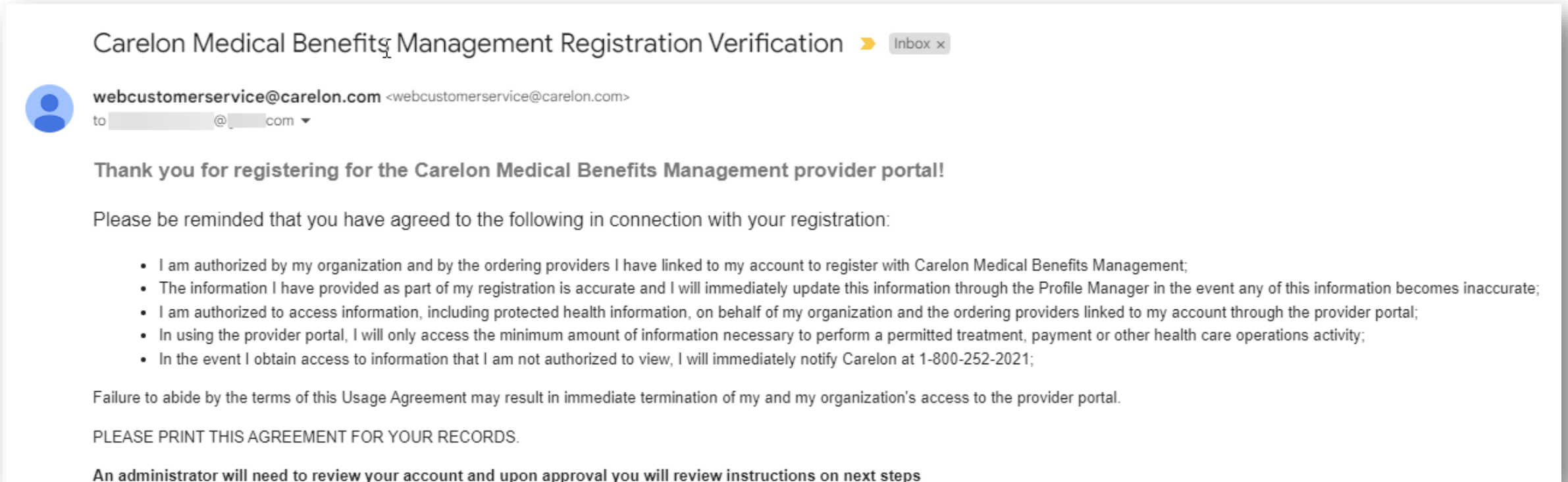
The screenshot shows the 'Confirm' page of the Carelon provider portal. The page is titled 'Confirm' and features the Carelon logo in the top left corner. On the left side, there is a 'Contact Customer Service' section with the text 'Carelon Medical Benefits Management (800) 252-2021'. The main content area is titled 'Verify Your Email' and contains the following text: 'A code has been sent to verify your email address: [redacted].com'. Below this, it says 'If you have not received an email, check your spam/junk folder.' There is an input field labeled 'ENTER CODE'. A link for 'Resend Email' is provided for users who did not receive a code. At the bottom, there are two buttons: 'Verify Code' (a green button) and 'Return to Login' (a grey button). The footer contains copyright information: 'Copyright © 2024 Carelon Medical Benefits Management, Inc. All rights reserved. Use of provider portal indicates agreement with our Privacy Policy, Terms of Use.' and links for 'Support | Newsletter/Blog'.



Provider portal - *Registration*

Registration Verification email:

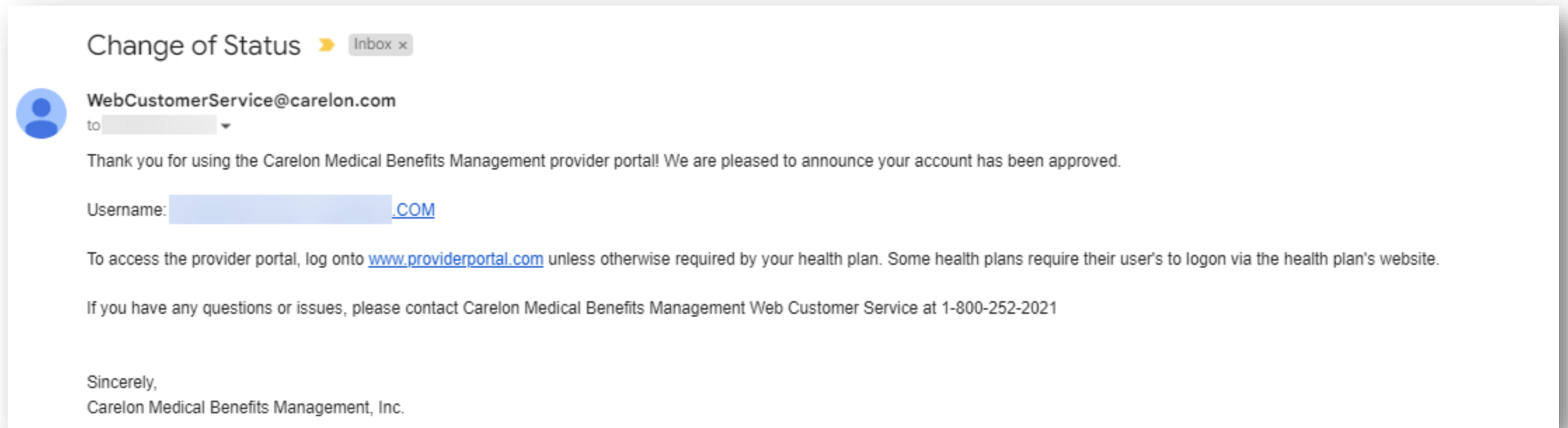
- ✓ A registration verification email will be sent. Review the email for important account information.
- ✓ The new account will be reviewed by the customer service team before access is granted to provider portal.



Provider portal - *Registration*

Registration complete:

- ✓ An email will be sent 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

