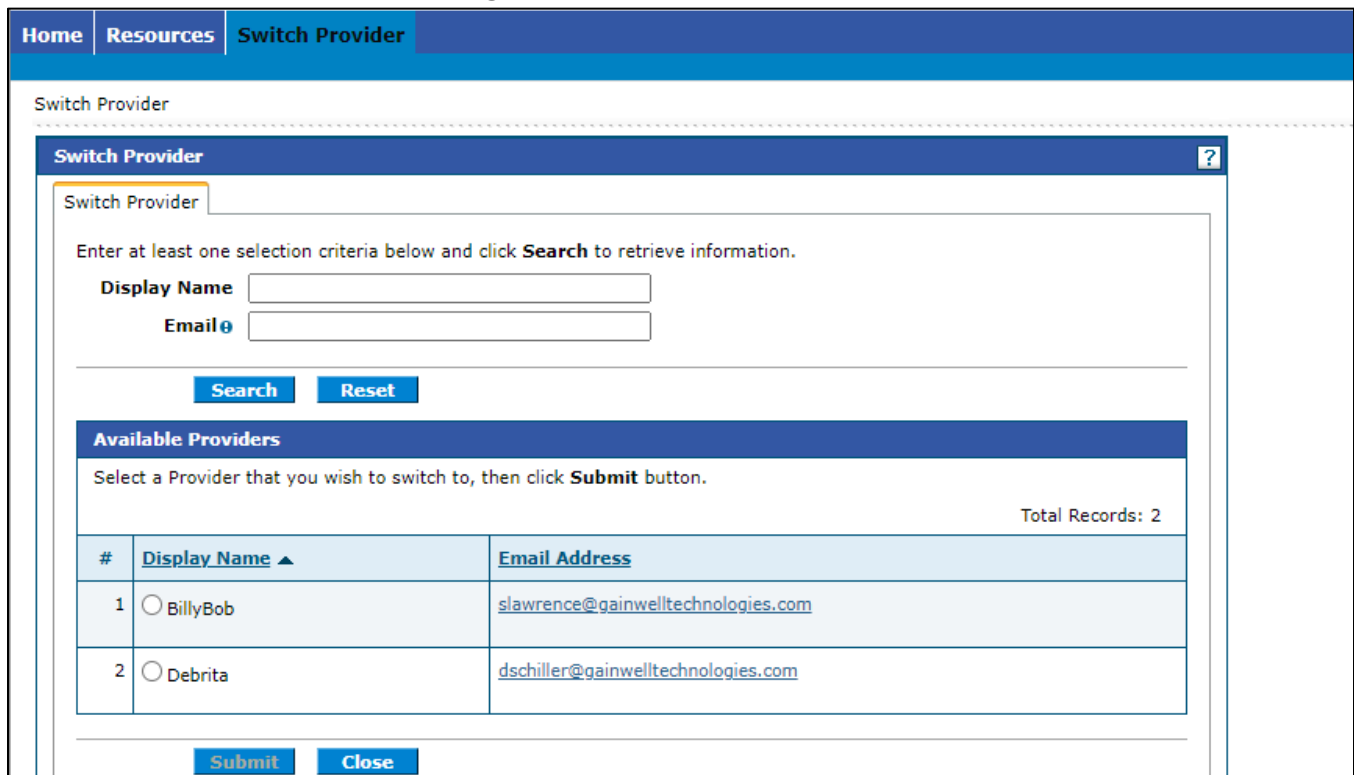


Job Aid

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 create a delegate account on the provider portal. Delegates who service multiple provider accounts will be presented with a selection of providers to choose from when they log in, as shown in Figure 1: Switch Provider Panel. Once they select a provider, they will see the tabs available to them for that account.

Figure 1: Switch Provider Panel



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: 2

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

Submit **Close**

Registering a Provider 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 2: Provider Portal Home Page).

Figure 2: Provider Portal Home Page

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

Figure 3: Registration Selector Page

4. 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 4: Registration Step 1).

Figure 4: Registration Step 1

The rest of the registration steps are the same as described in PRP-100 Provider Portal Overview. An email with a link confirms your account. You must confirm your account or you can't log in.

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. At any time, you can return to this panel and switch to a different provider to continue your work.

Figure 5: Switch Provider Panel

The screenshot shows the 'Switch Provider' panel. At the top, there is a navigation bar with 'Home', 'Resources', and 'Switch Provider'. Below this, the panel title 'Switch Provider' is followed by a search form. The search form contains a text input field labeled 'Switch Provider', a search instruction 'Enter at least one selection criteria below and click **Search** to retrieve information.', and two input fields: 'Display Name' and 'Email'. Below the search fields are 'Search' and 'Reset' buttons. A section titled 'Available Providers' contains the instruction 'Select a Provider that you wish to switch to, then click **Submit** button.' and a table with 2 records. The table has columns for '#', 'Display Name', and 'Email Address'. The records are: 1. BillyBob (slawrence@gainwelltechnologies.com) and 2. Debrita (dschiller@gainwelltechnologies.com). At the bottom of the table, there are 'Submit' and 'Close' buttons. A 'Total Records: 2' indicator is also present.

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