

## Job Aid

### Delegate Accounts

As discussed in PRP-100 Provider Portal Overview, providers often use delegates to manage their claims on the portal. A delegate can serve several provider accounts even if the delegate has only one provider, since providers can have multiple contracts. This document describes how to register a delegate account on the provider portal, and how to log in. If you are a delegate who services multiple provider accounts, you will be presented with a selection of providers to choose from when you log in.

### Registering a Delegate Account

**Note:** To register as a delegate, you'll need all the information the provider used to create your account. Additional providers assigning you to their locations must have your Delegate Code, so keep it on hand.

Complete the following steps to create a delegate account:

1. Access the provider portal at the URL that was given to you.
2. At the Home page, click the **Register Now** link (see Figure 1: Provider Portal Home Page).

**Figure 1: Provider Portal Home Page**



3. The system opens the Registration Selector page. Click the Delegate option (see Figure 2: Registration Selector Page).


**Figure 2: Registration Selector Page**

[Home](#) > [Registration Selector](#)

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**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 the Provider 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.



**Trading Partner**



**ORP**

- At the Registration panel, enter your name, birth date, and the last four digits of your driver's license number as they were entered by the provider. Enter the delegate code from the record the provider created and click **Continue** (see Figure 3: Registration Step 1).

**Figure 3: Registration Step 1**

[Home](#) > [Registration Selector](#) > [Registration](#)

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**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  

\*Last 4 of DLN

\*Delegate Code

**Continue** **Cancel**

The rest of the registration steps are the same as described in PRP-100 Provider Portal Overview. You will receive an email with a link to confirm your account.

## Logging In

When you log into your delegate account, the system opens the Home page if you serve only one provider account. If you are a delegate for multiple provider accounts, the system opens the Switch Provider panel so you can select an account (see Figure 4: Switch Provider Panel). At any time, you can return to this panel and switch to a different provider to continue your work.

**Figure 4: Switch Provider Panel**

Home
Resources
Switch Provider

Switch Provider

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Switch Provider
?

Switch Provider

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

**Display Name**

**Email**

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Search
Reset

**Available Providers**

Select a Provider that you wish to switch to, then click **Submit** button. Total Records: 2

#	Display Name ▲	Email Address
1	<input type="radio"/> BillyBob	<a href="mailto:slawrence@gainwelltechnologies.com">slawrence@gainwelltechnologies.com</a>
2	<input type="radio"/> Debrita	<a href="mailto:dschiller@gainwelltechnologies.com">dschiller@gainwelltechnologies.com</a>

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Submit
Close