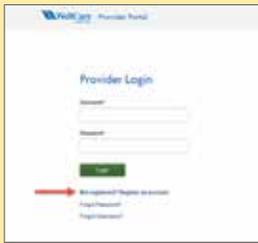


Provider Portal



Registration/Account Setup: New Users



Step One:

To register (get a username and password), please visit the account registration page:

<https://provider.wellcare.com/Provider/Accounts/Registration>

This page is also accessible from the login page.

Step Two:

Complete the registration form. All fields with an asterisk are required. You will need to select three different security questions and answers, and agree to the Terms and Conditions.

Important Notes:

- This is the information attached to your web registration. It is not recorded in other WellCare systems.
- You can update your email address in this step. This email address will be tied to your account and used to retrieve your username or password if either are forgotten at any point.

A screenshot of the 'Sign Up' form. The title is 'Sign Up' and the subtitle is 'Sign up to access our secure provider portal'. The form contains several input fields: 'First Name*', 'Last Name*', 'Address 1*', 'Address 2', 'City*', 'State*' (with a dropdown menu), 'Zip*', 'Phone Number*', 'Email Address*', 'Confirm Email Address*', and 'Choose a Username*'. All fields with an asterisk are required.A screenshot of the 'Choose Security Question' form. The title is 'Choose Security Question 1*'. It features a dropdown menu for selecting a question from a list: 'What is your city of birth?', 'What is your favorite sports team?', 'What is your mother's maiden name?', 'What is your favorite pet's name?', 'What is your favorite movie?', 'What is your father's middle name?', 'What was the name of your elementary school?', and 'What is the last name of your third grade teacher?'. Below the dropdown is an 'Answer' input field. There is a second section for 'Choose Security Question 3*' with a similar dropdown and answer field. At the bottom, there is a checkbox for 'I agree to the Terms and Conditions*' and a 'Submit' button.

Provider Portal: Registration/Account Setup: New Users *continued*

Step Three:

After completing Steps 1 and 2, you will receive a verification email. You will need to click the link in this email to activate your account and set your password.

Step Four:

After setting and submitting your password, you will be routed to the Request Affiliation screen. This is where you have the option to request affiliation to an account at the Contract[♦] or Sub-Group[†] level. Once you locate the desired Contract or Sub-Group and submit the request, it is sent to the Administrator (Admin) of that account to approve or deny. Please note you will not be able to access tools in the portal until the Admin has approved your request.



♦ Contract Level Affiliation

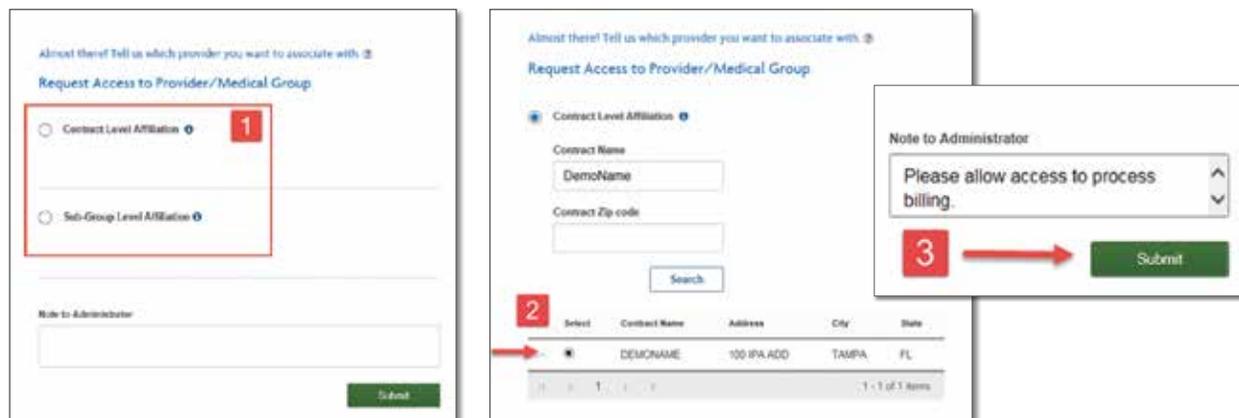
A Contract level affiliation request allows you to request access to the portal at the contract level.

1. To find your contract, enter the name as it appears on your WellCare contract in the Contract Name field. You may also enter a ZIP code to narrow search results.
2. Select the contract with which you want to affiliate.
3. Consider adding an optional note to the Admin of the account (something that makes you recognizable) and then submit. Your request will be routed to the Contract Admin for review.

Please note:

- If a Contract Admin does not exist for the selected contract, you will need to contact your Provider Relations representative, Network Management Specialist, or Customer Service for assistance.
- The contract name(s) appear or display as they are recorded in WellCare's system.

Tip: If you do not find your contract after an initial search, try a simpler version, i.e., if your contract name is under “Florida Family Medicine” just enter “Family” and the ZIP code.



The screenshots illustrate the process of requesting access to a provider/medical group. The first screenshot shows the initial selection screen where 'Contract Level Affiliation' is highlighted with a red box and the number 1. The second screenshot shows the search results for 'DEMONAME' in TAMPA, FL, with a red box and the number 2 highlighting the selection. The third screenshot shows the 'Note to Administrator' field with the text 'Please allow access to process billing.' and a red box with the number 3, with an arrow pointing to the 'Submit' button.

Almost there! Tell us which provider you want to associate with. 

Request Access to Provider/Medical Group

Contract Level Affiliation **1**

Sub-Group Level Affiliation

Note to Administrator

Almost there! Tell us which provider you want to associate with. 

Request Access to Provider/Medical Group

Contract Level Affiliation

Contract Name

Contract Zip code

2

Select	Contract Name	Address	City	State
<input checked="" type="checkbox"/>	DEMONAME	100 W PALM	TAMPA	FL

3

Note to Administrator

Provider Portal: Registration/Account Setup: New Users *continued*

†Sub-Group Level Affiliation

A Sub-Group level affiliation lets you ask for access to the portal at the provider, facility or medical group level. This search requires a WellCare Provider ID.

1. To find a Sub-Group, enter a provider ID associated to the Sub-Group you want to join. (Your Sub-Group Admin should be able to provide this.)
2. After searching, select the desired sub-group, add an optional note to the Sub-Group Admin of the account (something that makes you easily recognizable) and then submit. Your request will be routed to the Sub-Group Admin for review.

Almost there! Tell us which provider you want to associate with. ☺

Request Access to Provider/Medical Group

Contract Level Affiliation ⓘ

Sub-Group Level Affiliation ⓘ

Provider ID

1

Almost there! Tell us which provider you want to associate with. ☺

Request Access to Provider/Medical Group

Contract Level Affiliation ⓘ

Sub-Group Level Affiliation ⓘ

Provider ID

Select	Sub-Group Name	Contract Name	Administrator
<input checked="" type="checkbox"/>	Idlewild Office	STEPHEN NELSON ONLY	MARGUERITE COLLINS

1 - 12 of 12 items

Note to Administrator

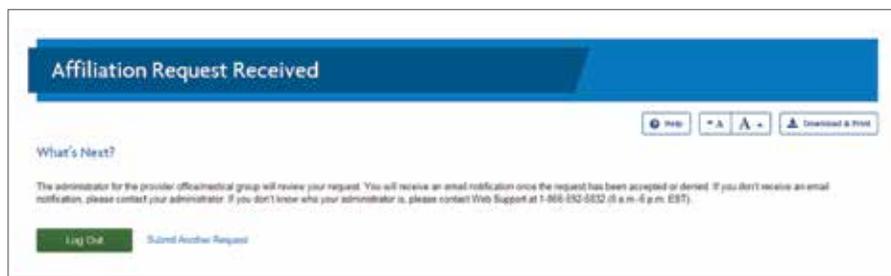
3

Provider Portal: Registration/Account Setup: New Users *continued*

Step Five:

You will see a confirmation message for the submitted affiliation request. You can then submit additional requests or log out. Please remember, you will not have access to the tools in the portal until the Admin of that account has granted your access. Once your Admin grants or denies your request, you will receive an email confirmation.

Important: If a Contract Administrator does not yet exist for the selected contract, you will see a message indicating that. You will need to contact your Provider Relations Representative Network Management Specialist, or Customer Service for assistance.



Terms & Definitions

Admin Lite	Assists the Contract or Sub-Group Admin with access requests and managing/assigning user roles.
Affiliation	The act of a user requesting a role at a Contract or Sub-Group Account level to conduct business on their behalf.
Contract Account	Account based on a contract with WellCare – users, at this level, have the ability to view and transact as any and all IPAs, medical groups, facilities and/or providers associated to the contract.
Contract Admin (Administrator)	Manages the Contract Account – grants and removes access for all users and can create/dissolve Sub-Group Accounts.
Provider	Those who work with us to deliver or furnish health care services, including doctors, health care professionals, hospitals, pharmacies and labs.
Sub-Group Account	Offers flexibility for contracts with multiple facilities and/or medical groups. Contract Admins can create these customized user-group accounts and designate specific groups and/or facilities they are permitted to view.
Sub-Group Admin (Administrator)	Manages the Sub-Group Account – grants and removes access for users within the specific Sub-Group Account. If a Sub-Group Admin has not been assigned the role, it defaults to the Contract Admin.
Registration	The act of getting (and/or verifying) a username and password – must complete some demographic information about the user and choose three security questions.
Roles	A level of access assigned to the user based on the functions the Admin wants them to be able to perform.