

Provider Portal User's Guide

GRANTING ACCESS TO YOUR PRACTICE


The following steps are to be used by your office's Portal Administrator to grant access to your staff in the CareFirst Patient-Centered Medical Home (PCMH) Provider Portal.




Portal Administrator logs into the secure section of the website.



Click on 'User Management'.

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Home Roster Referrals CareFirst Direct Providers & Physicians **User Management**

User Management

Add New

Create User Create new users, assign user IDs and grant access to CareFirst Direct and the Provider Portal.

User Search


Select at least one search criteria. Wild cards(*) are allowed.

User ID: First Name:


Access Status: Last Name:

Search

Search for a user by putting an “*” in the User ID field then click on ‘Search’.

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Home Roster Referrals CareFirst Direct Providers & Physicians **User Management**

View Users

The following people for your organization are already registered for access to CareFirst Direct and the Provider Portal. Please select the User ID to modify the user's profile, reset the password or responses.

10 per page

#	User ID	Last Name	First Name	Access Status
1	BLUE	Blue	Betty	Active
2	REED	Red	Rita	Active

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New Search Create User

Select the appropriate user by clicking on the User ID hyperlink.

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View User

User Profile Information

User ID:	BBLUE	Start Date:	02/07/2005	Password Status:	Active
First Name:	Betty	End Date:	01/01/2035	Challenge Questions Status:	Set
Middle Initial:		Phone:			
Last Name:	Blue	Ext:			
Full Name:	Betty Blue	Fax:			
Tax ID:	511111111	Pager:			
E-mail:	betty.blue@domain.com				
Who is the user?*	Office Staff				

Access Assigned
CareFirst
Direct Access: Claims
Eligibility
Referrals

Modify User Reset Password Reset Challenge Questions Return to Users

Click on the 'Modify User' button.

Last Name *
Blue

Full Name
Betty Blue

Tax ID
511111111

E-mail *
betty.blue@domain.com

Ext
Fax
Pager

Who is the user *
Office Staff

PCMH access needed
☐ Yes ☒ No

Select All ☐

#	Permission for CareFirst Direct	Assigned
1	Admin for Office Managers Only	<input type="checkbox"/>
2	Appeals	<input type="checkbox"/>
3	Claims	<input checked="" type="checkbox"/>
4	Eligibility	<input checked="" type="checkbox"/>
5	Referrals	<input checked="" type="checkbox"/>

Reset Cancel Submit

Note that the 'Who is the user' field does not indicate 'PCP' or 'Nurse Practitioner'.

Who is the user *
PCP

PCMH access needed
☒ Yes ☐ No

Select All

#	Permission for Carefirst Direct	Assigned
1	Admin for Office Managers Only	<input type="checkbox"/>
2	Appeals	<input type="checkbox"/>
3	Claims	<input type="checkbox"/>
4	Eligibility	<input checked="" type="checkbox"/>
5	Referrals	<input checked="" type="checkbox"/>
#	Permission for PCMH Applications	Assigned
6	Admin	<input type="checkbox"/>
7	Consent	<input checked="" type="checkbox"/>
8	PCMH Base	<input checked="" type="checkbox"/>
9	Restricted Access Associate	<input checked="" type="checkbox"/>
10	Workflow	<input checked="" type="checkbox"/>
#	Permission for PCPNurse Practitioner	Assigned
11	Care Plan Submission	<input checked="" type="checkbox"/>

Under 'Who is the user' change the user to 'PCP' or 'Nurse Practitioner'. Then click the 'Submit' button. The changes do not actually take place until the Portal Administrator logs out of the system.

Want to Learn More?

We offer a variety of webinars and seminars for your PCMH. To register, visit www.carefirst.com/providers > Seminars & Training or call our enrollment hotline at 877-269-2219.