

ProviderInfoSource®



Provider User Guide

Login

Chapter 2



ProviderInfoSource is an online tool that gives you and your staff immediate access to information pertinent to your practice

<http://providerinfosource.healthlink.com>

2.0 LOGIN

2.1 Overview of Login

- a. Logging into *ProviderInfoSource* is easy – the Provider Login window is conveniently located on the Public Home Page. After you login, you may access all the features available on the Secured Home Page, including patient eligibility and claim status information. You also may send a secure message to Customer Service or your Network Specialist with any questions or issues pertaining to your participation in HealthLink network programs. By the end of this **Login** section, you should be able to do the following:
 1. Login successfully.
 2. If needed, successfully request a reminder of a forgotten User ID/Password.
 3. If needed, successfully request a reset of your account status if your account is suspended or locked out.

2.2 How to Login

Note: If you are a participating provider and would like to start using *ProviderInfoSource*, but have not established a User ID and temporary Password, please navigate to the web address <http://providerinfosource.healthlink.com> and click [Not registered? Register today](#). You will be asked to complete a few simple steps to get started. For more detailed documentation on self-registering, please see this user guide section 14, Administrator Tools – Self Registering.

- a. Navigate to the web address: <http://providerinfosource.healthlink.com>
- b. Enter your User ID and Password and click the **Login** button (Figure 1).

Figure 1. Login–Public Home Page.

- c. If you have previously logged in, the Secured Home Page will display with additional menu options like Patient Eligibility and Claim Status (Figure 2).

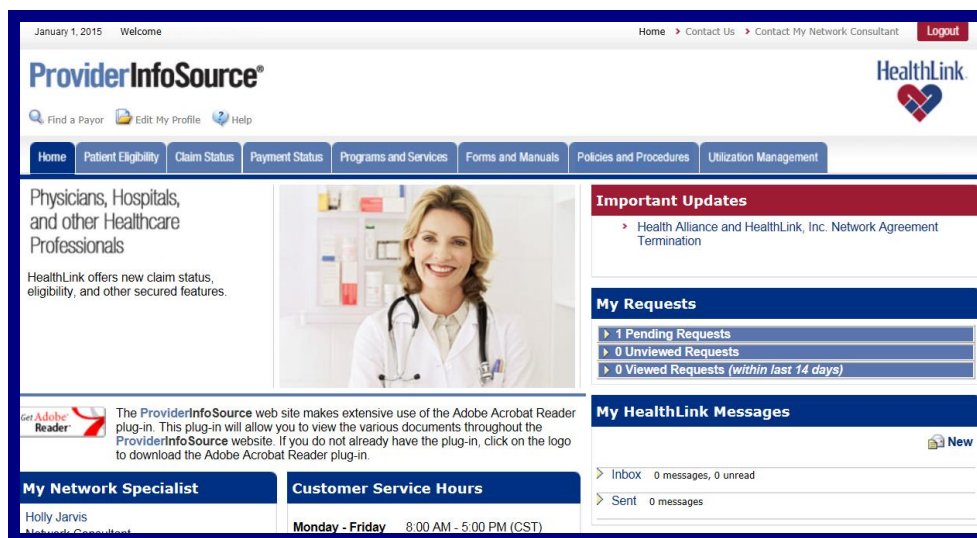


Figure 2. Login–Secured Home Page.

- d. If you have not previously logged in, the following windows will appear.
- Step 1 User Agreement** – The User Agreement outlines the terms of using ProviderInfoSource. By using ProviderInfoSource, you agree to the terms of use. If you agree with the terms of use, check the box labeled “I agree to the Terms and Conditions”, and click the **Submit** button.

Step 1 User Agreement | Step 2 Security Question | Step 3 Set Password | Step 4 User Profile

Welcome to HealthLink ProviderInfoSource! Since this is your first time here, we need to finish setting up your account. First, you must agree to the terms of the User Agreement below. Scroll to the bottom to submit your agreement.

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☒ I agree to the Terms and Conditions above.

Figure 3. Login—Step 1 User Agreement.

- Step 2 Security Question** – Select one of the available security questions to be used to verify your identity, type your answer, and click the **Continue>>** button (Figure 4).

Login

Step 1 User Agreement Step 2 Security Question Step 3 Set Password Step 4 User Profile

Second, we need for you to provide a security question and answer that will be used to verify your identity when dealing with Customer Support or automated user profile tasks.

Please choose a security question, and then type the answer you will use.

Question: What is the name of your first employer?

Answer: wellpoint

» Indicates a Required Field

Figure 4. Login—Step 2 Security.

- Step 3 – Set Password** – Type and re-type your unique Password, and click the **Continue>>** button (Figure 5).

Note: For Password guidelines, please see the field descriptions at the end of this section.

Login

Step 1 User Agreement Step 2 Security Question Step 3 Set Password Step 4 User Profile

Passwords must meet the following requirements: Is 8 - 20 characters in length, includes both letters and numbers, does not contain 3 or more consecutive characters from your user ID, does not consecutively repeat a number or letter more than twice, and does not contain spaces or special characters (&><').

New Password: »

Re-type Password: »

» Indicates a Required Field

Figure 5. Login—Step 3 Set Password.

- Step 4 – User Profile** – Enter the information requested, and click the **Continue>>** button (Figure 6). For Password guidelines, please see the field descriptions at the end of this section.

Login

Step 1
User Agreement

Step 2
Security Question

Step 3
Set Password

Step 4
User Profile

Finally, we need more information for your user profile. This will help our Customer Service staff to better help you. Please enter the following for the Provider organization location you work with the most.

Location Tax ID Number:

»

Location Street Address:

Location Zip Code:

»

Allow HealthLink ProviderInfoSource to contact me by postal and electronic mail.

Allow Mail Contact:

☒

» Indicates a Required Field


Continue »

<< Previous

Cancel

Figure 6. Login–Step 3 Set Password.

- e. When the **Thank You** window displays (Figure 7), click the *ProviderInfoSource* [Home Page](#) link. This will direct you to the Secured Home Page.

Provider Login 

Thank you for completing your [ProviderInfoSource](#) user profile. We are very excited to have you onboard! You can change your profile information anytime, by using the [My Profile](#) link located at the top and bottom of each page.


[Go to the ProviderInfoSource Home Page](#)

Figure 7. Login–Welcome to *ProviderInfoSource*–Thank You.

2.3 Password Expiration

For security reasons, you must change your password at least once every 150 days.

- a. From 120 days to 150 days, when you login, you will see the following message, stating that your password is expiring soon. You can enter a new password as per the displayed requirements and click **Submit**. If you choose not to change your password, you can click **Cancel**, then OK. The Home Page will display without changing your password.



Login

Your Password is expiring soon, Please type a new Password for the account.
Please click on the cancel button, If you want to reset the password later.

Password: »

Re-type Password: »

Passwords must meet the following requirements:
Is 8 - 20 characters in length.
Includes both letters and numbers.
Does not contain 3 or more consecutive characters from your user ID.
Does not consecutively repeat a number or letter more than twice.
Does not contain spaces or special characters (&><").

» Indicates a Required Field

Figure 8. Login–Welcome to *ProviderInfoSource*–Thank You.

- b. After 150 days, when you login, you will see the following message. Please enter, then re-enter a new password, and click **Submit**. You will be unable to login until you change your password. Clicking **Cancel** will display the public home page.

Figure 9. Login–Welcome to *ProviderInfoSource*–Thank You.

2.4 Field Descriptions

- a. Following are descriptions of the fields in the *ProviderInfoSource* login window.
- b. **Fields – Provider Login** (Figure 10)

Figure 10. Login–Provider Login Fields.

Table 1. Login–Provider Login Fields.

Field	Description
User ID	<p>This will be the User's permanent User ID. Following are the requirements:</p> <ol style="list-style-type: none"> 1. 6 – 12 characters in length 2. Does not contain spaces or invalid characters 3. Does not start with a number 4. Does not start with two letters followed by all numbers. <p>Example: “Peas1289”</p> <p>This User ID is 6-12 characters in length, with at least 4 letters and 2 numbers.</p>
Password	<p>When the user logs into the account for the first time, they will be asked to create a permanent Password. Following are the requirements:</p> <ol style="list-style-type: none"> 1. Is 8 - 20 characters in length 2. Includes both letters and numbers 3. Does not contain 3 or more consecutive characters from your user ID 4. Does not consecutively repeat a number or letter more than twice 5. Does not contain spaces or special characters (&><\"'') <p>Example: “Spring1234”</p> <p>This Password is 8-20 characters in length, with 6 letters and 4 numbers, and does not contain spaces or special characters.</p>
Login Button	By clicking Login, <i>ProviderInfoSource</i> will validate your User ID and Password. If both

	match the information on file, you will be logged in to the Secured Home Page.
Forgot User ID or Password?	<i>ProviderInfoSource</i> allows you to retrieve forgotten login information by validating your identity with your security question, Zip Code and valid email address.
Not registered? Register today.	<i>ProviderInfoSource</i> will provide instructions advising how to obtain a User ID, either by calling Customer Service or by contacting your own organization's provider administrator.
User Agreement	A link to the user agreement containing the <i>ProviderInfoSource</i> terms of use.

2.5 Logout

- For security purposes, it is important to logout when you are finished using *ProviderInfoSource*. After logging out, your requests and information will be available the next time you login.

To logout, click either the logout button located at the top right of the window, or the logout link near the lower right corner of the window (

- Figure 11).

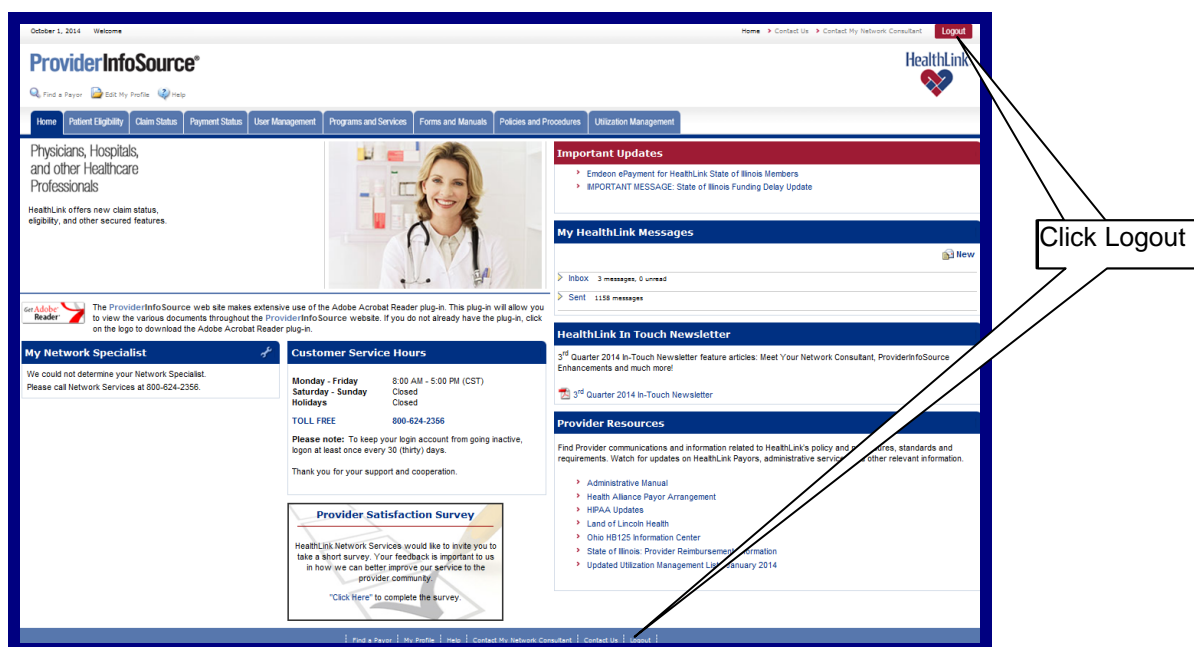


Figure 11. Logout–Logout Button.

- You will be directed to *ProviderInfoSource*'s Public Home Page.

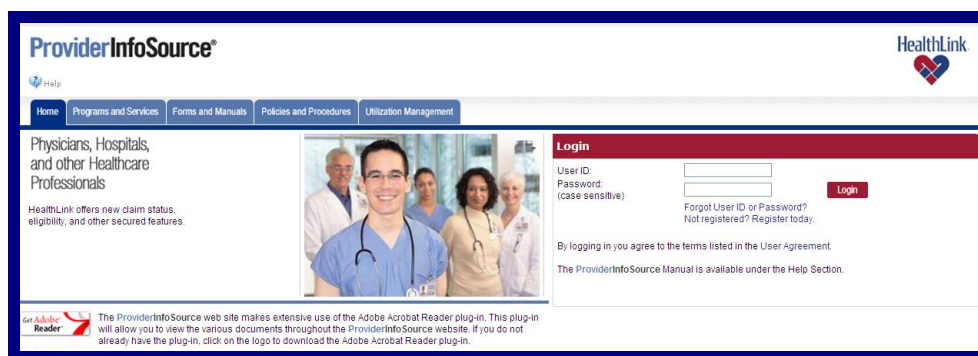


Figure 12. Logout–Public Home Page.

2.6 Frequently Asked Questions (FAQ)

If you were not able to login successfully, this **Frequently Asked Questions (FAQ)** section offers you assistance. There could be several reasons why you were not able to login, from a misspelled User ID or Password to a locked out account. This section describes possible scenarios, along with solutions that will lead to a successful login.

Question:

How can I get a User ID?

Answer:

If you are a participating provider but your organization has never used *ProviderInfoSource* before, please navigate to the web address <http://providerinfosource.healthlink.com>. Go to the Provider Login window and click [Not registered? Register today](#). You will be asked to complete a few simple steps in order to get your User ID and Password.

Each registered organization has a provider administrator. If your organization is registered, and you know who your administrator is, contact that person and request a User ID and Password. If you do not know who your administrator is, or you do not know whether your organization is registered, please call *ProviderInfoSource* Customer Service.

Table 2. Login–Customer Service Contact Information.

Customer Service – ProviderInfoSource	
Hours:	8:00 to 5:00 CST, open business days
Phone:	800-624-2356
Recorded messages after 5:00 PM CST	

Question:

What if my account is suspended, terminated, or locked out?

Answer:

Try logging in again by clicking [Return to Provider Login Page](#). This displays the Public Home Page. Re-enter your login information and try logging in again. If the Login Failed window displays again, please contact your organization's provider administrator and request that your account be re-activated. Or contact *ProviderInfoSource* Customer Service at 800-624-2356.

Note: Users have 6 attempts to login. After the 6th failed attempt, the account will be locked.

Suspended or **Locked-Out** accounts can be re-activated by provider administrators. **Terminated** accounts are permanently inactive (a new account must be created).

To keep your account from going inactive, please login at least once every 30 (thirty) days.

Question:

What if I misspell my User ID or Password?

I navigated to *ProviderInfoSource*'s Public Home Page and entered a User ID and Password, and after clicking **Login** the following window displays (Figure 13).

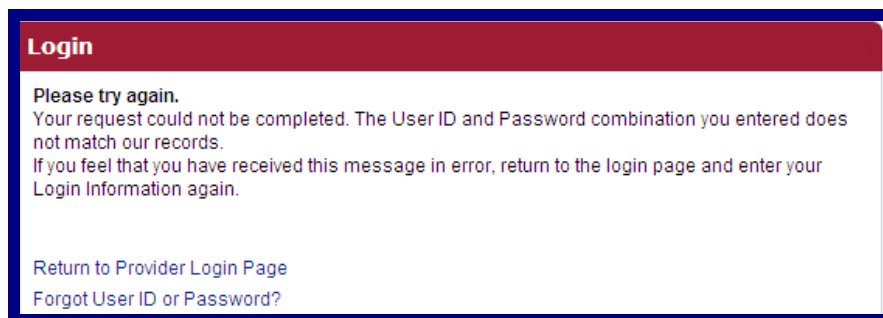


Figure 13. Login–Login Failed.

Answer:

Either the User ID or Password you entered is misspelled, or does not match a registered *ProviderInfoSource* user record. Complete the following steps:

1. Click [Return to Provider Login Page](#).
2. Re-enter your login information and click the **Login** button.
3. If the Login Failed window displays again, click [Forgot User ID or Password?](#).
4. Follow the prompts to request your User ID or reset your Password.
5. You may also contact your organization's provider administrator or contact *ProviderInfoSource* Customer Service.

Question:

What if I forgot my User ID or Password?

Answer:

1. Navigate to the *ProviderInfoSource* Public Home Page.
2. Click [Forgot User ID or Password?](#).
3. When prompted, select User ID or Password, enter the characters shown, and click the **Continue** button (Figure 14).

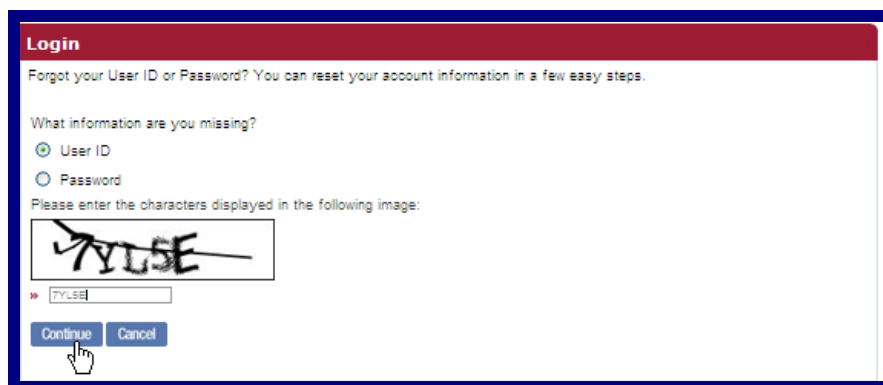


Figure 14. Login–Retrieve Login–Select.

4. User ID

- a) If you select User ID, type your email address and Zip Code, and click the **Submit** button (Figure 15).

Note: If the email address does not match *ProviderInfoSource's* records, then an error message will display. If this happens, verify your email address is entered correctly, or click **Cancel** to go back to the Public Home Page, or contact Customer Service.

The screenshot shows a web browser window titled "Provider Login". Below the title bar, there is a red header with the text "Provider Login" and two icons (a printer and a refresh button). The main content area has a message: "Please provide the following information. If it matches our records, we'll send the User ID to this address in an email message." Below this, there are two input fields: "Email address:" with the value "janedoe123@abchealth.c" and "Zip Code:" with the value "65432". A red asterisk icon is next to the email address field. Below the input fields, there is a red text label: "» Indicates a Required Field". At the bottom, there are two buttons: "Submit" and "Cancel". A mouse cursor is pointing at the "Submit" button.

Figure 15. Login–Retrieve User ID.

- b) If the email address matches the email address in *ProviderInfoSource's* records, your User ID will be emailed to you.
- c) When you receive the email containing your User ID, click the [Go to Provider Login Page](#) link and enter your login information (Figure 16).

The screenshot shows a web browser window titled "Provider Login". Below the title bar, there is a red header with the text "Provider Login" and two icons (a printer and a refresh button). The main content area has a message: "We are sending the matching User ID to the e-mail address you provided. When you receive the e-mail message, you can return to ProviderInfoSource to log in." Below this, there is a blue hyperlink: "Go to Provider Login Page". A mouse cursor is pointing at the link.

Figure 16. Login–Sending User ID.

- d) Following is a sample of the email that will be sent containing your User ID (Figure 17).

The screenshot shows an email client window titled "Your HealthLink ProviderInfoSource request - Message (HTML)". The email header shows: "From: DoNotReply@healthlink.com", "To: Doe, John", "Cc:", "Subject: Your HealthLink ProviderInfoSource request", and "Sent: Wed 8/3/2011 7:41 PM". The email body contains the following text: "Dear HealthLink ProviderInfoSource User, In response to your recent request for your ProviderInfoSource User ID, our records show your User ID as: JohnDoe1234 To log into ProviderInfoSource now, click the following link or paste it into your Internet browser's address line: http://ProviderInfoSource.HealthLink.com/ If you need assistance, or feel you have received this message in error, please call ProviderInfoSource Customer Service. ProviderInfoSource Customer Service Hours : 7:30 AM to 5:30 PM CST, open business days Phone: 314-925-6644 or toll-free 877-852-7464. Recorded messages after 5:30 PM CST Do not reply to this e-mail. Please contact Customer Service at 314-925-6644 or toll-free 877-852-7464 with any questions or requests."

Figure 17. Login–User ID Email.

5. Password

- a) If you select Password, type your email address and Zip Code, and click the **Continue** button (Figure 18).

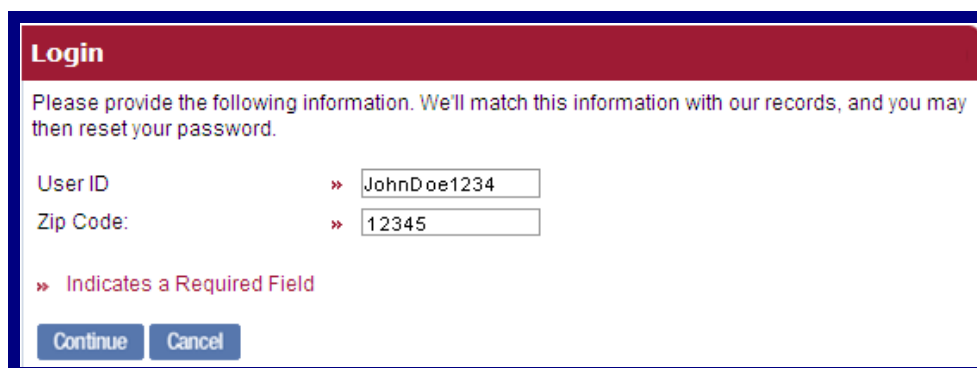


Figure 18. Login–Retrieve Password.

- b) If the User ID matches *ProviderInfoSource*'s records, the following window will display.
- c) Enter your answer and click the **Submit** button (Figure 19).

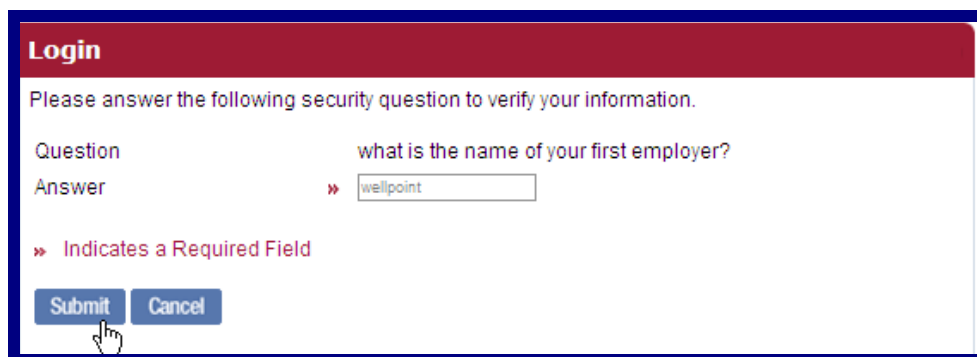


Figure 19. Login–Security Question.

- d) If the answer matches *ProviderInfoSource*'s records, a new temporary Password is randomly generated and displayed. Make a note of the Password, and then click the link and login using the temporary Password (Figure 20). After you login, you will be prompted to create a new permanent Password.

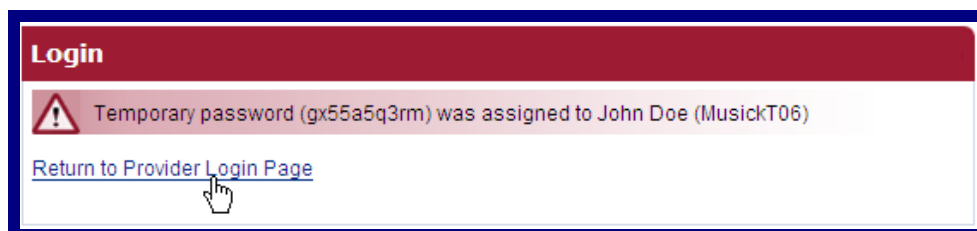


Figure 20. Login–Reset Password.