Provider Portal
Frequently Asked Questions

Q: Who has access to CenCal Health's Provider Portal?
A: Contracted providers are given access to the portal. Non contracted providers will continue to be served via email or phone call to CenCal Health. Please visit contact us page on our website for assistance with your inquiry: https://www.cencalhealth.org/contact-us/

Q: What access do I have on the provider portal?
A: Registered users have different access based on the access level granted by the organization administrator(s)

Q: Who can I contact to get help with registration?
A: Your organization administrator(s) or Provider Services at 805-562-1676 or email webmaster@cencalhealth.org

Q: How often do passwords need to be changed?
A: Users will be require to change passwords every 180 days

Q: What are the password requirements?
A: Minimum of 8 characters: 1 upper case, 1 lower case, 1 digit and 1 special character
(Ex: Portal123#)

Q: How do I request a password change or request to have my account unlocked?
A: Your organization administrator(s) can assist with unlocking your account and/or reset your password the event that it was forgotten. CenCal Health's Provider Services department can also assist by calling 805-562-1676 or by email webmaster@cencalhealth.org

Q: Other than access to user management, what are other responsibilities do administrative users have?
A: Administrative users will manage all users added to the organization which is inclusive of:
   o Creating accounts for new users
   o Assign Job Roles to users
   o Deactivating access to users no longer with organization
   o Reset passwords/Unlock users
   o Grant access to portal features for each user
   o Update access, as necessary, to existing users
   o Perform periodic reviews validating the list of users remains accurate and up to date

Q: Do I have access to all of the Portal features if I am an administrator?
A: Electronics Funds Transfer (EFT)/ Explanation of Payment (EOP) and Attestation features will need to be added to the administrator role; they are not automatic. All other user management features are automatic features for all administrative users

Q: How can I request access for a user that does not have an account?
A: Your organization administrator(s) will create an account for the new user

Q: I require access to multiple Tax ID's and I am missing a Tax ID on my account. How do I request an update to my user account?
A: Please contact the Provider Services department at 805-562-1676 or email webmaster@cencalhealth.org

Q: I do not see all of my users under our Tax ID/organization. How do I update the user's access?
A: Please contact the Provider Services department at 805-562-1676 or email webmaster@cencalhealth.org

Q: Can anyone create a new administrator account?
A: Only another administrator in the organization can create a new administrative account for a new user or update a user's access to administrative. If your administrator(s) is no longer with your organization, please contact the Provider Services department at 805-562-1676 or email webmaster@cencalhealth.org

Q: I did not receive an explanation of payments (EOP) in the mail. How do I request a copy of my EOP?
A: CenCal Health has discontinued the mailing of paper EOP and has granted access to EOP reports via the portal. Please contact your administrator for access to the reports feature

Q: How can I receive help to understand how to use the provider portal?
A: Contact your Provider Services Representative to schedule a visit to train your team. If you do not know who your Provider Services Representative is, please contact the Provider Services department at 805-562-1676 or email psrgroup@cencalhealth.org