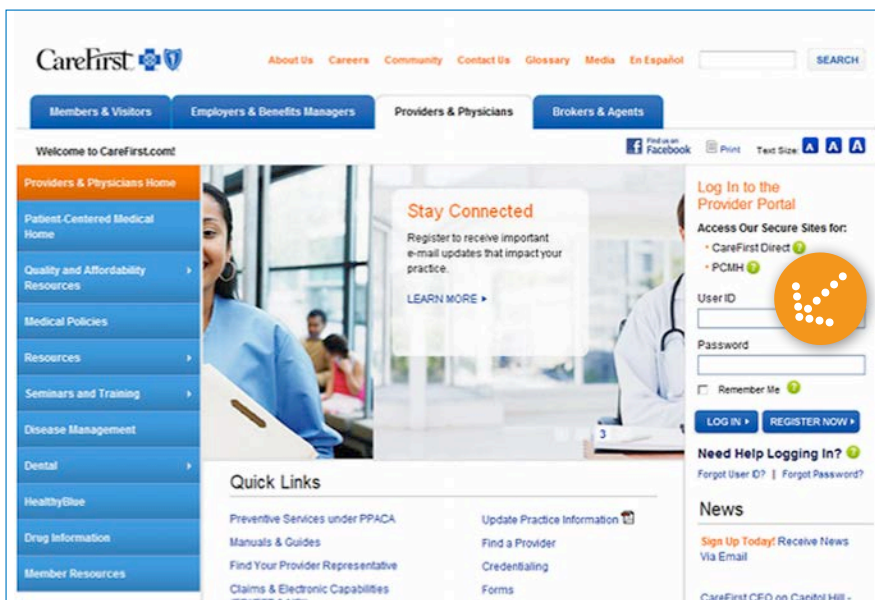


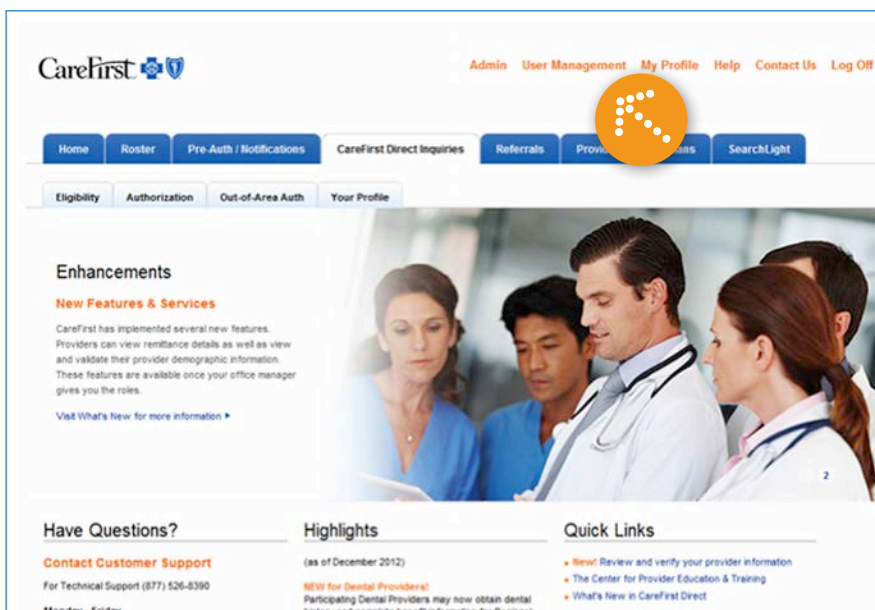
# Provider Portal User's Guide

## RESETTING A PASSWORD

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



Portal Administrator logs into the secure section of the website.



Click on 'User Management'.

CareFirst

User Management My Profile Help

Home Roster Referrals CareFirst Direct Providers & Physicians

**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. Only one search is 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’.

CareFirst

User Management My Profile Help Co

Home Roster Referrals CareFirst Direct Providers & Physicians

**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.

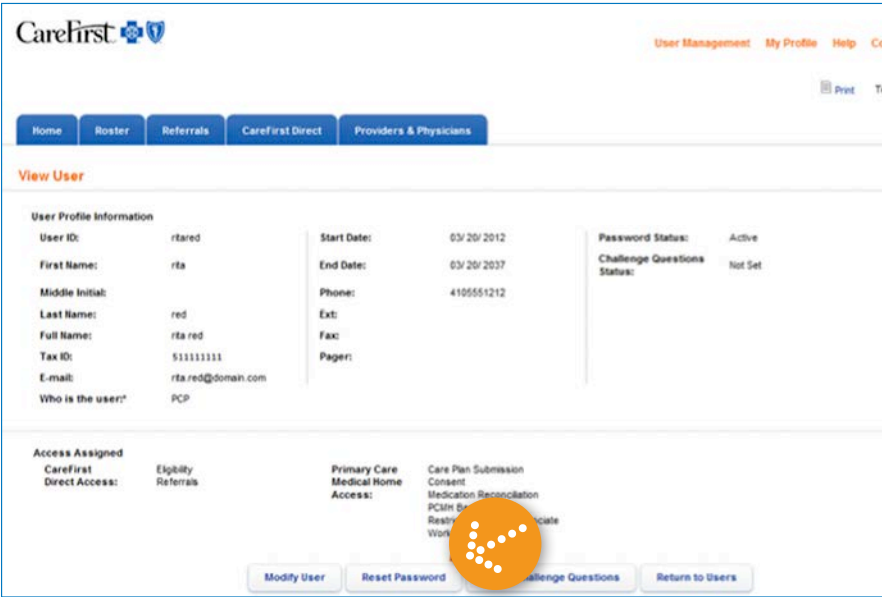
10 per page

#	User ID	Last Name	First Name	Access Status
1	<a href="#">BBLU</a>	Blue	Betty	Active
2	<a href="#">BRCD</a>	Red	Rita	Active

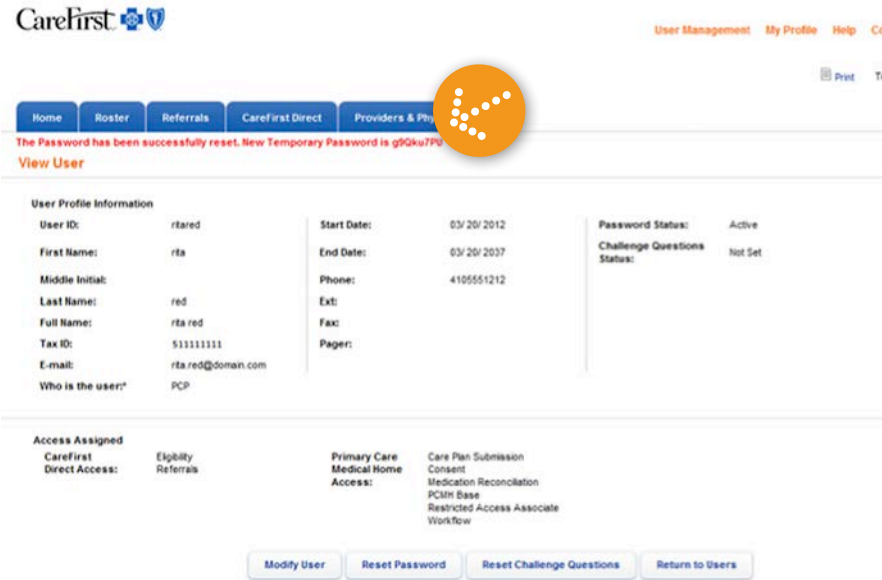
Page 1 of 1

New Search Create User

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



Click on the 'Reset Password' button.



Give the user the temporary password exactly as it appears on the screen. It is case-sensitive.

Want to Learn More?

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