



Provider Web Portal Quick Guide – Web Portal Registration

1. From the [Provider Web Portal Home page](#), click Register Now

Did you Know?
If you forget your User ID or Password, you can use the [Forgot User ID?](#) or [Forgot Password?](#) links.

2. Choose the most appropriate option

If you are enrolled as more than one provider type, choose the option most appropriate for the Provider ID you want to create a Web Portal account for.

Example: many case managers (provider type 11) are also enrolled as HCBS providers (provider type 36). In this example, the case manager would need to create two Web Portal accounts. They would select the “Case Manager” option to register their case manager Provider ID; they would register their HCBS Provider ID as a “Provider”.

Registration
Select one of the following options that best describes your role.

- Provider**
An individual, state or local agency, corporate, or business entity that is enrolled in the Healthcare program as a provider of services.
- Delegate**
An individual designated by an organization for the sole purpose of performing clerical functions and is responsible for ensuring patient privacy information accessed via this website is to be used only for legitimate business reasons.
- Billing Agent**
An individual, state or local agency, corporate, or business entity that is enrolled in the Healthcare program as a billing agent for services.
- Case Manager**
An individual that helps provide an array of services to help individuals and families cope with complicated situations in the most effective way possible, thereby achieving a better quality of life. They help people to identify their goals, needs, and resources.
- MCO or ASO**
A Managed Care Organization (MCO) or Administrative Service Organization (ASO) entity authorized to perform administrative and/or coordinated health services as designated by the state.
- RCCO**
An entity, authorized by the state, to operate as a Regional Care Collaborative Organization. These organizations connect Medicaid clients to Medicaid providers and helps clients find community and social services in their area.

3. Enter in your information.

For registration as a "Provider", "Case Manager", "MCO or ASO", or "RCCO".

If your NPI is tied to more than one location or provider type, we highly recommend using your Provider ID (instead of your NPI) to register.

If providers were approved before 2/3/17, your new provider ID may be the same as your 8-digit legacy ID. If we were unable to map back to your legacy ID, or if you were approved after 2/3/17, you will get a new 10-digit Provider ID.

If you don't have your new Provider ID, please call 1-844-235-2387.

Registration Step 1 of 2 - Personal Information ?

* Indicates a required field.

Please provide the following information to get started!

***NPI/Provider ID**

***Zip Code**

Taxonomy

Continue
Cancel

For registration as a "Delegate".

The information you enter here must match the information that was used to create your Delegate Code. If you have difficulties with registration, double check with the person who created your delegate code.

Registration Step 1 of 2 - Personal Information ?

* Indicates a required field.

Please provide the following information to get started!

***First Name**

***Last Name**

***Birth Date** MM/DD/YYYY

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

***Delegate Code**

Continue
Cancel

For registration as a "Billing Agent".

The Trading Partner ID you enter here needs to come from HPE. The TPID used in the legacy system will not work.

Registration Step 1 of 2 - Personal Information ?

* Indicates a required field.

Please provide the following information to get started!

***Trading Partner ID**

***Trading Partner Name**

Continue
Cancel

4. Choose a User ID and Display Name

The User ID is what you will use to log into your Web Portal account. **We recommend a Display Name that will make it easy to identify which account you're logged into.**

For example: If this provider type is a Hospital and the service location is 123 Fake Street – a good Display Name would be: "Hospital_123FakeSt". **Do NOT use spaces in your display name.**

The Display Name is the name you'll see when logged into your Provider Web Portal account, and what your delegates will see when they use the "Switch Provider" function.

The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

***User ID** **Check Availability**

***Password**

***Confirm Password**

Please provide your contact information below.

***Display Name**

***Phone Number**

***Email**

***Confirm Email**

The Display Name is the name you'll see when logged into your Provider Web Portal account.



The Display Name is the name your delegates will see when they use the "Switch Provider" function.

Switch Provider Sunday

Switch Provider

Switch Provider

Enter at least one selection criteria below and click **Search** to retrieve information.

Display Name

Email

Search **Reset**

Available Providers

Select a Provider that you wish to switch to, then click **Submit** button. Total Records: 5

#	Display Name	Email Address
1	<input type="radio"/> allegro3	[REDACTED]
2	<input type="radio"/> CaseManager1	
3	<input type="radio"/> DouglasHospital1	
4	<input type="radio"/> Porter	
5	<input type="radio"/> Taren	

Submit **Close**

5. Answer the Challenge Questions, Read & Sign the Web Portal User Agreement.

Please select a unique challenge question and provide an answer for each of the question groups below.

***Challenge Question #1**

***Answer to #1**


***Challenge Question #2**

***Answer to #2**

***Challenge Question #3**

***Answer to #3**

User Agreement



Colorado Medical Assistance Program

Web Portal User Agreement

The following Agreement explains how you may use the Web Portal and your responsibilities and obligations as a user.

PLEASE READ!

By entering my full name in the space provided below and transmitting this form electronically, I state that, I am the person whom I represent myself to be herein, and I acknowledge that I have read and understand the User Agreement and agree to the terms and conditions as described about the role that I will perform.

***Please sign by typing your full name here:**

6. Click link in confirmation email.

You will get a confirmation email from co_hcp_noreply@hpe.com, **but it may take up to an hour**. If you have not received your verification email within an hour, you can use the system to request the verification email again.

1. Use your user ID and password to attempt to login to your Provider Web Portal account.
2. Click Resend Verification Email.

Please remember to check your junk, clutter and spam folders. If you have not received your email in one business day, call Provider Services as there may have been an issue with the email entered.

[Home](#) > Registration Verification Friday 0

Registration Verification ?

Your account has not been verified.
 You must verify your registration before you are permitted to log in to your account.

Locate the verification email you received and follow the instructions.

If you cannot locate the verification email, click the button below to have the email resent to the email address you used during registration.

7. Confirm that you are logged in as an active provider

Being able to register for the Web Portal is NOT an indicator that you are using the correct Provider ID!

If you are not logged in as a delegate, and you don't see the Manage Accounts and Provider Maintenance links: you registered using the wrong Provider ID, or you registered using your NPI and the Web Portal linked to the wrong account.

How to fix it:

All you need to do is register for a new Provider Web Portal account, using the correct Provider ID (**not the NPI**). If you don't know your correct Provider ID, please call 1-844-235-2387.

You do **not** need to do anything with the incorrect Provider Web Portal account, just stop using it.

Registered w/ correct ID	Registered w/ incorrect ID
<div style="background-color: #008000; color: white; padding: 5px; margin-bottom: 10px;"> User Details </div> <p>Welcome Hospital_123 FakeSt</p> <div style="border: 2px solid yellow; padding: 5px; margin-bottom: 10px;"> <p>▶ My Profile</p> <p>▶ Manage Accounts</p> </div> <div style="background-color: #008000; color: white; padding: 5px; margin-bottom: 10px;"> Provider </div> <p>Name Memorial Hospital</p> <p>Provider ID 123456789 (NPI)</p> <p>Location ID 98765432</p> <div style="border: 2px solid yellow; padding: 5px;"> <p>▶ Provider Maintenance</p> <p>▶ EFT/ERA Enrollment</p> <p>▶ Disenroll</p> </div>	<div style="background-color: #008000; color: white; padding: 5px; margin-bottom: 10px;"> User Details </div> <p>Welcome Hospital_123 FakeSt</p> <div style="border: 2px solid red; padding: 5px; margin-bottom: 10px;"> <p>▶ My Profile</p> </div> <div style="background-color: red; color: white; padding: 5px; margin-bottom: 10px; text-align: center;"> Manage Accounts link missing </div> <div style="background-color: #008000; color: white; padding: 5px; margin-bottom: 10px;"> Provider </div> <p>Name Memorial Hospital</p> <p>Provider ID 123456789 (NPI)</p> <p>Location ID 98765432</p> <div style="border: 2px solid red; padding: 5px; margin-bottom: 10px;"> <p>▶ Disenroll</p> </div> <div style="background-color: red; color: white; padding: 5px; text-align: center;"> Provider Maintenance link missing </div>

Another indicator that you're using the wrong ID, is in My Profile → Roles.

"Provider Restricted" means you've registered using the wrong ID, or that this provider isn't enrolled.

Roles
<div style="border: 2px solid red; padding: 5px; display: inline-block;"> <p>Current Roles Providers Provider Restricted</p> </div> <div style="background-color: red; color: white; padding: 5px; display: inline-block; margin-left: 20px;"> Restricted = Wrong ID or unenrolled provider </div>

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