Provider Portal Quick Reference Guide: Managing User Access

Set up your Provider Portal account by following the instructions in the Provider Portal Solutions Quick Reference Guide found on the Quick Reference Materials page on **CareSource.com** or viewing the 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, CareSource ID 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 CareSource 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.

> If you are unsure whether to register as a practitioner or group, check your CareSource 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 CareSource 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.
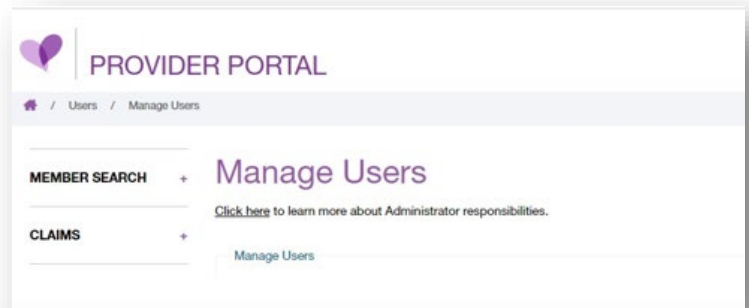
Navigate to other linked accounts:

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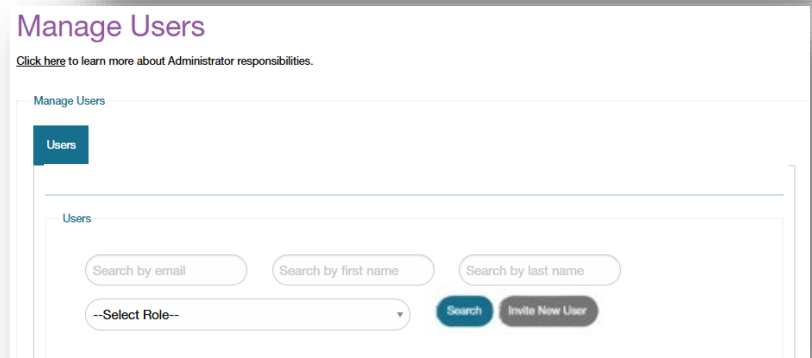2. Select **Username** in the drop-down menu.
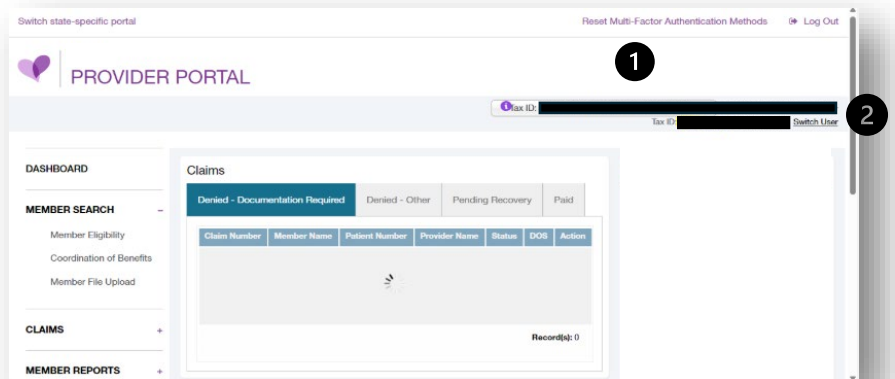
MANAGE USERS

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**.

HELPFUL LINKS

Provider Portal – providerportal.CareSource.com/NV

Provider Portal Key Features Overview – Provider Overview > Tools & Resources > Quick Reference Materials > Provider Portal Key Features

Provider Portal User Guide – Log into the Provider Portal, then Users > Provider Training > Additional Guides

Provider Portal Claim Submission User Guide – Log into the Provider Portal, then Users > Provider Training > Additional Guides

Provider Portal User Account Administration Guide – Log into the Provider Portal, then Users > Manage Users > Click here to learn more about Administrator Responsibilities

Your CareSource ID is your user ID and found in your Welcome Letter. If you do not have your Welcome Letter, please call Provider Services or ask your Health Partner Engagement Specialist.

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