



Delegates – Provider Web Portal Quick Guide

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Adding A New Delegate – Provider Web Portal Quick Guide

A new delegate is a person who does not currently have a delegate code (including a code that was created by someone else).

Each delegate (person) should only have 1 delegate code, which is created by the first provider to add them as a delegate.

Make sure you ask the person, you’d like to delegate access to, if they have a delegate code before deciding whether to add a new delegate or link to an existing delegate.

1. Login to Provider Web Portal

2. Click Manage Accounts

The screenshot shows the Health First Colorado Provider Web Portal interface. At the top left is the Colorado HCPF logo, and at the top right is the Health First Colorado logo with the text 'Colorado's Medicaid Program'. Below the logos is a navigation bar with tabs for Home, Eligibility, Claims, Care Management, and Resources. A 'Contact Us | Logout' link is visible on the right. The main content area displays 'Welcome Health Care Professional!' and a 'Contact Us' button. On the left, there is a 'User Details' sidebar with a 'Manage Accounts' link highlighted in a red box. Below the sidebar is a 'Provider' section with fields for Name and Provider ID. A yellow callout box on the right contains the text: 'Don't See the Managed Accounts link? Please call Provider Services to double-check that you're using the correct Provider ID. 1-844-235-2387'.

3. There are 3 tabs – Add New Delegate/Office Staff is already open

Add New Delegate/Office Staff

Used to create a new delegate code, add a new delegate, and manage delegate access.

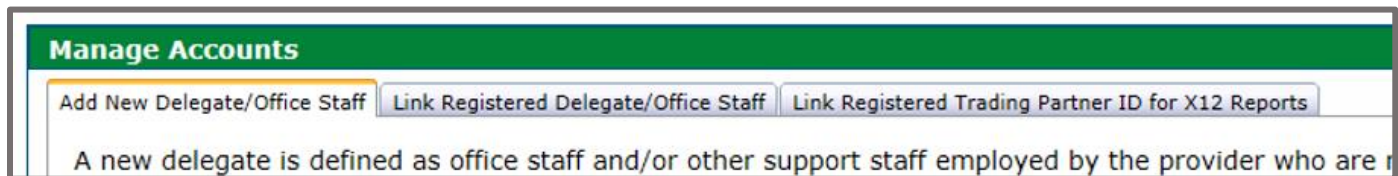
Note: If a delegate already has a code, use the link delegate feature instead of creating an entirely new code.

Link Registered Delegate/Office Staff

Used to delegate access to someone who already has a delegate code (even if it's a delegate code created by another company).

Link Registered Trading Partner ID for X12 Reports

Used to authorize someone to submit or retrieve your X12 transactions. Similar to a delegate, you can also authorize Trading Partners to perform certain Provider Web Portal functions on your behalf.



4. Under the Add New Delegate/Office Staff tab:

Complete fields to generate a new delegate code

Delegate's First and Last name, Delegate's birth date, and Last 4 of Delegate's Driver's License No.

Note: Last 4 of Driver's License can be **any 4-digit code**. Does **not** actually need to be the last 4 of license.

Choose the Functions you want the delegate to be able to perform

[Review the delegate function definitions here.](#)

Manage Accounts Back to My Home ?

Add New Delegate/Office Staff | Link Registered Delegate/Office Staff | Link Registered Trading Partner ID for X12 Reports

A new delegate is defined as office staff and/or other support staff employed by the provider who are not registered in the Portal. Providers may grant Portal access to new delegates by completing the required fields and giving the code generated to the individual to then register in the Portal. The new delegate will then have access to the provider's information (claims, reports, eligibility inquiries, or other functionality) via the Portal.

* Indicates a required field.

Enter the fields below and click **Submit** to generate the delegate code for the new delegate to register.

* **First Name**

* **Last Name**

* **Birth Date**

* **Last 4 of Driver's License No.**

Select the functions that the delegate is authorized to access.
(At least one function must be selected)

* **Functions**

- Alerts
- Care Management - Submit Resubmit Authorization
- Care Management - View Authorization
- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Enrollment
- Member Focus Viewing
- Payment History - Inquiry
- Provider Maintenance
- Secure Correspondence
- Verify Eligibility

Note: Last 4 of Driver's License can be **any 4-digit code**. Does **not** actually need to be the last 4 of license.

5. Click Submit and then click Confirm

Manage Accounts Back to My Home ?

Add New Delegate/Office Staff

Click **Confirm** to confirm the request. Click **Cancel** to cancel it.

First Name Jane
Last Name Doe
Birth Date 07/01/1985
Last 4 of Driver's License No. 1234
Status Active

Functions

- Alerts
- Care Management - Submit Resubmit Authorization
- Care Management - View Authorization
- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Enrollment
- Member Focus Viewing
- Payment History - Inquiry
- Provider Maintenance
- Secure Correspondence
- Verify Eligibility

6. Make sure your delegate gets their delegate code

The delegate needs a delegate code to register for their own Provider Web Portal account, where they can access and switch between all providers who have assigned them as a delegate.

Manage Accounts

Add New Delegate/Office Staff | Link Registered Delegate/Office Staff | Link Registered Trading Partner ID for X12 Report

A new delegate is defined as office staff and/or other support staff employed by the provider with access to the Provider Web Portal. Providers may grant Portal access to new delegates by completing the required fields and the individual to then register in the Portal. The new delegate will then have access to the provider's reports, eligibility inquiries, or other functionality) via the Portal.

* Indicates a required field.

Enter the fields below and click **OK** to register.

Manage Accounts [X]

The delegate has been added to your delegate list.

The delegate code for the new delegate is 10093. The delegate code is required to be communicated to the new delegate for registering with the portal.

* **First Name**
 * **Last Name**
 * **Birth Date**
 * **Last 4 of Driver's License No.**

Select the functions that the delegate is authorized to access. (At least one function must be selected)

* **Functions**

- Alerts
- Care Management - Submit Resubmit Authorization
- Care Management - View Authorization

Linking to an Existing Delegate – Provider Web Portal Quick Guide

An existing delegate is a person who already has a delegate code (including a delegate code that was created by someone else), and has registered for a Provider Web Portal account, as a delegate.

Each delegate (person) should only have 1 delegate code, which was created by the first provider to add them as a delegate.

Make sure you ask the person, you'd like to delegate access to, if they have a delegate code before deciding whether to add a new delegate or link to an existing delegate.

1. Login to Provider Web Portal

2. Click Manage Accounts

The screenshot displays the Health First Colorado Provider Web Portal. At the top, there are logos for the Colorado Department of Health Care Policy & Financing and Health First Colorado. A navigation bar includes links for Home, Eligibility, Claims, Care Management, and Resources. The main content area features a 'Welcome Health Care Professional!' message, a 'User Details' section with 'Manage Accounts' highlighted, and a 'Provider Portal News' section with 'No messages to display.' The footer contains the Entrust logo, the ID 'R05.00.147', and a 'Privacy Notice' link.

3. There are 3 tabs – click the Link Registered Delegate/Office Staff tab

Add New Delegate/Office Staff

Used to create a new delegate code and add a new delegate.

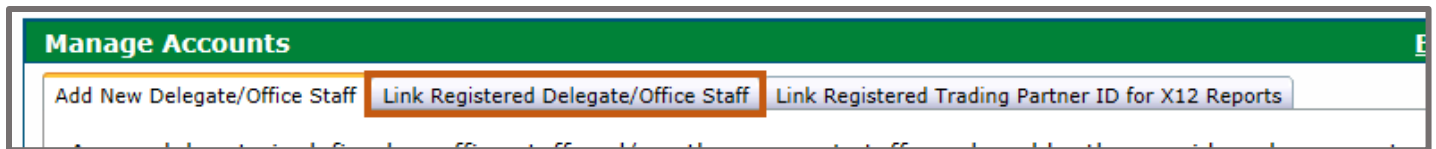
Note: If a delegate already has a code, it's very important that you use the link delegate feature instead of creating an entirely new code.

Link Registered Delegate/Office Staff

Used to delegate access to someone who already has a delegate code (even if it's a delegate code created by another company).

Link Registered Trading Partner ID for X12 Reports

Used to authorize someone to submit or retrieve your X12 transactions. Similar to a delegate, you can also authorize Trading Partners to perform certain Provider Web Portal functions on your behalf.



4. Under the Link Registered Delegate/Office Staff tab:

Complete fields to link to an existing delegate code

Delegate's Last name and delegate code.

Choose the Functions you want the delegate to be able to perform

[Review the delegate function definitions here.](#)

Manage Accounts
Back to My Home ?

Add New Delegate/Office Staff
Link Registered Delegate/Office Staff
Link Registered Trading Partner ID for X12 Reports

A registered delegate is defined as office staff and/or other support staff employed by the provider who have previously registered in the Portal. Providers may authorize Portal access to a registered delegate by completing the required fields using the delegate's assigned code. The delegate will then have access to the provider's information (claims, reports, eligibility inquiries, or other functionality) via the Portal.

* Indicates a required field.

Enter the Last Name and the Delegate Code to add that delegate to your delegate list then click **Submit** to proceed.

***Last Name**

***Delegate Code**

Select the functions that the delegate is authorized to access.
(At least one function must be selected)

***Functions**

- Alerts
- Care Management - Submit Resubmit Authorization
- Care Management - View Authorization
- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Enrollment
- Member Focus Viewing
- Payment History - Inquiry
- Provider Maintenance
- Secure Correspondence
- Verify Eligibility

Submit
Cancel

Note: Each delegate (person) should only have 1 delegate code, which comes from the first provider to add them as a delegate.

5. Click Submit and then click Confirm

Manage Accounts
[Back to My Home](#)

Link Registered Delegate/Office Staff

Click **Confirm** to confirm the request. Click **Cancel** to cancel it.

First Name john

Last Name doe

Birth Date 01/01/1970

Last 4 of Driver's License No. 4321

Delegate Code 10093

Functions

- Alerts
- Care Management - Submit Resubmit Authorization
- Care Management - View Authorization
- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Enrollment
- Member Focus Viewing
- Payment History - Inquiry
- Provider Maintenance
- Secure Correspondence
- Verify Eligibility

Edit
Confirm
Cancel

6. The delegate has been linked

indicates a required field.

the Last Name and the Delegate Code to add that delegate to your delegate list then click **Submit** to proceed.

***Last Name**

***Delegate Code**

***Functions**

- Alerts
- Care Management - Submit Resubmit Authorization
- Care Management - View Authorization
- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Enrollment
- Member Focus Viewing
- Payment History - Inquiry
- Provider Maintenance
- Secure Correspondence

Manage Accounts

The delegate has been added to your delegate list.

OK

Managing Your Delegates – Provider Web Portal Quick Guide

A delegate is a person who has been given access to perform certain Provider Web Portal functions on your behalf.

Each delegate (person) should only have 1 delegate code, which was created by the first provider to add them as a delegate.

1. Login to Provider Web Portal

2. Click Manage Accounts

The screenshot displays the Health First Colorado Provider Web Portal. At the top, there are logos for the Colorado Department of Health Care Policy & Financing and Health First Colorado. A navigation bar includes links for Home, Eligibility, Claims, Care Management, and Resources. The main content area is titled "Welcome Health Care Professional!" and features a "User Details" section with "Welcome Taren" and a "Manage Accounts" link highlighted with a red box. Other sections include "Provider Services" and "Provider Portal News".

3. There are 3 tabs – Add New Delegate/Office Staff tab is already open

Add New Delegate/Office Staff

Used to create a new delegate code, add a new delegate, and manage delegate access.

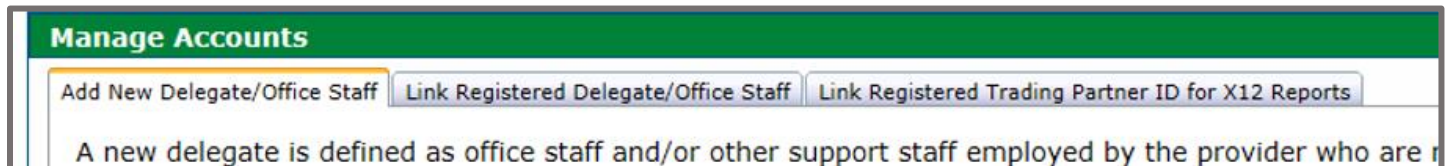
Note: If a delegate already has a code, it's very important that you use the link delegate feature instead of creating an entirely new code.

Link Registered Delegate/Office Staff

Used to delegate access to someone who already has a delegate code (even if it's a delegate code created by another company).

Link Registered Trading Partner ID for X12 Reports

Used to authorize someone to submit or retrieve your X12 transactions. Similar to a delegate, you can also authorize Trading Partners to perform certain Provider Web Portal functions on your behalf.



4. Under the Add New Delegate/Office Staff tab:

Scroll to the bottom of the page to see a list of delegates you've created and/or linked to

Here you can see their name's, birthdate, last 4 of driver's license (or the 4-digit code they were registered with), delegate code, and their status.

Status Meaning:

- **Active:** has registered for a Provider Web Portal account as a delegate (can perform Provider Web Portal functions).
- **Active – Pending:** has not yet registered for a Provider Web Portal account as a delegate (cannot perform Provider Web Portal functions).
- **Inactive:** has registered for a Provider Web Portal account as a delegate, but has been put into an inactive status (cannot perform Provider Web Portal functions).
- **Inactive – Pending:** has not yet registered for a Provider Web Portal account as a delegate, and has been put into an inactive status (cannot perform Provider Web Portal functions).

Delegates						
Click the Delegate's name to change the status and/or the functions of the delegate.						
#	Name ▲	Display Name	Birth Date	Last 4 of Driver's License No.	Delegate Code	Status
1	doe, jane	Jane Doe	07/01/1985	1234	10092	Active
2	smith, don	don smith	01/01/1970	7777	10095	Active - Pending

5. Click on the name of a Delegate to modify their access or change their status.

Delegates						
Click the Delegate's name to change the status and/or the functions of the delegate.						
#	Name ▲	Display Name	Birth Date	Last 4 of Driver's License No.	Delegate Code	St
1	doe, jane	Jane Doe	07/01/1985	1234	10092	Ac
2	smith, don	don smith	01/01/1970	7777	10095	Ac

Changing a delegate's status to Inactive, will mean they cannot perform Provider Web Portal functions on your behalf

[Review the delegate function definitions here.](#)

Manage Accounts
[Back to My Home](#) ?

Edit Delegate/Office Staff

Select Active or Inactive to change the status and/or modify the functions below, then click the **Submit** button to update the information.

First Name jane
Last Name doe
Birth Date 07/01/1985
Last 4 of Driver's License No. 1234
Delegate Code 10092

***Status** Active Inactive

Select the functions that the delegate is authorized to access.
 (At least one function must be selected)

***Functions**

- Alerts
- Care Management - Submit Resubmit Authorization
- Care Management - View Authorization
- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Enrollment
- Member Focus Viewing
- Payment History - Inquiry
- Provider Maintenance
- Secure Correspondence
- Verify Eligibility

Submit
Cancel

6. Submit and confirm delegate changes

- Enrollment
- Member Focus Viewing
- Payment History - Inquiry
- Provider Maintenance
- Secure Correspondence
- Verify Eligibility

Edit
Confirm
Cancel

Manage Accounts
[Back to My Home](#) ?

Add New Delegate/Office Staff
Link Reg...

A registered delegate is defined registered in the Portal. Providers may autho delegate's assigned code. The delegate will functionality) via the Portal.

* Indicates a required field.

Manage Accounts [X]

The delegate information has been successfully been changed.

OK

Need More Help?

Please visit the [Quick Guides and Webinars](#) web page to find all the Provider Web Portal Quick Guides:

Aid Code and Benefit Plan Acronyms
Are You Billing from the Correct Account?
Copy, Adjust, or Void a Claim

Delegates

Delegate Access Definitions

Entering Third Party Liability

Provider Maintenance

Pulling your 835 - Linking to your own TPID

Pulling your Remittance Advice (RA)

Reading your Remittance Advice (RA)

- Internal Control Number (ICN) Information Sheet
- Region Code Information Sheet

Updating your EFT/ERA Information
Validating a Trading Partner ID (TPID)
Verifying Member Eligibility

- Managed Care Assignments
- Primary Care Provider
- Medicare Coverage
- Member Co-Pay Amounts

Viewing Prior Authorizations in the Portal
Web Portal Registration

Provider Web Portal – Frequently Asked Questions (FAQs)

Please visit the [Provider FAQ Central](#) web page and look under the Billing and Web Portal headings to see Provider Web Portal FAQs.

Provider Web Portal – Recorded Webinars

Click the links below to access the recorded webinars:

[Session #1](#) Access the new Portal, Portal Registration, Log in, My Profile, Manage Accounts (including delegates)

[Session #2](#) Provider Maintenance (including updates and affiliations), EFT/ERA Enrollment, Disenroll

[Session #3](#) Member Information and Eligibility Verification

[Session #4](#) Remittance Advice (RA), Search Payment History, Search for Accounts Receivable Records, Make a Payment

[Session #5](#) Notify Me, Alerts, Secure Correspondence

[Session #6](#) Files Exchange, Resources

[Session #7](#) Search & Submit CMS 1500, UB-04, Emergency Dental Claims, Prior Authorizations (Nursing Facility PETI PARs only)

[Bridge](#) Bridge training for Community Centered Boards (CCBs) only