

This document is for Provider Administrators (Portal Admin) of the Aspirus Health Plan Medicare Advantage Provider Portal. Other users should view the Provider Portal User Guide.

It shows the steps for executing User Management functionality in the new Provider Portal.

A key for formatting in this document is as follows:

- *Italic font* – indicates something seen in the system. Things like headers, field names and titles on buttons.
- **Bold font** – indicates what you are taking an action on, for example, the button or link to be clicked or the text to be entered.

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Provider Admin Steps to Get Access

Request Access to the Portal

Providers begin at the Aspirus Health Plan Provider Portal Homepage.

- First, go to:

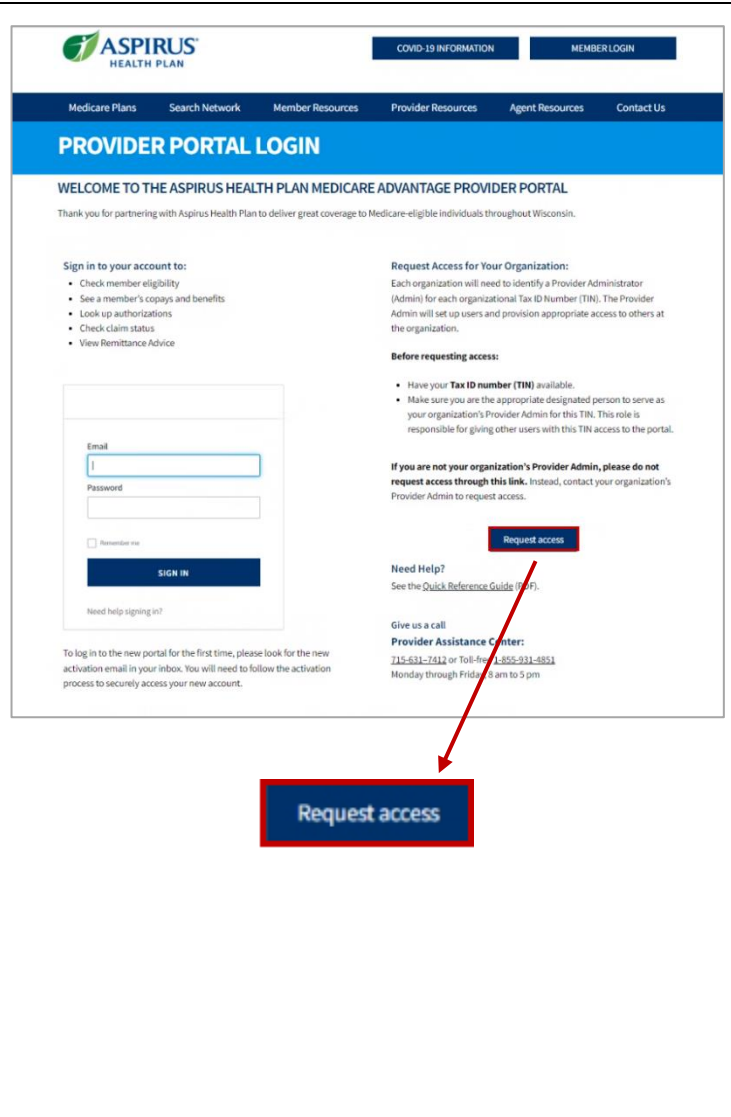
<https://www.aspirushealthplan.com/medicare/providers/login/>

Then, click the **Request access** button.

NOTE: An organization can have multiple TINs. However, only one Admin is allowed per Tax ID. The same Provider Admin can be associated with multiple TINs.

The Provider Admin manages the users for each TIN. There can be multiple users per TIN.

If Provider Admin access is requested and an Admin is already assigned to the TIN(s), the request will be denied.



The screenshot shows the Aspirus Health Plan Medicare Advantage Provider Portal. At the top, there are links for COVID-19 INFORMATION and MEMBER LOGIN. Below that is a navigation menu with Medicare Plans, Search Network, Member Resources, Provider Resources, Agent Resources, and Contact Us. The main heading is 'PROVIDER PORTAL LOGIN'. The page content includes a welcome message, a list of requirements for signing in (Check member eligibility, See a member's copays and benefits, Look up authorizations, Check claim status, View Remittance Advice), a 'Request Access for Your Organization' section, a 'Before requesting access' section with bullet points (Have your Tax ID number (TIN) available, Make sure you are the appropriate designated person to serve as your organization's Provider Admin for this TIN), a login form with Email and Password fields, and a 'Request access' button. A red arrow points from the 'Request access' button in the login form to a larger 'Request access' button below the screenshot.

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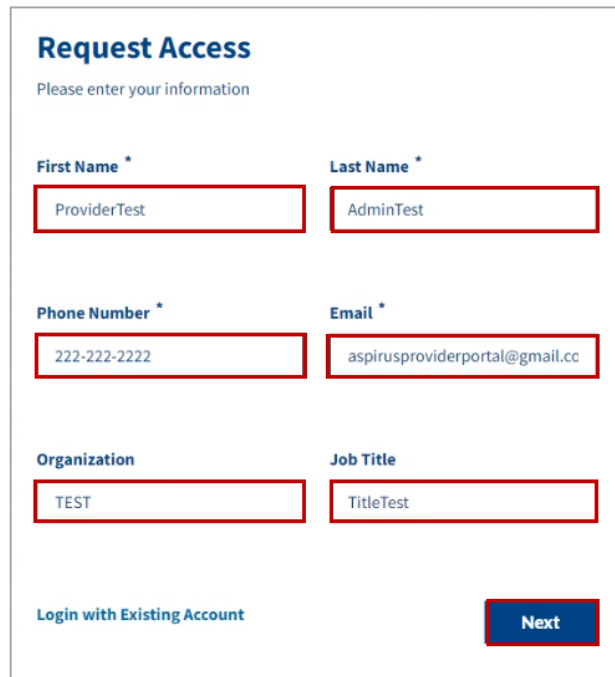
Detailed information and the Provider Manual can be found at <https://www.aspirushealthplan.com/medicare/providers/>. Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.

Enter Contact Information

Fill out all fields in the *Request Access* form:

- **First Name**
- **Last Name**
- **Phone Number**
- **Email**
- **Organization**
- **Job Title**

Then, click the **Next** button.



Request Access
Please enter your information

First Name * Last Name *

Phone Number * Email *

Organization Job Title

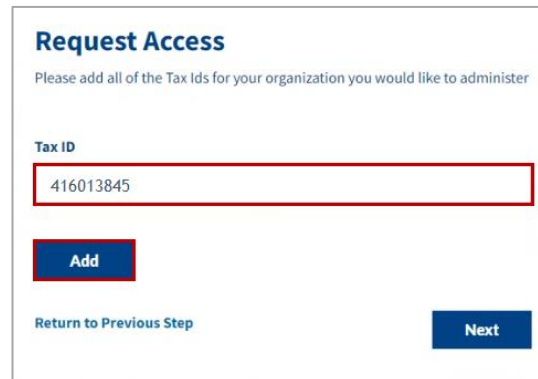
[Login with Existing Account](#)

Enter Tax ID Number(s)/TINs

Enter the *Tax ID* (TIN) for the request.

- *Tax ID* = **type the TIN** in the field
- Click the **Add** button.

NOTE: Tax ID is required to be set up as a Provider Admin.



Request Access
Please add all of the Tax IDs for your organization you would like to administer

Tax ID

[Return to Previous Step](#)

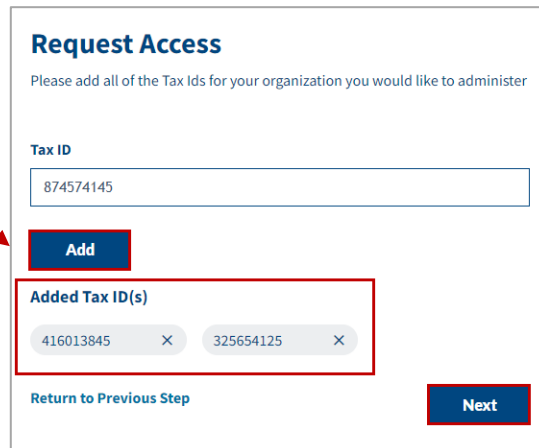
ADD'L NOTE: If more than one TIN is requested, approval may not be granted due to one of the following reasons:

- An admin already exists for the TIN requested,
- The TIN provided is not enrolled in UCare's payment system, or
- The request is from a Third-Party.

If additional TINs are needed, type each TIN in the *Tax ID* field, and click the **Add** button.

Once all TINs are listed under *Added Tax ID(s)*,

- Click the **Next** button.



Request Access
Please add all of the Tax IDs for your organization you would like to administer

Tax ID
874574145

Add

Added Tax ID(s)
416013845 × 325654125 ×

[Return to Previous Step](#) **Next**

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Request Confirmed

A message displays confirming the request has been submitted.

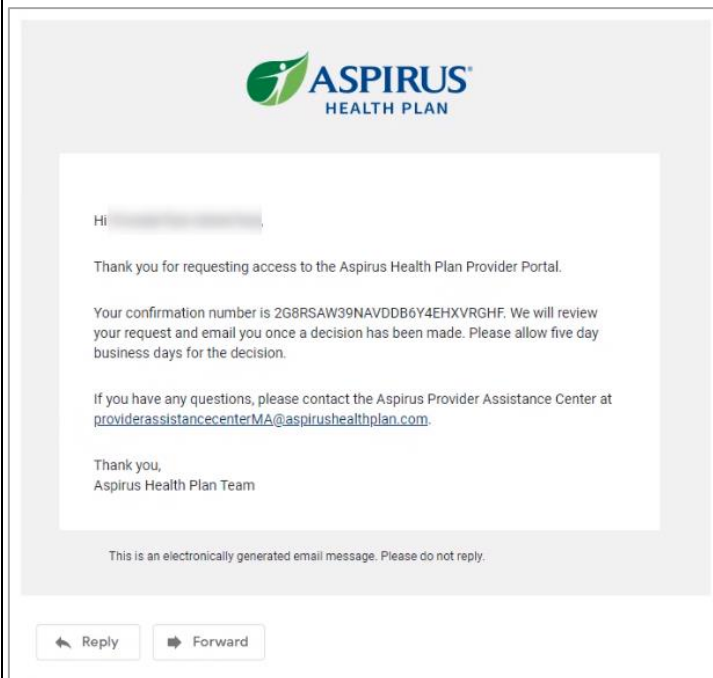
NOTE: The Provider Admin should keep in mind it may take up to five business days for the request to be reviewed.

If more than one request is made for the same TIN, the first Admin request will be approved.



Request Acknowledged

An email is sent to the email address entered.



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Provider Admin Notified of Access Decision

Notification - Access Approved

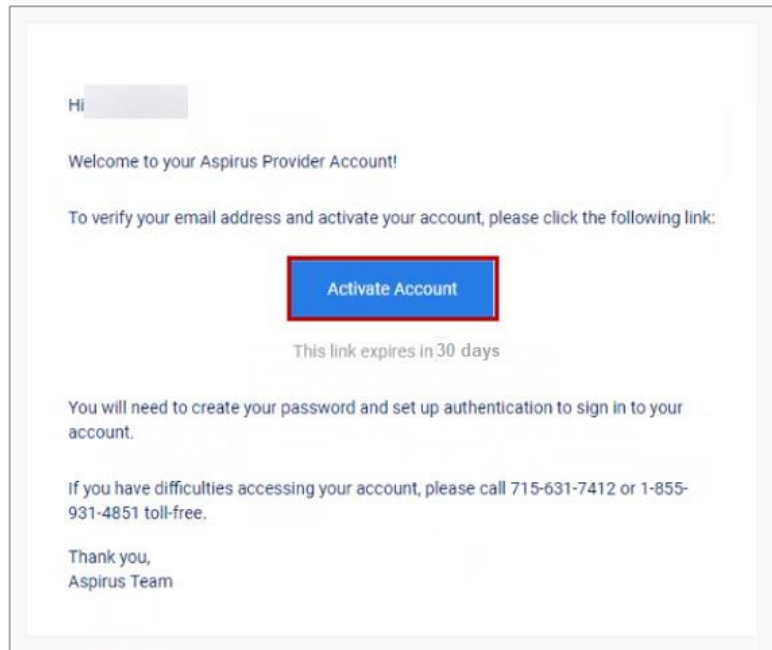
After being provisioned as a new Provider Admin, you will receive an email indicating that Aspirus Health Plan has approved your account.

Instructions to begin the activation process are contained in the email.

- Click the **Activate Account** button.

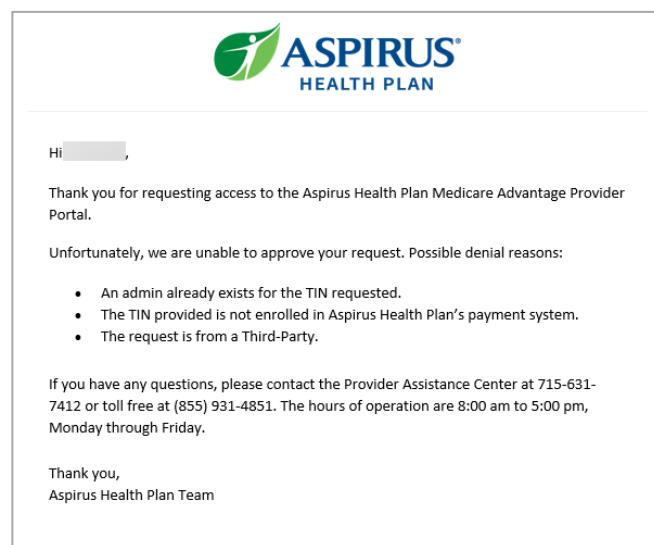
You will be able to verify your email address, create your password and set up multifactor authentication.

NOTE: The activation link expires 30 days after the email is sent. Call the Provider Assistance Center at 715-631-7412 or 855-931-4851.



Notification - Access Denied

If the request for access has been denied, you will receive an email notifying you that Aspirus Health Plan was unable to approve your request at this time.



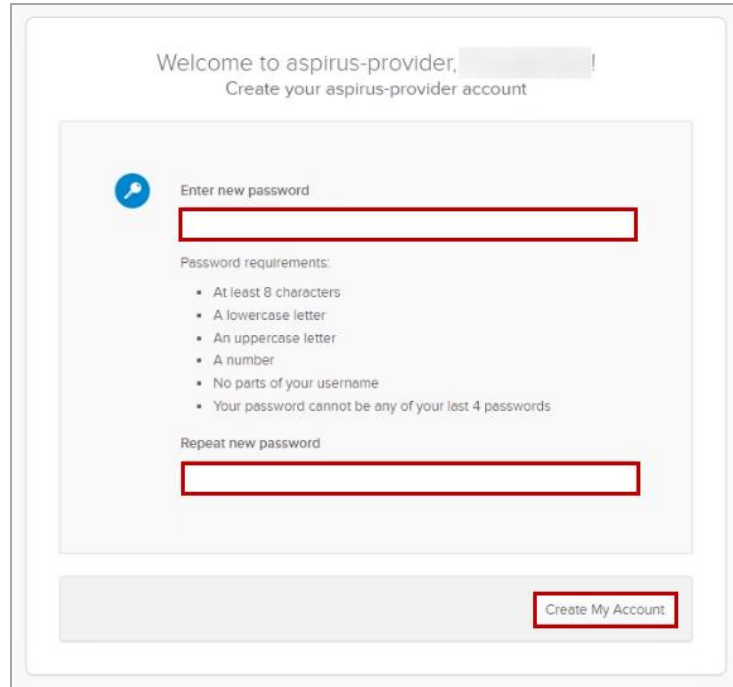
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New User Multifactor Authentication (MFA) Setup
 Create a New Password

After clicking the **Activate Account** button from the approval email, a browser window opens in which you will be able to create your Aspirus Provider account. On the screen that displays, set up a new password according to the requirements for creating your Aspirus Health Plan Provider account.

- **Enter a new password**
- **Reenter the new password**



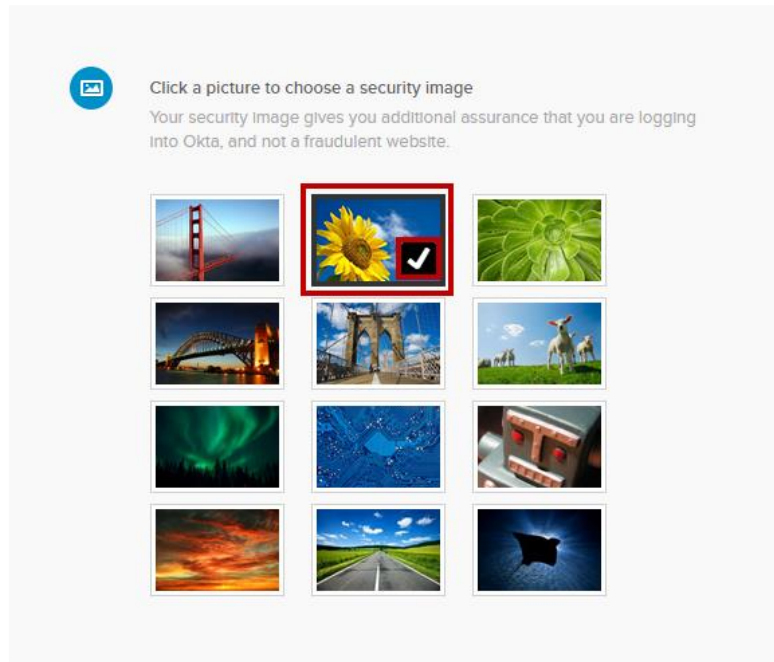
If you get a New Device

If a user switches to a new mobile phone for their authentication, they will need to call PAC and request a Multifactor reset.

Choose a Security Image

Select the image you like best on this page.

Upon subsequent usage of Okta, seeing the image you selected will confirm you are accessing Okta, not any other suspicious (fraudulent) website.



Sign In and Set MFA

Next sign in with your new password.

- **Email = Type Email**
- **Password = Enter Password**
- **Click Sign In**

A new page displays, on which you will set up your MFA.

Doing this enables another layer of security when signing into your account with Aspirus Health Plan.

There are four choices for MFA. Choices are:

- **Okta Verify** = a push notification sent to an app on your phone
- **Google Authenticator** = a single-use code sent to an app on your phone
- **SMS Authentication** = a single-use code sent as a text message to your phone
- **Voice Call Authentication** = voice instructions to

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Detailed information and the Provider Manual can be found [here](#). Aspirus Health Plan has partnered with UCare, based on

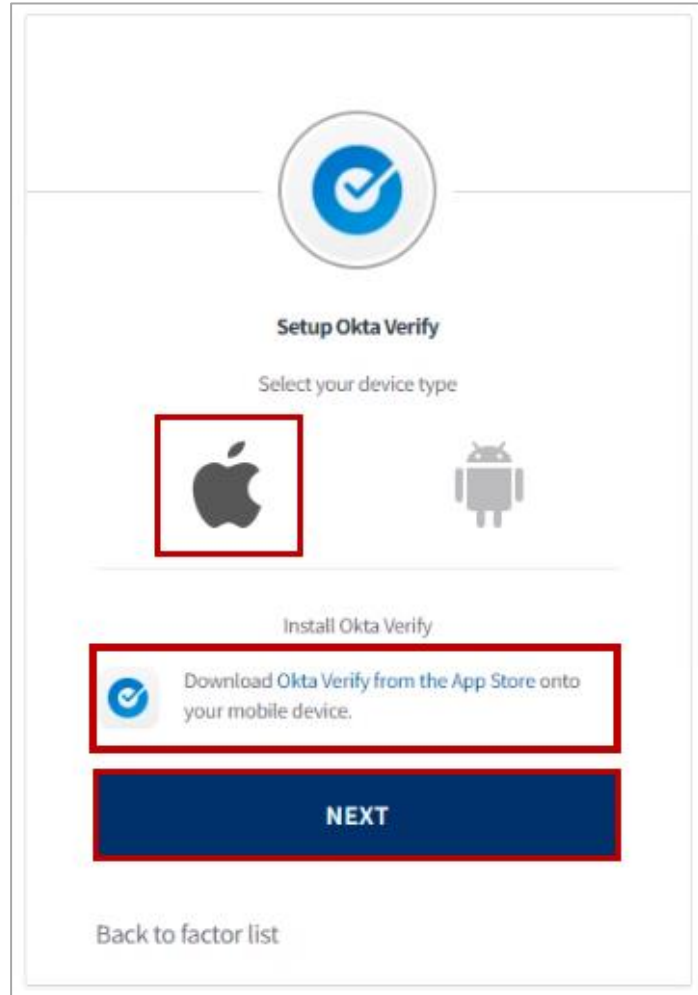
[this link](#) for more information on the Aspirus Health Plan.

<p>authenticate given by phone call</p> <p>Each option will provide onscreen instruction for set up.</p> <p>In this example, the selection shown is <i>OKTA Verify</i>.</p>	
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MFA Example: Okta Verify

On the next page, the portal will walk you through getting set up to use your MFA choice, in this case, *Okta Verify*.

- *Select your device type* = click either the **Apple** icon, or the **Android** icon to identify the type of phone you have.
- On your phone, go to the Apple App Store (iOS) or the Google Play Store (Android). Search for Okta Verify app.
- Install Okta Verify on your device.
- Click the **Next** button.



Complete MFA Setup

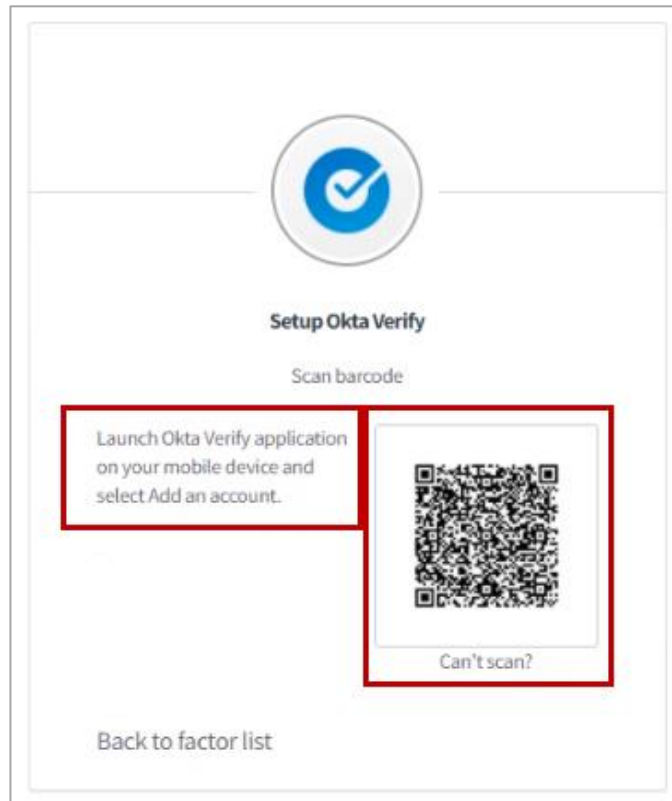
The final step to set up this MFA choice (*Okta Verify*) is to open the app on your mobile device to add the account that will enable you to log into the portal.

Launch the *Okta Verify* app on your device, select **Add an account**. Then, scan the QR code from this page.

If you have problems, or can't scan the code for some reason, click **Can't scan?** for assistance.

Google Verify is also available and works similarly to Okta Verify.

NOTE: If you prefer to not use an app on your phone for verification, phone call and text options are also available.

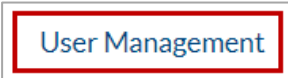
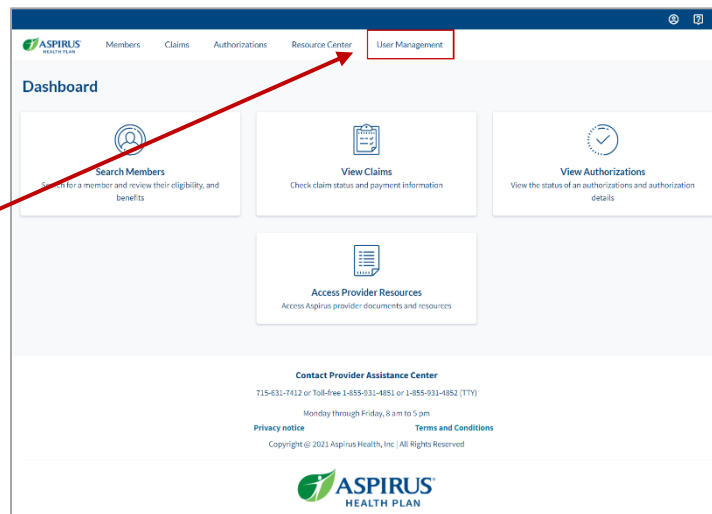


You are set up!

You will be automatically redirected to the *Dashboard* of the Aspirus Health Plan Provider Portal.

From here, you will be able to add your own users by clicking the header for **User Management** on the main navigation bar of the portal.

NOTE: See the Aspirus Provider Portal Admin User Guide for complete steps on how to add and manage your users.



For more information see FAQs or call Provider Assistance Center (PAC).

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