



Provider Portal

Quickstart Guide

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Revision History

Date	Version	Author	Comments
21 DEC 2011	1.0	Portals Support Team	Initial version

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1.1 Provider Portal Overview

Provider Portal tools have a user-friendly design, with multiple aspects configurable by the plan.

The ikaSystems Provider Portal allows physicians and their office staff the ability to take charge of their interactions with a Health Plan. The portal does not simply provide information but allows providers to perform processes that minimize their administrative burden and facilitate participation in more proactive, preventive care plans. Rule-based functionality and role-based security provide a real-time, HIPAA-compliant environment for the collection, storage and exchange of medical and administrative data.

1.2 Pre-requisites

The user must have an active account and received log on credentials to use the Provider Portal application. The following are suggested minimum system capabilities – higher capabilities and more recent versions may offer better performance. Please make sure all pop-up blocking software is turned off.

1.2.1 Hardware Requirements

- Intel® Pentium® processor
- 1 GB of RAM (512MB recommended)
- 1GB of available hard-disk space (recommended)
- 1024x768 screen resolution, 32-bit color display
- 15Mbps/5Mbps speed Internet connection (high speed connection recommended)

1.2.2 Software Requirements

- Operating Systems (OS)
 - Windows 2000
 - Windows XP
 - Windows VISTA
- Internet Browsers
 - Internet Explorer 7.0 minimum – may cause speed/performance issues

1.2.3 Additional Recommended Software

- Adobe Acrobat PDF reader software 7.0

1.3 Login Screen

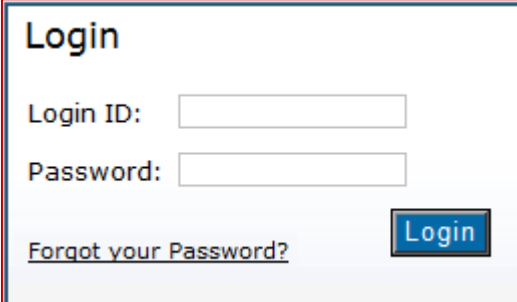
Use the *Login* screen tools to register, view the health plan's contact information, view the portal's help documentation and submit support tickets. There is also a link to recover a forgotten password.

1.3.1 Log Into the Portal

When you receive the *Welcome to Provider Portal* automated e-mail, use the provided login ID and password to log in to the Provider Portal.

To log in:

1. On the *Login* screen, enter your **Login ID**.
2. Enter your **Password**.
3. Click **Login**.



The screenshot shows a login form with the following elements:

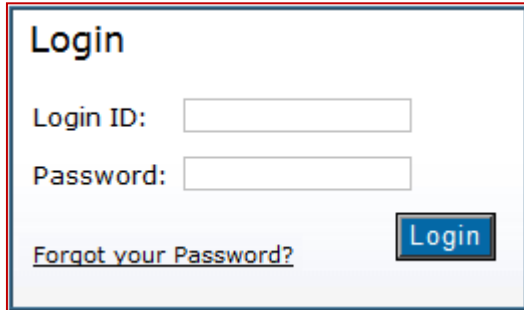
- Title: **Login**
- Label: **Login ID:** followed by a text input field.
- Label: **Password:** followed by a text input field.
- Link: [Forgot your Password?](#)
- Button: **Login** (blue button)

1.3.2 Retrieve a Forgotten Password

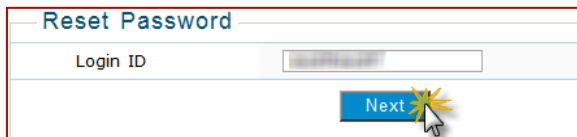
If you have forgotten your password or login ID, the portal’s built-in self-service tools help you reset your password.

To retrieve a forgotten password:

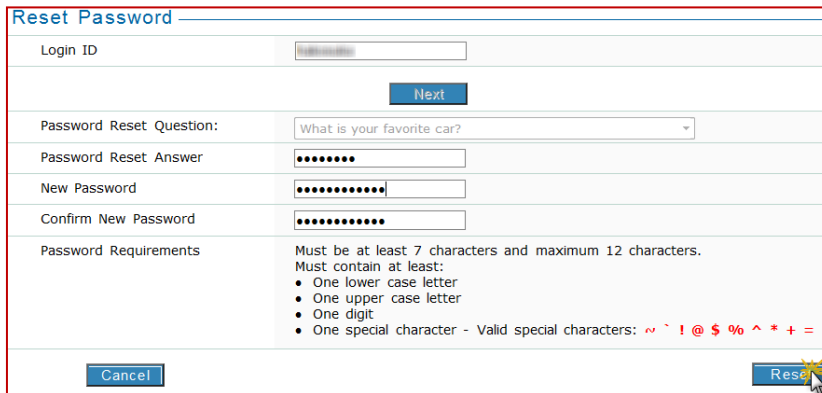
1. On the *Login* screen, click **Forgot your Password**.



2. In the *Login ID* field, enter the login ID provided by your system administrator.



3. Click **Next**.



4. Enter the **Answer** to your password reset question.
5. Enter a **New Password** in the *New Password* field and confirm it in the *Confirm New Password* field.
6. Click **Reset** to reset the password. An automated e-mail confirmation will be sent to the address that was provided during registration.

1.4 Terms of Use

Upon successful login, the *Terms of Use* screen will display the terms of use information for the Provider Portal. Click **I Agree** to enter the portal or **I Disagree** to exit.

