

ProviderInfoSource®



Provider User Guide

Self Registering

Chapter 15

HealthLink®



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

<http://providerinfosource.healthlink.com>

15.0 ADMINISTRATOR TOOLS – SELF-REGISTERING

15.1 Overview

The Administrator Tools function enables you to customize and manage access to your information. This online feature allows you to create new Users, manage your Users and reset Passwords. You also may assign other Users as Administrators and delegate the appropriate access for each User.

15.2 How to Self-Register as an Administrator

- a. Navigate to *ProviderInfoSource*'s Public Home Page, located at <http://providerinfosource.healthlink.com>
- b. When the Public Home Page opens, go to the Provider Login window and click [Not registered? Register today](#).

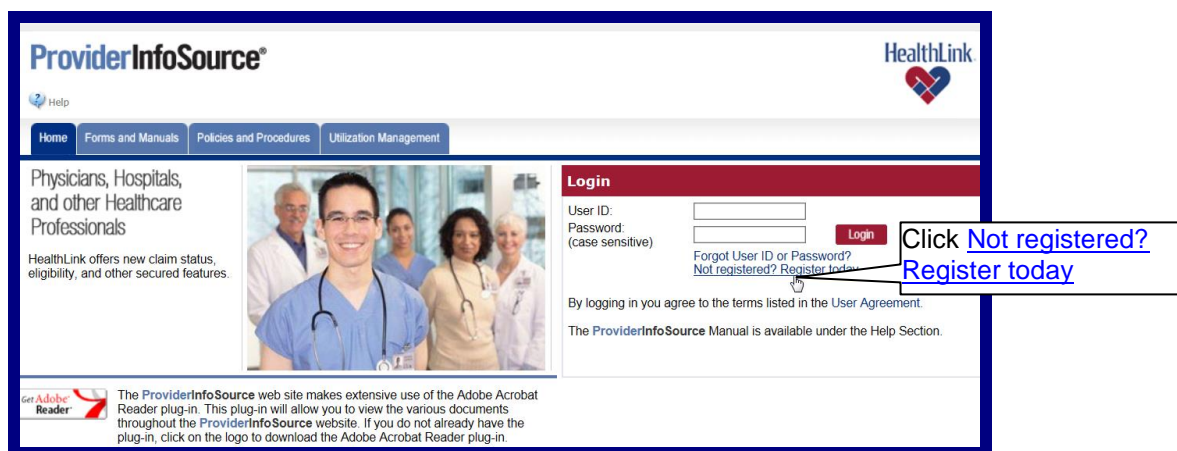


Figure 1. Admin. Tools–Self-Registering.

- c. This will display the **Administrator Self-Registration** window (Figure 2).
 1. Step 1 – Enter NPI & TIN
 - a) Type your Tax ID Number (TIN) and National Provider Identifier (NPI).
 - b) Click the **Continue>>** button (Figure 2).

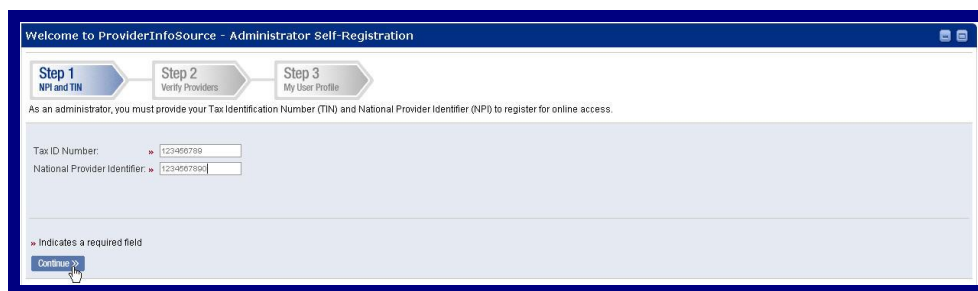


Figure 2. Admin. Tools–Self-Registering–Step 1 NPI & TIN.

Note: A participating Tax ID Number is required in order to use *ProviderInfoSource*. If you type an NPI / TIN combination that does not match our database, an error-message will display. Try re-typing and click the **Continue>>** button.

- c) **If Already Registered** - If the TIN entered has already been registered, an error message will display. Please contact your organization’s provider administrator, or call Customer Service toll-free at 800-624-2356.

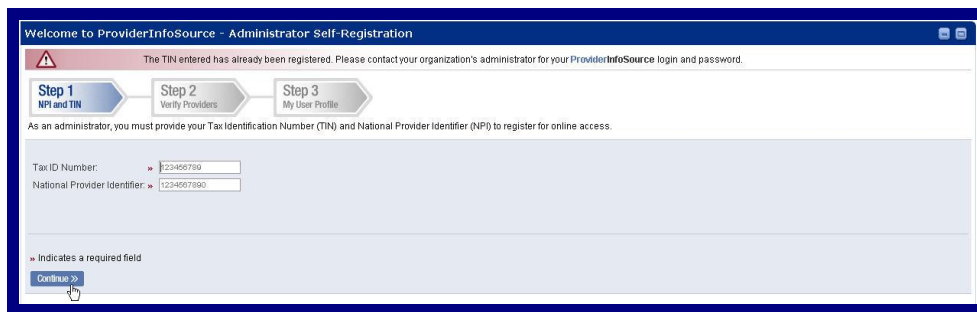


Figure 3. Admin. Tools–Self-Registering–Step 1 NPI & TIN Registered Error.

2. Step 2 – Verify Providers

- a) After you click the **Continue>>** button, the **Step 2: Verify Providers** window will be displayed (Figure 4). Please verify the provider listing that is associated with your organization. If the listing is correct, click the **Accept** button.



Figure 4. Admin. Tools–Self-Registering–Step 2 Verify Providers.

Note: If the list of providers is incorrect, click **Reject**. Customer Service will be notified that you have detected problems in your organization's structure, and a message will ask you to call Customer Service so the list can be corrected. After your approval, self-registration can be finalized.

- b) **Terms and Conditions**
First-time users must agree to the terms of using *ProviderInfoSource*. By using *ProviderInfoSource*, you agree to the terms of use. If you agree to the terms of use outlined in the user agreement, check the box labeled “I agree to the Terms and Conditions”, and click the **Continue>>** button.

3. Step 3 – Complete My User Profile

- a) After verification of the provider listing, the Step 3 My User Profile window displays (Figure 5).

Note: All fields with the characters “>>” indicate a required field. For field guidelines, please see the field descriptions for the My User Profile window at the end of this section.

Welcome to ProviderInfoSource - Administrator Self-Registration

Step 1 NPI and TIN | Step 2 Verify Providers | **Step 3 My User Profile**

User Profile

First Name: » Jane MI
Last Name: » Doe
Work Phone: » 123 456 7890
Email Address: » janedoe@abchealth.com
Allow Mail Contact: By acceptance of this User Agreement HealthLink is permitted to send general information and/or other types of materials supporting HealthLink's business.

Location Info

Location/Department: Department A
Tax ID Number: » 123456789
Street Address: _____
Zip Code: » 05432

Login Info

Select a Security Question: » What was the name of your first pet?
Your answer: » Lucky
Create User ID: » janedoe123
A user ID must be 6-12 characters in length, cannot contain spaces or invalid characters, cannot start with a number, and cannot start with two letters followed by all numbers
Create Password: » _____
Re-type Password: » _____
A password must be 8-20 characters in length, must include both letters and numbers, cannot contain 3 or more consecutive characters from your user ID, cannot consecutively repeat a number or letter more than twice, and cannot contain spaces or special characters (><~!).

» Indicates a required field

Submit << Previous

Figure 5. Admin. Tools–Self-Registering–Step 3 My User Profile.

- b) Complete the fields in the My User Profile window.

1) User Profile

Type your first name, middle initial, last name, work phone, and email address in the text boxes. If you want HealthLink *ProviderInfoSource* to contact you by postal and electronic mail, check the box marked “allow mail contact”.

2) Location Info

Type your location/department, tax id number, street address, and zip code in the text boxes.

3) Login Info

Choose a security questions and type your answer in the text box.

Type a unique User ID (see field descriptions at the end of this section for guidelines).

Type a unique password (see field descriptions at the end of this section for guidelines).

- c) After all the required fields have been entered, click the **Submit** button or press Enter. The following Welcome window will display (Figure 6):



Figure 6. Admin. Tools–Self-Registering–Welcome.

- d) After verification of the Administrator Self-Registration window, *ProviderInfoSource* will send you an email message (Figure 7).

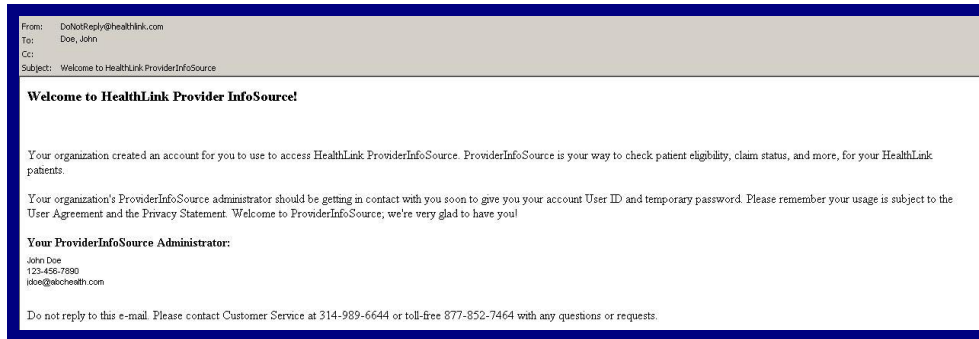


Figure 7. Admin. Tools–Self-Registering–Email Message.

- e) Login with your new User ID and Password. The *ProviderInfoSource* Secured Home Page will display additional menu options like Patient Eligibility and Claim Status (Figure 8).

Secured Home Page

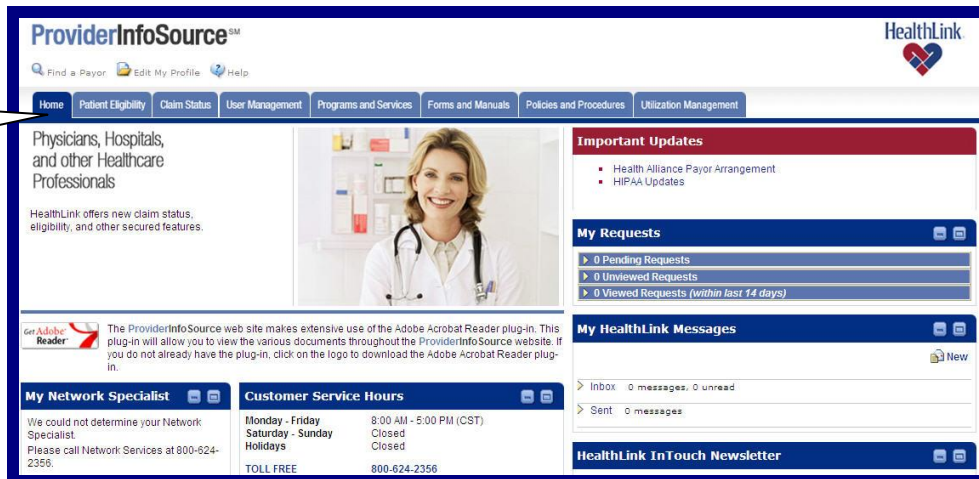


Figure 8. Login – Secured Home Page.

15.3 Field Descriptions

Following are descriptions of the fields that are displayed in the **Self-Registering** windows.

a. Fields – NPI and TIN (Figure 9)

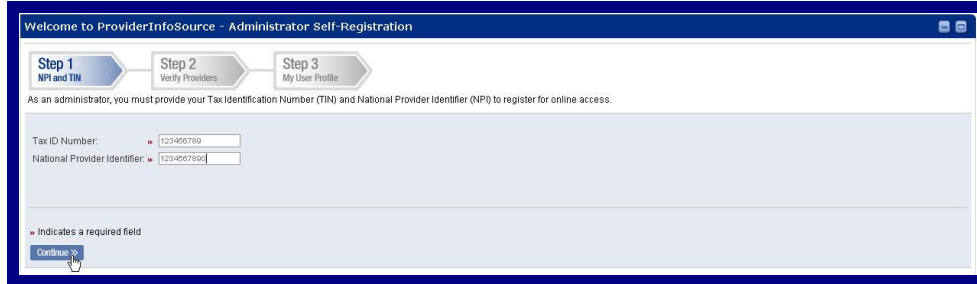


Figure 9. Self-Registering–NPI and TIN Fields.

Table 1. Self-Registering–NPI and TIN Fields.

Field	Descriptions
Tax ID Number (TIN)	Your organization’s 9-digit tax identification number.
National Provider Identifier (NPI)	Your organization’s 10-digit unique, government-issued, standard identification number.

b. Fields – Verify Providers (Figure 10)



Figure 10. Self-Registering–Verify Providers Fields.

Table 2. Self-Registering–Verify Providers Fields.

Field	Descriptions
Provider Name	An alphabetical listing of the names of providers that HealthLink records show as being associated with the organization.
HealthLink Provider Number	The unique 6-digit ID number HealthLink uses for each provider.
NPI	The National Provider Identifier that HealthLink records show as being associated with each provider.
Accept	This button approves the provider list and proceeds to the last step in self-registration.
Reject	This button rejects the provider list. Customer Service will be notified that you have detected problems in your organization's structure, and a message will ask you to call Customer Service so that the list can be corrected. After your approval, self-registration can be finalized.
Previous	This button takes you back to the TIN and NPI step.

c. Fields – My User Profile (Figure 11)

The screenshot shows a web form for administrator self-registration. At the top, there are three steps: Step 1 (NPI and TIN), Step 2 (Verify Providers), and Step 3 (My User Profile). The 'My User Profile' section is active and contains several fields:

- User Profile:** First Name (Jane), MI (), Last Name (Doe), Work Phone (123 456 7890), Email Address (janedoe@abchealth.com), and a checkbox for 'Allow Mail Contact' which is checked. A note states: 'By acceptance of this User Agreement Healthlink is permitted to send general information and/or other types of materials supporting HealthLink's business.'
- Location Info:** Location/Department (Department A), Tax ID Number (123456789), Street Address (), and Zip Code (85432).
- Login Info:** Select a Security Question (What was the name of your first pet?), Your answer (Lucky), Create User ID (janedoe123), Create Password (), and Re-type Password (). A note for the password field states: 'A password must be 8-20 characters in length, must include both letters and numbers, cannot contain 3 or more consecutive characters from your user ID, cannot consecutively repeat a number or letter more than twice, and cannot contain spaces or special characters (><\"'').'

At the bottom, there is a legend: '» Indicates a required field'. There are 'Submit' and '<< Previous' buttons.

Figure 11. Self-Registering–My User Profile Fields

Table 3. Self-Registering–My User Profile Fields

Section	Field	Descriptions
User Profile	First Name	The first name of the user being registered. If the user is an organization, the name should be entered in both First Name and Last Name fields.
	MI	The middle initial of the user being registered. Only one initial is allowed.
	Last Name	The last name of the user being registered to use <i>ProviderInfoSource</i> .
	Work Phone	The user’s work phone number including extension (if applicable).
	Email Address	The email address to be registered with <i>ProviderInfoSource</i> . We will send an email to this address, confirming you have access to the <i>ProviderInfoSource</i> administrative capabilities for your organization.
	Allow Mail Contact	Checking this checkbox allows us to send you materials via mail.
Location Info	Location / Department	The location or department that you belong to at your office (e.g. “Claims”). This can be helpful with a large organization with several registered users.
	Tax ID Number	The provider organization’s 9-digit Tax Identification Number (TIN). A participating Tax ID Number is required in order to use <i>ProviderInfoSource</i> .
	Street Address	The user’s work street address.
	Zip Code	The user’s work zip code. The zip code assists <i>ProviderInfoSource</i> in selecting the correct HealthLink Network Specialist for your area.
Login Info	Security Question and Answer	<i>ProviderInfoSource</i> will use a security question and answer to validate your identity in case you forget your login information.

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	<p>User ID</p>	<p>This is your unique login to <i>ProviderInfoSource</i>. Please choose a User ID that:</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” – This User ID is 6-12 characters in length, with at least 4 letters and 2 numbers, plus upper and lower case.</p>
	<p>Password</p>	<p>Your Password should be unique and not easily guessed. It is case sensitive. Please choose a Password that:</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” This Password is 8-20 characters in length, with 6 letters and 4 numbers, and does not contain spaces or special characters.</p> <p>Note: To keep your account from going inactive, please login at least once every 30 (thirty) days.</p>

15.4 Frequently Asked Questions (FAQ)

If you were not able to complete a self-registration task, this Frequently Asked Questions (FAQ) section offers you assistance. This section describes possible scenarios, along with the solutions to those scenarios.

Question:

What if I omit field entries? (Figure 12):

Answer:

Any error fields that are not valid will be displayed in red. Click in the error fields, re-enter the valid information and click the **Submit** button.



Figure 12. Admin. Tools–Self-Registering–Omit Field Entries.

Question:

What if I type my password in an invalid format?

Answer:

If the password format is not valid, *ProviderInfoSource* will re-display the window with an error. Re-enter a valid password, see field descriptions for valid format.

Question:

What if temporary password and re-type password entries do not match?

Answer:

ProviderInfoSource will redisplay the window with an error. Re-enter your password, making sure that temporary and re-type temporary password match.

Question:

What if I choose a User ID that is already being used?

Answer:

If the User ID is already being used, *ProviderInfoSource* will redisplay the Create New User window and a message “Please try again with a different User ID.” Try entering a different User ID, and click the **Continue>>** button.

Question:

What if I enter a User ID in an invalid format?

Answer:

If you do not follow the required User ID format, an error message will display, prompting re-entry in the proper format.