Provider Admin Setup Guide

This Step by Step document contains instructions for providers who are registering as a Provider Admin for the UCare Provider Portal.

Formatting in this document is as follows:

- *Italic font* – indicates something seen in the system. Things like headers, field names and titles on buttons.
- **Bold font** – indicates an action to be taken such as clicking, selecting, typing and so on.

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Additional information can be found at ucare.org/providers, including the Provider Manual.

Provider Admin Steps to Get Access

Request Access to the Portal

Providers begin at the UCare Provider Portal Home page.

Go to https://www.ucare.org/providers/provider-portal

Then, click the **Request Access** button.

> **NOTE:** An organization can have multiple TINs. However, only one Admin is allowed per Tax ID. The same Provider Admin can be associated with multiple TINs.
>
> The Provider Admin manages the users for each TIN. There can be multiple users per TIN.
>
> If Provider Admin access is requested and an Admin is already assigned to the TIN(s), the request will be denied.
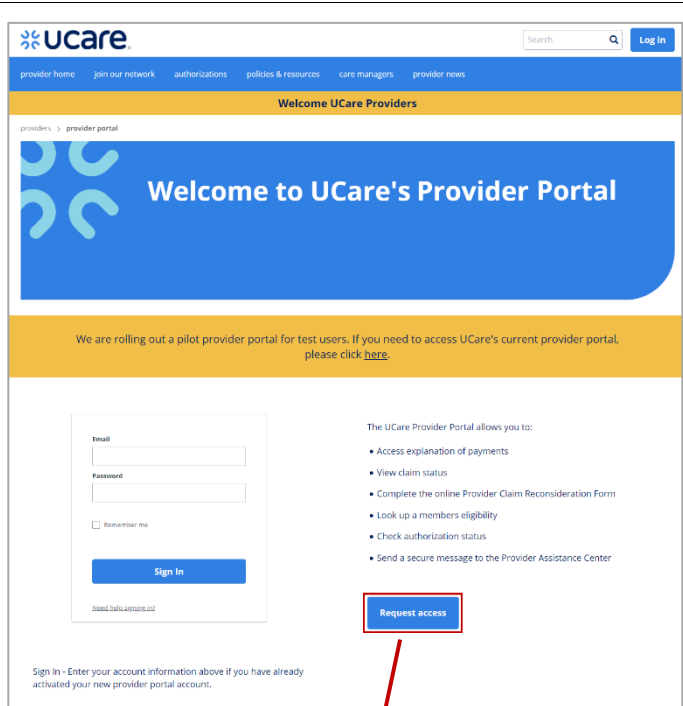
Enter Contact Information

Fill out all fields in the *Request Access* form:

- *First Name*
- *Last Name*
- *Phone Number*
- *Email*
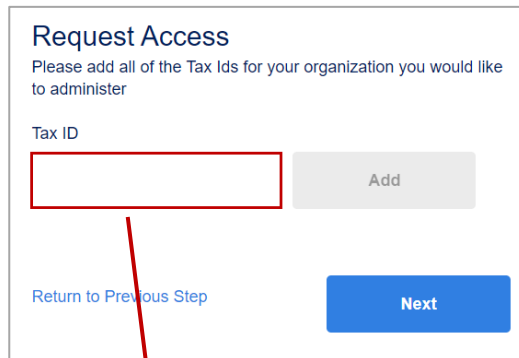- *Organization*
- *Job Title*

Then, click the **Next** button.

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Enter Tax ID Number(s)/TINs

Enter the *Tax ID* (TIN) for the request.

- *Tax ID* = **type the TIN** in the field
- Click the **Add** button.

NOTE: Tax ID is required to be set up as a Provider Admin.
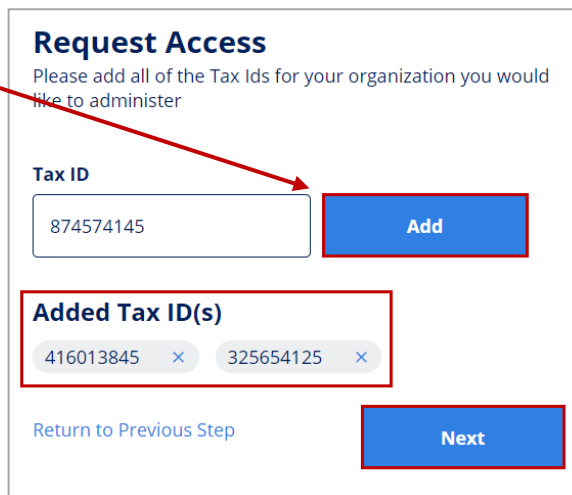
If additional TINs are needed, type each TIN in the *Tax ID* field, and click the **Add** button**.

Once all TINs are listed under *Added Tax ID(s)*,

- Click the **Next** button.

NOTE: If more than one TIN is requested, approval may not be granted due to one of the following reasons:

- An admin already exists for the TIN requested,
- The TIN provided is not enrolled in UCare's payment system, or
- The request is from a Third-Party.

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Request Confirmed

A message displays confirming the request has been submitted.

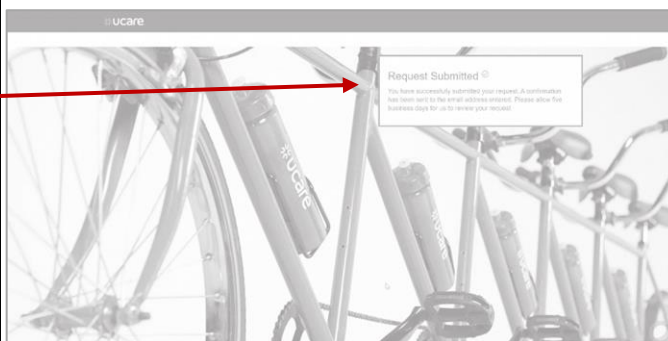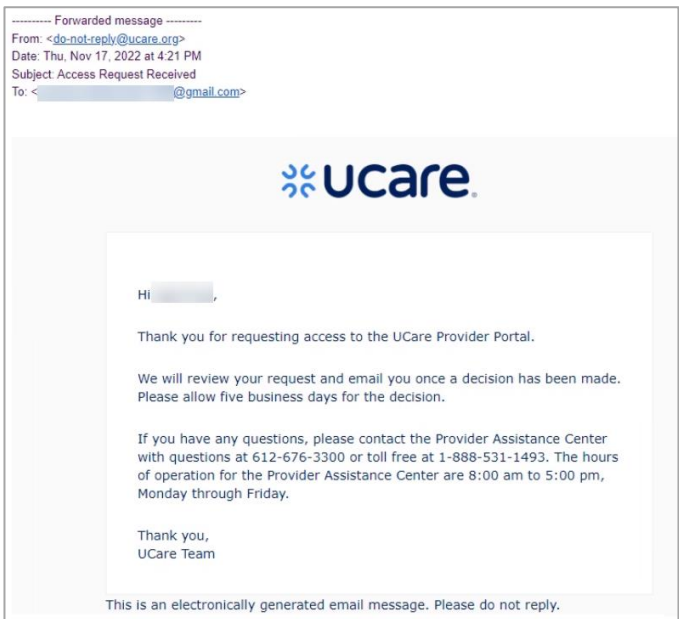**NOTE:** The Provider Admin should keep in mind it may take up to five business days for the request to be reviewed.

If more than one request is made for the same TIN, the first Admin request will be approved.

Request Acknowledged

An email is sent to the email address entered.

---------- Forwarded message ----------
From: <do-not-reply@ucare.org>
Date: Thu, Nov 17, 2022 at 4:21 PM
Subject: Access Request Received
To: <_____@gmail.com>

Hi _____,

Thank you for requesting access to the UCare Provider Portal.

We will review your request and email you once a decision has been made. Please allow five business days for the decision.

If you have any questions, please contact the Provider Assistance Center with questions at 612-676-3300 or toll free at 1-888-531-1493. The hours of operation for the Provider Assistance Center are 8:00 am to 5:00 pm, Monday through Friday.

Thank you,
UCare Team

This is an electronically generated email message. Please do not reply.

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Provider Admin Notified of Access Decision

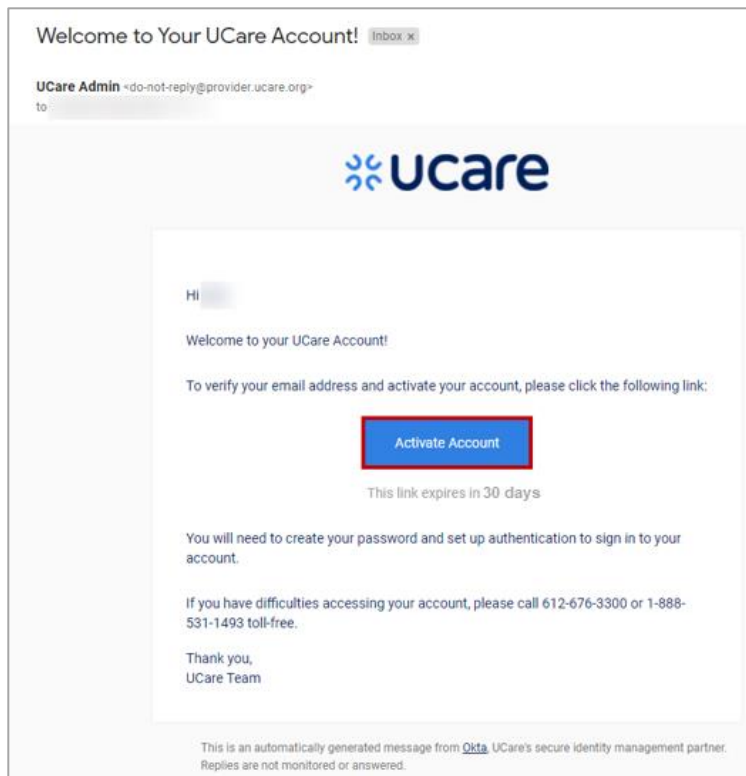#### Notification – Access Approved

After being provisioned as a new Provider Admin, you will receive an email indicating UCare has approved your account.

Instructions to begin the activation process are contained in the email.

- Click the **Activate Account** button.

You will be able to verify your email address, create your password and set up multifactor authentication.

> **NOTE:** The activation link will expire 30 days after the email is sent. Call PAC for a new link.

Notification Access Denied

If the request for access has been denied, you will receive an email notifying you that UCare was unable to approve your request at this time.

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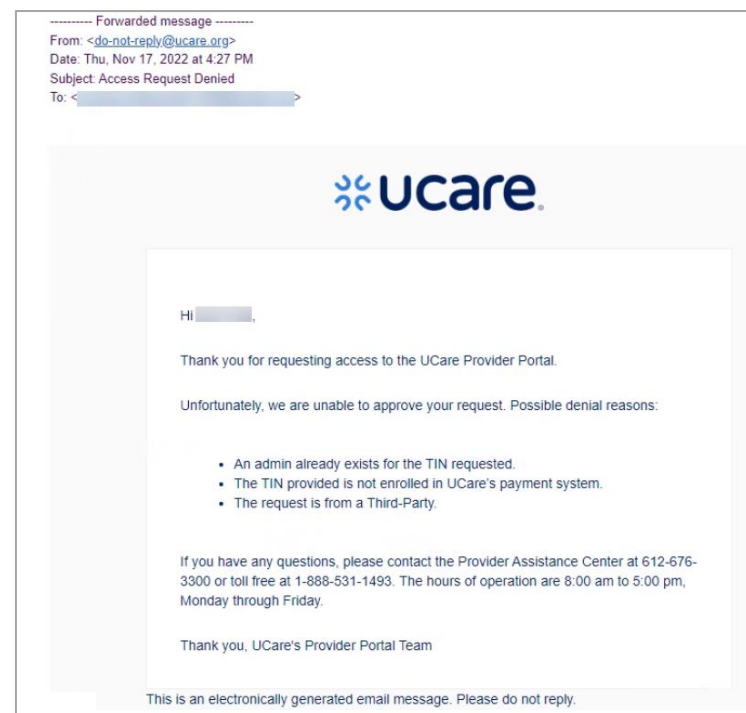
 UCare.

New User Multifactor Authentication (MFA) Setup

Create a New Password

After clicking the **Activate Account** button from the approval email, a browser window opens in which you will be able to create your UCare Provider account.

On the screen that displays, you will set up a new password according to the requirements for creating your UCare Provider account and select a picture as your security image.

- **Enter a new password**
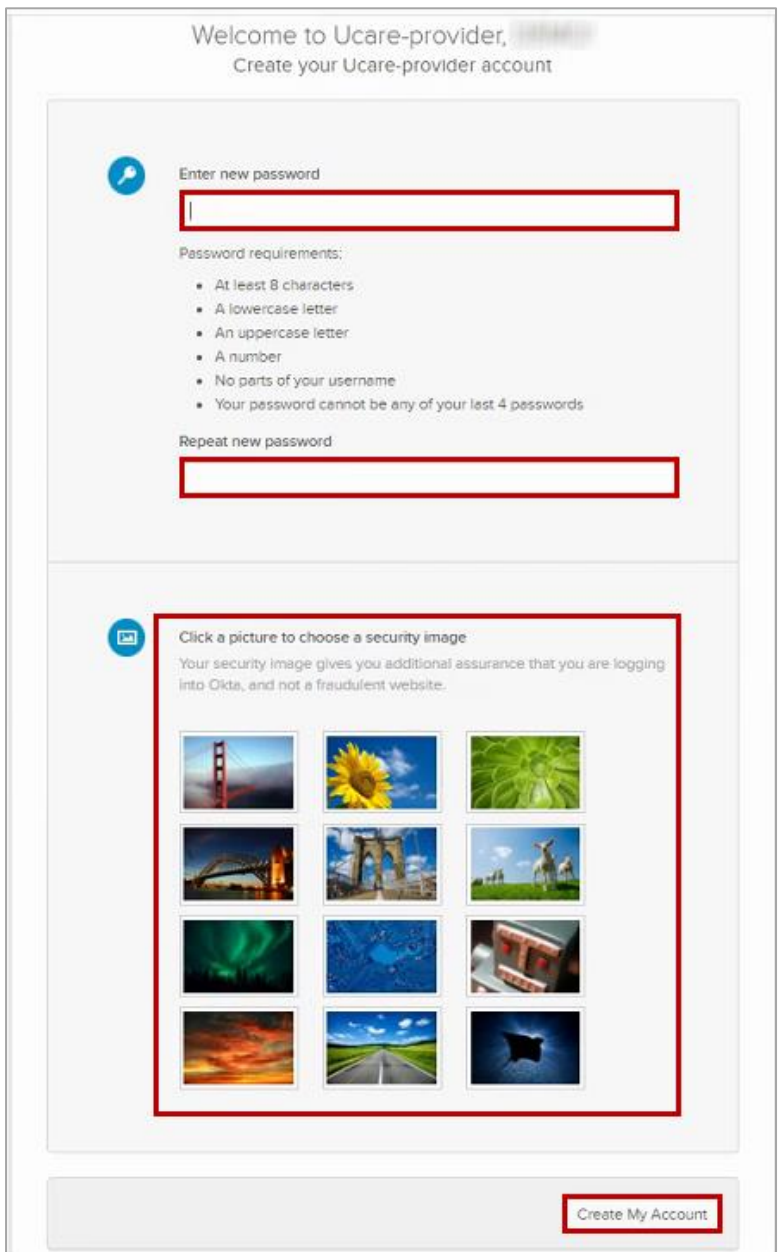- **Reenter the new password**

Choose a Security Image

Select the image you like best in this section.

Upon subsequent usage of Okta, seeing the image you selected will confirm you are accessing Okta, not any other suspicious (fraudulent) website.

Click the **Create My Account** button.

NOTE: If a user switches to a new mobile phone for their authentication, they will need to call PAC and request a Multifactor reset.

Welcome to Ucare-provider,
Create your Ucare-provider account

Enter new password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 4 passwords

Repeat new password

Click a picture to choose a security image
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

Create My Account

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![UCare logo]

Sign In and Set MFA

The next step is to sign in with the new password.

- *Email* = **Type Email**

- *Password* = **Enter Password**

- Click **Sign In**
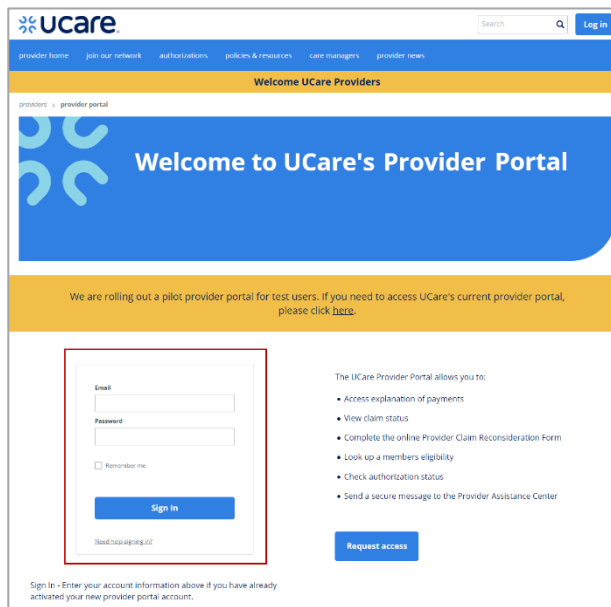
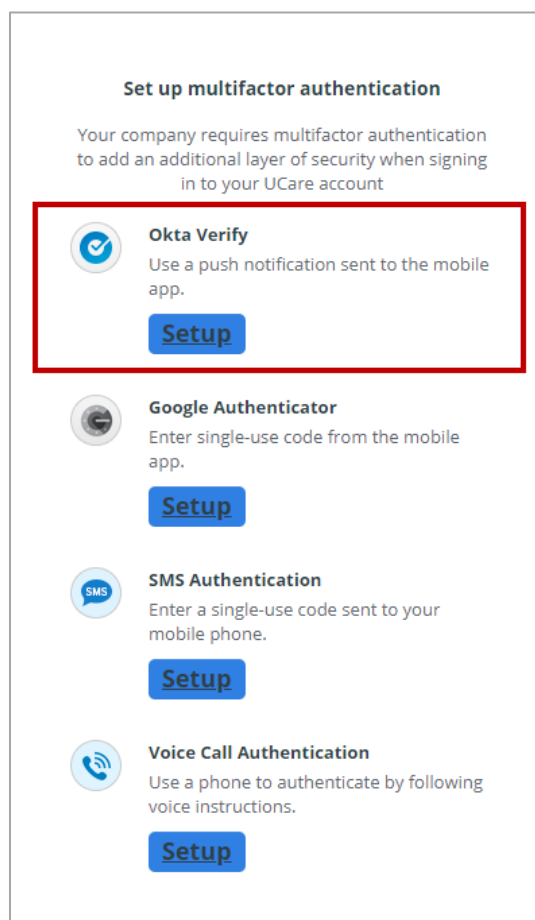

A new page displays, on which you will set up your MFA.

Doing this enables another layer of security when signing into your account with UCare.

There are four choices for MFA. Choices are:

- *Okta Verify* = a push notification sent to an app on their phone
- *Google Authenticator* = a single-use code sent to an app on their phone
- *SMS Authentication* = a single-use code sent as a text message to their phone
- *Voice Call Authentication* = voice instructions to authenticate given by phone call
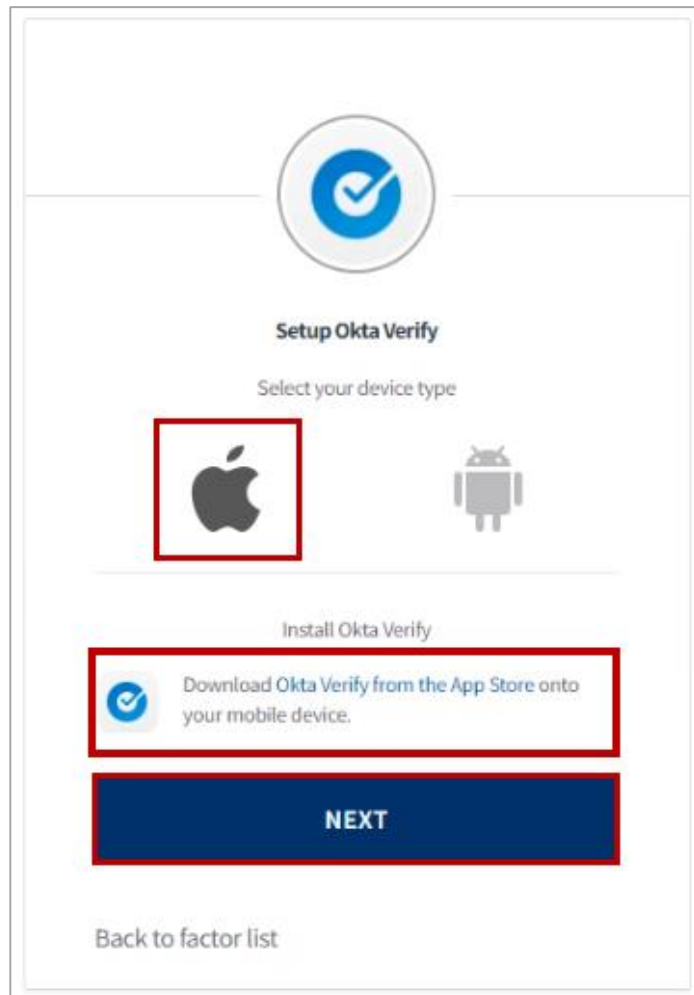
Each option will provide onscreen instruction for set up.

In this example, the selection shown is *Okta Verify.*

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MFA Example: Okta Verify

On the next page, the portal will walk you through getting set up to use your MFA choice, in this case, *Okta Verify*.

- *Select your device type =* click either the **Apple** icon, or the **Android** icon to identify the type of phone you have.

- On your phone, go to the Apple App Store (iOS) or the Google Play Store (Android). Search for Okta Verify app.

- Install Okta Verify on your device.

- Click the **Next** button.

Setup Okta Verify

Select your device type

Install Okta Verify

Download Okta Verify from the App Store onto your mobile device.

NEXT

Back to factor list

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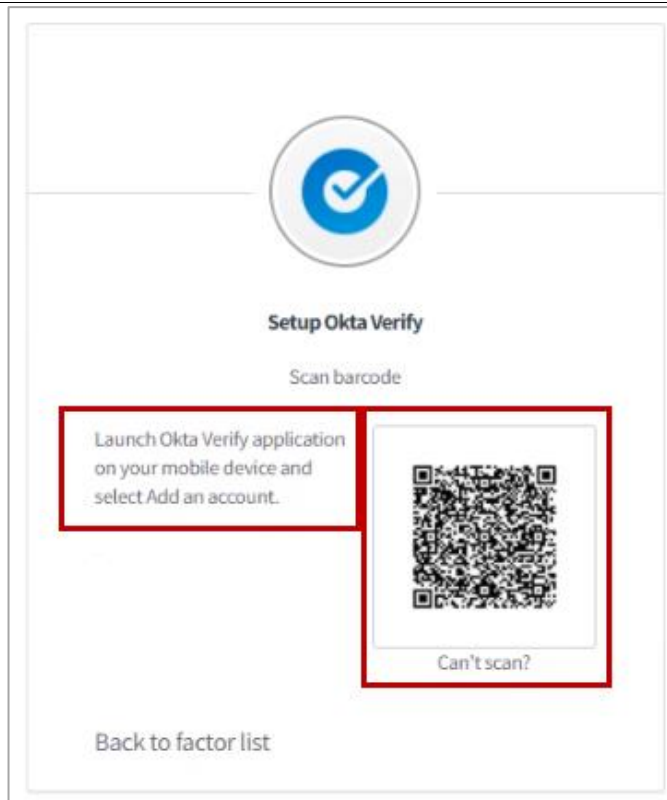
Complete MFA Setup

The final step to set up this MFA choice (*Okta Verify*) is to open the app on your mobile device to add the account that will enable you to log into the portal.

Launch the *Okta Verify* app on your device, select **Add an account**. Then, scan the QR code from this page.

If you have problems, or can't scan the code for some reason, click **Can't scan?** for assistance.

Google Verify is also available and works similarly to Okta Verify.

> **NOTE:** If you prefer to not use an app on your phone for verification, phone call and text options are also available.

Setup Okta Verify

Scan barcode

Launch Okta Verify application on your mobile device and select Add an account.

Can't scan?

Back to factor list

You are set up!

You will be automatically redirected to the *Dashboard* of the Provider Portal.

From here, you will be able to add your own users by clicking the header for **User Management** on the main navigation bar of the portal.

> **NOTE:** See the UCare Provider Portal Admin User Guide for complete steps on how to add and manage your users.

UCare   Members   Claims   Authorizations   Resource Center   User Management

Dashboard

Search Members
Search for a member and review their eligibility, and benefits

View Claims
Check claim status and payment information

View Authorizations
View the status of an authorizations and authorization details

Access Provider Resources
Access UCare provider documents and resources

User Management