March 2025

Provider Portal Registration Guide

The secure Medica-central Provider Portal allows users 24/7 access to resources and self-service applications to simplify everyday tasks, promote efficiencies in business, and streamline electronic transactions.

Individuals need to register in order to create a Provider Portal account. Once a Portal account is created and verified, users can access information and perform tasks specific to their assigned Portal role(s). This Provider Portal Registration User Guide details the registration process to create individual and organization Provider Portal accounts.

Google Chrome is recommended for optimum performance when using the Provider Portal.

Table of Contents

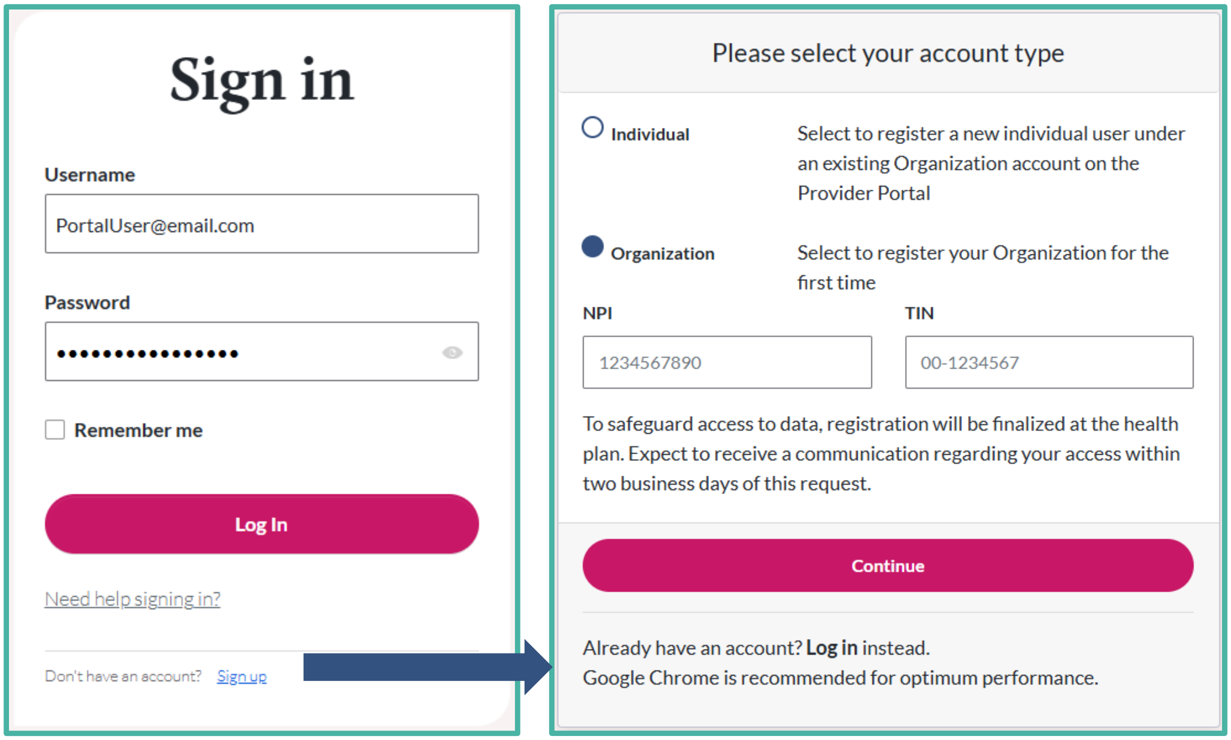
I. Access the Provider Portal

Access the Medica-central Provider Portal at https://providerauth.mo-central.medica.com/.

Note: At no point during the registration process can you go back to a previous screen. If information needs to be corrected, you will be required to restart the registration process. Please verify all information is correct before continuing to the next screen.

II. Create An Account

To begin registration, click Sign up at the bottom of the *Log In* page.



There are two types of Portal accounts:

- **Individual – for new individual users registering to have access to an existing Provider Portal account for an organization.**
- **Organization – for an organization registering to create a new Provider Portal account.**

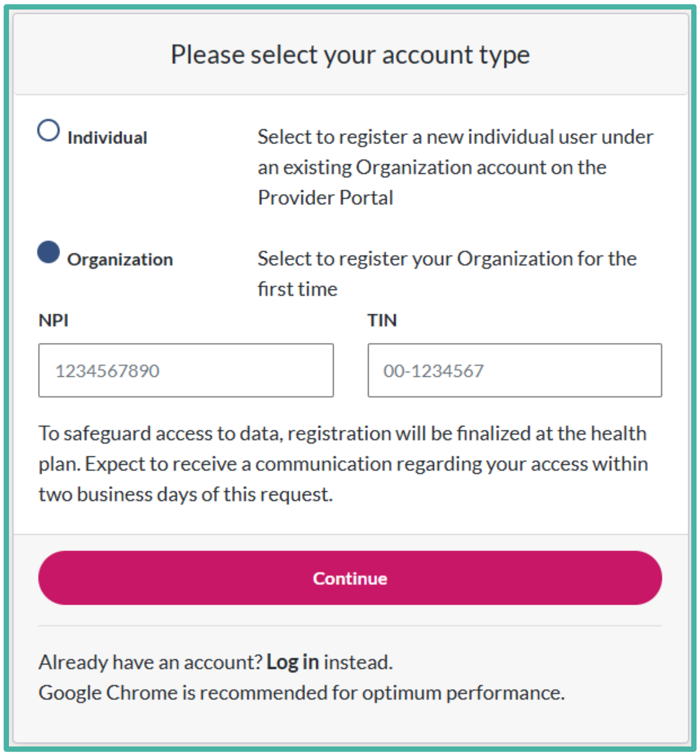
Tip
An Organization account must be registered before Individual users can register.

All individual users registering to gain access to an existing Organization account must register with the same Tax ID and NPI that was used when the Organization account was created. If either the Tax ID or NPI do not match, a new account will be created for the organization. This registration may be denied in order to prevent multiple accounts from being created for the same organization.

III. Organization Registration

To register as an organization, select Organization as your account type and enter the most commonly billed National Provider Identifier (NPI) and Tax Identification Number (TIN) that your Organization uses when conducting business. (All Organization registration should be completed using an Organizational NPI rather than a professional NPI.) Then, click Continue.

If you are registering as a new user under an existing Organization account, refer to the <u>Individual Registration</u> section of this user guide (page 6).



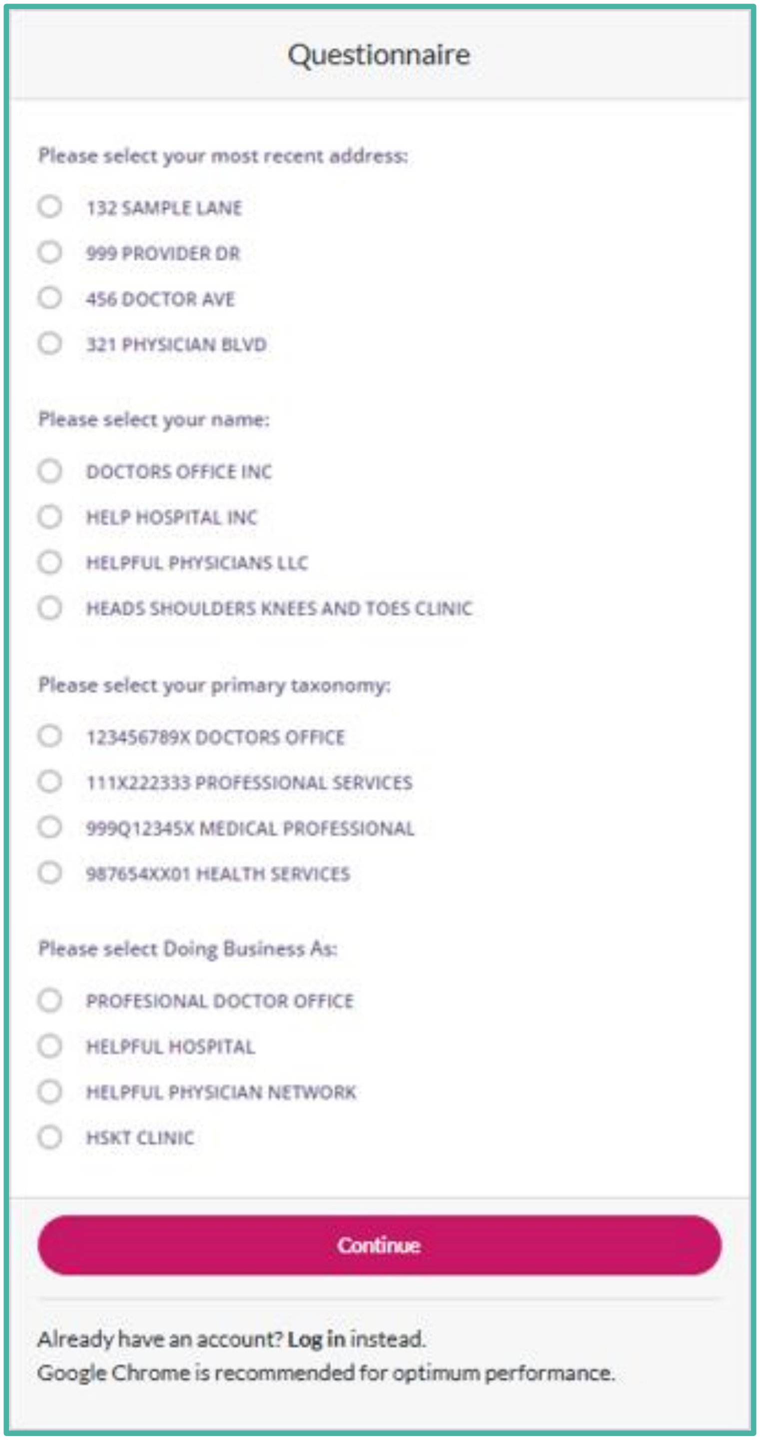
Tip

If an Organization account has already been registered with the NPI and TIN entered, the following error message will appear:

> 4352 : An existing Organization was matched for the given NPI and TIN. Please select Individual to continue to register as a Individual with this Organization.

Please verify the NPI and TIN are correct. If so, please register as an Individual. If not, correct the information and proceed.

Complete the brief *Questionnaire* for your Organization and click Continue. The selected information will be used to populate the Organization information on the next screen. If any of the information does not appear correct, select the most appropriate as it can be changed on the next screen.

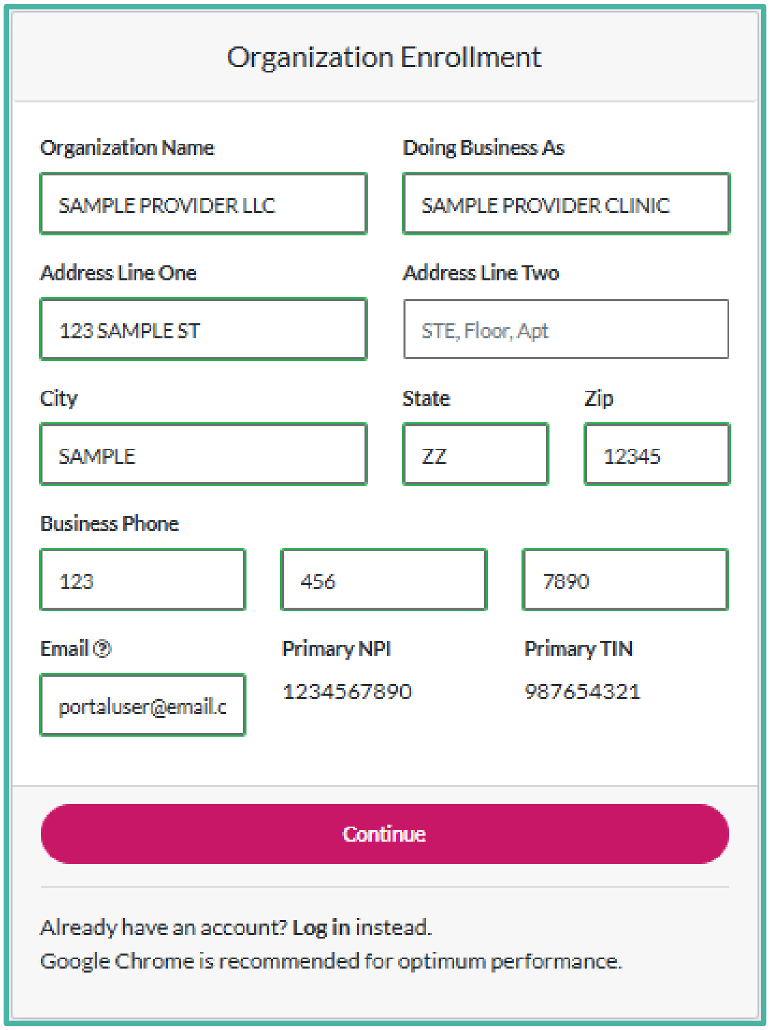


Tip

This information is pulled directly from the National Provider Registry. If none of the options are accurate, please select whichever is most appropriate. This information can be updated on the next screen and will not impact portal functionality.

Organization Enrollment

The Organization Name, Doing Business As, and all address fields on the *Organization Enrollment* screen will be prepopulated from the Questionnaire above. Update these fields as desired, enter a Business Phone number and Email, and click Continue.



Organization Enrollment

Organization Name: SAMPLE PROVIDER LLC

Doing Business As: SAMPLE PROVIDER CLINIC

Address Line One: 123 SAMPLE ST

Address Line Two: STE, Floor, Apt

City: SAMPLE

State: ZZ

Zip: 12345

Business Phone: 123 456 7890

Email: portaluser@email.c

Primary NPI: 1234567890

Primary TIN: 987654321

Continue

Already have an account? **Log in** instead.

Google Chrome is recommended for optimum performance.

Tip

The information in any of these fields (except for NPI and TIN) can be manually changed if it does not match how you want it to be displayed in the Provider Portal.

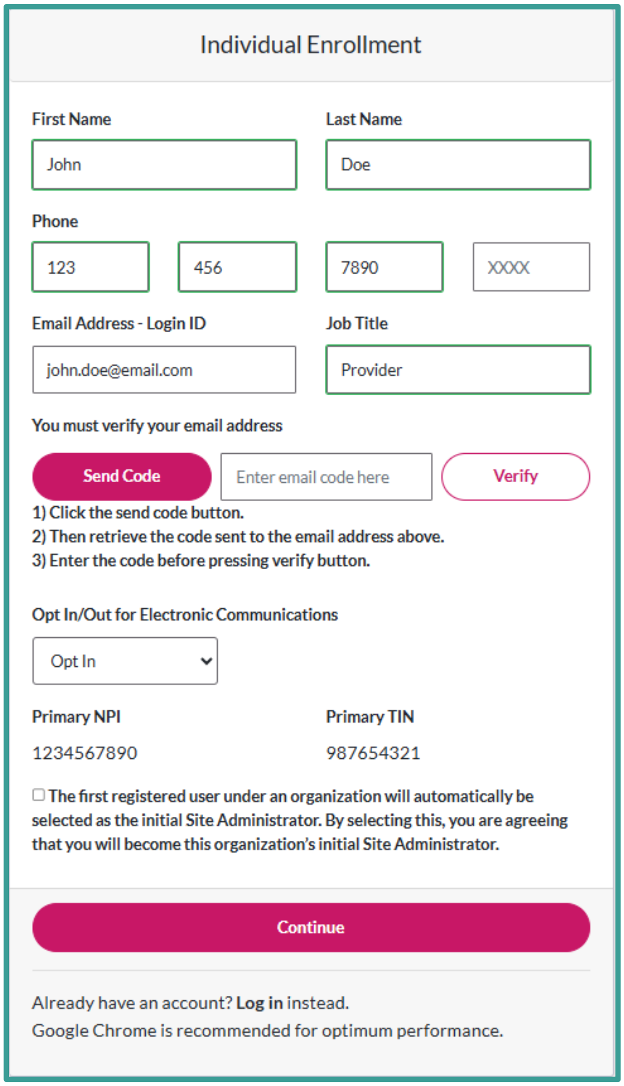
Clicking Continue will complete the Organization registration. You will then be directed to complete the Individual registration. The Individual registration portion must be completed in order to setup your user access.

Note: The Organization registration information is not saved until the Individual registration is completed. If the web browser is closed or you encounter an error prior to completing Individual registration, you will need to re-register beginning with the Organization registration.

IV. Individual Registration

For registrants continuing the registration process from the Organization Registration, the primary NPI and TIN will be prepopulated on the *Individual Enrollment* screen.

All other registrants will register as an Individual (see page 3). Select Individual as your account type and enter the NPI and TIN that were registered for the Organization. Then, click Continue to move to the *Individual Enrollment* screen.



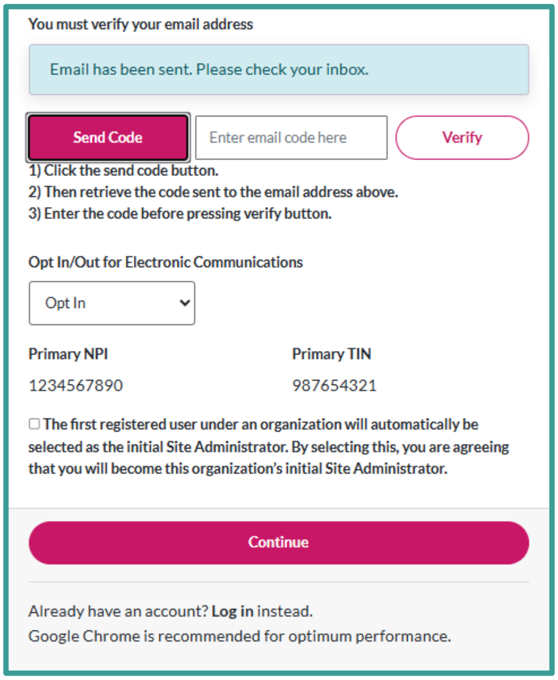
Tip

If you are registering as an Individual under an Organization that has not yet registered, you will be directed to complete the Organization registration before you can register as an individual. If you believe there is already an account created for your Organization, please verify the TIN and NPI match those that were used for the registration of the account.

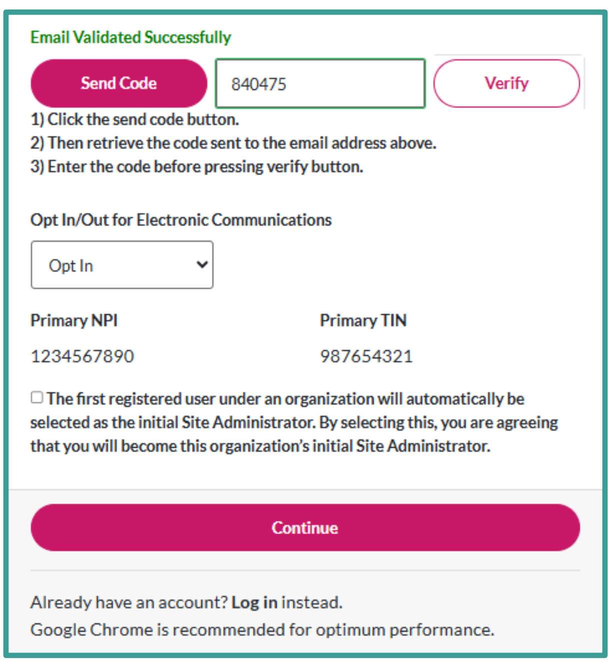
Enter First Name, Last Name, (work) Phone, (work) Email Address, and Job Title. The Primary NPI and Primary TIN will be prepopulated and cannot be changed.

The email address entered on the Individual Enrollment screen should be a work email address. It will be your provider portal username/login ID and will need to be validated before proceeding.

Once the email address has been entered, click Send Code, which will send a six-digit code to the email address provided. A message will appear above this field once the code has been sent.



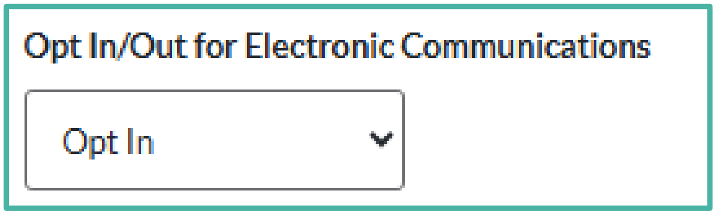
Copy and enter the emailed code into the field next to the Send Code button and click Verify. Once verified, you will receive a green confirmation notice above this field.



It may take a few moments for the code to be sent, so please only click Send Code once. If it is clicked multiple times, multiple codes will be sent and only the last code will be valid.

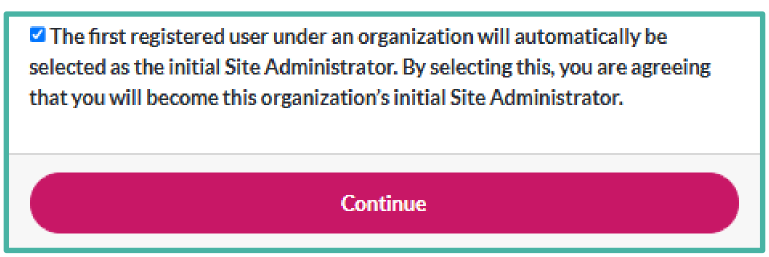
Opt In/Opt Out for Electronic Communication

After validating the email address, select from the dropdown to either Opt In or Opt Out for electronic communications. Users who Opt In will receive certain communications electronically from the health plan.



Site Administrator

The first Individual user to register for an organization will automatically become the organization's Site Administrator. You must check the checkbox agreeing to be the organization's initial Site Administrator in order to proceed. Site Administrators are responsible for managing their organization's portal users for tasks such as: approving new users and controlling access, managing individual users access, and adding additional TINs or NPIs to the account.



Tip

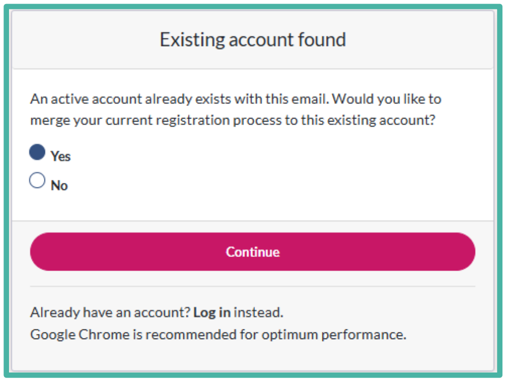
There can be more than one Site Administrator for an organization. Additional Site Administrators can be added after they register, as detailed in the Provider Admin section of the Medica-central Provider Portal User Guide.

If you are registering as an *Individual* user under an existing Organization account, you will not see the Site Administrator checkbox on the Individual Enrollment screen.

Once all the information has been entered on the *Individual Enrollment* screen, click Continue to proceed to setup your account security.

Access To Multiple Organization Accounts

Users have the ability to obtain access to multiple Organization accounts with just one User ID. You must register as an Individual under each Organization account separately. To do this, complete the Individual registration for the first account in its entirety. Then for all subsequent Organization accounts, register again as an Individual using the applicable TIN and NPI for that Organization account. Once you select Continue on the Individual Enrollment screen you will see the pop-up pictured below to "merge this registration to your existing account". Selecting YES will automatically complete your registration. Once each registration is approved, the account will be available through your Provider Selection dropdown through the Settings option on the portal.

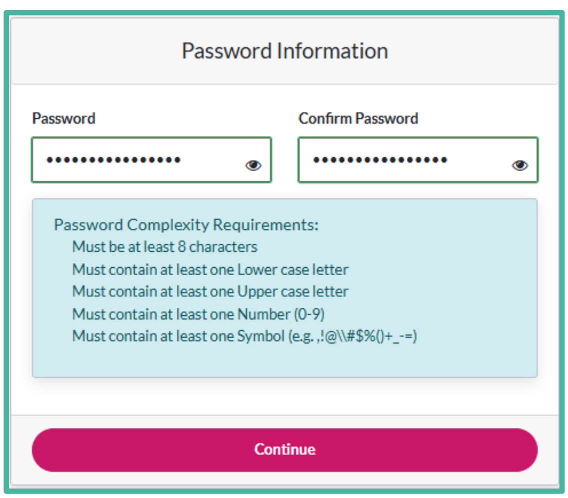


Tip

If you click **No** on the option to merge your accounts, you will be directed to enter a new email address which will create a separate login ID.

Password Setup

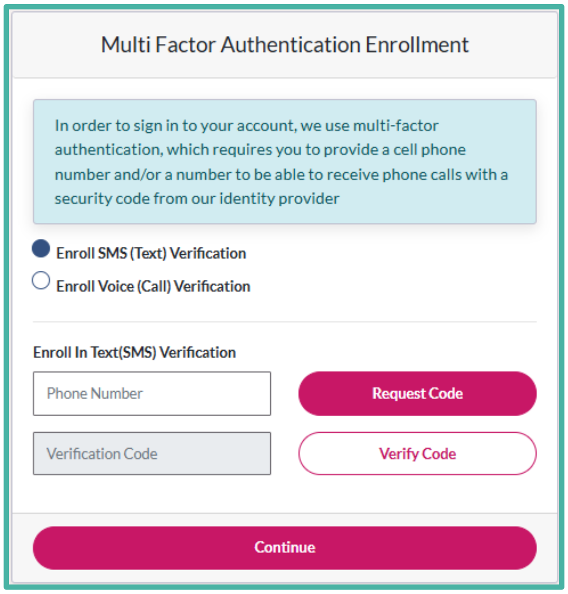
If this is the first time an email address (username) is being registered, you will be directed to setup your Password. Password requirements are visible on the screen and must be met in order to proceed.



Select the "eye" icon to view the entered password and verify it has been entered as intended. Once satisfied, click Continue.

Multi Factor Authentication

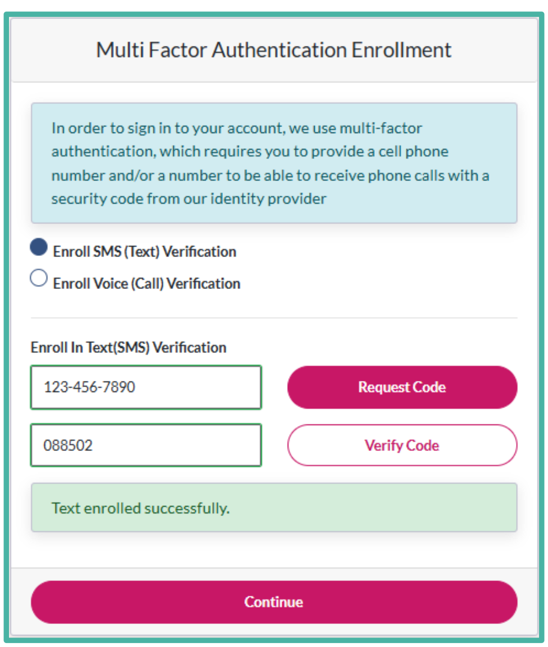
A valid phone number must be verified prior to completing registration. Check the preferred option to either receive a call or text verification.



Once the verification option is selected, enter the phone number and click Request Code.

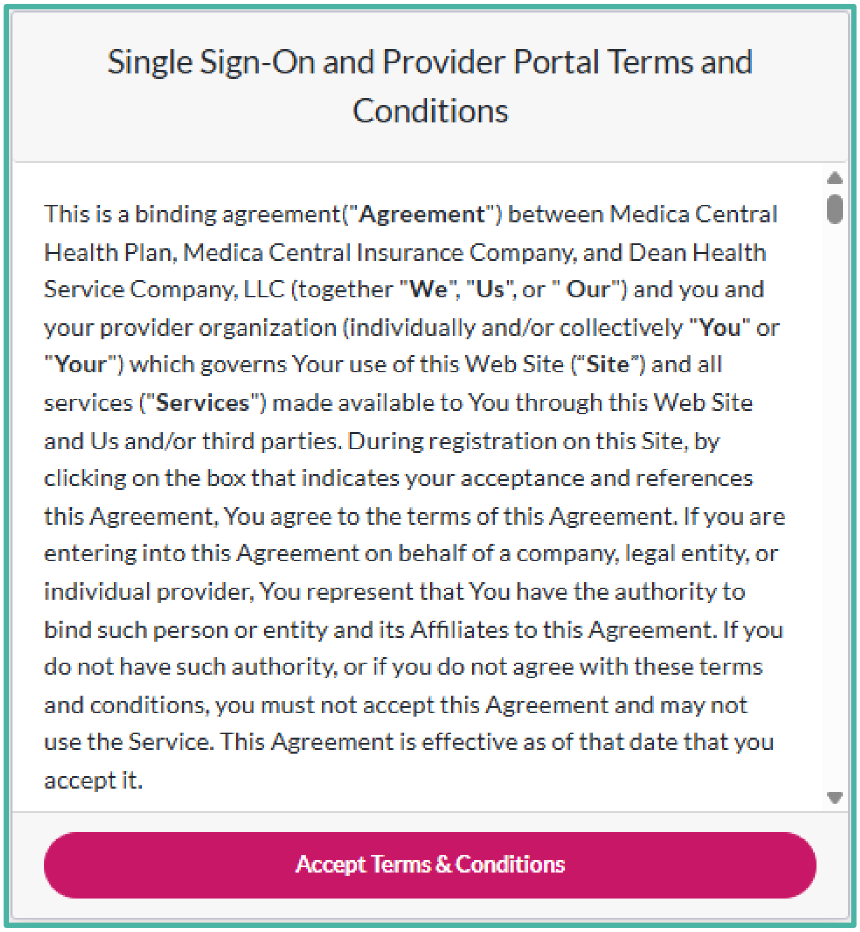
Please only click Request Code once. If it clicked multiple times, multiple codes will be sent and only the last code will be valid.

Enter the code received into the blank field below the phone number and click Verify Code. You will receive a successful message when complete.



Terms & Conditions

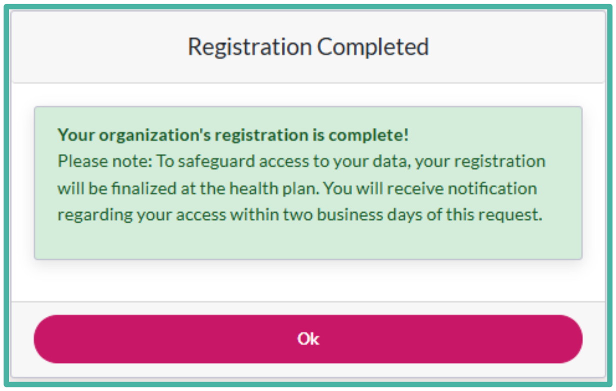
After the phone validation, you will be taken to the last step which is the Terms & Conditions. These must be agreed to before registration can be completed. Read through the Terms & Conditions, scroll to the bottom of the page and click Accept Terms & Conditions to complete registration.



Registration Completion Confirmation

Once registration is completed a confirmation message will appear. A confirmation email will also be sent confirming successful registration. Please be aware this is a confirmation of registration only, and not an approval of access.

If both the Organization and Individual registration were just completed, the following confirmation will display:



Tip

If an email confirmation is not received within two business days, check to see if the email was delivered to your junk or spam email box.

The registration information provided will be reviewed by a Prevea360 Health Plan Administrator. Registrants will receive an email confirmation within two business days. If any further information is needed, the Prevea360 Health Plan Administrator will call to verify any details in question.

Non-Site Administrators who completed registration as Individuals under existing Organization accounts will need to be approved by the Administrator on the provider portal account.

The registration information provided will be reviewed by the Organization's Site Administrator. Once the review is complete, a secure email will be sent to the email address that the registrant provided during registration.

- **If approved, you will be granted access to the Provider Portal under the login created during registration.**
- **If access is denied, please contact the Organization Site Administrator with any questions. Individual users cannot be added without the approval of the Organization Site Administrator.**

Thank you, and welcome to the Medica-central Provider Portal!