



Healthfirst Provider Portal

Account Creation Guide



Getting Started

Thank you for being an integral part of the Healthfirst provider network. This guide will help you create an account on the Healthfirst Provider Portal at HFProviderPortal.org, giving you convenient access to the tools and resources you need to give our members the best care.

PLEASE NOTE: All providers will be required to register a unique account on the portal. Any previous provider portal usernames will not be valid.

If you have any questions or need additional assistance, our dedicated Provider Services team is here for you. Please contact them at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.

*All screen images contained herein are current as of **9/17/18** and subject to change.*

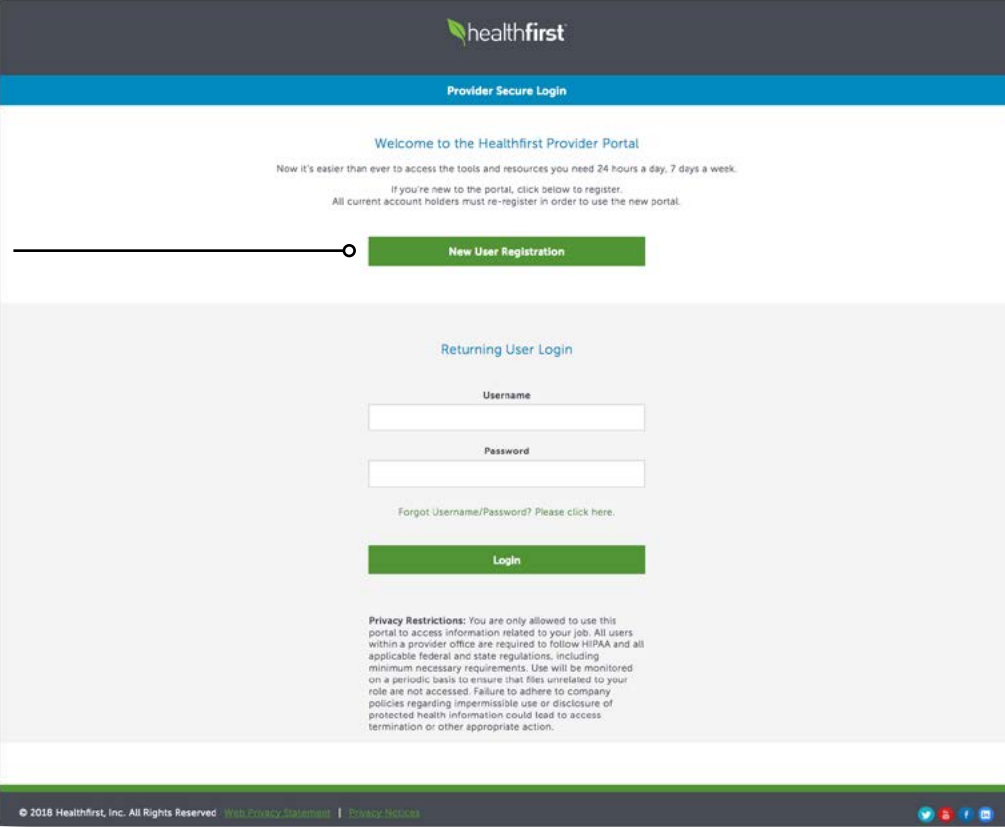
Healthfirst is the brand name used for products and services provided by one or more of the Healthfirst group of affiliated companies.

Accessing the Portal

Access the Healthfirst Provider Portal 24/7 at HFProviderPortal.org.

Registration

New User Registration



The screenshot shows the Healthfirst Provider Portal interface. At the top is the Healthfirst logo. Below it is a blue bar with the text "Provider Secure Login". The main content area has a heading "Welcome to the Healthfirst Provider Portal" followed by a paragraph: "Now it's easier than ever to access the tools and resources you need 24 hours a day, 7 days a week. If you're new to the portal, click below to register. All current account holders must re-register in order to use the new portal." A green button labeled "New User Registration" is highlighted with a line and a circle. Below this is the "Returning User Login" section, which includes input fields for "Username" and "Password", a "Forgot Username/Password? Please click here." link, and a green "Login" button. At the bottom, there is a "Privacy Restrictions" notice and a footer with copyright information and links to "Web Privacy Statement" and "Privacy Notices".

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Provider Secure Login

Welcome to the Healthfirst Provider Portal

Now it's easier than ever to access the tools and resources you need 24 hours a day, 7 days a week.
If you're new to the portal, click below to register.
All current account holders must re-register in order to use the new portal.

New User Registration

Returning User Login

Username

Password

Forgot Username/Password? Please click here.

Login

Privacy Restrictions: You are only allowed to use this portal to access information related to your job. All users within a provider office are required to follow HIPAA and all applicable federal and state regulations, including minimum necessary requirements. Use will be monitored on a periodic basis to ensure that files unrelated to your role are not accessed. Failure to adhere to company policies regarding impermissible use or disclosure of protected health information could lead to access termination or other appropriate action.

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- 1 To begin the registration process, visit HFProviderPortal.org and click **New User Registration**.

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Registration

License Agreement

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Accept





Agree

Disagree

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[Web Privacy Statement](#)

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- Please read the License Agreement carefully, including the privacy statement highlighted in red, and select **Accept** and **Agree**.

Registration (continued)

The screenshot shows the 'Provider Registration' page on the Healthfirst portal. The page has a dark header with the 'healthfirst' logo and a blue 'Registration' sub-header. The main content area is white and contains the following elements:

- Provider Registration** title and a thank-you message: 'Thank you for taking the time to register. This process helps keep our portal secure.'
- A 'Go Back' button.
- Form fields for: 'Submitter First Name*', 'Submitter Last Name*', 'Primary Practice / Facility Name*', 'Primary Contact Phone*', 'Primary Contact Email Address*', and 'Provider Tax Identification Number (TIN)*'.
- A 'Claim Number*' field with a placeholder 'XXXXXXXX'.
- A note below the Claim Number field: 'Must be a claim paid within the last 180 days.'
- 'Continue' and 'Cancel' buttons.
- A footer note: 'Up next: Create Login Credentials (step 2 of 4)'.
- A footer bar with copyright information: '© 2018 Healthfirst, Inc. All Rights Reserved' and links to 'Web Privacy Statement' and 'Privacy Notices'.

Annotations on the screenshot:

- A blue 'Continue' label with a line pointing to the 'Continue' button.
- A line with a circle at the end pointing to the 'Claim Number*' field.

- 3 Enter the requested information and click **Continue** after each step.

PLEASE NOTE:

Each provider and staff member should register their own account credentials. Usernames must be unique and not previously used on any Healthfirst Provider Portal.

Additionally, the Claim Number must be from a claim paid within the past 180 days.

The submitter's name should be the name of the person completing the registration.

Registration

Username *

All current account holders must create a new username

Portal Email Address*

Confirm Portal Email Address*

Password *

Confirm Password *

Password requires at least:

- 8 characters
- 1 letter
- 1 number
- 1 special character (.,!@\$/%^&*~+-=|{}[];:'"~\`/?)

Security Question 1*

Security Question 2*

Security Question 3*

Up next: Select Provider Role (step 3 of 4)

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Continue

Registration

Provider Type *

Up next: Review (step 4 of 4)

Continue

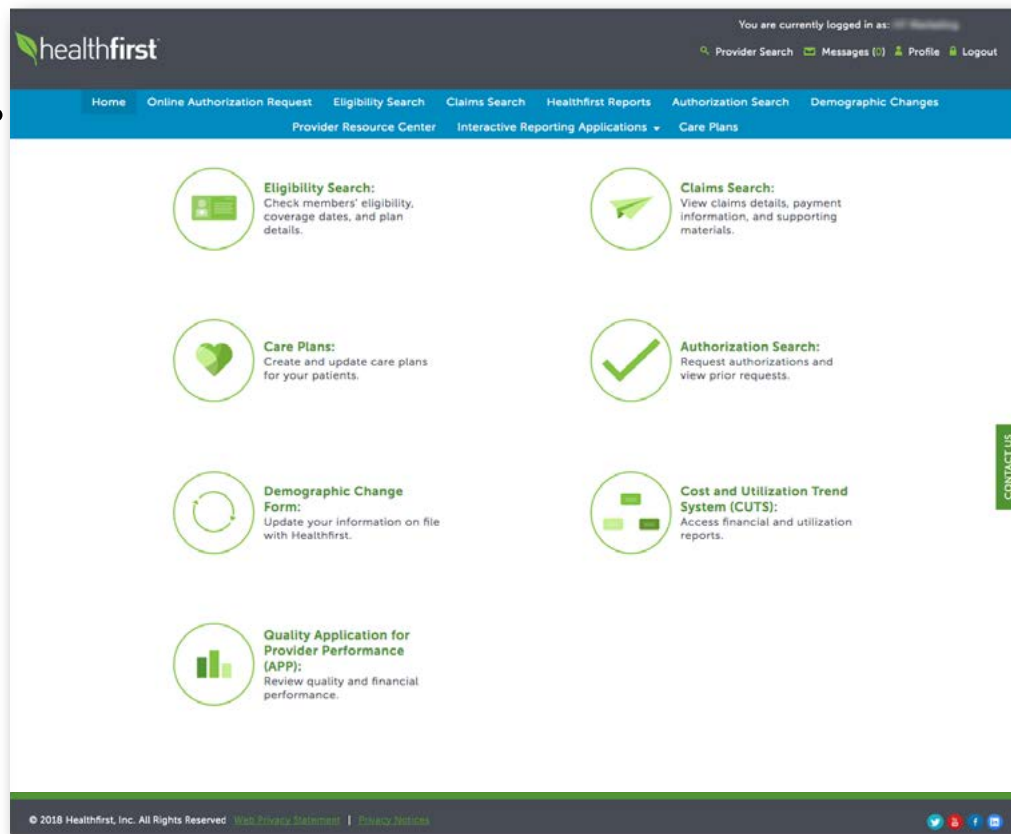
Registration

Submitter First Name:
 Submitter Last Name:
 Submitter E-Mail Address:
 Contact Phone:
 TIN:
 Username:

Everything looking good?

Continue

Core Functions



CORE FUNCTIONS ON NAVIGATION BAR:

- Online Authorization Requests
- Eligibility Search*
- Claims Search*
- Healthfirst Reports
- Authorization Search*
- Demographic Changes*
- Update Profile
- Provider Resource Center
- Interactive Reporting Applications*
- Care Plans*

*Quick-navigation icons available on home page

For security reasons, not every function will be immediately available to newly created accounts. Please contact your Network Account Manager if you need to request access for any function that is not linked to your provider account.

