



Provider Portal Quick Reference Guide: Managing User Access

Set up your TRICARE Prime® Demo by CareSource Military & Veterans™ Provider Portal account by following the instructions in the Provider Portal Solutions Quick Reference Guide found on the <[Quick Reference Materials](#)> page on **CareSourceMilitary.com**> or viewing Provider Education Series: <[Provider Portal Overview](#)> training video.

ASSOCIATE YOUR ACCOUNT

To associate your account with a Provider ID, follow these steps:

1. Select the Provider Type, Practitioner's First Name, Practitioner's Last Name, Tax ID, <TRICARE Prime Demo> Provider Number and Zip Code.
2. Select **Next**.
3. If you are registering as a **single provider**,
 - a. Select **Practitioner** and complete the information.
 - b. Ensure that the information you enter matches that listed on your Explanation of Benefit (EOB) or <TRICARE Prime Demo> Welcome Letter.
 - c. If you have multiple addresses in your profile, you may use any zip code listed.
4. If you are registering as part of a **provider group**,
 - a. Select **Group** and complete the information.
 - b. When you register as a Group, you will have access to all information for all providers listed under the Group Tax ID.
 - c. Your Group Name, Tax ID, Provider ID and Zip Code must match what appears on your EOB or Welcome Letter.

A screenshot of a web form titled "Step 1 of 2 - Provider Eligibility". It includes a link for "Portal Registration Instructions". The "Provider Type:" field has a dropdown menu with "Practitioner" selected and highlighted in blue, and "Group" as an option. Below it, the "Practitioner's First Name:" field is visible.

Step 1 of 2 - Provider Eligibility

[Portal Registration Instructions](#)

Provider Type: Practitioner ▼

Practitioner's First Name: Practitioner

Group



If you are unsure whether to register as a practitioner or group, check your <TRICARE Prime Demo> Welcome Letter. If your letter indicates you registered under the Group Payee ID, then select Group as the provider type. If the letter indicates you registered as an individual, then select Practitioner.



5. If an Administrator for the Provider ID currently exists, contact them and request access.
 - a. Confirm the Provider Agreement.
 - b. Select **Next**.
 - c. The system will sign you into the Provider Portal.

* Required fields are marked with a red asterisk

LINK YOUR ACCOUNT

Providers may link multiple <TRICARE Prime Demo> IDs to a single account:

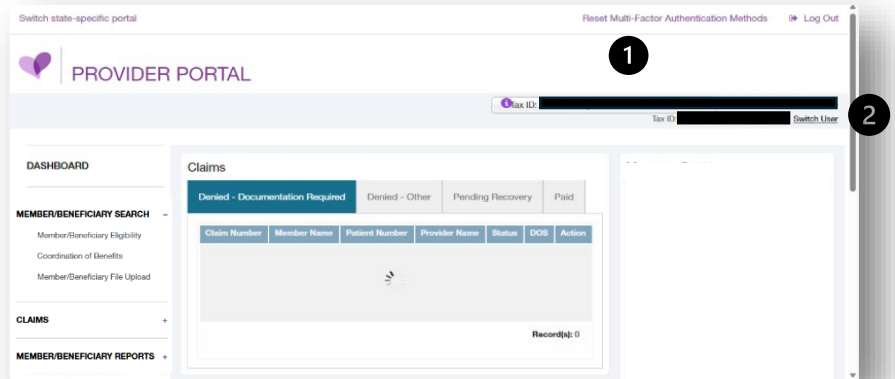
1. In the left navigation panel of any Provider Portal page, select **Users and Link Account**.
2. Complete the required information fields, ensuring that you match the information in your Welcome Letter.
3. Select **Next**.
4. Accept the Provider Agreement.
5. Select **Finish**.

You will now see all linked accounts under the Manage Linked Accounts tab.



Navigate to other linked accounts:

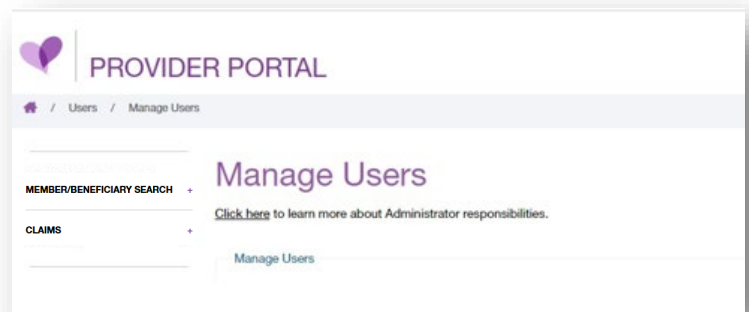
1. Navigate to the ribbon on the upper right of the screen.
2. Select **Username** in the drop-down menu.



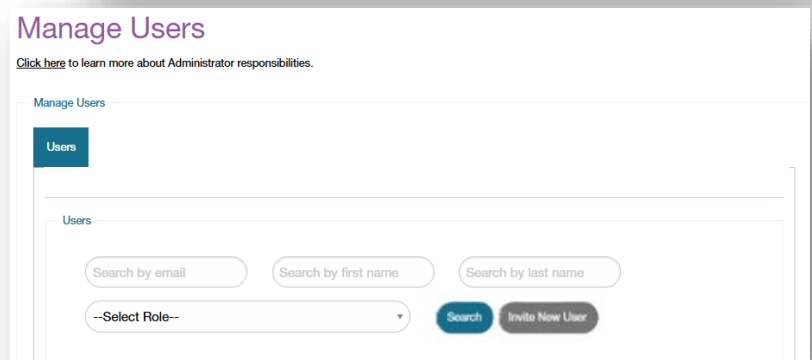
MANAGE USERS

Manage user access, invite new users and manage administrative rights:

1. Select **Manage Users** from the left side navigation bar.



2. Complete user information fields.
3. Select **Invite New User**.





Grant permissions and change user access:

1. Select **User**.
2. Select **Edit Role and Permissions** or **Make Admin | Revoke User**.

Page(s): 1					Record(s): 1
Email	Name	Role	Permissions	Status	Actions
		User	Edit Role and Permissions	Active	Make Admin Revoke User

HELPFUL LINKS

<[Provider Portal](https://providerportal.caresource.com/GL/SelectPlan.aspx) – <https://providerportal.caresource.com/GL/SelectPlan.aspx>>

<[Provider Portal Solutions Overview](https://www.caresource.com/providers/tools-resources/quick-reference-materials/) – <https://www.caresource.com/providers/tools-resources/quick-reference-materials/>>

<[Provider Portal User Guide](#) – Log into the Provider Portal, then Users > Provider Training > Using the Provider Portal>

<[Provider Portal Claims User Guide](#) – Log into the Provider Portal, then Users > Provider Training > Claims > First Source Claims User Guide>

< [Provider Portal User Account Administration Guide](#)> Log into the Provider Portal, then Users > Manage Users > Click here to learn more about Administrator Responsibilities>



Your <TRICARE Prime Demo> ID is your user ID and found in your Welcome Letter. If you do not have your Welcome Letter, <please call Provider Services at **1-833-230-2170**,> or ask your Health Partner Engagement Representative.

CSMV-TRICARE-P-4318598