

Carelon Medical Benefits Management *ProviderPortal*_{SM} Quick Step Guide

Registering on the *ProviderPortal*

Log on to the *ProviderPortal*

1. Log on to www.providerportal.com – should you have any issues during registration, you may contact Carelon Web Customer Service at 1-800-252-2021.
2. In the lower right-hand corner, click on the **Register** button to complete Sections 1-4 of the registration process.

Section 1 - User Details

1. Enter your **First** and **Last Name**.
2. Choose your **User Role (Ordering Provider)** – there is a drop-down for selection.
3. Enter your **Organization name and address**.
4. Enter your **email address**; required for validation.
5. Enter your **phone** and **fax numbers**.

Section 2 - Login Information

1. Create a **username** and **password**; enter the password again for confirmation.
2. Choose your **Security Questions and Answers** – you must enter all fields.

Section 3 - Application Selection

1. Choose **Health Plan Utilization Review Program**.
2. This will populate the **Provider Identifier** dropdown – the  information circle located next to the Provider Identifier will present this: Enter the Tax ID (TIN) to

locate the associated health plan(s) for your account.

3. All available health plans will be listed with a checkbox to the left of each plan. Multiple health plans may be available and can be selected. **Make sure to choose Blue Cross Blue Shield of Massachusetts.**
4. Click on the dropdown and select the **Provider Identifier**. BCBS Massachusetts requests you register with your TIN(s).
5. Click on **Tax ID (TIN)** – a box will appear for you to enter your TIN. Once the TIN is entered, a plus (+) and minus (-) sign will appear.
 - To enter additional TINs, click on the plus (+) sign and choose Tax ID (TIN) and enter the next TIN; continue to do this until all TINs are entered.

The health plans associated with your TINs will populate. You may leave the health plans checked so the option to enter cases for those health plans is available, or they can remain unchecked. Confirm BCBS Massachusetts is checked so cases can be entered for that health plan.

Section 4 – Terms of Service

1. Click on **I Agree to the Terms of Service** and click **Next**.
2. Your completed form will populate to review the accuracy of your answers. At the top right of the form you may click **Edit** to change your answers or to **Print the form**, if desired. If you clicked **Show Answer** for each field you want saved, you will have a record of your Username, Password, Security Questions and Answers.
3. Click on **Submit Registration**.

Registration Confirmation

1. A confirmation page will populate saying your Portal registration has been submitted. An access key will be sent to the email address provided. Simply click the link in the email to confirm your email address.
2. A message will populate stating your email has been validated. Once your account has been verified, you will receive a second email notifying you of your account activation status and you can then be able to request authorizations via the **ProviderPortal**.

3. Your username and password will expire if not used within 60 days of registration. If you do not receive an email within 30 minutes, please contact Web Customer Service at 1-800-252-2021.

Adding a Health Plan to your Existing *ProviderPortal* Profile

1. When you have already registered on the *ProviderPortal*, but are entering cases for BCBS Massachusetts for the first time, log on to www.providerportal.com with your username and password.
2. **Agree** to the HIPAA Disclaimer.
3. At the top of the home page, click on the center tab “**Manage Your User Profile**”.
4. Under **Health Plan Utilization Review Programs**, your Health Plans will be listed. If you do not find BCBS Massachusetts, click on the **Add New Health Plan** button located to the right.
5. Health Plans available for selection will populate. **Choose HEALTHPLAN** and then enter the TIN or TINs you will use to enter requests. If you do not find BCBS Massachusetts as an option or if you have any other issues while Adding a Health Plan, please contact Carelon Web Customer Service at 1-800-252-2021.
6. Click **Next**.
7. BCBS Massachusetts should now be one of the plans on the Health Plans list.