PROVIDER PORTAL

THE HOLMAN GROUP

USER MANAGEMENT GUIDE

— VENDOR GUIDE —
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INTRODUCTION
Welcome to the CenCal Health Website. The Website contains many interactive capabilities such as member eligibility verification, authorization request claim submission, and report requests. It also contains a wealth of reference materials and links to other useful websites. CenCal Health encourages all contracted providers to explore the site for relevant topics for their practice and business.

CenCal Health has many Website demonstrations throughout Santa Barbara and San Luis Obispo County to introduce and train providers on its features. The following document contains step-by-step instructions on how to access and utilize its many features. Remember, websites are not static documents they are updated and changed constantly to meet the needs of users, to improve functionality, and to meet nationally recognized standards and regulations in healthcare.

FOR PROVIDERS
There are many ways to access our Provider Portal once you select ‘Providers’ icon.

POVIDER PORTAL (RESTRICTED)
New User Account Access
This area is “restricted” to authorized users only. New In-Network contracted providers will receive a username and password after they have contacted CenCal Health. For questions on this portal or account access, contact psrgroup@cencalhealth.org

A ‘Physician/Administrator’ will manage all user access to the portal and will be responsible for setting new User accounts through this portal.

CenCal Health encourages all individual user accounts to be secure and not used by multiple users. CenCal Health will not be held responsible for any erroneous use of a provider user account.

User Account Information Requirements:
- First Name
- Last Name
- Email Address

PORTAL LOG IN
The details below provide step-by-step instructions on how to manage the User Management section so you can create user accounts, provide portal screen access, and deactivate a user if portal access to the CenCal Health Restricted site is no longer needed.
Once you click on the icon, you will see the following screen:

First Time Login:
All individual accounts are created by your ‘Physician/Administrator’ User within your practice. After your account is created, the individual User will login with their email address as their Username, and a temporary password will be provided. The system will prompt the user to create their own individual password.

Password Change Policy:
The system will prompt each User to change their password after 180 days of entry.

Password Entry Error or Password Assistance:
If you enter your information after (3) three invalid attempts, the system will lock your account. Your ‘Physician/Administrator’ can also ‘Unlock’ your account or provide assistance on creating new accounts.

Forgot your Password?
All Users can reset their password through the ‘Forgot your password?’ function and the system auto assign a temporary password for access.

PORTAL RESTRICTED SITE HOME PAGE
After you have entered your Username and Password you will then be directed to the restricted area of the portal and see your organizational ‘Logged in as’ email address on the top right side.

After you have entered your Username and Password you will then be directed to the restricted area of the portal and see your organizational ‘Logged in as’ email address on the top right side.
The User Management screen allows all Administrative Users to manage all user accounts, create new user accounts, reset individual temporary passwords, and deactivate accounts for those that no longer need access.

**User Accounts**
Manages and creates User accounts to the CenCal Health Portal. This screen is alphabetized by all active pre-existing UserName’s email address. To view a full list of Active and Inactive, click on the box located in the top right corner of the page.

### Edit:
Allows you to make changes to a user’s name, activation status, and more remarks.

### Password:
Allows you to change the user’s password and create a new temporary password.

### UnLock:
Unlocks a user’s password if they log into the portal three (3) times incorrectly. This does not change the password.

### Access:
Add/delete screen permissions to your staff’s account. These screen permissions are specific to the Provider Portal screens (Eligibility, Auths, Reports, etc.).

**CREATE NEW USER**
Click on ‘Create New User’ to create a new portal account.
1. Enter the users Email Address (This will be the new Username during login)
2. New User’s LastName
3. New User’s FirstName

Click **CREATE**

PhoneNumber/Department/Remarks is open for your notes

**Helpful Tip:** If you enter the wrong ‘Email’ address, you will need to deactivate the account and create a new one with the correct email address.

This next screen will auto populate the details for this new user and allow you to manage ‘Edit’ or add ‘Permissions’ to the new account.

**Edit:** Allows the Admin User to make changes the User’s Active Status, and End_Date the account.

**Permissions:** All screen permissions for this account is indicated at the top in blue.

Add a Permission: Adds individual screen access
Update Permissions of Account: Removes a screen permission
Effective/End Dates can be entered for limited access (i.e. maternity leave, medical leave, etc.)
CREATE/RESET USER PASSWORD
On the Main User Account page, search for the user in the search function by Email address, First Name, Last Name. Then click on ‘Password’. This allows the Admin User to create, reset, or change the Users password and create a temporary password.

The screen will auto assign a temporary password for all new Users. Type the temporary assigned password in the ‘Confirm password’ box, and click SET/RESET PASSWORD.

The system will then send your new User an email with their Username and temporary password.

The account will then be placed in a temporary status and your user will need to log in with the assigned temporary password and create their own password.

DEACTIVATE ACCOUNTS
Go to the main ‘Application Access List’ and locate your staff name via the search tool and click ‘Edit’.
Switch ‘Active’ drop down to ‘N’, and click ‘Save’.

**TECHNICAL ISSUES**
If you run into technical issues follow these steps:

1. This site requires latest Chrome, Firefox, Safari or IE11+. 
2. Step 2: Clear your web browser Cache in your ‘Options’ tools
3. Step 3: Contact your tech support to make sure you are not running into internet browser screen blocker issues
4. Step 4: Contact CenCal Health at psrgroup@cencalhealth.org
   - Indicate that you are a staff member emailing from The Holman Group
   - Provide a screen shot so we can easily diagnosis the issue