



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.*

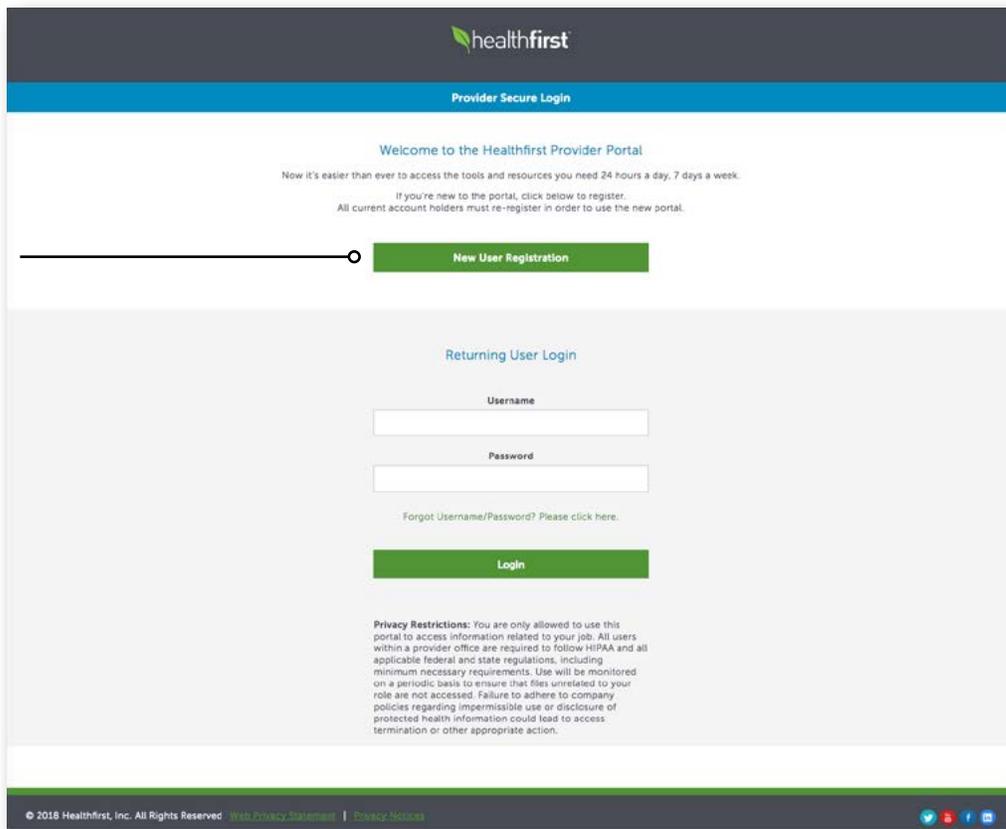
Healthfirst is the brand name used for products and services provided by one or more of the Healthfirst group of affiliated companies.

Accessing the Portal

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

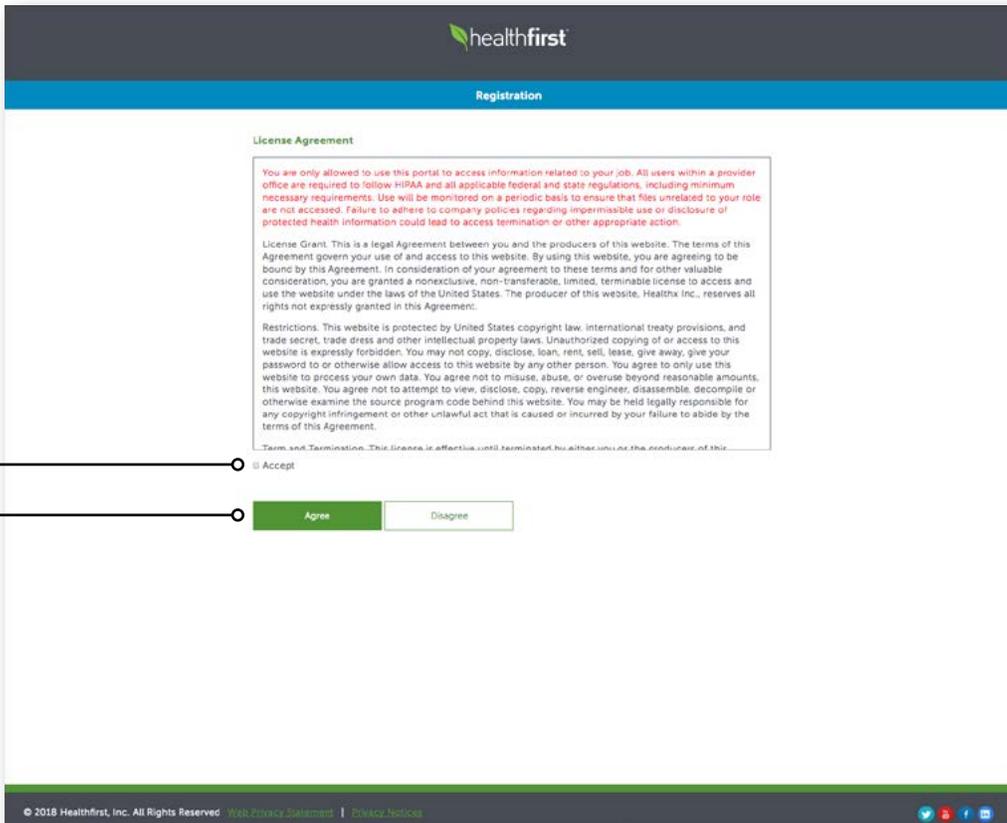
Registration

New User Registration



The screenshot shows the Healthfirst Provider Portal login and registration interface. At the top, the Healthfirst logo is displayed. Below it, a blue header reads "Provider Secure Login". The main content area is white and contains a welcome message: "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." A green button labeled "New User Registration" is highlighted with a line and a circle. Below this, there is a "Returning User Login" section with input fields for "Username" and "Password", a "Forgot Username/Password? Please click here." link, and a "Login" button. At the bottom, there is a "Privacy Restrictions" notice and a footer with copyright information and social media icons.

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



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

Registration (continued)

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Registration

Provider Registration
Thank you for taking the time to register. This process helps keep our portal secure.

[Go Back](#)

Submitter First Name*

Submitter Last Name*

Primary Practice / Facility Name*

Primary Contact Phone*

Primary Contact Email Address*

Provider Tax Identification Number (TIN)*

XXXXXXXX

Claim Number*

Must be a claim paid within the last 180 days.

[Continue](#) [Cancel](#)

Up next: Create Login Credentials (Step 2 of 4)

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Continue

- 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.

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Registration

Go Back

Username *

Portal Email Address*

Confirm Portal Email Address*

Password *

Confirm Password *

Password requires at least:

- 8 characters
- 1 letter
- 1 number
- 1 special character _!@#\$%^&*~(){}|'"/>

Continue

Registration

Go Back

Provider Type *

-- Select --

Continue Cancel

Up next: Review (step 4 of 4)

Continue

Registration

Go Back

Submitter First Name:

Submitter Last Name:

Submitter E-Mail Address:

Contact Phone:

TIN:

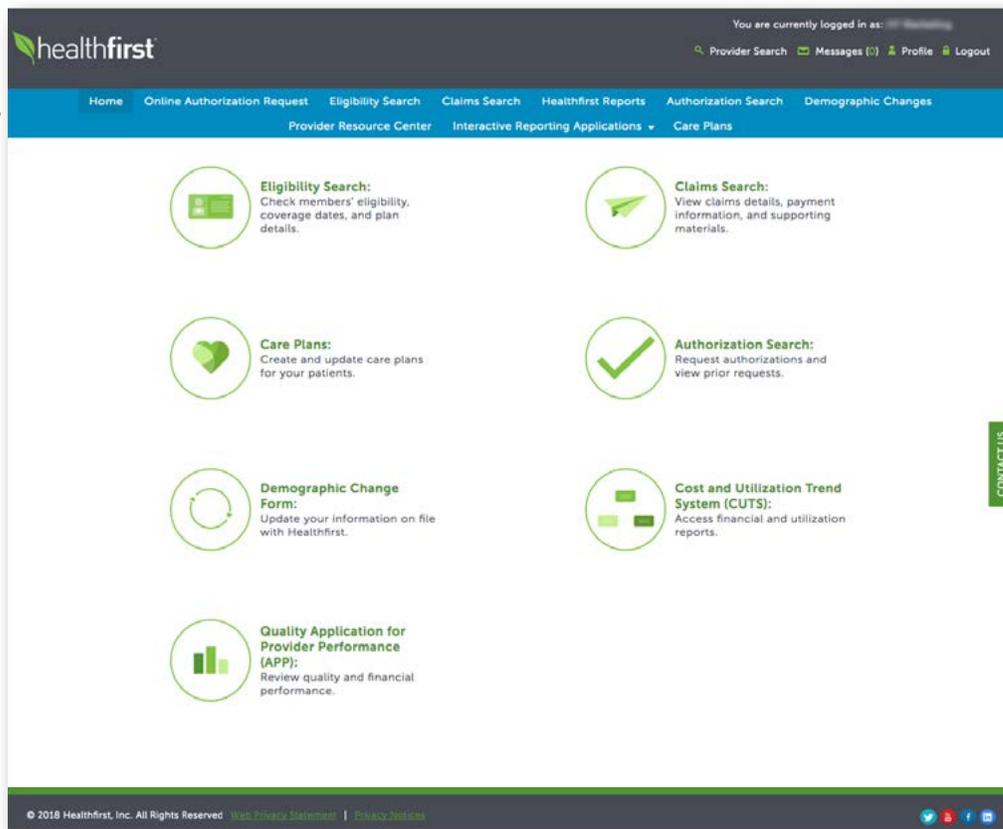
Username:

Continue Cancel

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.

