

Provider Portal Admin Training Course



L.A. Care
HEALTH PLAN®

For All of L.A.

2 Hours

Course Overview

Welcome to the **Provider Portal** course.

This course will introduce you to L.A. Care's Provider Portal platform and provide a step-by-step guide for the **Provider Portal Admin User Role** function.

Audience



- **Directly Contracted Providers**
(Provider Portal Admin User)
- **Sub-Contracted Providers**
(Provider Portal Admin User)
- **Authorized Representatives**
(Provider Portal Admin User)

Prerequisites



- N/A

Course Duration



- 2 hours

Course Agenda

Let's look at the course agenda.

Module Name	Duration
Introduction	
Module 1: Introduction to Provider Portal	10 minutes
Module 2: Account Activation & Registration Process	15 minutes
Module 3: User Registration	20 minutes
LIVE DEMO	60 minutes
Course Summary/Questions	10 minutes

Course Objectives

After completing this course, you will be able to:

- Perform all the admin activities (login, security set-up, logout, and access homepage);
- Execute the Guided Registration process;
- Search for and access the Practitioner/Provider information;
- Add, Change, and/or Remove a User; and,
- General introduction to Provider Portal functions.



Key Terms

Below are some of the key terms to keep in mind:

Term	Description
Key Entity Contact	The primary individual responsible for managing and overseeing interactions and communications between the Provider/Provider Group and L.A. Care. Key Entity Contact ensures the organization's compliance with portal use protocols and acts as a liaison to streamline operations and resolve issues effectively.
User	An individual who has been granted access to the portal to perform specific tasks or functions based on their role within a provider entity or organization. Users can include healthcare providers, administrative staff, or other personnel involved in managing services and communication with L.A. Care.
Contact	An individual designated by a provider entity or organization who is responsible for specific roles or communications within the portal. Contacts are typically associated with tasks, such as managing service authorizations, submitting documentation, or responding to inquiries. Once a User has been added, they become a Contact.
Account	An "Account" represents a Provider Profile on the Provider Portal. Users can have access to multiple provider accounts based on their contract relationship/affiliation with L.A. Care
“PPA”	Provider Portal Admin

User Access Roles

Provider Portal Roles – EXTERNAL- Updated March 2025

	PROVIDER PORTAL ADMIN USER	ENTITY KEY CONTACT & ATTESTATION USER	BILLING / MSO / CLAIM USER	GENERAL / AUTHORIZED USER
ROLE	Administers portal access and settings.	Administers portal access and compliance attestations.	Manages billing, MSO tasks, and claims.	Accesses the portal for authorized activities.
CAN VIEW	<p>Can view/access general eligibility for assigned and unassigned members.</p> <p>Can view assigned members: claims RA level, auth, plan, coverage and benefits details.</p> <p>Can view extensive detailed provider/practitioner/facility level information</p>	<p>Can view/access general eligibility for assigned and unassigned members.</p> <p>Can view assigned members: claims RA level, auth, plan, coverage and benefits details.</p> <p>Can view extensive detailed provider/practitioner/facility level information.</p>	<p>Can view/access general eligibility for assigned and unassigned members.</p> <p>Can view assigned members: claims RA level, auth, plan, coverage and benefits details.</p> <p>Can view extensive detailed provider/practitioner/facility level information.</p>	<p>Can view general eligibility for assigned and unassigned members.</p> <p>Can view members: plan, coverage and benefits details. *Can only view claim header detail.</p> <p>Can view extensive detailed provider/practitioner/facility level information.</p>
ADD'L FUNCTIONS	<ul style="list-style-type: none"> User Management User Registration 	<ul style="list-style-type: none"> Attestations and Remediations User Management User Registration 		



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Module 1: Introduction to Provider Portal

Module Objectives

After completing this module, you will be able to:

- Login to and Logout from Provider Portal.
- Access the Provider Portal Homepage.



Provider Portal – Overview

The Provider Portal is a comprehensive online platform designed to facilitate seamless interaction between healthcare providers and the L.A. Care administrative system.

It offers a range of features and tools to enhance operational efficiency, improve communication, and support data-driven decision-making.

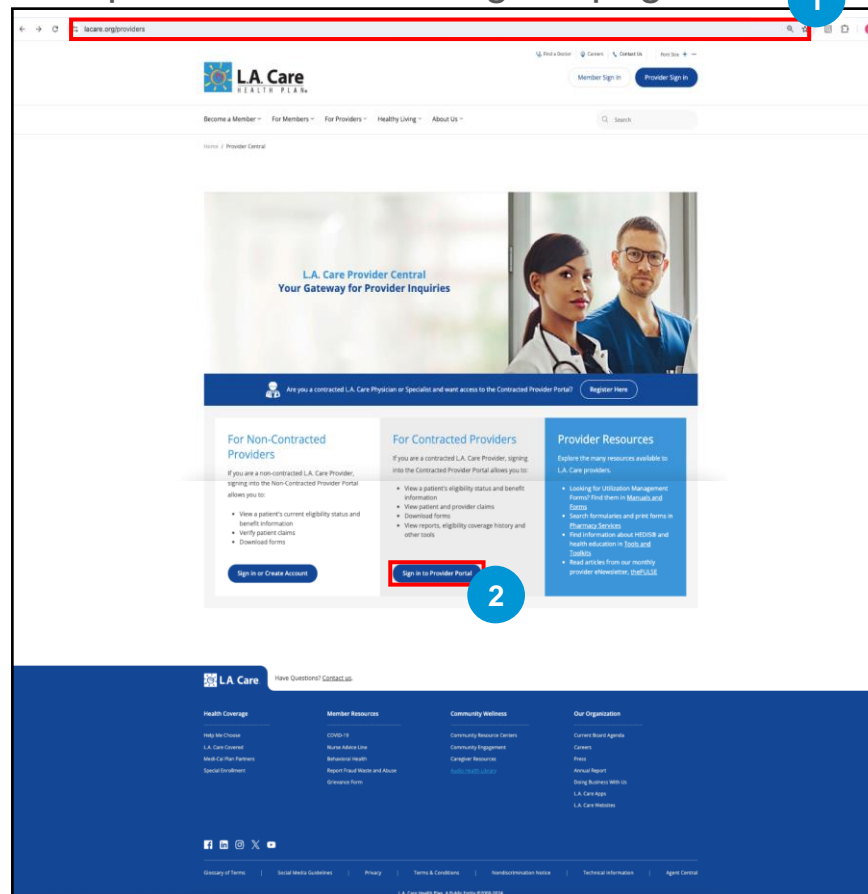
By understanding the different user roles and access levels, providers can effectively utilize the portal to meet their specific needs.

Let's get started with the Provider Portal login.

Login and Security

The steps to login to the Provider Portal are outlined below:

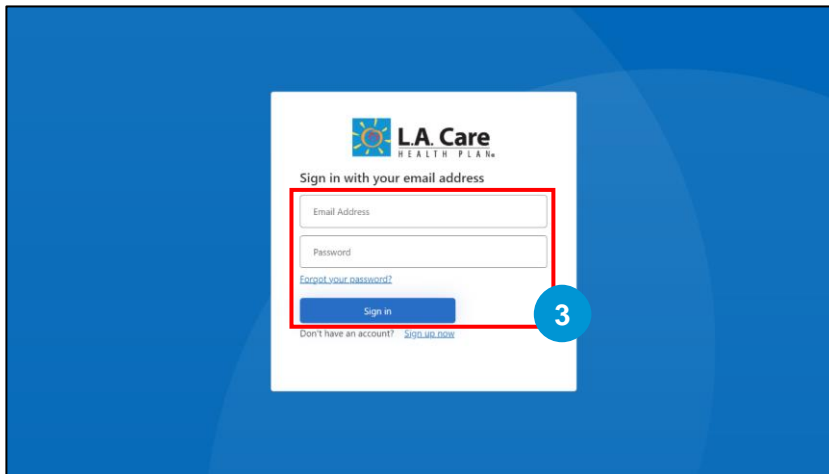
1. Use lacare.org/providers URL to navigate to the Provider Portal.
2. Under the **For Contracted Providers** section, click the **Sign-in to Provider Portal** button to open the Microsoft Sign-in page.



Login and Security (Cont'd)

The steps to login to the Provider Portal are outlined below:

3. On the Microsoft Sign in page, enter your login credentials (**Username** and **Password**) and click **Sign in** to log into your account.
4. Upon successful login, you will land on the Provider Portal Homepage.



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Sign in with your email address

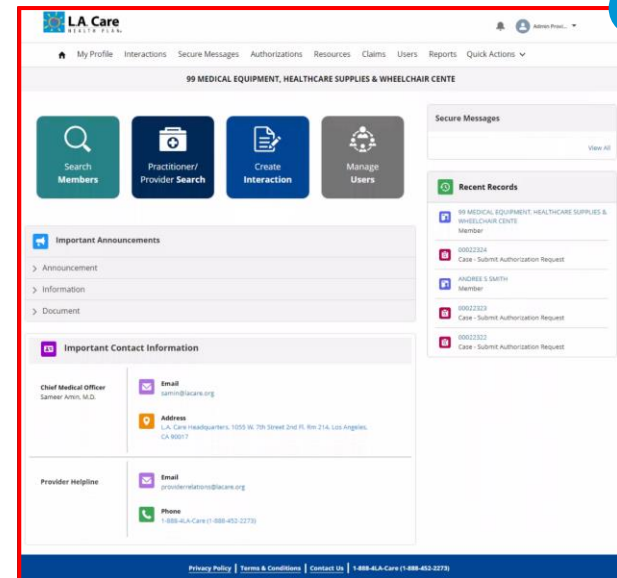
Email Address

Password

[Forgot your password?](#)

Sign in

[Don't have an account? Sign up now](#)

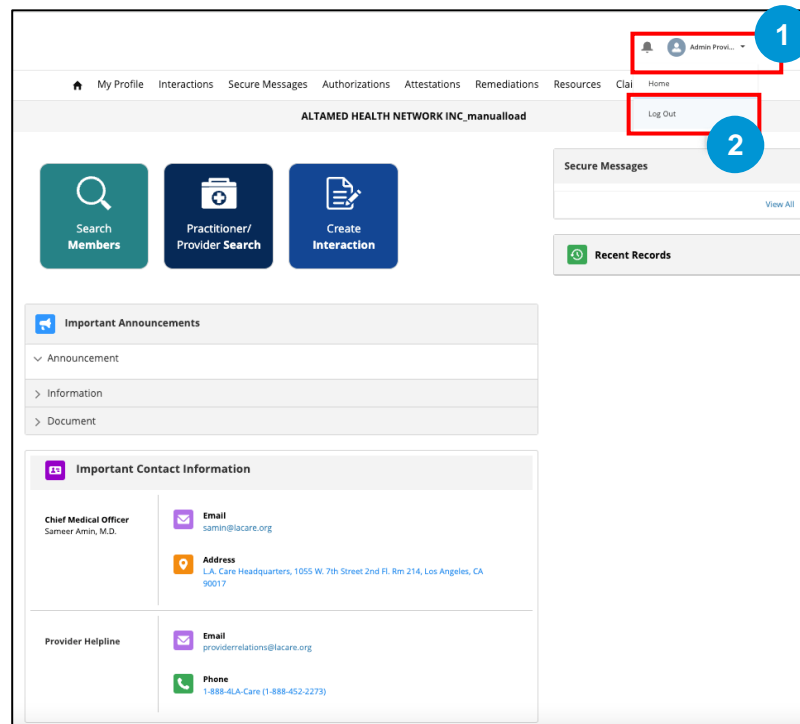


Next, let's see how you can log out of Provider Portal.

Logout

The steps to logout of Provider Portal are outlined below:

1. Click the User's name on the top right.
2. Select the **Log Out** option from the dropdown. You will be redirected to the LA Care website.



Next, let's explore the Provider Portal Homepage.

Homepage – Overview

The Homepage of the Provider Portal is the main or introductory page of the Provider Portal. It serves as the starting point for navigation and provides an overview of what the Provider Portal offers.

The Homepage module will familiarize you with the navigational elements and standard features available on the Provider Portal Homepage. Access levels on the Provider Portal vary based on user type. In this module, we will explore:

- Provider Portal Admin Homepage View
- General User Homepage View

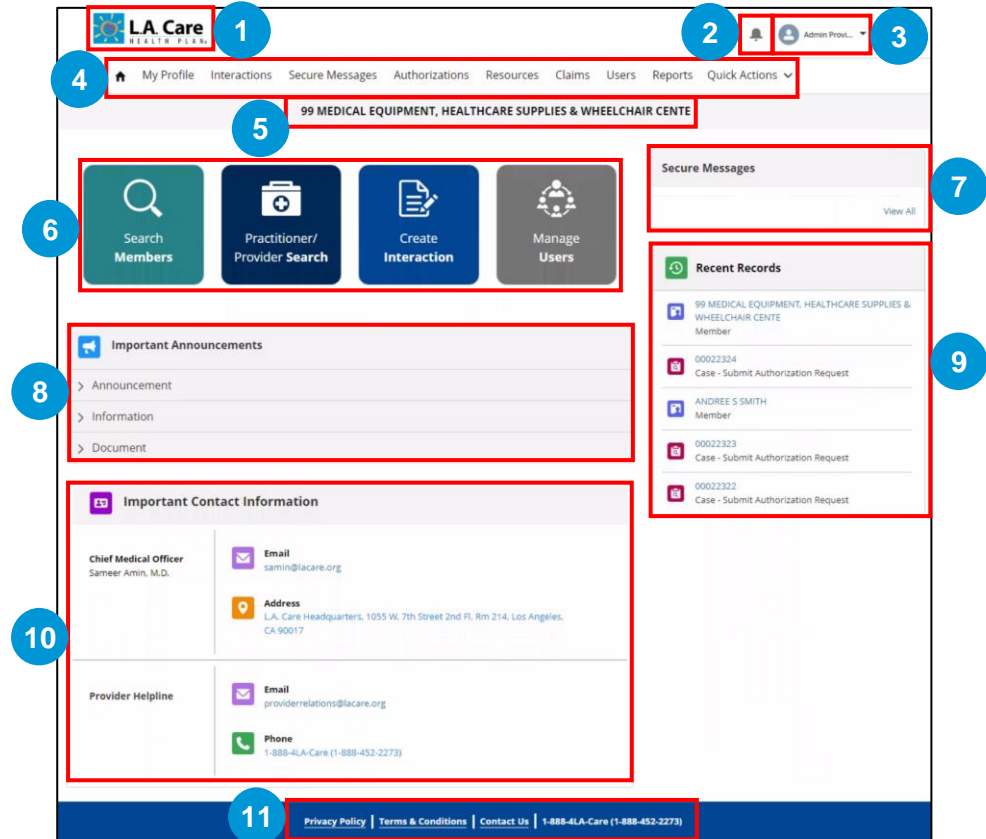
Next, let's review the components of the Provider Portal Admin Homepage.

Homepage – Provider Portal Admin



As a Provider Portal Admin, you can view the following key components on the Provider Portal Homepage:

1. L.A. Care Logo
2. Notifications Icon
3. User Icon
4. Menu Items
5. Account Details
6. Quick Action Tiles
7. Secure Messages Section
8. Important Announcements Section
9. Recent Records Section
10. Important Contact Information Section
11. Footer Section



Next, let's discuss each of these components in detail to ensure you can effectively utilize all the features available on the Provider Portal Homepage.

Module Summary

Now that you have completed this module, here is the summary of what you have learnt, how to:

- Login to the Provider Portal using your login credentials.
- Logout from Provider Portal, navigate to the User Profile and click Logout.
- Access the Provider Portal Homepage.





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Module 2: Account Activation & Registration Process

Account Activation Emails

Once the user has been added to the account, they will automatically receive an account activation email at their registered email address.

For existing contacts (users), the email confirms that they have been added to the account. For new contacts, the email includes a link to follow the Microsoft Registration process and access the Provider Portal Homepage.

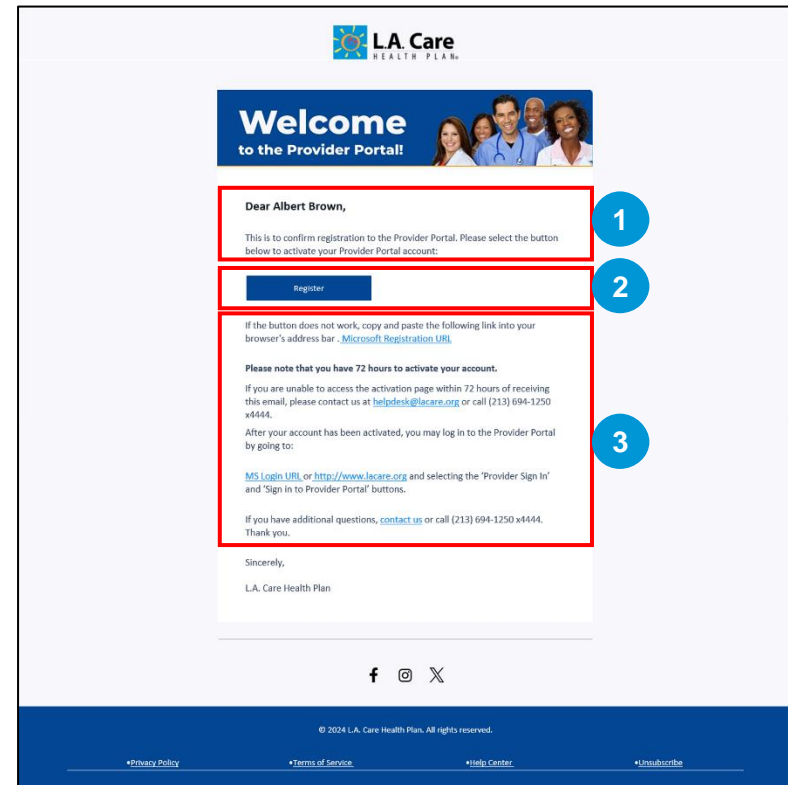
Next, let's review a sample email for both existing and new contacts.

Account Activation Emails – New User

The subject line for the new user account activation email will be as follows:
“Welcome to the L.A. Care Provider Portal: Verify your account”

The key information available in the account activation email for a new user will be:

- 1. Confirmation Section:** In this section, you will get a confirmation that you have been registered to the Provider Portal.
- 2. Call to Action Section:** In this section, you will find the **Register** button to activate your Provider Portal account.
- 3. Contact and Additional Details Section:** In this section, you will find important instructions and the L.A. Care helpdesk contact information.



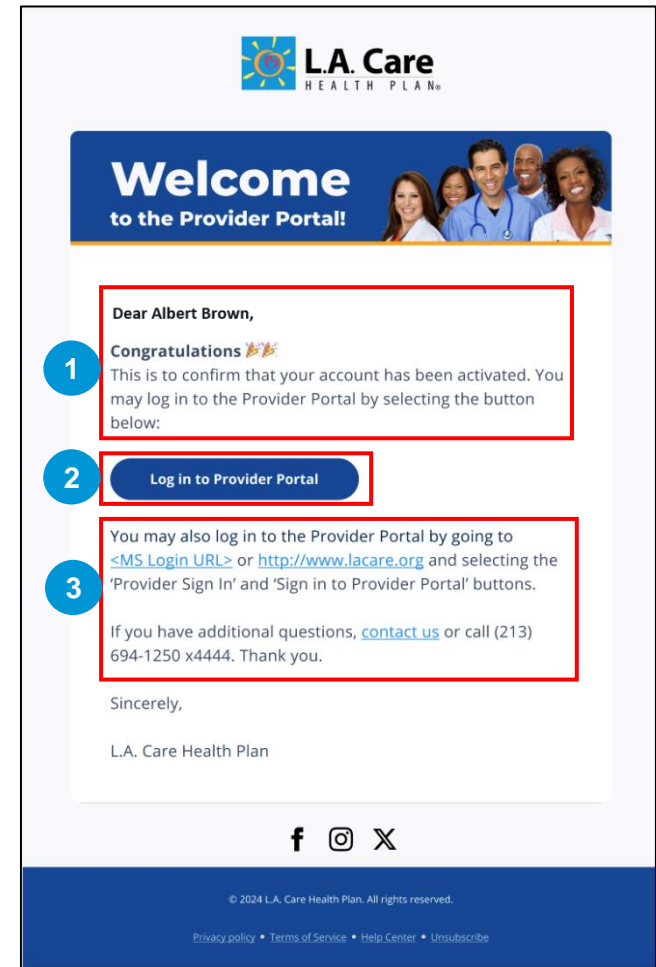
Next, let's see how the Provider Registration process is performed.

Account Activation Emails – Existing User

The subject line for the existing user account activation email will be as follows:
“Welcome to the L.A. Care Provider Portal: You have been added to an account”

The key information available in the account activation email for an existing user will be:

1. **Confirmation Section:** In this section, you will get a confirmation that your account has been activated.
2. **Call to Action Section:** In this section, you will find the **Log in to Provider Portal** button and the MS Login links, which will direct you to the Provider Portal login page. Using your login credentials, you can access the Provider Portal and the account to which you have been added.
3. **Contact details:** In this section, you will find the contact information in case you have any questions.





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Provider Registration

Provider Registration - Overview

To streamline the process for providers to register and manage their services on the Provider Portal, they must complete the Microsoft Registration process. This ensures a secure and efficient onboarding experience.

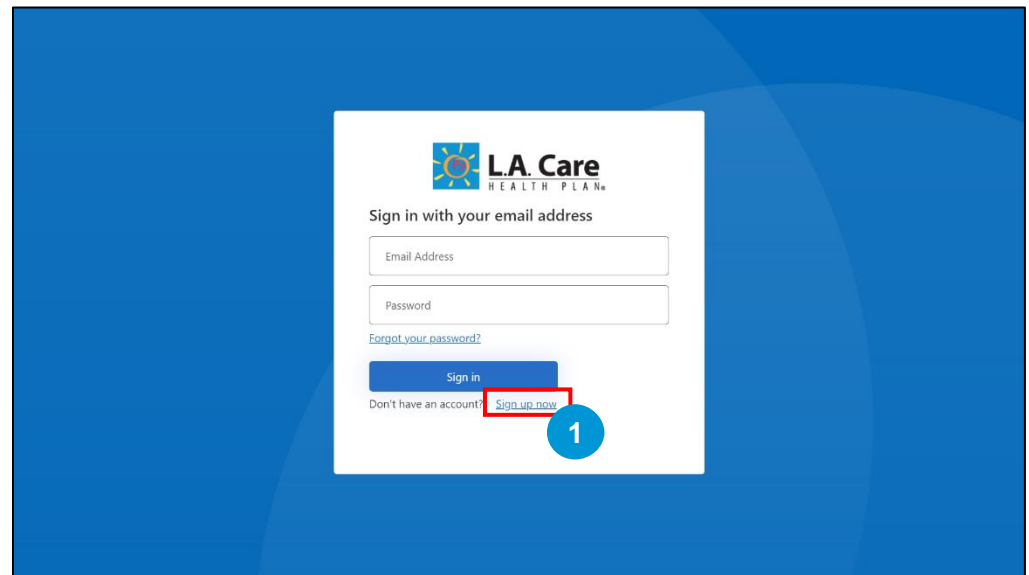
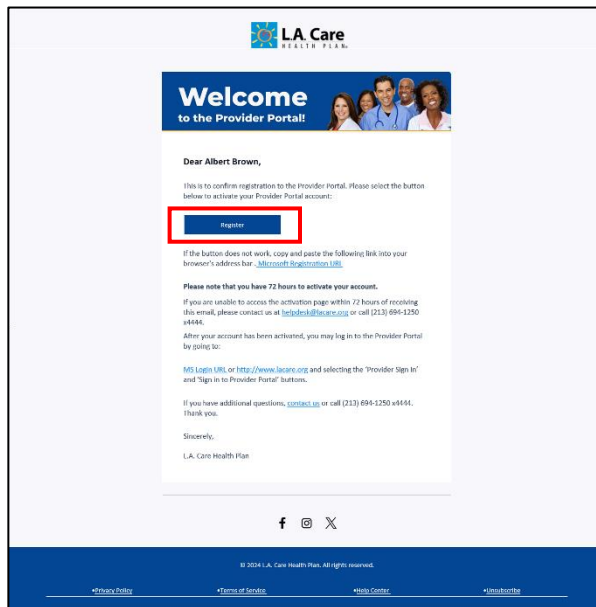
Upon receiving the account activation email, new users need to click the **Register** button or the **Microsoft Registration URL** link to access the L.A. Care login page and complete the Microsoft Registration process. Existing users can directly log in to the Provider Portal using their login credentials.

Next, let's see how a new user can perform Microsoft Registration and access Provider Portal.

Provider Registration

New users will need to perform the following steps to activate their Provider Portal account:

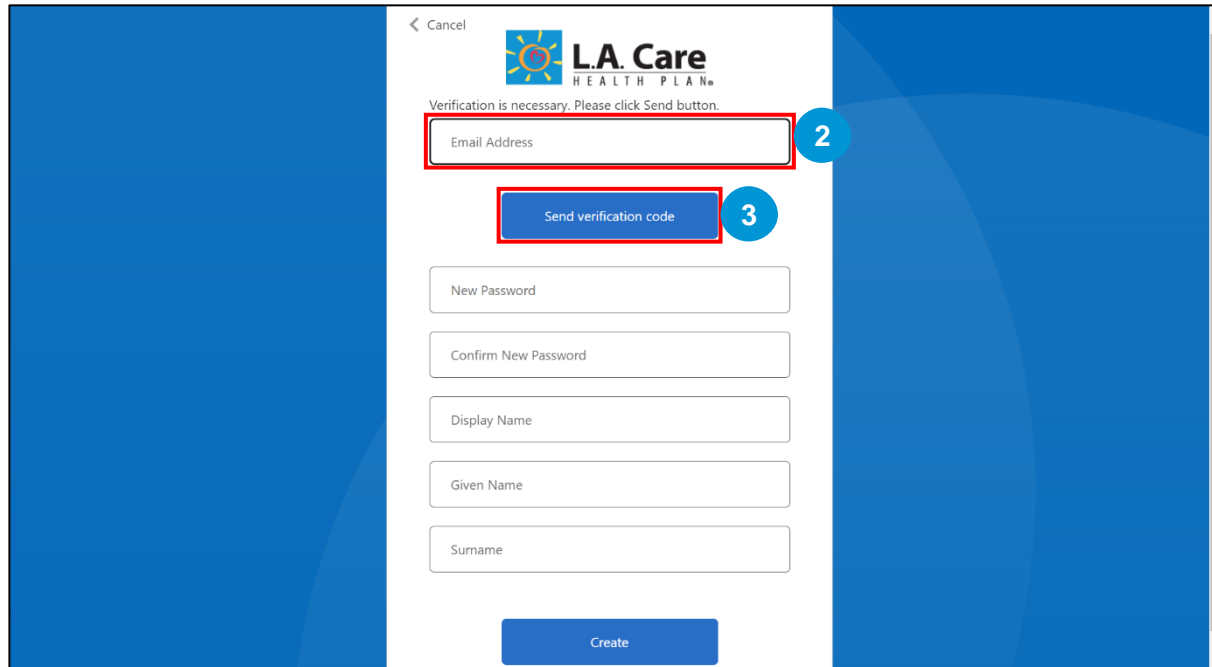
1. After clicking the **Register** button or the **Microsoft Registration URL** link, you will be directed to the **L.A. Care Login Page**. Click **Sign up now**.



Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

2. After clicking **Sign up now**, you will be directed to the **Sign-up** page. In the **Email Address** field, enter the email address where you received the account activation email.
3. Next, click **Send verification code**.

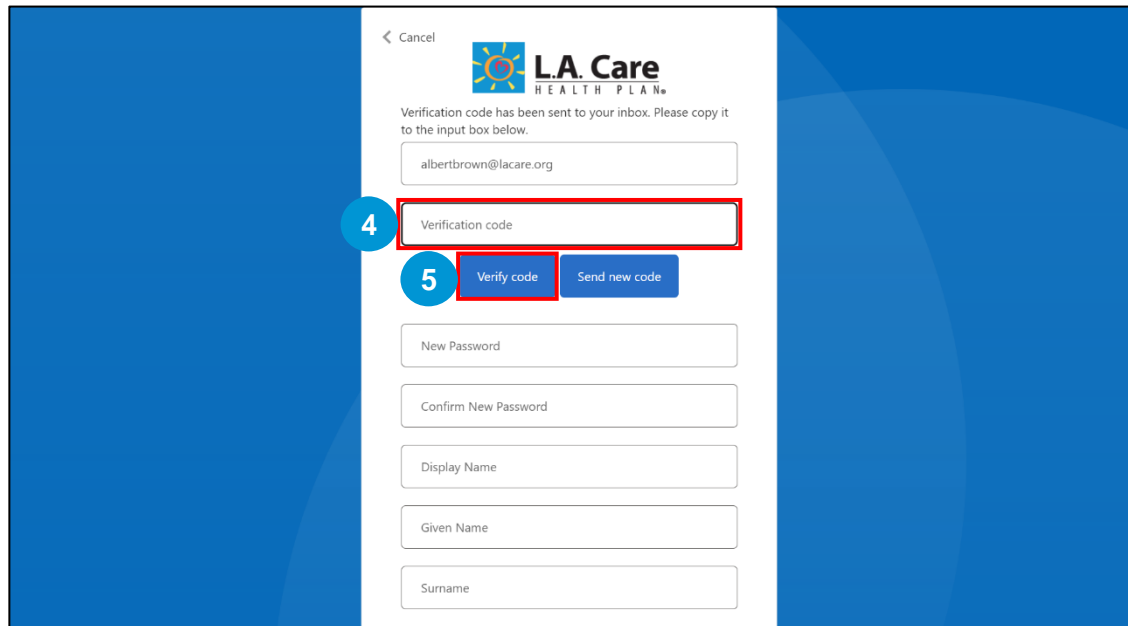


The screenshot shows the L.A. Care Health Plan Sign-up page. At the top, there is a back arrow and the text "Cancel". Below this is the L.A. Care Health Plan logo. A message states: "Verification is necessary. Please click Send button." The "Email Address" field is highlighted with a red box and a blue circle with the number 2. Below it, the "Send verification code" button is highlighted with a red box and a blue circle with the number 3. Further down, there are input fields for "New Password", "Confirm New Password", "Display Name", "Given Name", and "Surname". At the bottom, there is a blue "Create" button.


Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

4. In the **Verification code** field, enter the 6-digit numeric verification code that was sent to the email address you entered in the **Email address** field.
5. Click **Verify code**.



Cancel

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Verification code has been sent to your inbox. Please copy it to the input box below.

albertbrown@lacare.org

4

Verification code

5

Verify code Send new code

New Password

Confirm New Password

Display Name

Given Name

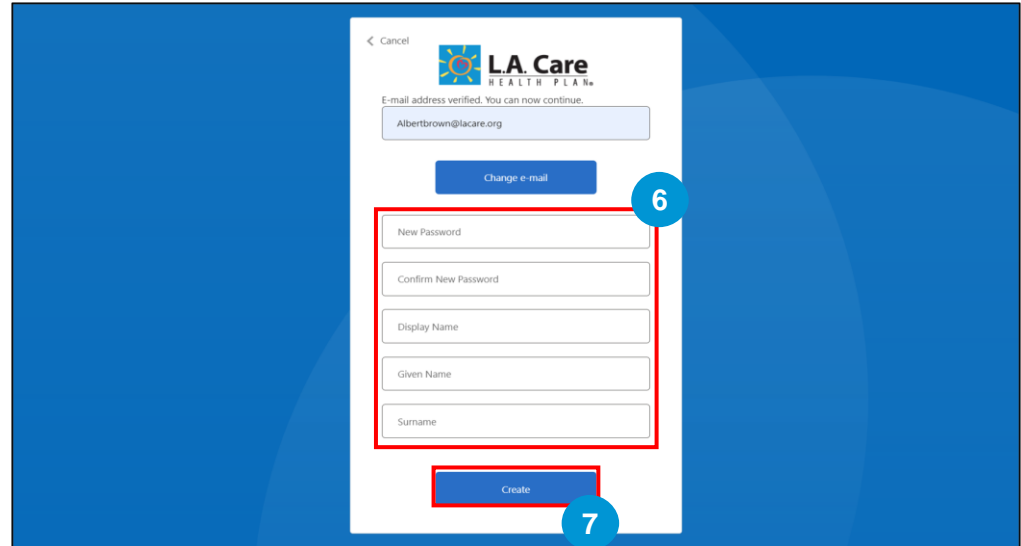
Surname

Note: If you don't receive the code, you can click **Send new code** to request for a new code.

Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

6. Next, enter the appropriate data in the **New Password**, **Confirm New Password**, **Display Name**, **Given Name**, and **Surname** fields. The **New Password** and **Confirm New Password** fields are mandatory to proceed further, and the password entered in these two fields should match.



7. Click **Create**.

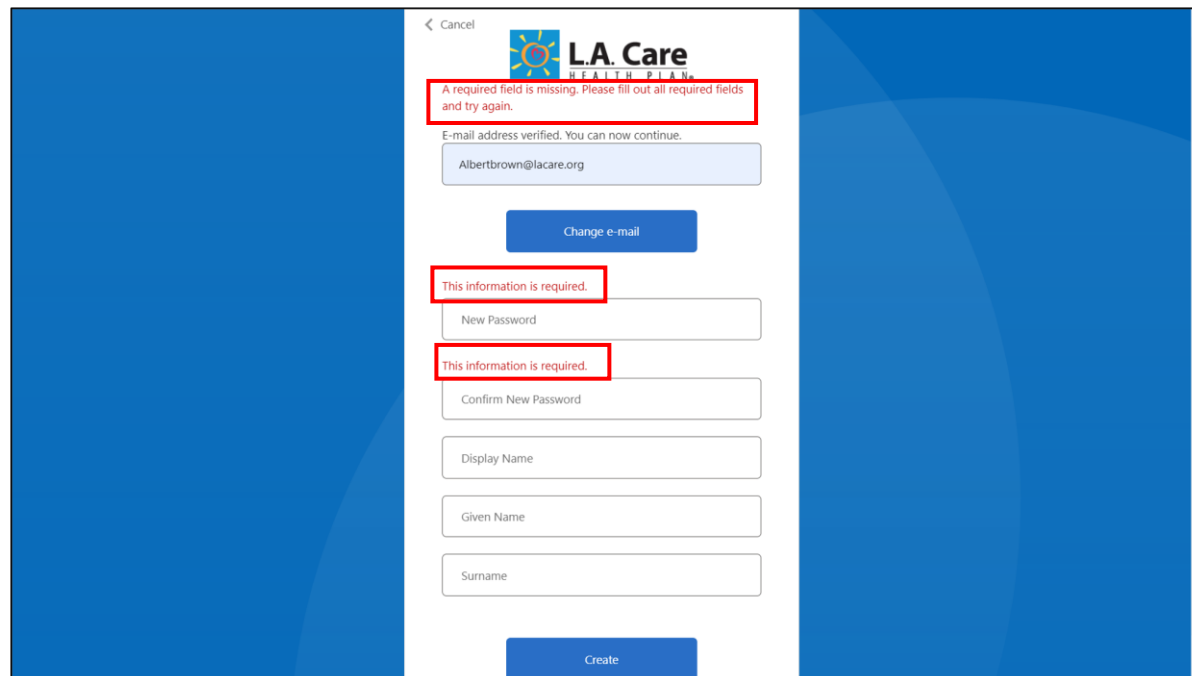
Note: The information provided during Microsoft registration will update the existing user and contact details in the system, except for the email address. If you will try to input a different email address, the registration will be rejected.

Next, let's review the possible errors you might encounter on this screen.

Provider Registration – Errors

The following errors might occur while performing the Microsoft Registration:

1. If you click **Create** without entering a password in the **New Password** and **Confirm Password** fields, you will receive the error message: **"A required field is missing. Please fill out all required fields and try again."** Additionally, other error message(s): **"The information is required."** indicating the specific fields that are required will be displayed as highlighted below.

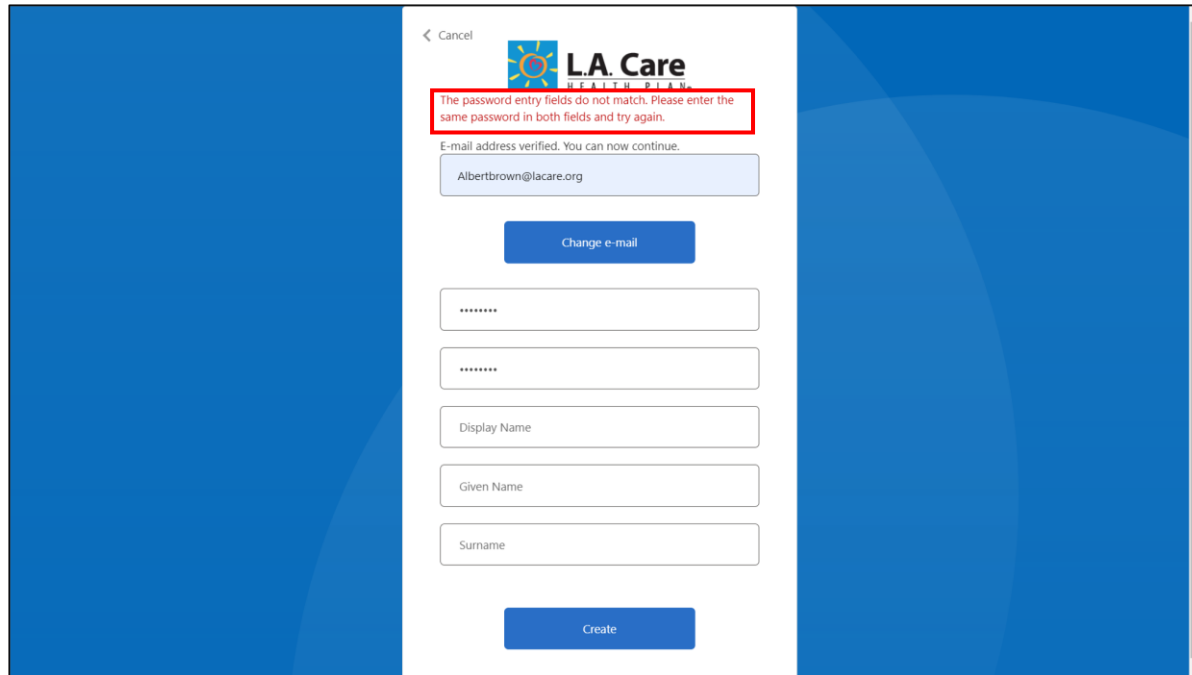


The screenshot displays the L.A. Care Health Plan registration interface. At the top, the L.A. Care logo and "HEALTH PLAN" text are visible. Below the logo, a red-bordered box contains the error message: "A required field is missing. Please fill out all required fields and try again." Below this, a message states "E-mail address verified. You can now continue." followed by the email address "Albertbrown@lacre.org". A "Change e-mail" button is present. Below the email section, two red-bordered boxes highlight the error messages "This information is required." for the "New Password" and "Confirm New Password" fields. Below these, there are input fields for "Display Name", "Given Name", and "Surname". At the bottom, a "Create" button is visible.

Provider Registration – Errors (Cont'd)

The following errors might occur while performing the Microsoft Registration:

2. If the passwords in the **New Password** and **Confirm Password** fields do not match, you will receive the error message: **"The password entry fields do not match. Please enter the same password in both fields and try again."**

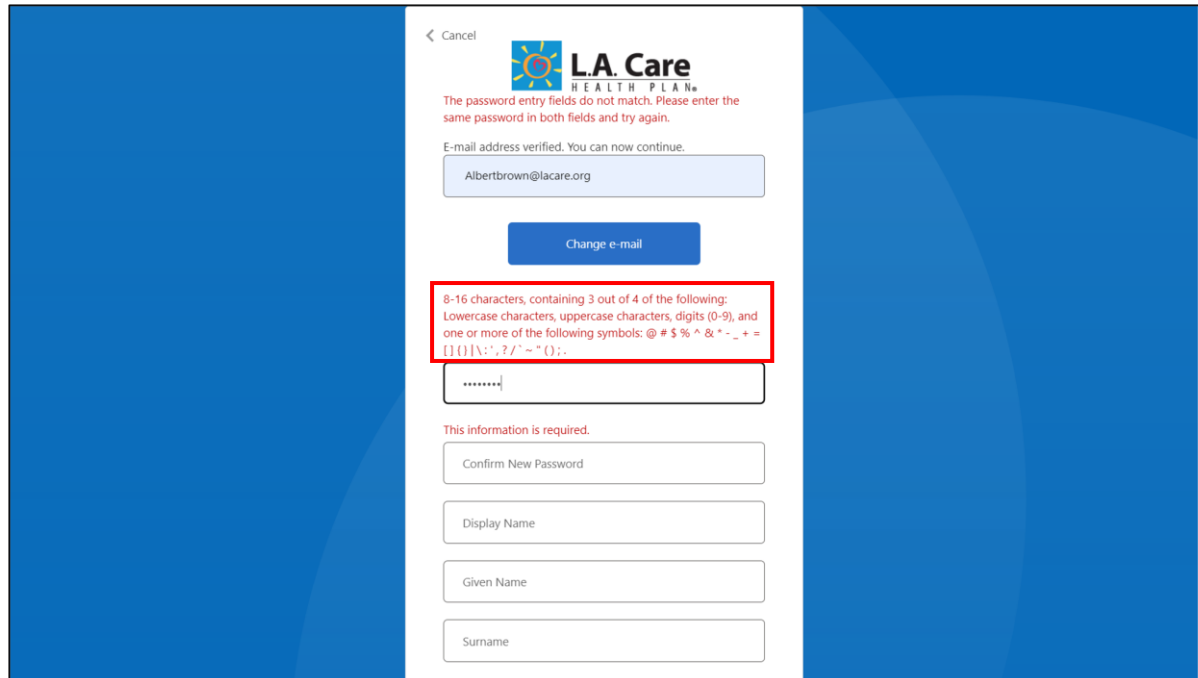


The screenshot displays the L.A. Care Health Plan registration interface. At the top, there is a navigation bar with a back arrow and the text "Cancel". Below this is the L.A. Care Health Plan logo. A red rectangular box highlights an error message: "The password entry fields do not match. Please enter the same password in both fields and try again." Below the error message, a status message reads "E-mail address verified. You can now continue." followed by the email address "Albertbrown@lacare.org". There is a "Change e-mail" button. Below the email section are two password fields, each containing a series of asterisks. Further down are fields for "Display Name", "Given Name", and "Surname". At the bottom is a "Create" button.

Provider Registration – Errors (Cont'd)

The following errors might occur while performing the Microsoft Registration:

3. If the passwords in the **New Password** and **Confirm Password** field do not meet the required criteria, you will get the below highlighted error message.



The screenshot shows a registration form for L.A. Care Health Plan. The form is titled "L.A. Care HEALTH PLAN" and includes a "Cancel" link at the top left. Below the title, a red error message states: "The password entry fields do not match. Please enter the same password in both fields and try again." Below this, a message says "E-mail address verified. You can now continue." followed by a text field containing "Albertbrown@lacare.org" and a "Change e-mail" button. A red box highlights the password requirements: "8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & * - _ + = [] () \ ; ' , ? / ~ * () ; .". Below this, there is a password field with a masked password "*****". Further down, there are fields for "Confirm New Password", "Display Name", "Given Name", and "Surname".

Provider Registration – Errors (Cont'd)



The following errors might occur while performing the Microsoft Registration:

4. If you try to register an existing user, you will get the error message: **“A user with the specified ID already exists. Please choose a different one.”**

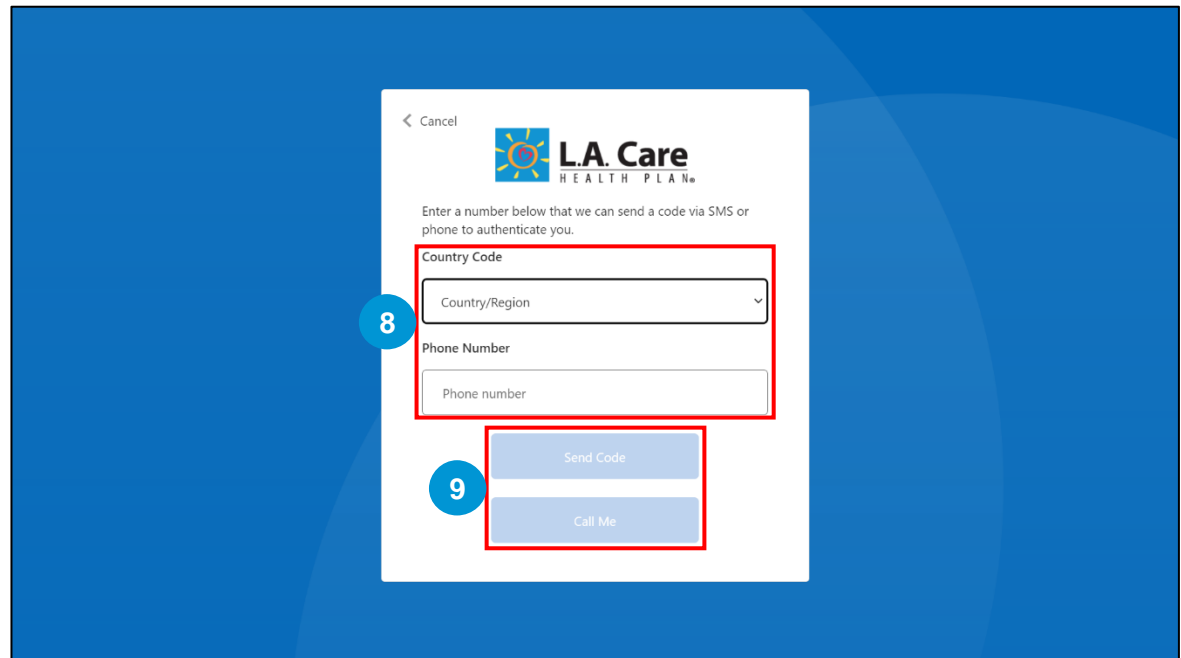
A screenshot of the L.A. Care Health Plan registration interface. The interface is a white modal window centered on a blue background. At the top left of the modal is a back arrow and the word "Cancel". To the right is the L.A. Care Health Plan logo. Below the logo, an error message is displayed in a red-bordered box: "A user with the specified ID already exists. Please choose a different one." Below this message, it says "E-mail address verified. You can now continue." followed by a text input field containing "Albertbrown@lacare.org". Below the email field is a blue button labeled "Change e-mail". Underneath are two password input fields, each with "*****" as a placeholder. Below the passwords are three text input fields for the name: "Albert Brown", "Albert", and "Brown". At the bottom of the modal is a blue button labeled "Create".

Next, let's resume the Microsoft registration process.

Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

8. In the **Country Code** field, enter the country/region code using the drop-down list and in the **Phone Number** field, enter your phone number.
9. After entering country code and phone number, the **Send Code** and **Call Me** buttons will be enabled. Based on your preference, click one of these buttons to proceed further:
 - **Send Code:** The verification code will be sent to your phone number via text message.
 - **Call Me:** You will receive a call with the verification code.

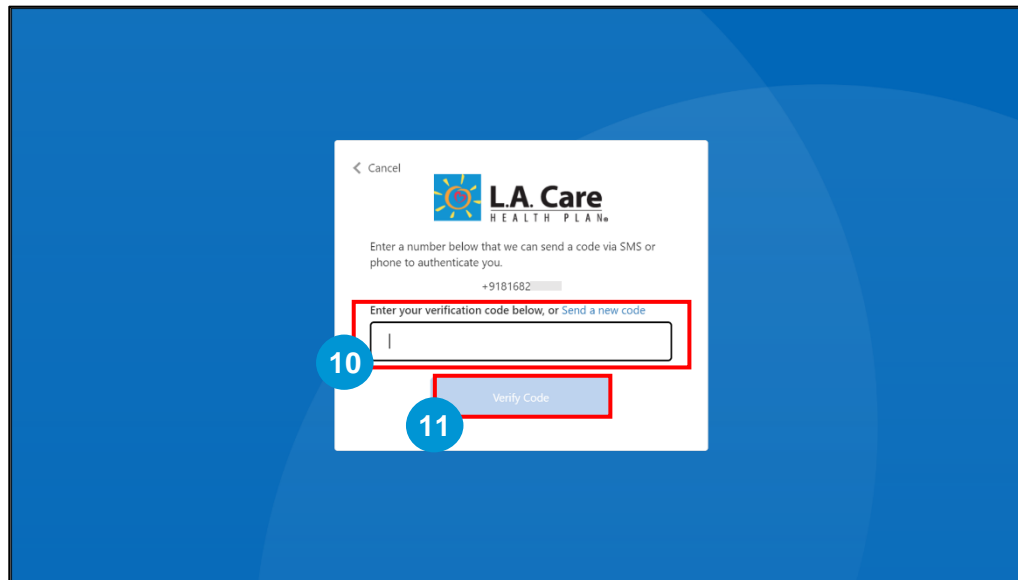


The screenshot displays the L.A. Care Health Plan registration interface. At the top, there is a 'Cancel' link and the L.A. Care Health Plan logo. Below the logo, a prompt reads: 'Enter a number below that we can send a code via SMS or phone to authenticate you.' The form contains two input fields: 'Country Code' with a dropdown menu showing 'Country/Region', and 'Phone Number' with a text input field showing 'Phone number'. A red box highlights these two fields, with a blue circle containing the number '8' next to it. Below the input fields, there are two buttons: 'Send Code' and 'Call Me'. A red box highlights these buttons, with a blue circle containing the number '9' next to it.

Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

10. In the **Verification Code** field, enter the 6-digit numeric verification code which is sent to the phone number you entered in the previous step.
11. Click **Verify code**.



Note: The **Verify Code** button will enable after entering the verification code.

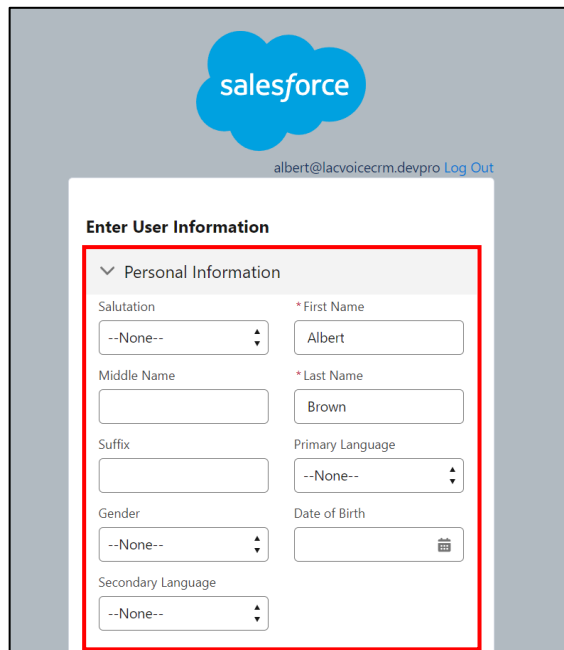
After entering the verification code, you will be directed to the Enter User Information page. Next, let's see what details are to be entered on the Enter User Information page.

Enter User Information

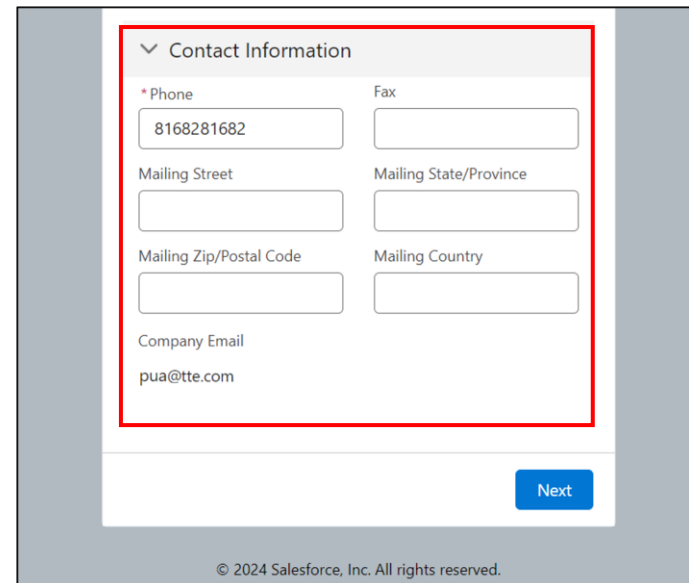
After completing the Microsoft Registration process, users must fill out the **Enter User Information** form to proceed further. This is a one-time process for the new users.

The **Enter User Information** form is divided into two sections:

- **Personal Information:** In this section, ensure that the personal details of the user in all the mandatory fields such as **First Name**, **Last Name**, etc. are accurately populated. The mandatory fields are marked with asterisk (*).
- **Contact Information:** In this section, enter the contact details of the user in the **Phone** field, which is a mandatory field.



The screenshot shows the 'Enter User Information' form with the Salesforce logo at the top. The 'Personal Information' section is highlighted with a red border. It includes fields for Salutation, First Name (Albert), Middle Name, Last Name (Brown), Suffix, Primary Language, Gender, Date of Birth, Secondary Language, and a 'Log Out' link for the user albert@lacvoicecrm.devpro.

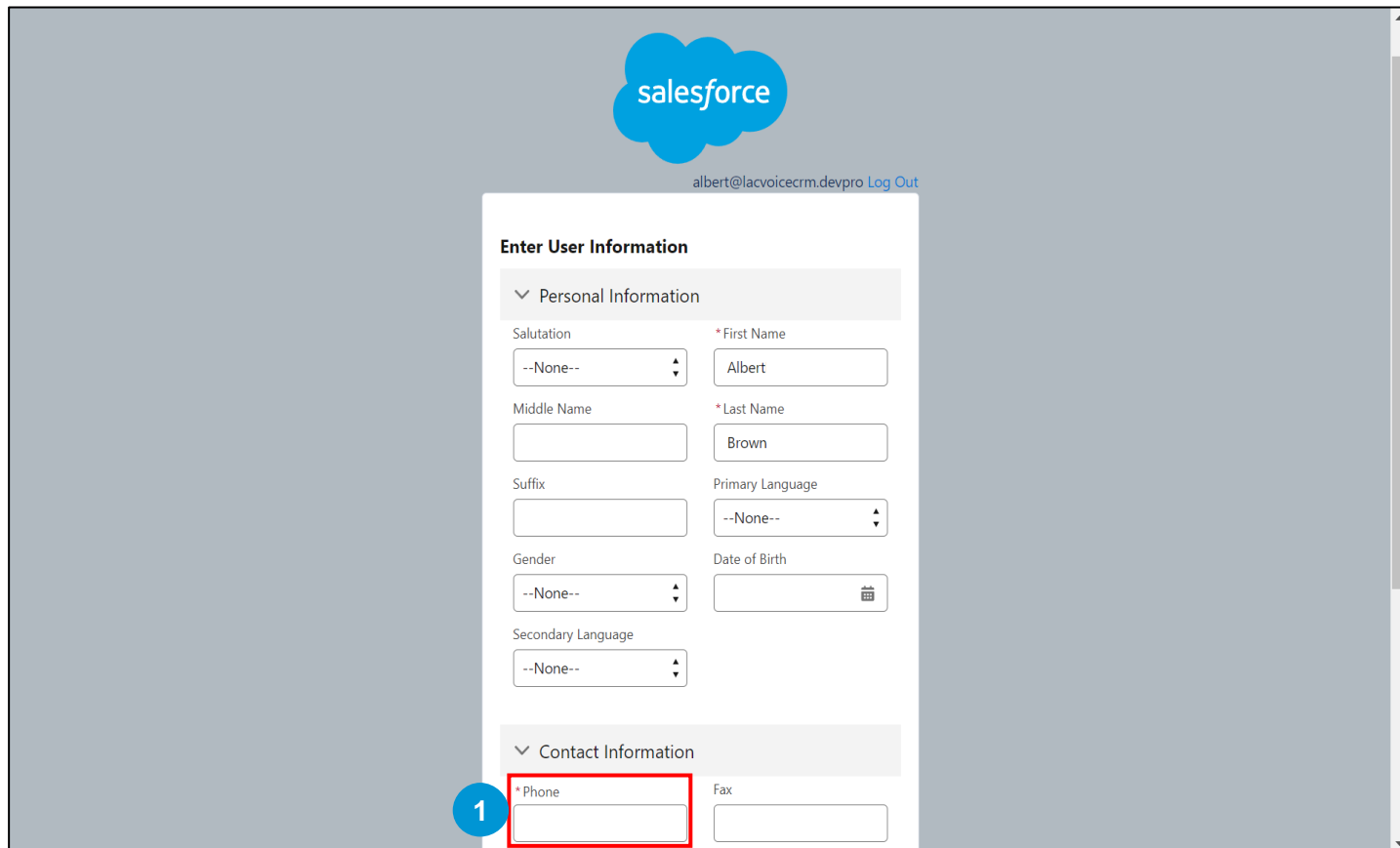


The screenshot shows the 'Contact Information' section of the form, highlighted with a red border. It includes fields for Phone (8168281682), Fax, Mailing Street, Mailing State/Province, Mailing Zip/Postal Code, Mailing Country, Company Email (pua@tte.com), and a 'Next' button.

Enter User Information (Cont'd)

The users will have to perform the following steps to fill in the **Enter User Information** form:

1. In the **Contact Information** section, enter your phone number in the **Phone** field. This will ensure that all the mandatory fields are complete.

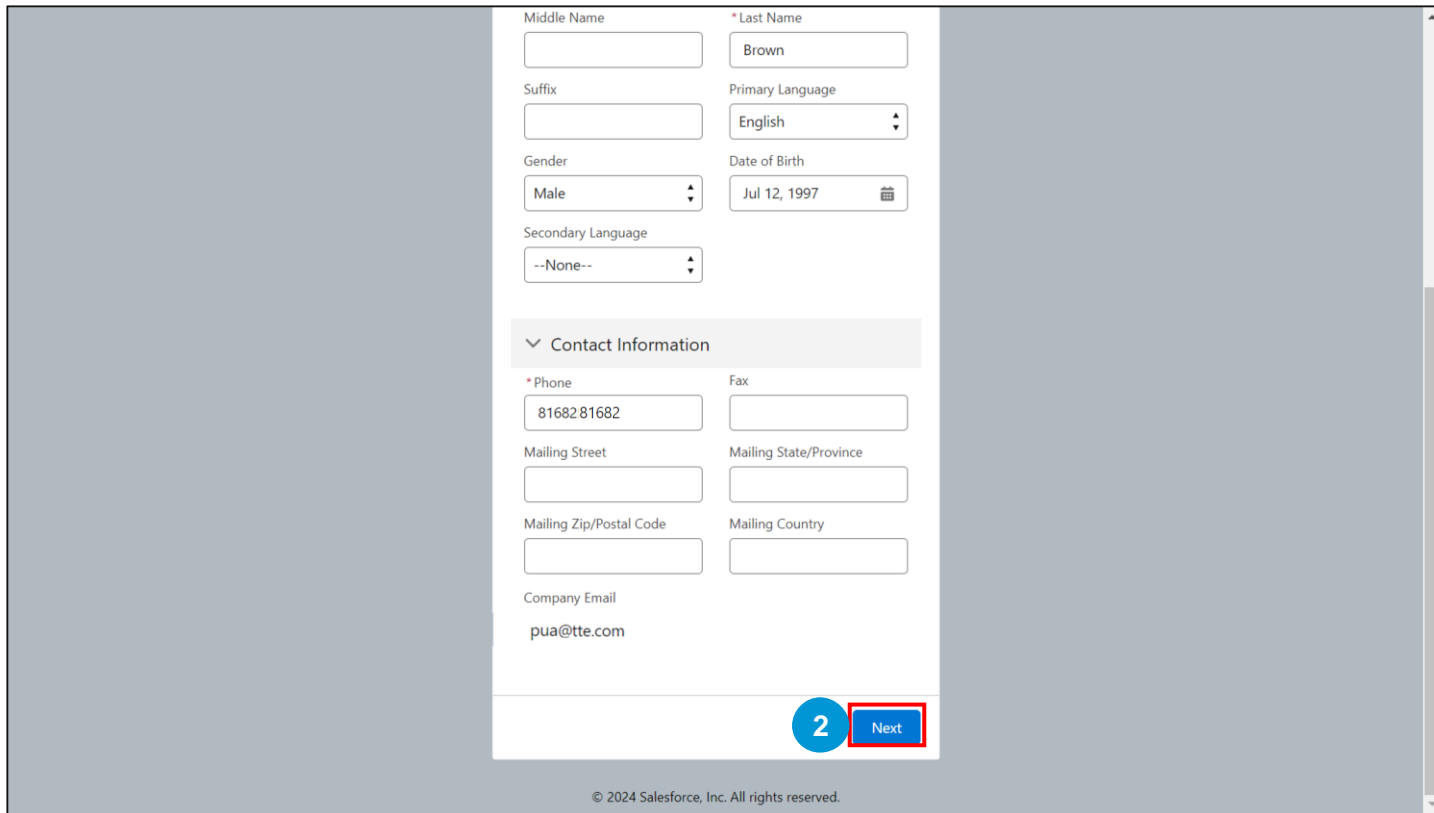


The screenshot shows the Salesforce 'Enter User Information' form. The form is titled 'Enter User Information' and is divided into two sections: 'Personal Information' and 'Contact Information'. The 'Personal Information' section includes fields for Salutation, First Name (Albert), Middle Name, Last Name (Brown), Suffix, Primary Language, Gender, Date of Birth, Secondary Language, and Phone. The 'Contact Information' section includes fields for Phone and Fax. A red box highlights the 'Phone' field in the 'Contact Information' section, and a blue circle with the number '1' is placed next to it.

Enter User Information (Cont'd)

The users will have to perform the following steps to fill in the **Enter User Information** form:

2. Scroll to the bottom of the page and click **Next** to proceed further.



The screenshot displays a web form for entering user information. The form is divided into several sections:

- Personal Information:**
 - Middle Name:
 - * Last Name:
 - Suffix:
 - Primary Language:
 - Gender:
 - Date of Birth:
 - Secondary Language:
- Contact Information:**
 - * Phone:
 - Fax:
 - Mailing Street:
 - Mailing State/Province:
 - Mailing Zip/Postal Code:
 - Mailing Country:
 - Company Email:

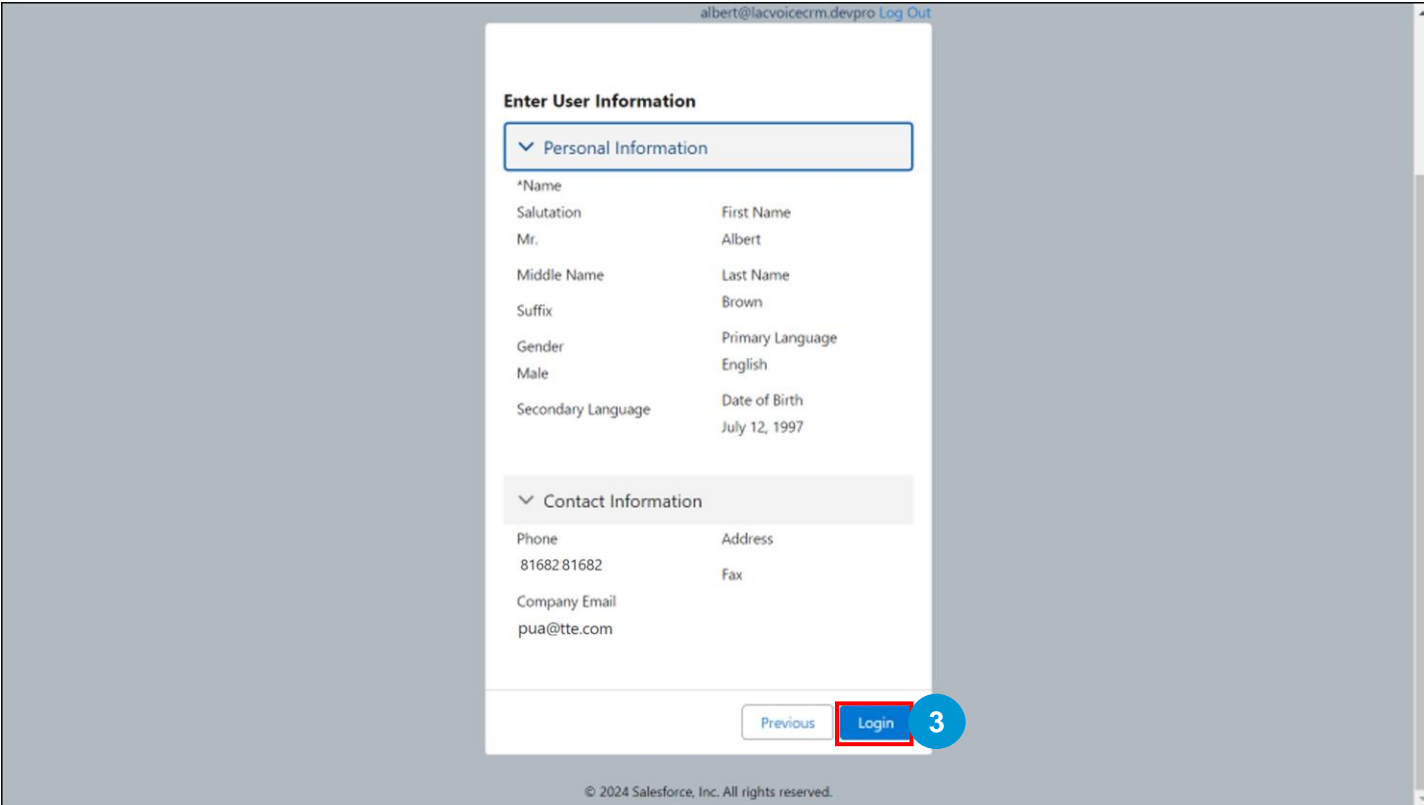
At the bottom right of the form, a blue circle containing the number '2' and a red-bordered button labeled 'Next' are highlighted, indicating the current step and the action to proceed.

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Enter User Information (Cont'd)

The users will have to perform the following steps to fill in the **Enter User Information** form:

3. Review the entered details and click **Login**.



albert@lacvoicecrm.devpro Log Out

Enter User Information

Personal Information

*Name

Salutation
First Name

Mr.
Albert

Middle Name
Last Name

Suffix
Brown

Gender
Primary Language

Male
English

Secondary Language
Date of Birth

July 12, 1997

Contact Information

Phone
Address

81682 81682
Fax

Company Email

pua@tte.com

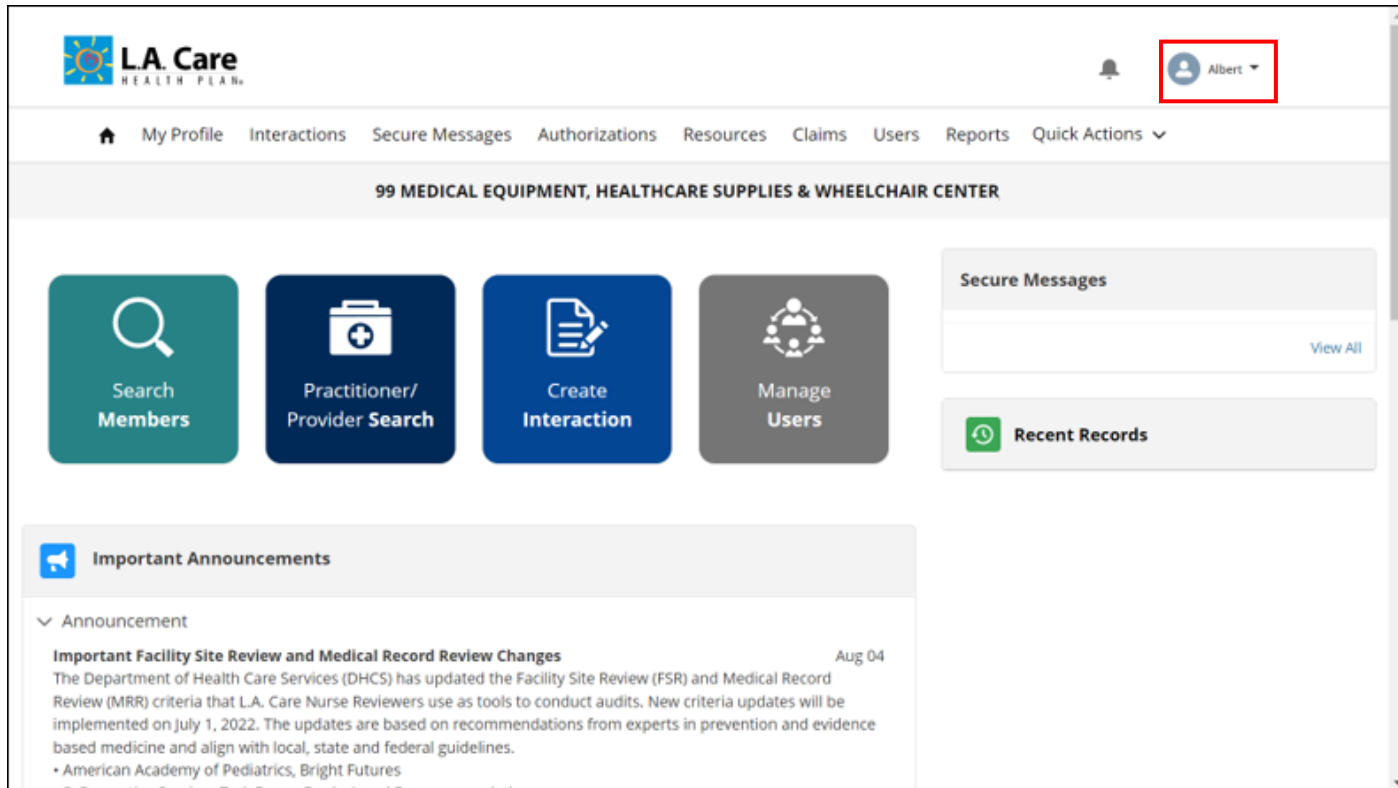
Previous
Login
3

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Note: If you want to update the entered details, you can click **Previous**. You will be directed to the previous screen where you can edit the fields.

Enter User Information (Cont'd)

After clicking **Login**, the user is logged into Provider Portal for the first time. The Provider Portal Homepage displays. Here, you can check your username as highlighted below:



Note: The Provider Portal Homepage View will differ according to the user's assigned role. For example, if a user is assigned the Provider Portal Admin role, they will see the Provider Portal Admin Homepage view.

Module Summary

Now that you have completed this module, here is the summary of what you have learnt, how to:

- Initiate Guided Registration on Provider Portal and IDT Console;
- Perform Microsoft Registration;
- Fill and submit the Enter User Information form; and,
- Switch Account.





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Module 3: User Registration

Module Objectives

After completing this module, you will be able to:

- Perform Guided Registration on the Provider Portal.
 - Add, change, or remove a User.
 - Account Activation



Provider Information Overview

Provider information on the provider portal is a critical component for effective healthcare management. It ensures that all stakeholders have access to essential details about healthcare providers, facilitating better communication, coordination, and quality of care.

In this module, the following topics will be covered:

1. Guided Registration
2. Account Activation Emails
3. Provider Registration
4. Enter User Information

Let's start with how the guided registration process can be performed.

Guided Registration

Guided Registration on the Provider Portal is designed to make the onboarding process as smooth and efficient as possible.

By providing step-by-step instructions, validation checks, and helpful tooltips, it ensures that users can complete their registration accurately and with minimal hassle.

Upon receiving a request (via email or any other form of communication) from a prospective user indicating that they want to be added to an account, the **Provider Portal Admin** or **Account Manager** initiates the guided registration.

In this module, you will learn how the guided registration process is:

- Initiated by a **Provider Portal Admin** (PPA).
- Initiated by an **Account Manager** (AM) or **Provider Network Manager** (PNM).

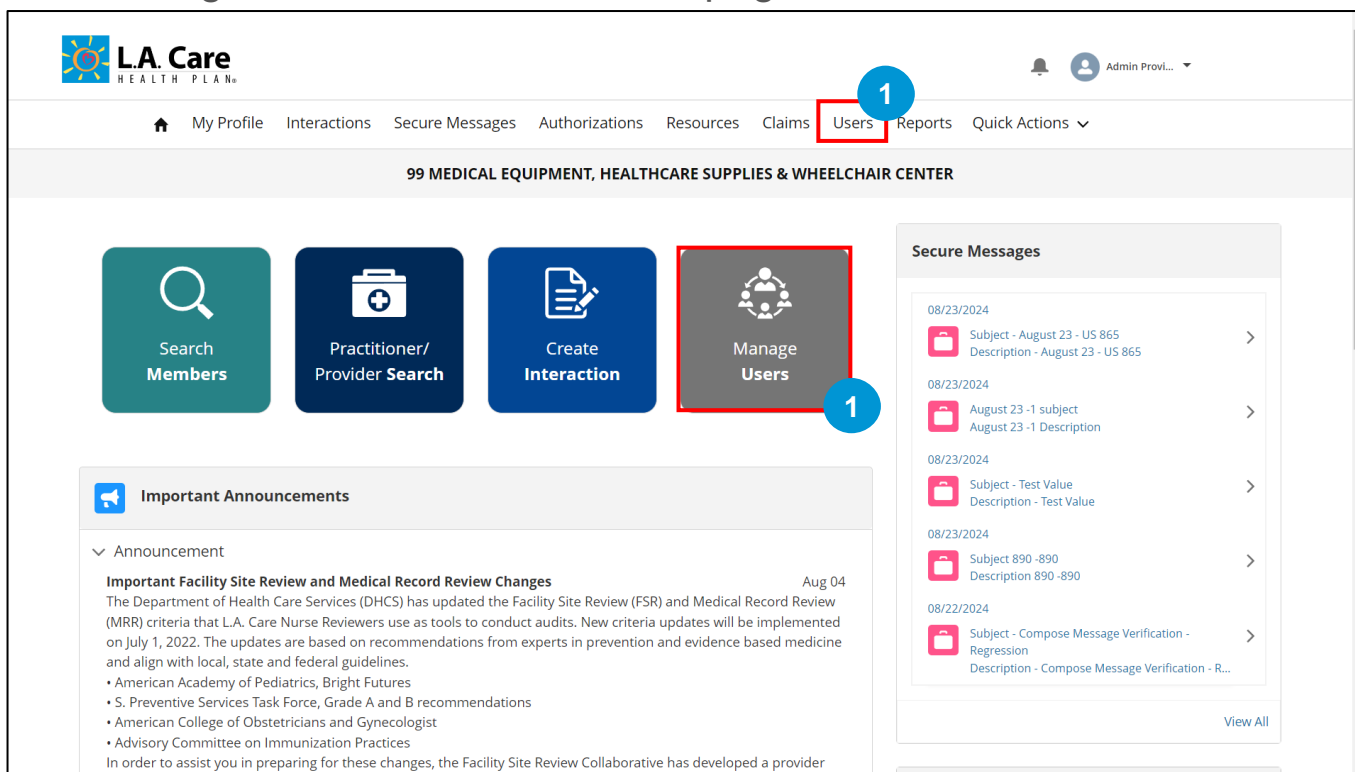
Let's start with the Guided Registration initiated by a Provider Portal Admin (**PPA**).

Guided Registration – PPA

Guided Registration allows Provider Portal Admin to register/add new or an existing user to an account. Login to the Provider Portal using your login credentials to navigate to the Homepage of the Provider Portal.

Follow the below steps to complete the guided registration on Provider Portal:

1. Click the **Manage Users** button **OR** click the **Users** tab from the menu as shown below to navigate to the **Users** list view page.



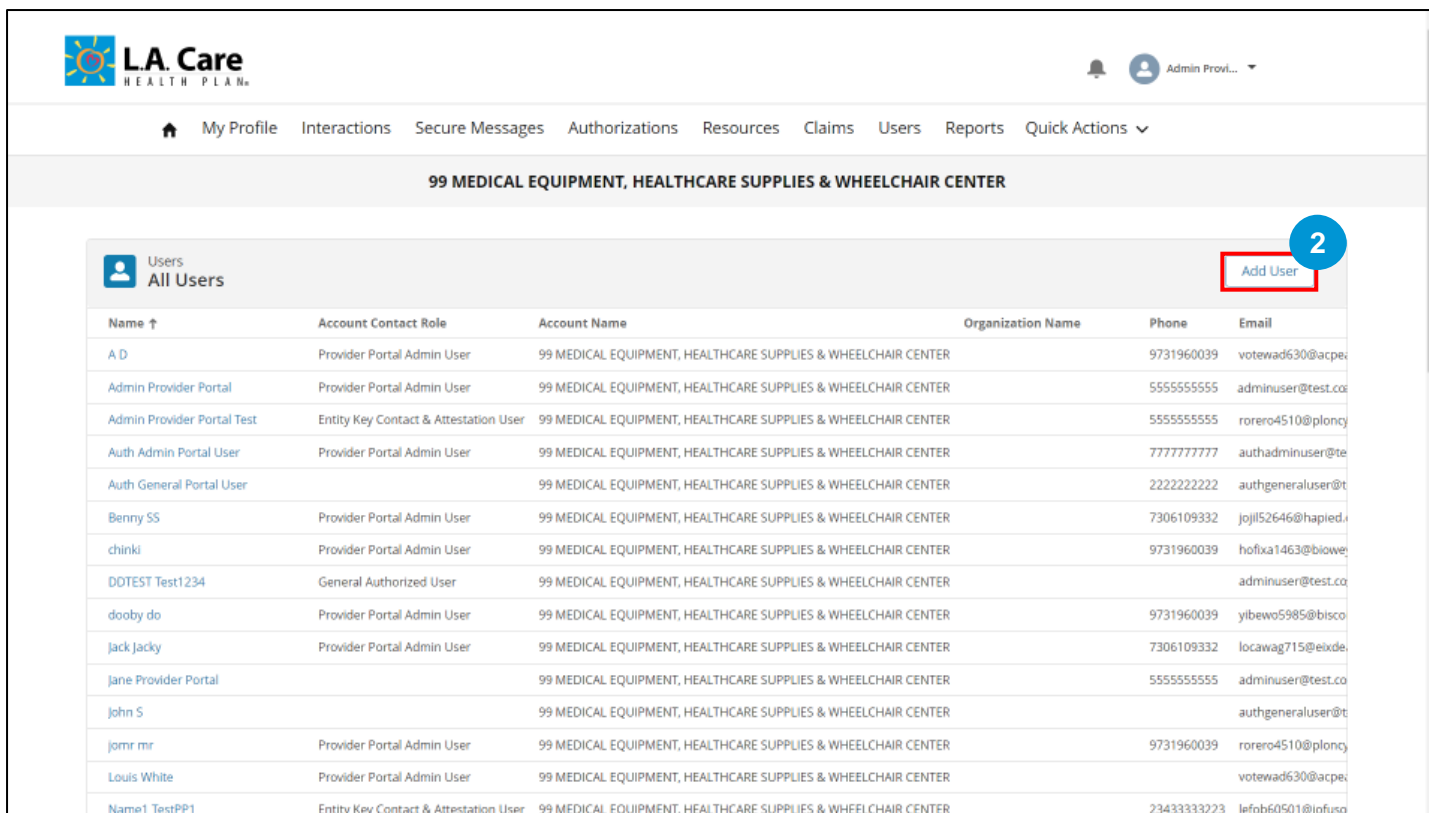
The screenshot shows the L.A. Care Health Plan Provider Portal. The top navigation bar includes links for My Profile, Interactions, Secure Messages, Authorizations, Resources, Claims, **Users** (highlighted with a red box and a blue circle with '1'), Reports, and Quick Actions. Below the navigation bar is a header for '99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER'. The main content area features four large buttons: Search Members, Practitioner/Provider Search, Create Interaction, and **Manage Users** (highlighted with a red box and a blue circle with '1'). To the right of these buttons is a 'Secure Messages' section with a list of messages. At the bottom left is an 'Important Announcements' section with a recent announcement about Facility Site Review and Medical Record Review Changes.

Note: Users may also be called “contacts” within the system during the registration process.

Guided Registration – PPA (Cont'd)

Follow the below steps to complete the guided registration on Provider Portal:

- On the **Users** list view page, click **Add User** button to register the user to an account. You will land on the Register User to Account page.



L.A. Care HEALTH PLAN

Admin Provi...

My Profile Interactions Secure Messages Authorizations Resources Claims Users Reports Quick Actions

99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Users
All Users

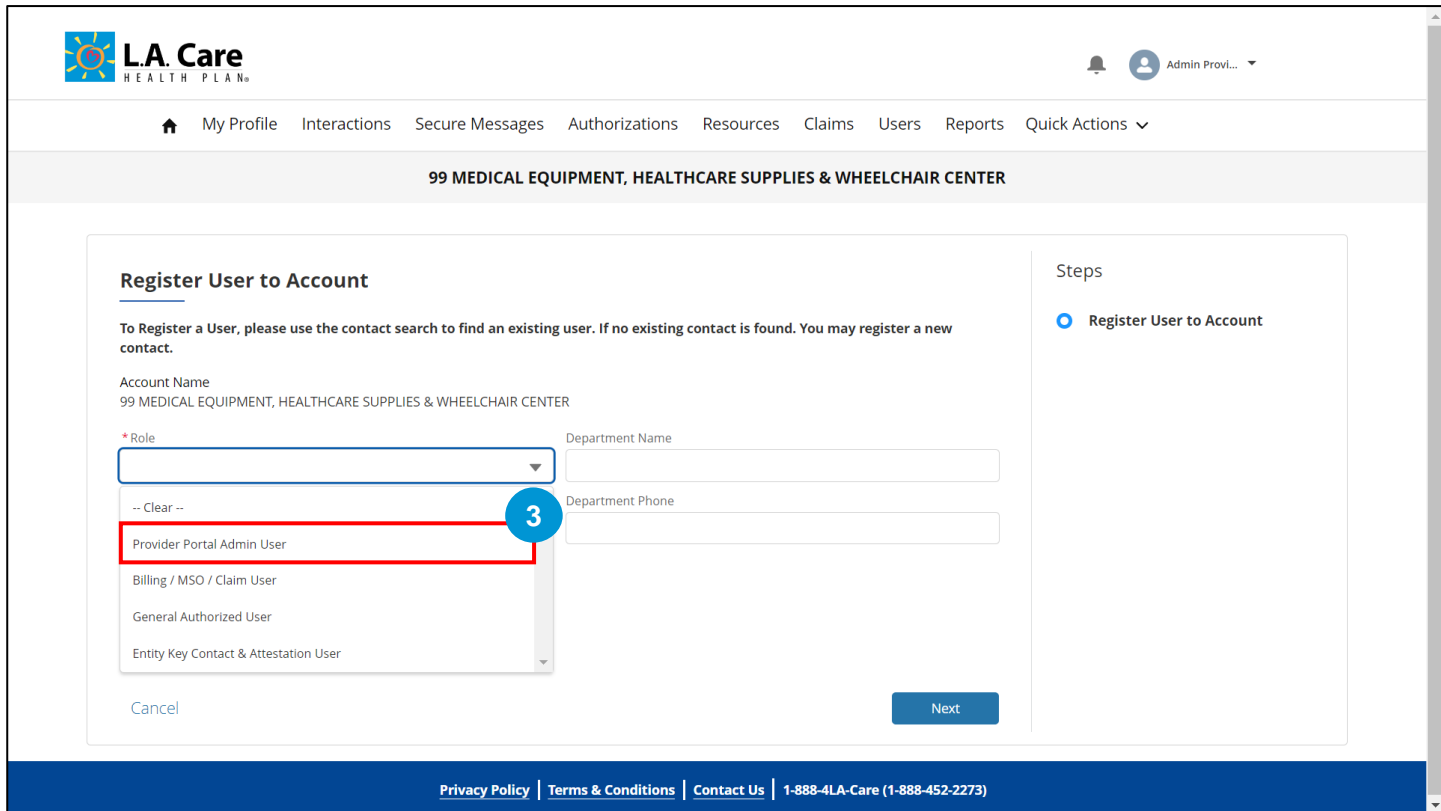
Add User

Name ↑	Account Contact Role	Account Name	Organization Name	Phone	Email
A D	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	votewad630@acpe
Admin Provider Portal	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
Admin Provider Portal Test	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	rorero4510@ploncy
Auth Admin Portal User	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7777777777	authadminuser@te
Auth General Portal User		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		2222222222	authgeneraluser@t
Benny SS	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	jojil52646@hapied.
chinki	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	hofixa1463@biowe
DDTEST Test1234	General Authorized User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			adminuser@test.co
dooby do	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	yibewo5985@bisco
Jack Jacky	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	locawag715@eixde
Jane Provider Portal		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
John S		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			authgeneraluser@t
jomr mr	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	rorero4510@ploncy
Louis White	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			votewad630@acpe
Name1 TestPP1	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		23433333223	lefob60501@jofuso

Guided Registration – PPA (Cont'd)

Follow the below steps to complete the guided registration on Provider Portal:

- On the **Register User to Account** page, in the **Role** field, select the role that you want to assign to the user from the drop-down list.



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My Profile Interactions Secure Messages Authorizations Resources Claims Users Reports Quick Actions

99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Register User to Account

To Register a User, please use the contact search to find an existing user. If no existing contact is found. You may register a new contact.

Account Name
99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

* Role
-- Clear --
Provider Portal Admin User
Billing / MSO / Claim User
General Authorized User
Entity Key Contact & Attestation User

Department Name

Department Phone

Cancel Next

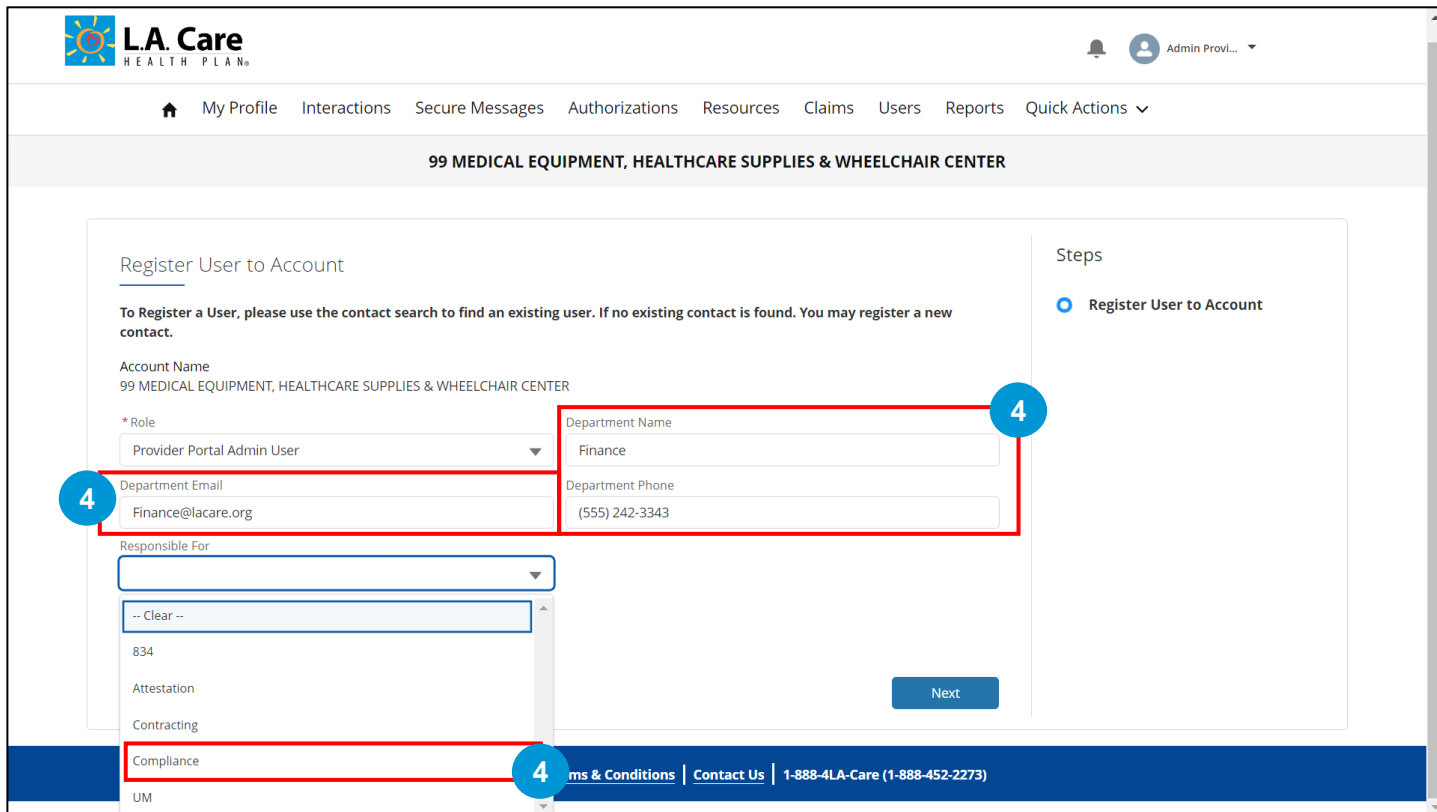
Steps
Register User to Account

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Guided Registration – PPA (Cont'd)

Follow the below steps to complete the guided registration on Provider Portal:

4. In the **Department Name**, **Department Email**, **Department Phone**, and **Responsible for** fields, you can add additional user details. These fields are optional (but recommended).



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99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Register User to Account

To Register a User, please use the contact search to find an existing user. If no existing contact is found. You may register a new contact.

Account Name
99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

* Role
Provider Portal Admin User

Department Name
Finance

Department Email
Finance@lacare.org

Department Phone
(555) 242-3343

Responsible For
-- Clear --
834
Attestation
Contracting
Compliance

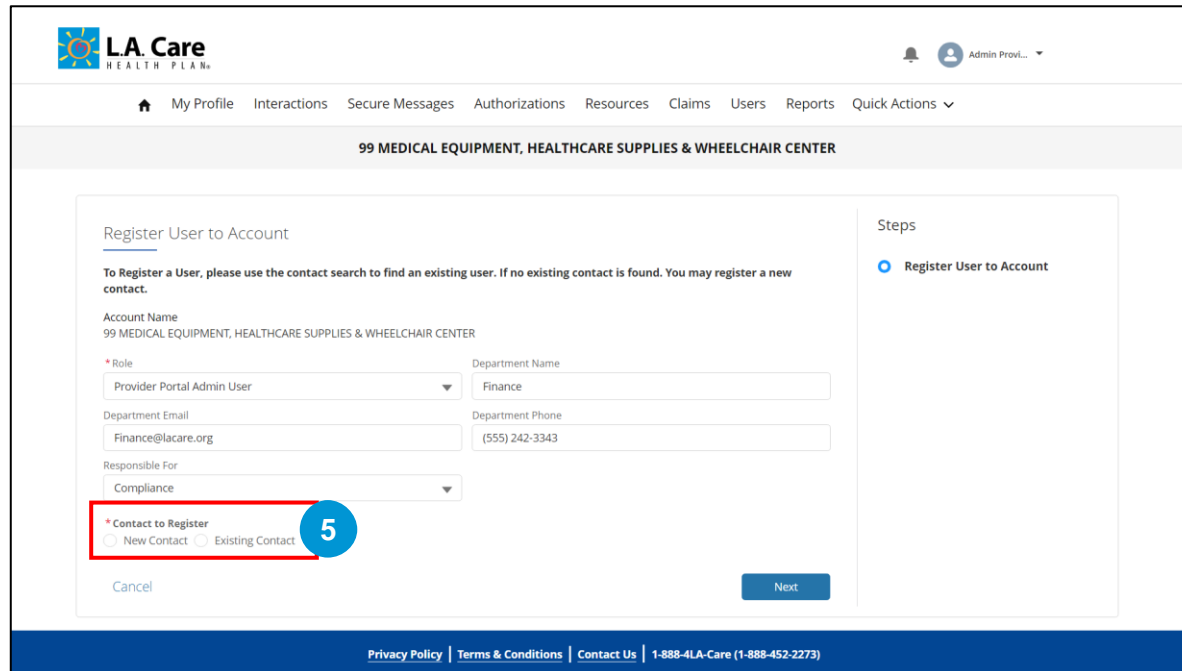
Next

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Guided Registration – PPA (Cont'd)

Follow the below steps to complete the guided registration on Provider Portal:

- Next, In the **Contact to Register** field, you can select **New Contact** (if the user needs to be added to the new account) or **Existing Contact** (if the user needs to be added to the account is already an existing user).



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99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Register User to Account

To Register a User, please use the contact search to find an existing user. If no existing contact is found, you may register a new contact.

Account Name
99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

* Role
Provider Portal Admin User

Department Name
Finance

Department Email
Finance@lacare.org

Department Phone
(555) 242-3343

Responsible For
Compliance

* Contact to Register
☐ New Contact ☐ Existing Contact

Cancel Next

Steps
☒ Register User to Account

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Note: The process flow from here will be slightly different for the **New Contact** and **Existing Contact**. First, let's see the steps for adding a user for a **New Contact**.

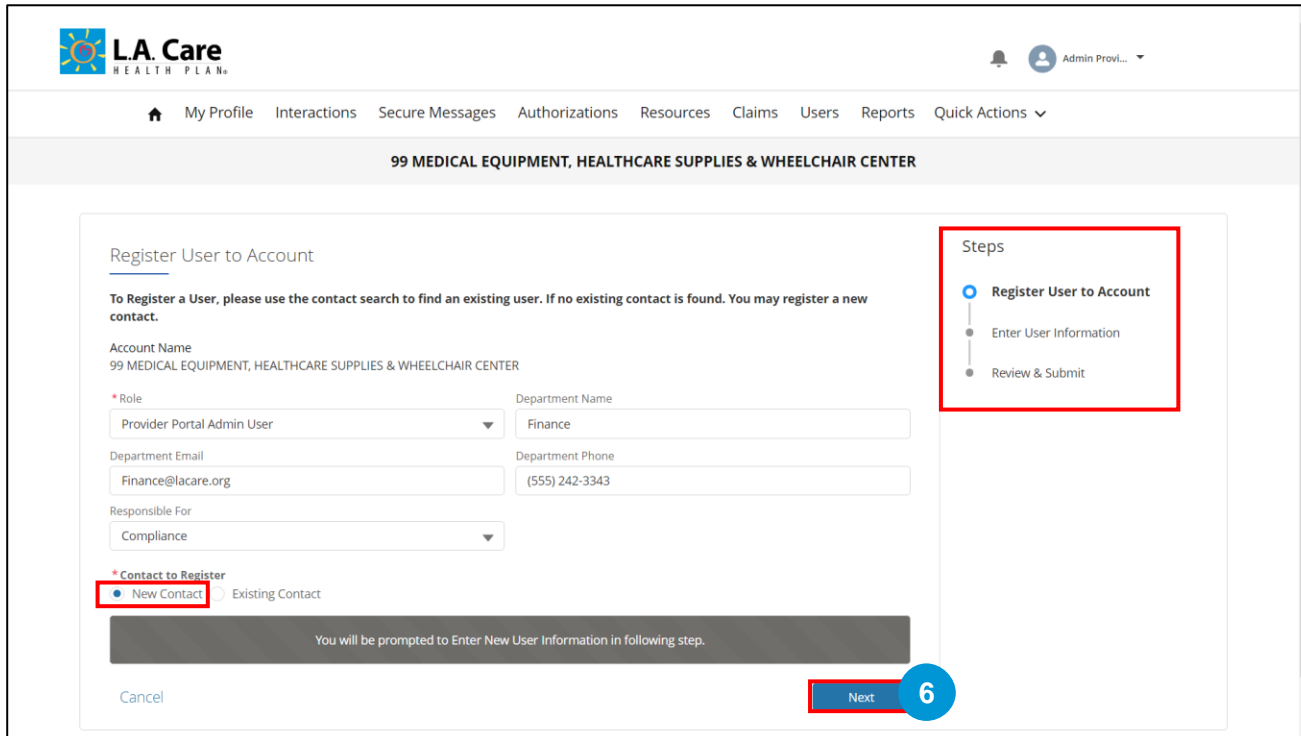
Guided Registration – PPA

New Contact

Follow the below steps to complete the guided registration on Provider Portal:

6. In the **Contact to Register** field, select the **New Contact** radio button. Click **Next**. You will be directed to the Enter User Information page.

Note: A new process flow will appear in the **Steps** sections as highlighted below.



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My Profile Interactions Secure Messages Authorizations Resources Claims Users Reports Quick Actions

99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Register User to Account

To Register a User, please use the contact search to find an existing user. If no existing contact is found. You may register a new contact.

Account Name
99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

* Role
Provider Portal Admin User

Department Name
Finance

Department Email
Finance@lacare.org

Department Phone
(555) 242-3343

Responsible For
Compliance

* Contact to Register
☒ New Contact
 ☐ Existing Contact

You will be prompted to Enter New User Information in following step.

Cancel Next 6

Steps

- Register User to Account
- Enter User Information
- Review & Submit

Guided Registration – PPA

New Contact

Follow the below steps to complete the guided registration on Provider Portal:

- On the **Enter User Information** page, enter the user details such as the **First Name**, **Last Name**, **Email**, **Phone**, and **Organization Name**. The mandatory fields will be marked with asterisk (*). Now, click **Next** to navigate to the Review & Submit page.

Note: The email input here will become that user's login ID.

99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Enter User Information

Account Name
99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Role
Provider Portal Admin User

Name

* First Name

* Last Name

* Email ⓘ

* Phone

Organization Name

Cancel

Previous

Next

7

Steps

- Register User to Account
- Enter User Information**
- Review & Submit

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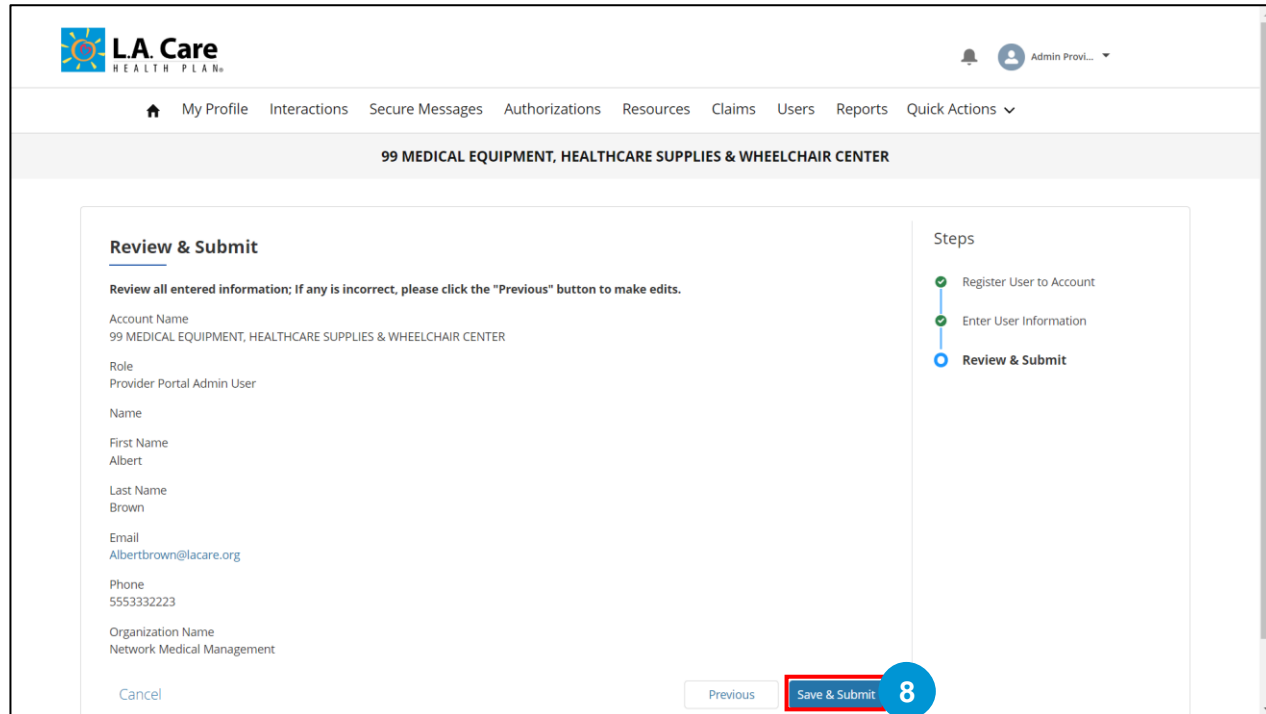
Guided Registration – PPA

New Contact

Follow the below steps to complete the guided registration on Provider Portal:

8. On the **Review & Submit** page, review the user details and click **Save & Submit**.

If any correction is required for the contact details or contact role, use the **Previous** button to go back to the previous page and update the user details or role.



The screenshot shows the L.A. Care Health Plans Provider Portal interface. The header includes the L.A. Care logo, a notification bell, and a user profile dropdown labeled 'Admin Provi...'. The navigation bar contains links for My Profile, Interactions, Secure Messages, Authorizations, Resources, Claims, Users, Reports, and Quick Actions. The main content area is titled '99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER'.

The 'Review & Submit' section displays the following information:

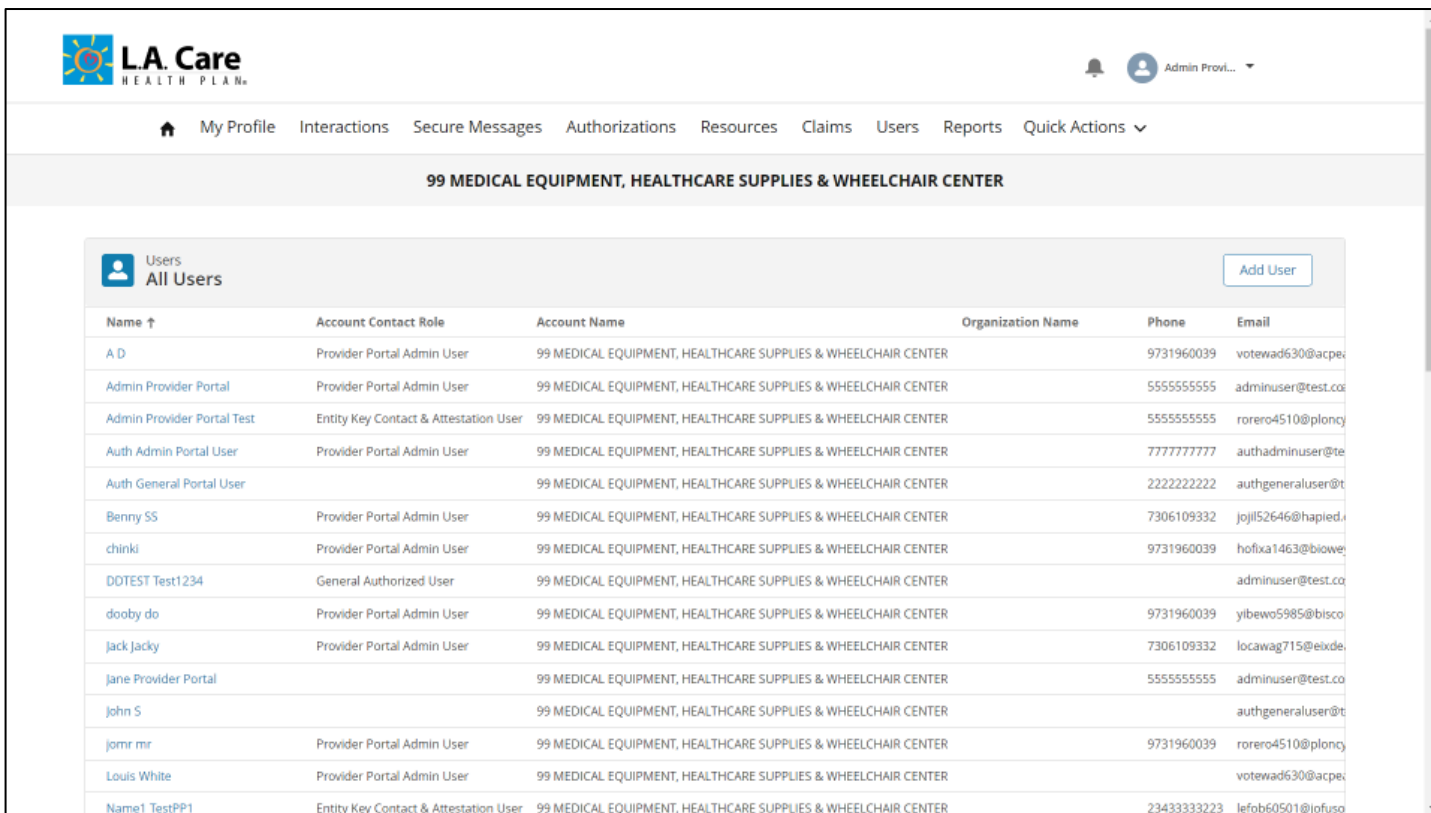
- Account Name:** 99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER
- Role:** Provider Portal Admin User
- Name:**
 - First Name: Albert
 - Last Name: Brown
- Email:** Albertbrown@lacare.org
- Phone:** 5553332223
- Organization Name:** Network Medical Management

At the bottom of the form are 'Cancel', 'Previous', and 'Save & Submit' buttons. The 'Save & Submit' button is highlighted with a red box and a blue circle containing the number 8. To the right, a 'Steps' sidebar shows a progress indicator with three steps: 'Register User to Account' (completed), 'Enter User Information' (completed), and 'Review & Submit' (current step, indicated by a blue circle).

Guided Registration – PPA

New Contact

Upon clicking Save & Submit, the Users List View will be displayed. An activation email is sent to the user's email address.



The screenshot shows the L.A. Care Health Plan user interface. At the top, there's a navigation bar with the L.A. Care logo, a notification bell, and a user profile dropdown labeled 'Admin Provl...'. Below this is a secondary navigation bar with links: My Profile, Interactions, Secure Messages, Authorizations, Resources, Claims, Users, Reports, and Quick Actions. The main content area is titled '99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER'. Below this title is a 'Users' section with a sub-header 'All Users' and an 'Add User' button. The main part of the screenshot is a table listing users.

Name ↑	Account Contact Role	Account Name	Organization Name	Phone	Email
A D	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	votewad630@acpe
Admin Provider Portal	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
Admin Provider Portal Test	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	rorero4510@ploncy
Auth Admin Portal User	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7777777777	authadminuser@te
Auth General Portal User		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		2222222222	authgeneraluser@t
Benny SS	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	jojil52646@hapied.
chinki	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	hofixa1463@biowe
DDTEST Test1234	General Authorized User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			adminuser@test.co
dooby do	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	yibewo5985@bisco
Jack Jacky	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	locawag715@eixde
Jane Provider Portal		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
John S		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			authgeneraluser@t
jomr mr	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	rorero4510@ploncy
Louis White	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			votewad630@acpe
Name1 TestPP1	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		23433333223	lefob60501@jofuso

We will discuss about the activation emails later in this module.

Now, let's see how to add an **Existing Contact** to an account next.

Guided Registration – PPA

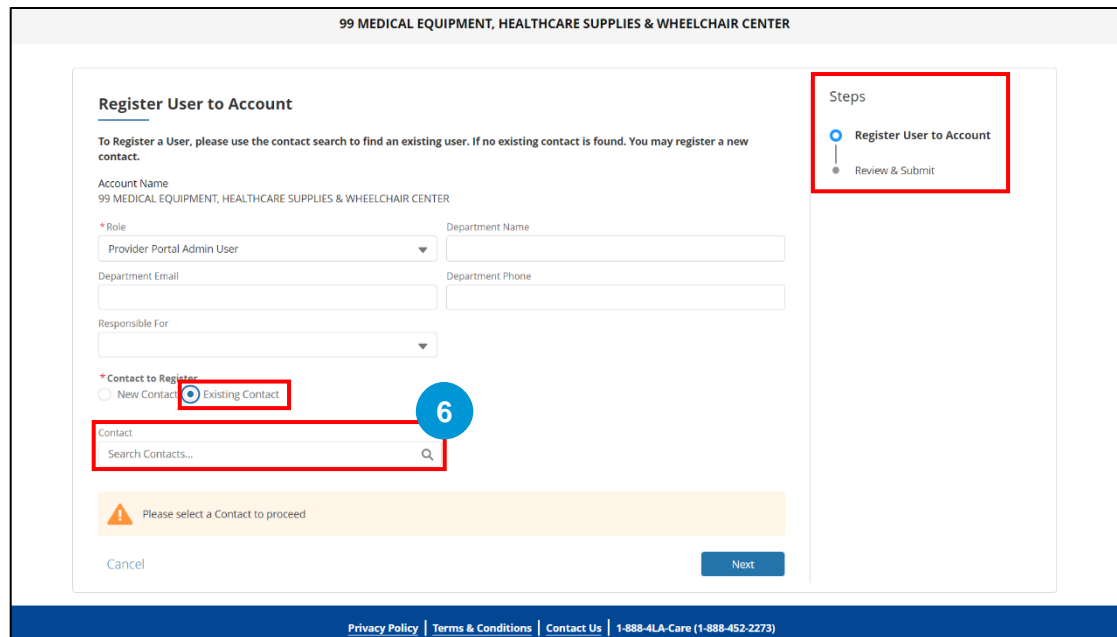
Existing Contact

Follow the below steps to complete the guided registration on Provider Portal:

6. In the **Contact to Register** field, select the **Existing Contact** radio button. Upon selecting Existing Contact, the **Contact** field appears. You can search and select the existing user contact to register to the account.

The **Contact** field is a search field, you can enter the name of the user to search.

Note: A new process flow will appear in the **Steps** sections as highlighted below.



99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Register User to Account

To Register a User, please use the contact search to find an existing user. If no existing contact is found. You may register a new contact.

Account Name
99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

* Role
Provider Portal Admin User

Department Name

Department Email

Department Phone

Responsible For

* Contact to Register
☐ New Contact
☒ Existing Contact

Contact
 Search Contacts...

6

Steps
 Register User to Account
 Review & Submit

Please select a Contact to proceed

Cancel Next

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Guided Registration – PPA

Existing Contact

Follow the below steps to complete the guided registration on Provider Portal:

- After entering the user's name in the Contact field, the contact details such as **Contact Name**, **Contact Email**, and **Contact Phone** will appear. Click **Next** to proceed to the Review and Submit page.

Register User to Account

To Register a User, please use the contact search to find an existing user. If no existing contact is found. You may register a new contact.

Account Name
99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

* Role
Provider Portal Admin User

Department Name

Department Email

Department Phone

Responsible For

* Contact to Register
☐ New Contact
 ☒ Existing Contact

Contact
Albert Brown

Contact Name
Albert Brown

Contact Email
albertbrown@lacare.org

Contact Phone
5553332223

Cancel

Next

Steps

- Register User to Account
- Review & Submit

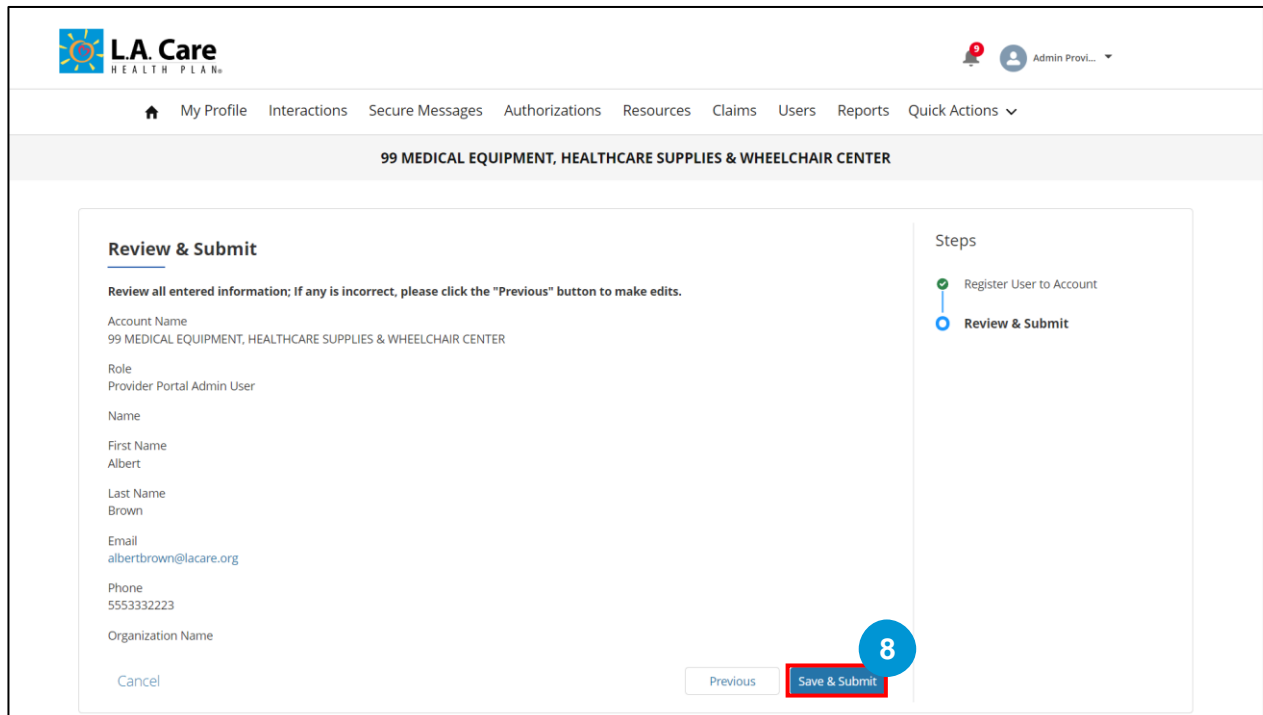
Guided Registration – PPA

Existing Contact

Follow the below steps to complete the guided registration on Provider Portal:

8. On the **Review & Submit** page, review the user details and click **Save & Submit**.

If any correction is required for the user details or user role, use the **Previous** button to go back to the previous page and update the user details or role.



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99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Review & Submit

Review all entered information; If any is incorrect, please click the "Previous" button to make edits.

Account Name
99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Role
Provider Portal Admin User

Name

First Name
Albert

Last Name
Brown

Email
albertbrown@lacare.org

Phone
5553332223

Organization Name

Cancel Previous **Save & Submit**

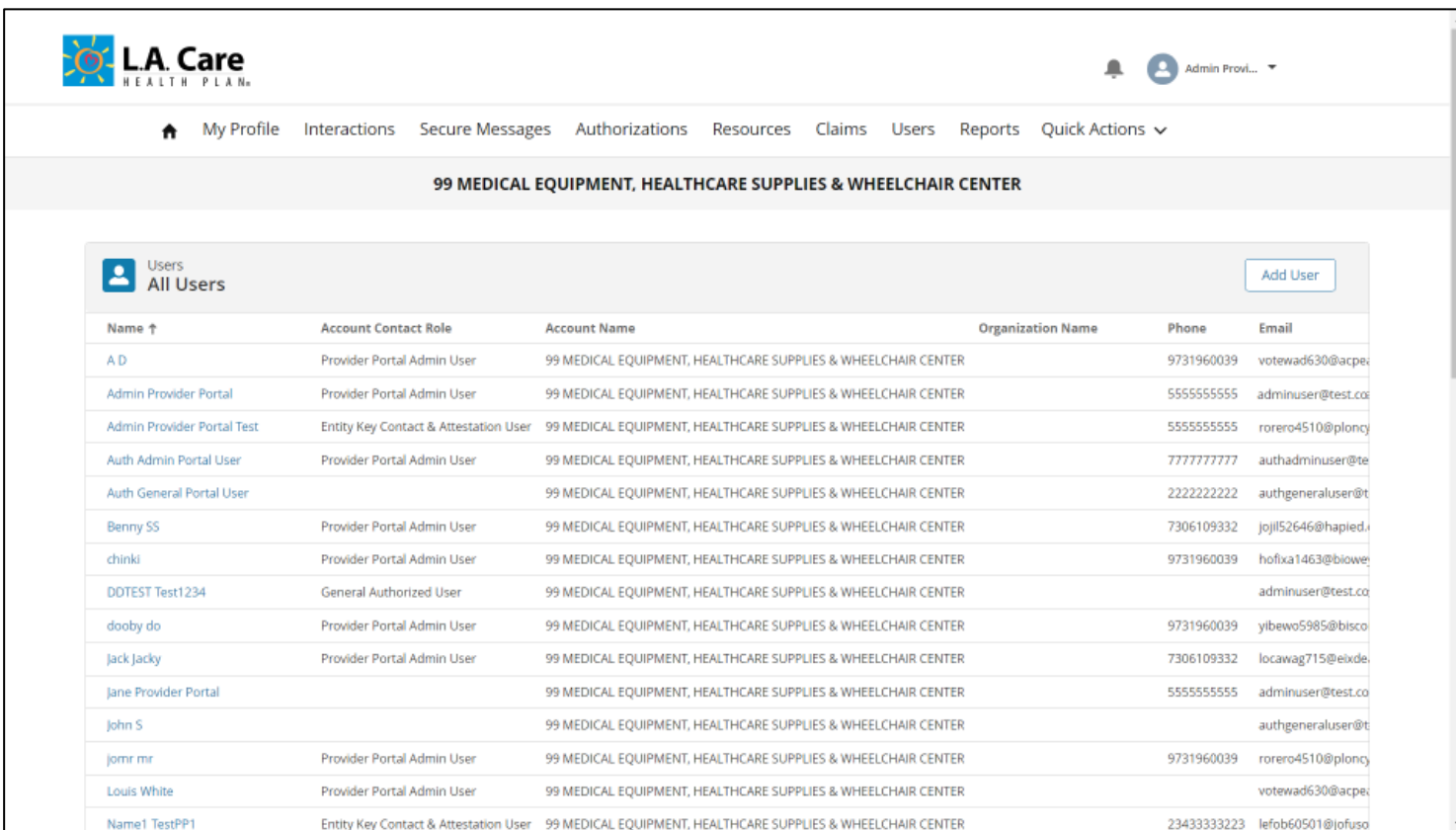
Steps

- Register User to Account
- Review & Submit**

Guided Registration – PPA

Existing Contact

Upon clicking Save & Submit, the Users List View will be displayed. An activation email is sent to the user's email address.



The screenshot shows the L.A. Care Health Plan user interface. At the top, there's a navigation bar with the L.A. Care logo, a notification bell, and a user profile dropdown labeled 'Admin Provl...'. Below this is a secondary navigation bar with links: My Profile, Interactions, Secure Messages, Authorizations, Resources, Claims, Users, Reports, and Quick Actions. The main content area is titled '99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER'. Under this, there's a 'Users' section with a sub-header 'All Users' and an 'Add User' button. A table lists the users with columns for Name, Account Contact Role, Account Name, Organization Name, Phone, and Email.

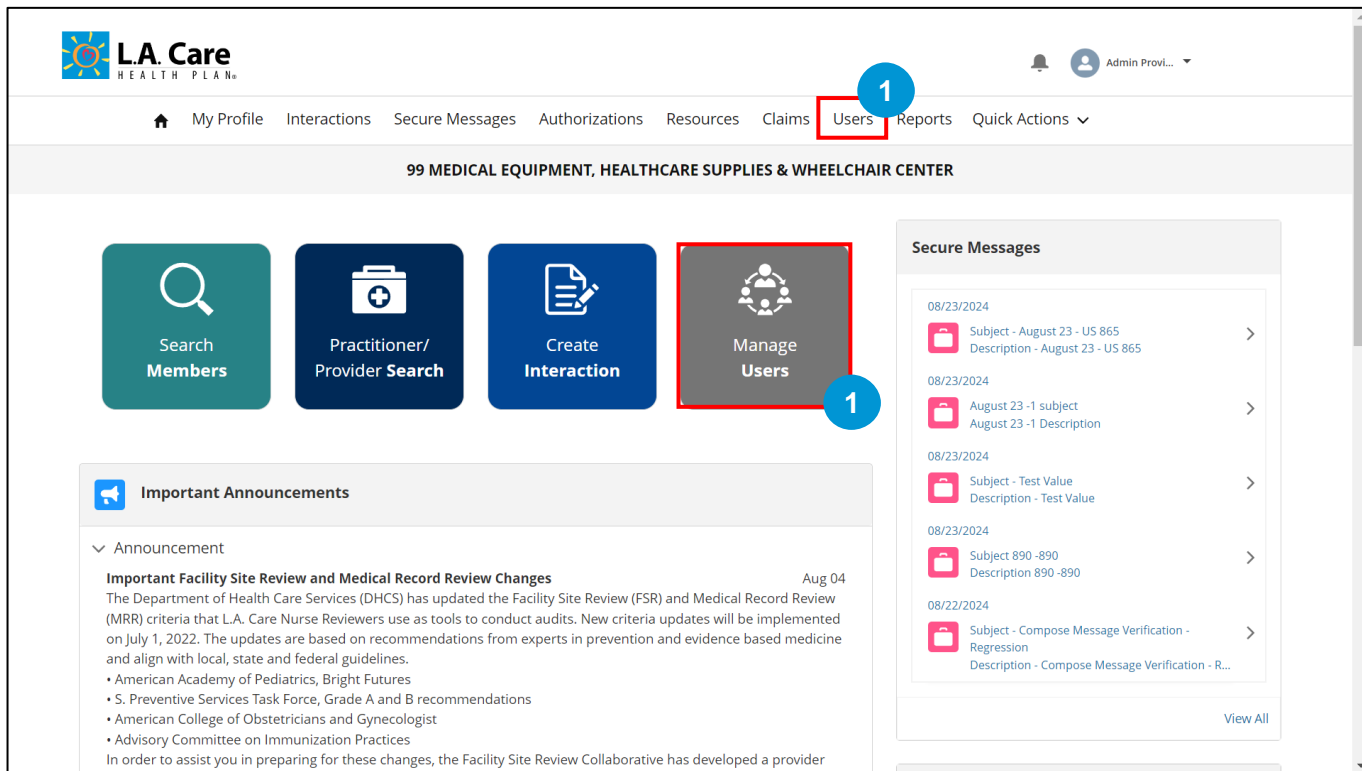
Name ↑	Account Contact Role	Account Name	Organization Name	Phone	Email
A D	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	votewad630@acpe
Admin Provider Portal	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
Admin Provider Portal Test	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	rorero4510@ploncy
Auth Admin Portal User	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7777777777	authadminuser@te
Auth General Portal User		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		2222222222	authgeneraluser@t
Benny SS	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	jojil52646@hapied.
chinki	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	hofixa1463@biowe
DDTEST Test1234	General Authorized User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			adminuser@test.co
dooby do	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	yibewo5985@bisco
Jack Jacky	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	locawag715@eixde
Jane Provider Portal		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
John S		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			authgeneraluser@t
jormr mr	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	rorero4510@ploncy
Louis White	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			votewad630@acpe
Name1 TestPP1	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		23433333223	lefob60501@jofuso

Next, let's see how you can change the Account Contact Role.

Update User Role – PPA

On the Provider Portal, the Provider Portal Admin can update only the role of a contact (user) associated with a specific account. To update the contact role, please log in to the Provider Portal and follow these steps:

1. Click the **Manage Users** button **OR** click the **Users** tab from the menu as shown below to navigate to the **Users** list view page.

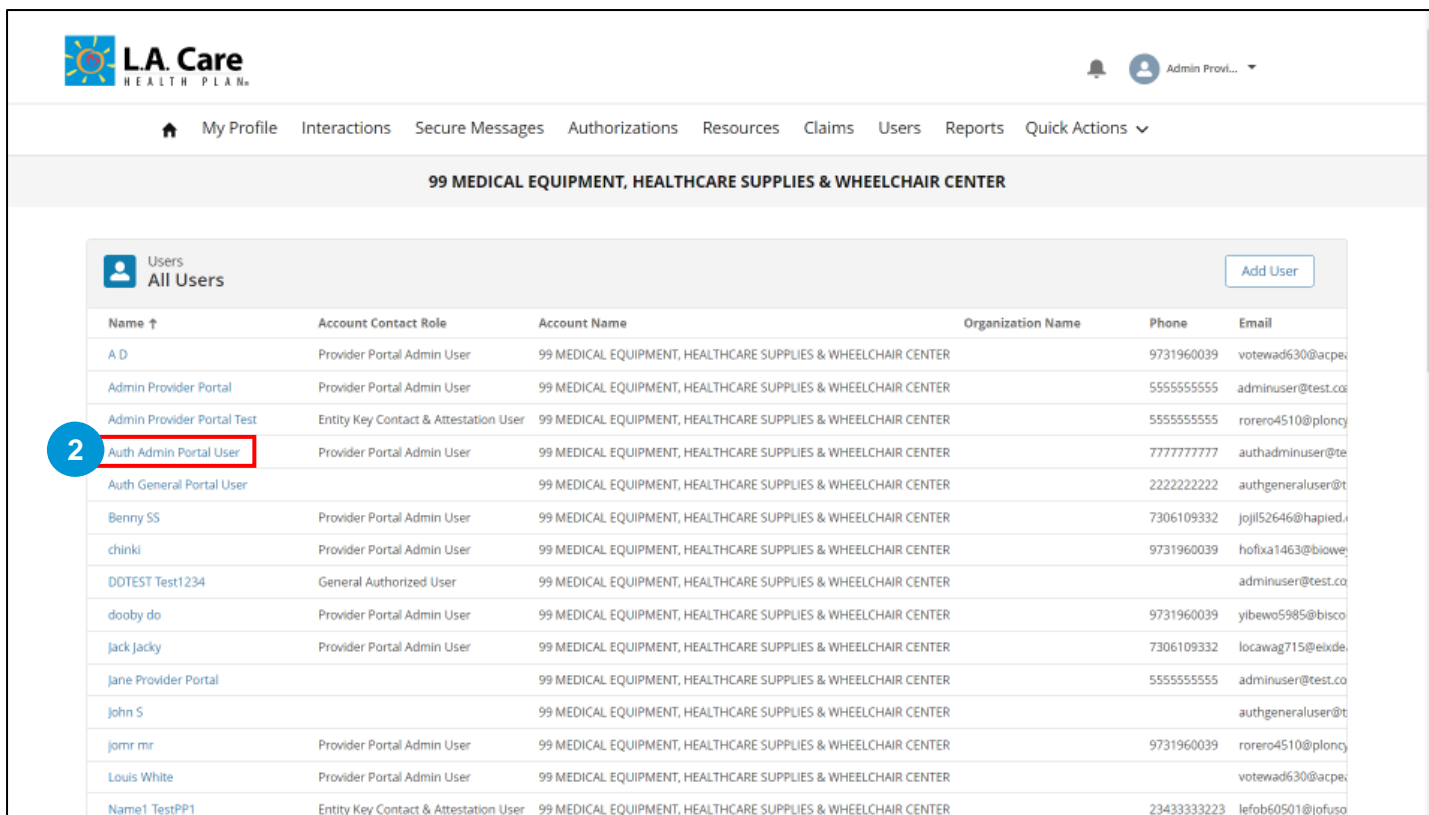


The screenshot displays the L.A. Care Health Plans Provider Portal. At the top, the navigation bar includes links for My Profile, Interactions, Secure Messages, Authorizations, Resources, Claims, **Users**, Reports, and Quick Actions. The **Users** tab is highlighted with a red box and a blue circle with the number 1. Below the navigation bar, the main content area is titled "99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER". It features four large action buttons: Search Members, Practitioner/Provider Search, Create Interaction, and **Manage Users**. The **Manage Users** button is highlighted with a red box and a blue circle with the number 1. To the right of these buttons is a "Secure Messages" section with a list of messages dated 08/23/2024 and 08/22/2024. At the bottom left, there is an "Important Announcements" section with a message dated Aug 04 regarding Facility Site Review and Medical Record Review Changes.

Update User Role – PPA

Follow the below steps to update the contact role for an account on Provider Portal:

2. On the **Users** list view page, click the **Name** of the user/contact for which you want to change the role.



L.A. Care HEALTH PLAN

Admin Provi...

My Profile Interactions Secure Messages Authorizations Resources Claims Users Reports Quick Actions

99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Users [Add User](#)

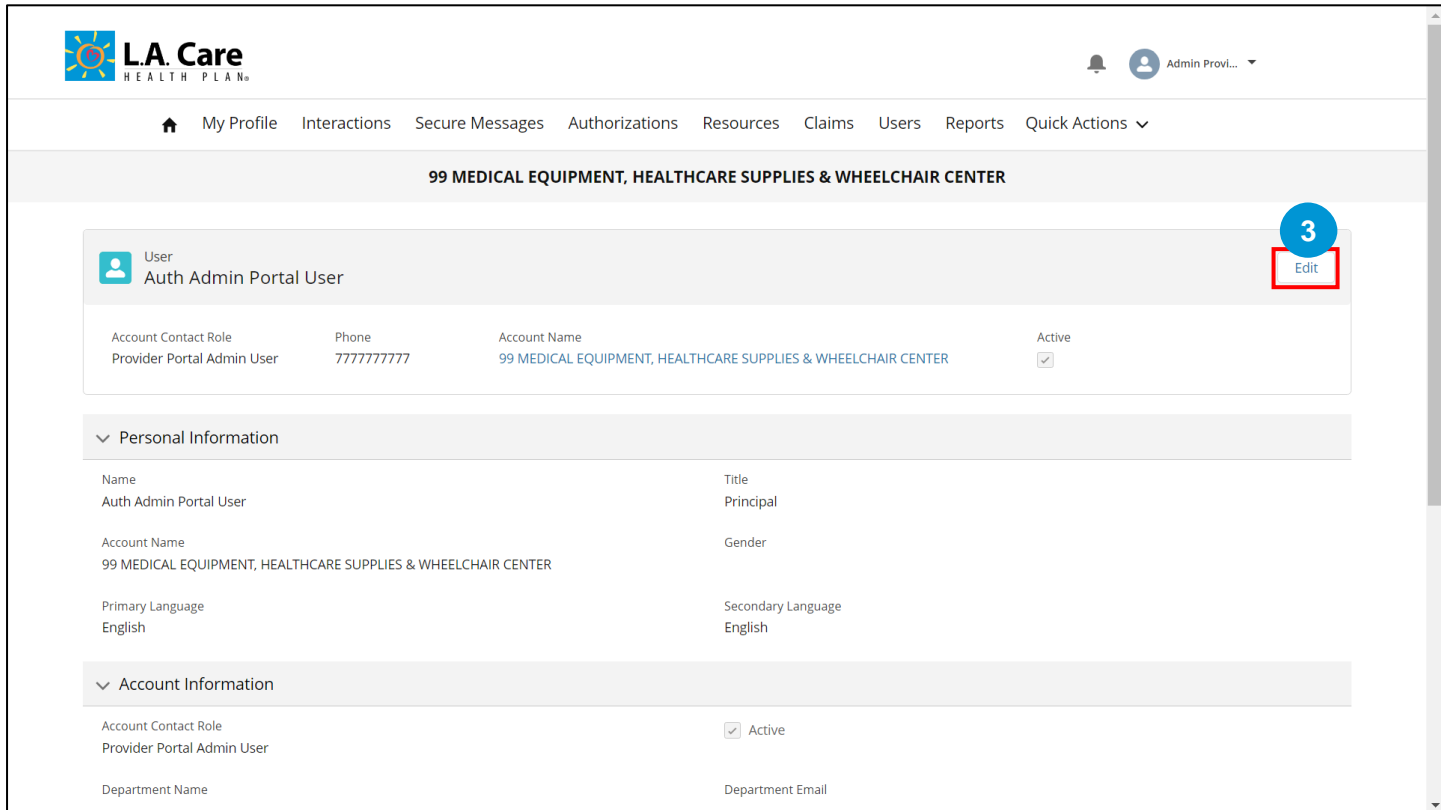
All Users

Name ↑	Account Contact Role	Account Name	Organization Name	Phone	Email
A D	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	votewad630@acpe
Admin Provider Portal	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
Admin Provider Portal Test	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	rorero4510@ploncy
Auth Admin Portal User	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7777777777	authadminuser@te
Auth General Portal User		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		2222222222	authgeneraluser@t
Benny SS	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	jojil52646@hapied.
chinki	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	hofixa1463@biowe
DDTEST Test1234	General Authorized User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			adminuser@test.co
dooby do	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	ylibewo5985@bisco
Jack Jacky	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	locawag715@eixde
Jane Provider Portal		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
John S		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			authgeneraluser@t
jomr mr	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	rorero4510@ploncy
Louis White	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			votewad630@acpe
Name1 TestPP1	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		23433333223	lefob60501@jofuso

Update User Role – PPA

Follow the below steps to update the contact role for an account on Provider Portal:

3. The page with all the user information appears. Click **Edit**.



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My Profile Interactions Secure Messages Authorizations Resources Claims Users Reports Quick Actions

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User
Auth Admin Portal User

3
Edit

Account Contact Role Provider Portal Admin User	Phone 7777777777	Account Name 99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	Active <input checked="" type="checkbox"/>
--	---------------------	---	---

Personal Information

Name Auth Admin Portal User	Title Principal
Account Name 99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	Gender
Primary Language English	Secondary Language English

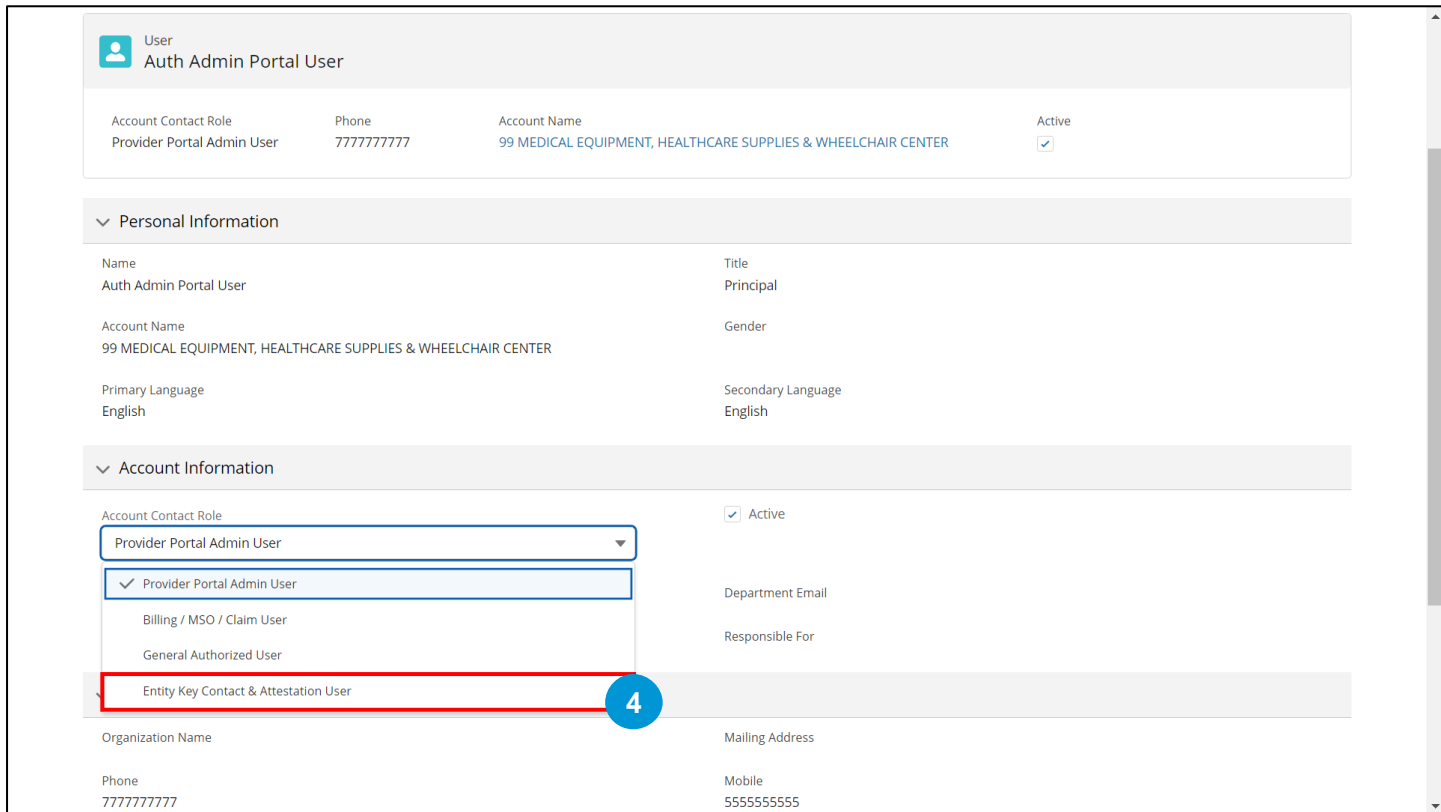
Account Information

Account Contact Role Provider Portal Admin User	<input checked="" type="checkbox"/> Active
Department Name	Department Email

Update User Role – PPA

Follow the below steps to update the contact role for an account on Provider Portal:

4. Upon clicking Edit, under the **Account Information** section, the **Account Contact Role** field will be editable. Select the role that you now want to assign to the user from the picklist.



User
Auth Admin Portal User

Account Contact Role Provider Portal Admin User	Phone 7777777777	Account Name 99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	Active <input checked="" type="checkbox"/>
--	---------------------	---	---

▼ Personal Information

Name Auth Admin Portal User	Title Principal
Account Name 99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	Gender
Primary Language English	Secondary Language English

▼ Account Information

Account Contact Role Provider Portal Admin User	<input checked="" type="checkbox"/> Active
<div> <div>✓ Provider Portal Admin User</div> <div>Billing / MSO / Claim User</div> <div>General Authorized User</div> <div>Entity Key Contact & Attestation User</div> </div>	<div>Department Email</div> <div>Responsible For</div>

Organization Name

Phone
7777777777

Mailing Address

Mobile
5555555555

Update User Role – PPA

Follow the below steps to update the contact role for an account on Provider Portal:

5. After updating the role in the **Account Contact Role** field, scroll down and click **Save**.

Primary Language
English

Secondary Language
English

Account Contact Role

Entity Key Contact & Attestation User

☒ Active

Department Name

Department Phone

Department Email

Responsible For

Organization Name

Phone
7777777777

Email
authadminuser@test.com.invalid

Mailing Address

Mobile
5555555555

Fax
1111111111

Last Login
May 10, 2024

Cancel

Save

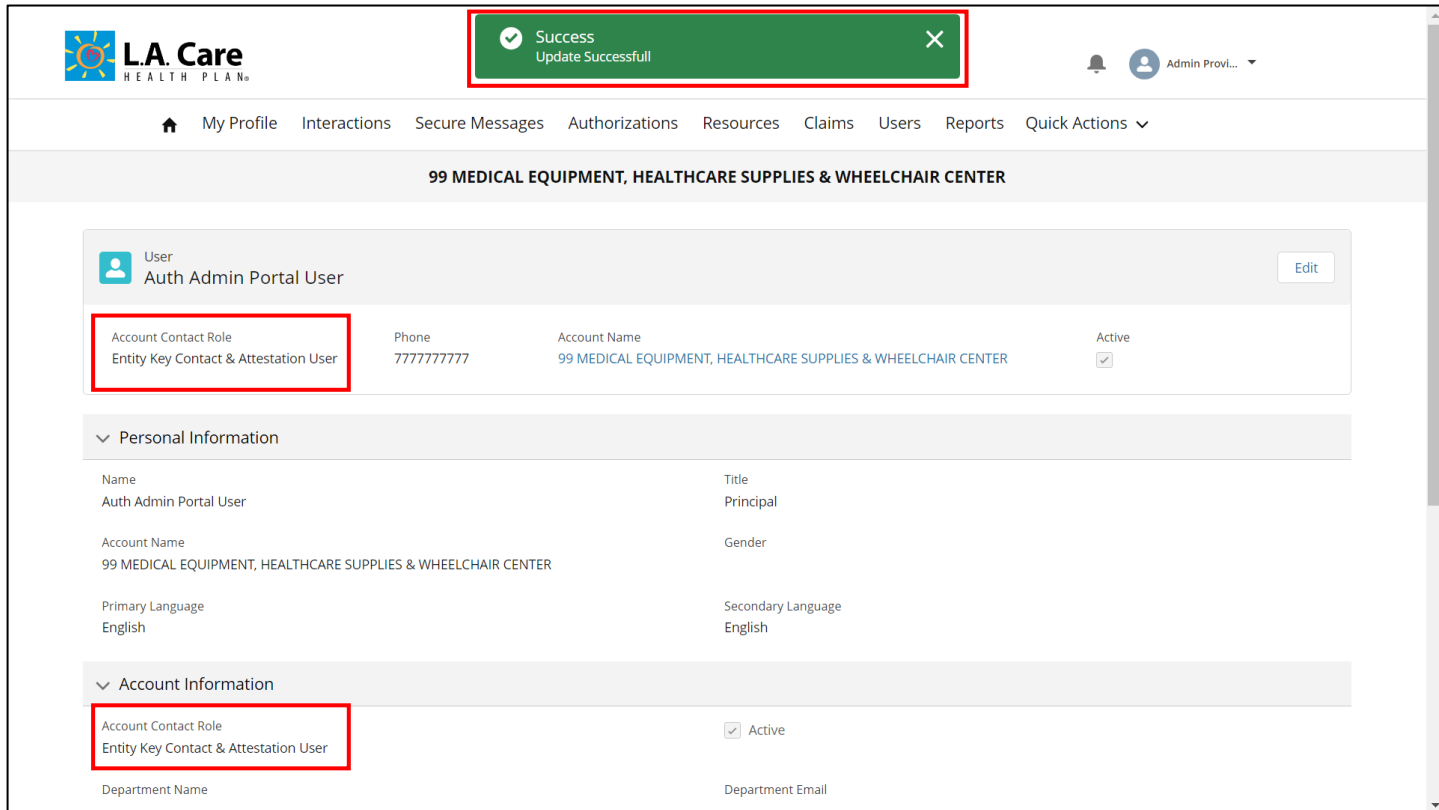
5

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Update User Role – PPA

After clicking Save, a success message will appear, confirming that the update was successful. The Account Contact Role will also be updated to reflect the role you selected in the previous step.



The screenshot shows the L.A. Care Health Plan Admin Portal interface. At the top, a green success message box states "Success Update Successful". The user is logged in as "Admin Provl...". The main content area displays the user details for "Auth Admin Portal User".

Account Contact Role	Phone	Account Name	Active
Entity Key Contact & Attestation User	7777777777	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	<input checked="" type="checkbox"/>

Below the table, there are sections for "Personal Information" and "Account Information".

Personal Information

Name	Title
Auth Admin Portal User	Principal

Account Name	Gender
99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	

Primary Language	Secondary Language
English	English

Account Information

Account Contact Role	Active
Entity Key Contact & Attestation User	<input checked="" type="checkbox"/>

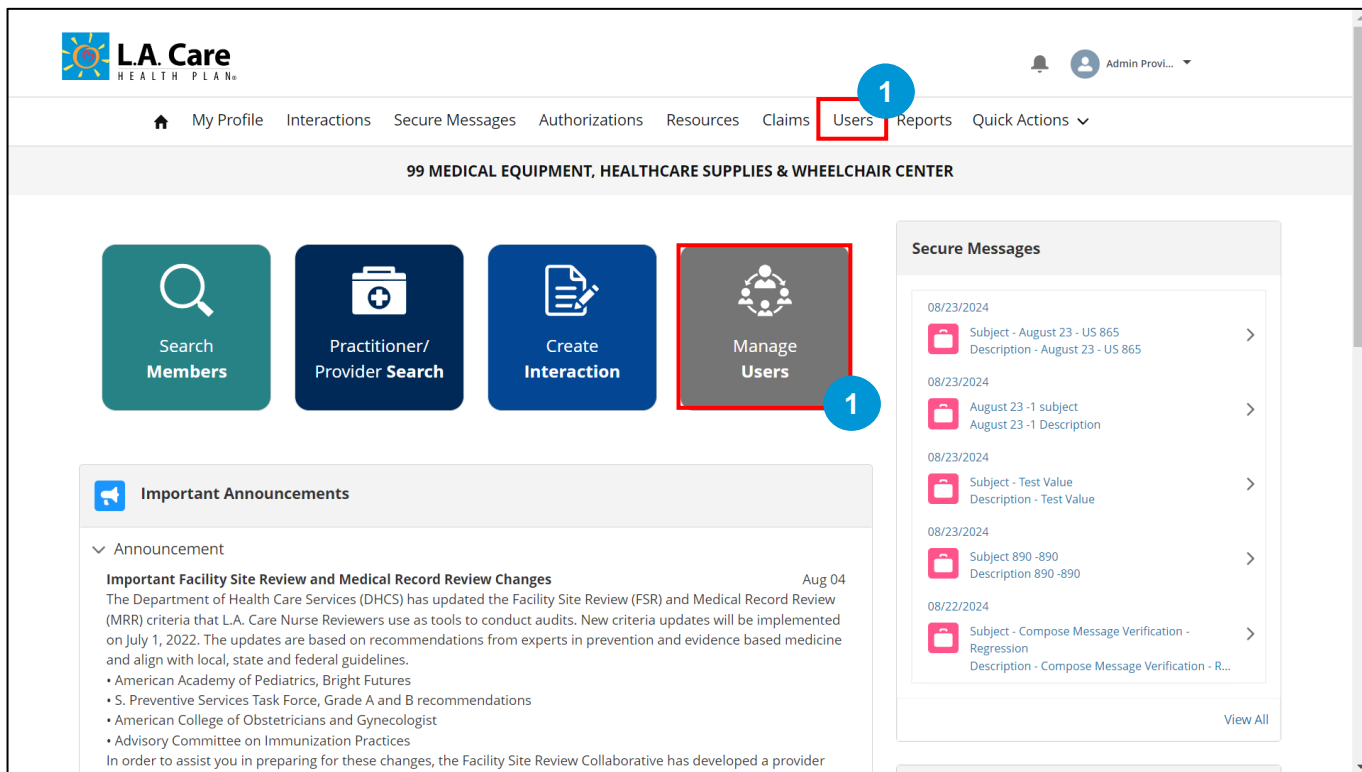
Department Name	Department Email

Next, let's see how you can remove a contact from an account.

Remove User – PPA

On the Provider Portal, the Provider Portal Admin can remove a contact (user) from a specific account by marking the contact as Inactive. To remove a contact, please log in to the Provider Portal and follow these steps:

1. Click the **Manage Users** button **OR** click the **Users** tab from the menu as shown below to navigate to the **Users** list view page.

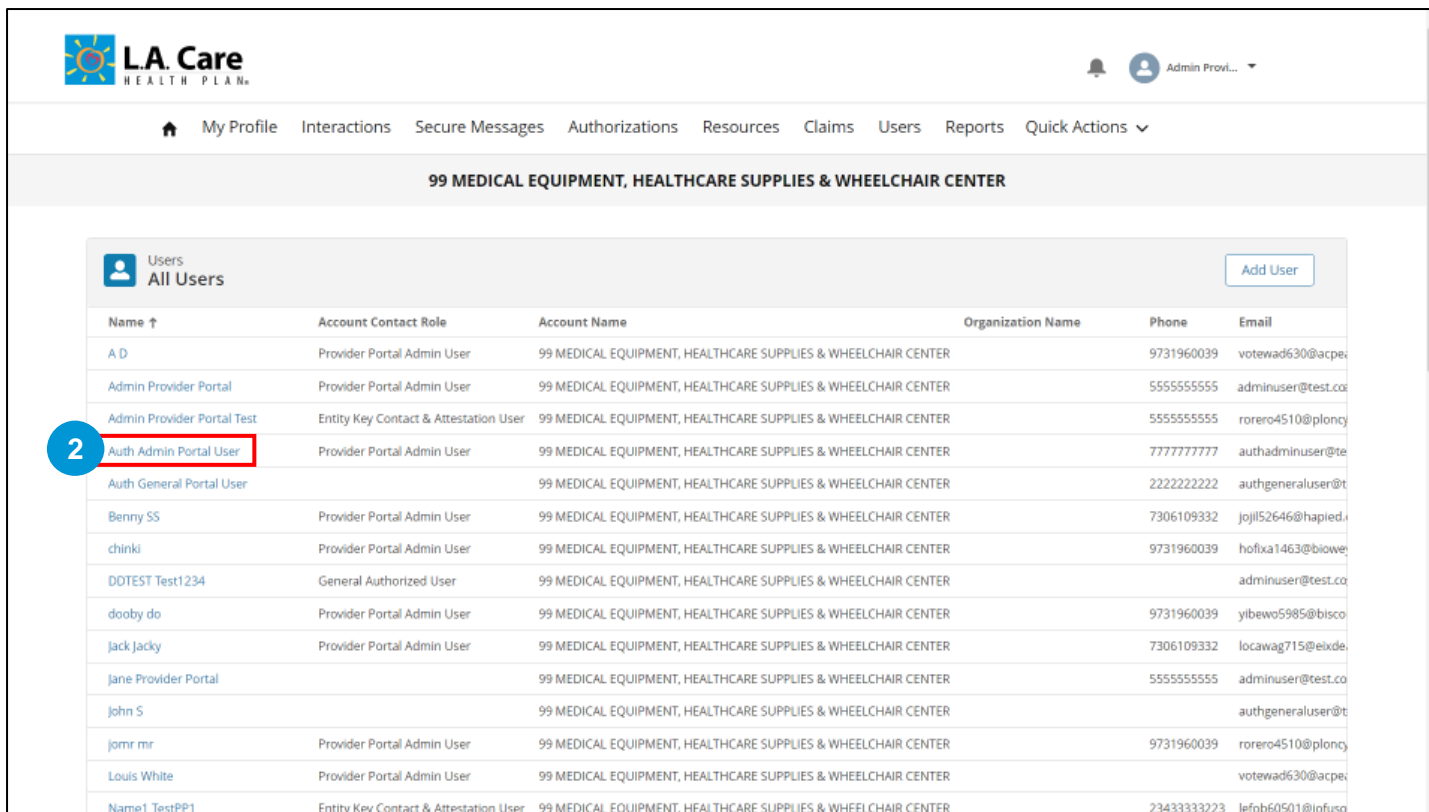


The screenshot shows the L.A. Care Health Plans Provider Portal. The top navigation bar includes links for My Profile, Interactions, Secure Messages, Authorizations, Resources, Claims, **Users**, Reports, and Quick Actions. The **Users** tab is highlighted with a red box and a blue circle with the number '1'. Below the navigation bar, the main content area is titled '99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER'. It features four large buttons: Search Members, Practitioner/Provider Search, Create Interaction, and **Manage Users**. The **Manage Users** button is highlighted with a red box and a blue circle with the number '1'. To the right of the buttons is a 'Secure Messages' section with a list of messages. Below the buttons is an 'Important Announcements' section with a detailed announcement about Facility Site Review and Medical Record Review Changes.

Remove User – PPA

Follow the below steps to remove the contact from an account on Provider Portal:

2. On the **Users** list view page, click the **Name** of the user/contact which you want to remove from the account.



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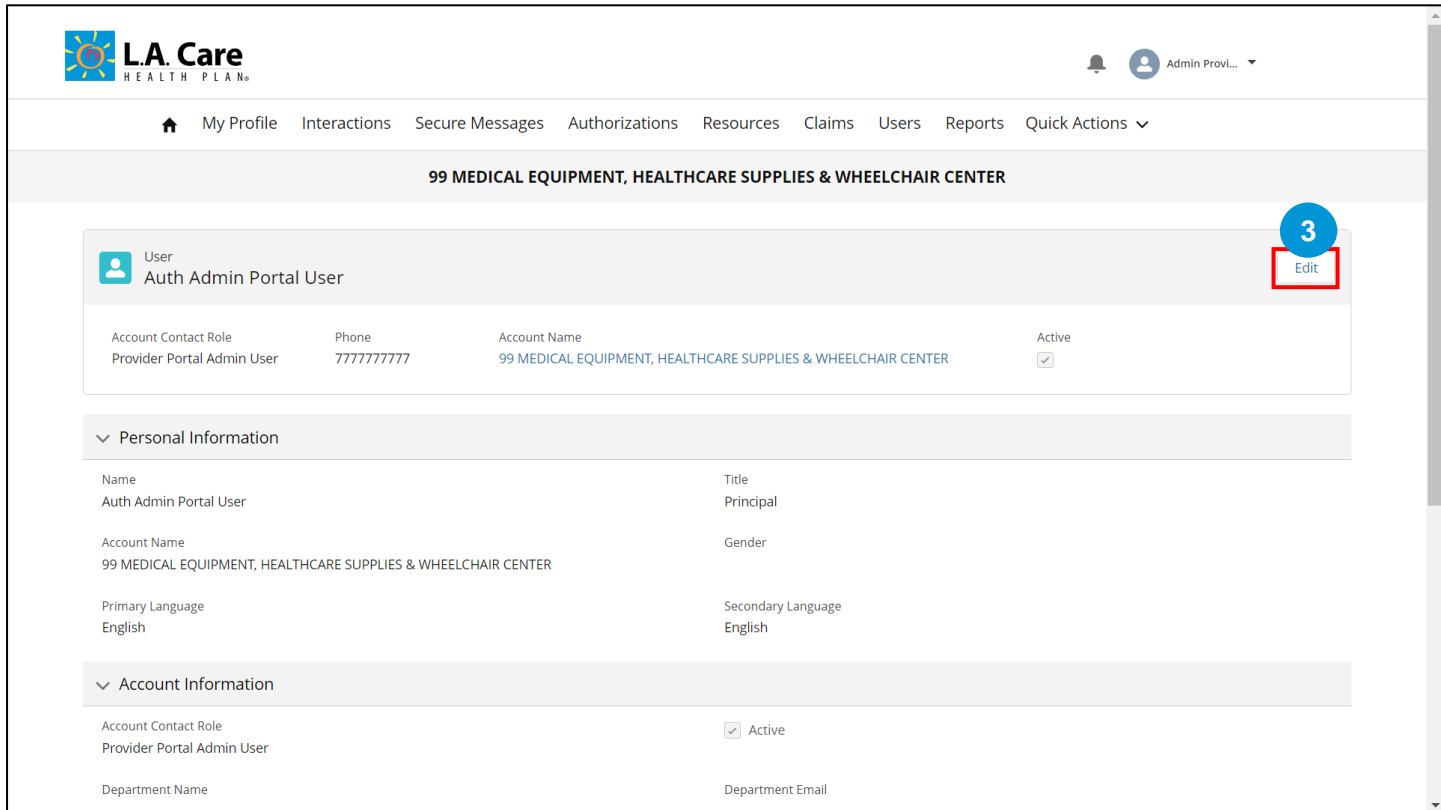
Users
All Users [Add User](#)

Name ↑	Account Contact Role	Account Name	Organization Name	Phone	Email
A D	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	votewad630@acpe
Admin Provider Portal	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
Admin Provider Portal Test	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	rorero4510@ploncy
Auth Admin Portal User	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7777777777	authadminuser@te
Auth General Portal User		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		2222222222	authgeneraluser@t
Benny SS	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	jojil52646@hapied.
chinki	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	hofixa1463@biowe
DDTEST Test1234	General Authorized User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			adminuser@test.co
dooby do	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	yibewo5985@bisco
Jack Jacky	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		7306109332	locawag715@eixde
Jane Provider Portal		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		5555555555	adminuser@test.co
John S		99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			authgeneraluser@t
jomr mr	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		9731960039	rorero4510@ploncy
Louis White	Provider Portal Admin User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER			votewad630@acpe
Name1 TestPP1	Entity Key Contact & Attestation User	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER		23433333223	lefob60501@jofuso

Remove User – PPA

Follow the below steps to remove the contact from an account on Provider Portal:

3. The page with all the user information appears. Click **Edit**.



The screenshot shows the L.A. Care Health Plan Provider Portal interface. The user 'Auth Admin Portal User' is selected, and the 'Edit' button is highlighted with a red box and a blue circle containing the number 3. The user's account information is displayed below the header.

Account Contact Role	Phone	Account Name	Active
Provider Portal Admin User	7777777777	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	<input checked="" type="checkbox"/>

Personal Information

Name Auth Admin Portal User	Title Principal
Account Name 99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	Gender
Primary Language English	Secondary Language English

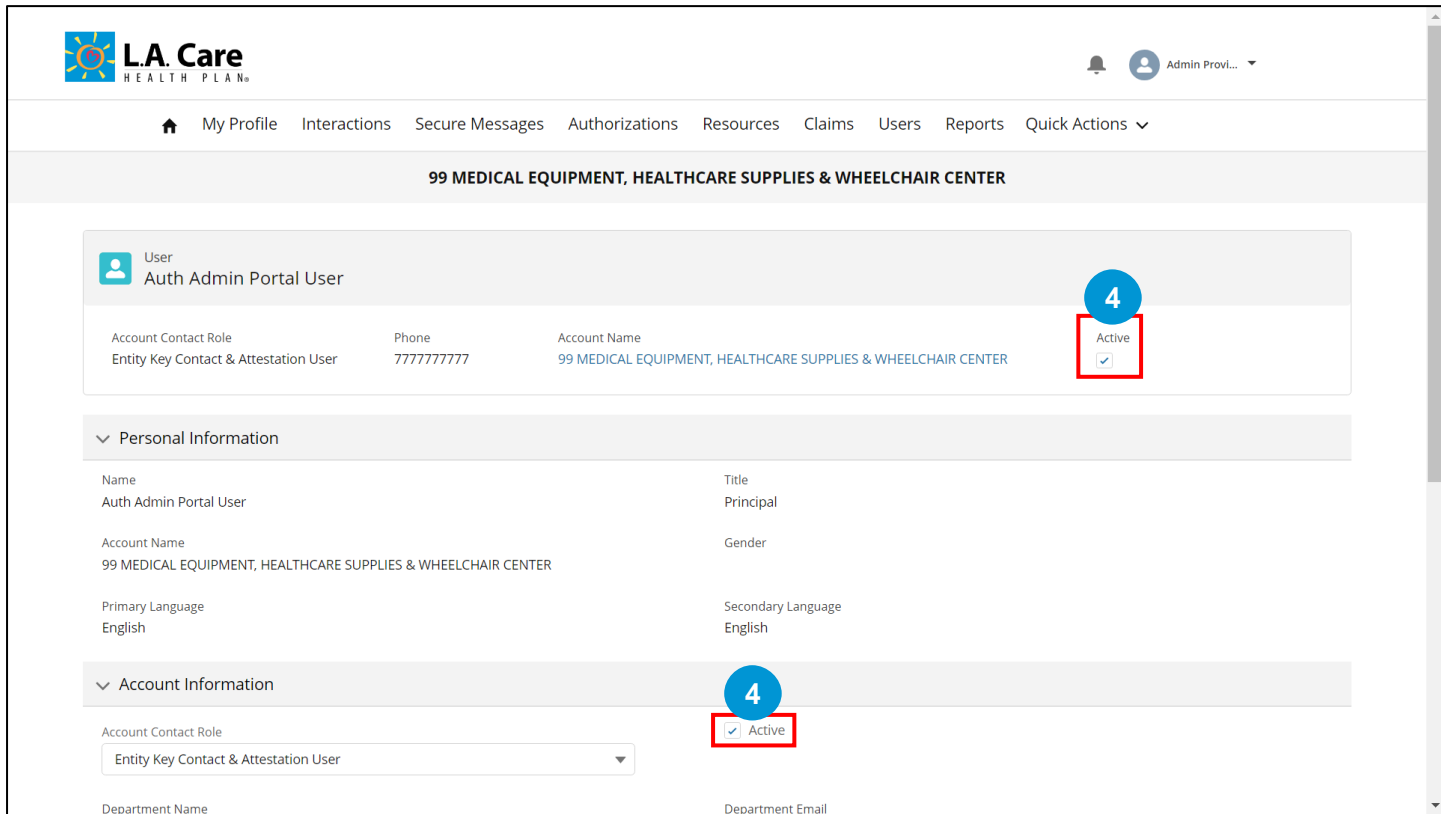
Account Information

Account Contact Role Provider Portal Admin User	<input checked="" type="checkbox"/> Active
Department Name	Department Email

Remove User – PPA

Follow the below steps to remove the contact from an account on Provider Portal:

4. Upon clicking Edit, the **Active** checkboxes on this page will be editable. Deselect either of the **Active** checkboxes.



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99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

User
Auth Admin Portal User

Account Contact Role: Entity Key Contact & Attestation User
Phone: 7777777777
Account Name: 99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

4 Active ☒

Personal Information

Name: Auth Admin Portal User
Title: Principal
Account Name: 99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER
Gender:
Primary Language: English
Secondary Language: English

Account Information

4 Active ☒

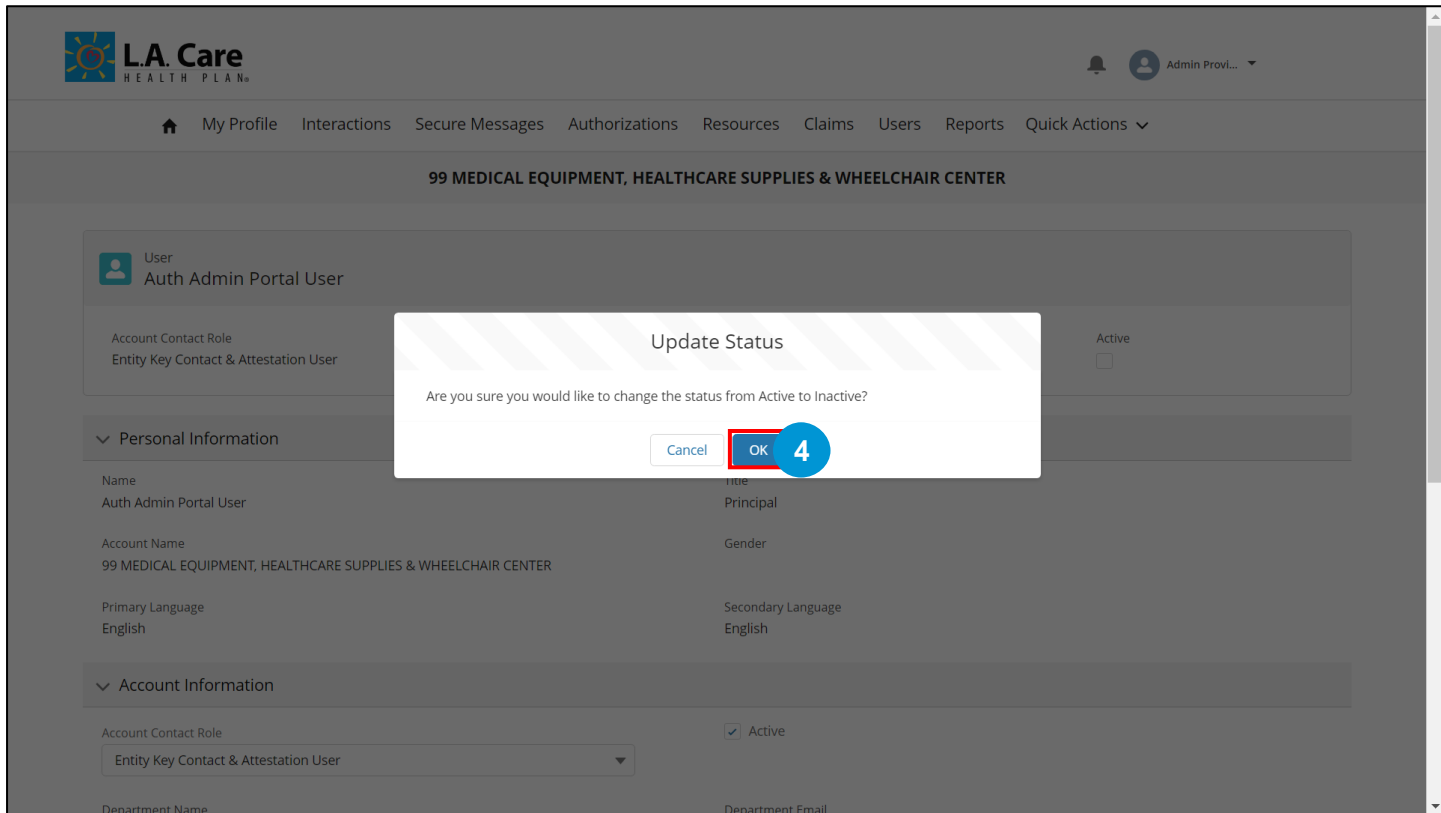
Account Contact Role: Entity Key Contact & Attestation User

Department Name: Department Email:

Remove User – PPA

Follow the below steps to remove the contact from an account on Provider Portal:

4. After deselecting any of the **Active** checkboxes, the **Update Status** pop-up displays, asking for confirmation to change the contact status from Active to Inactive. Click **OK**.



The screenshot shows the L.A. Care Health Plan Provider Portal interface. The user is viewing the profile for 'Auth Admin Portal User' under the account '99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER'. A pop-up dialog titled 'Update Status' is displayed in the center, asking for confirmation to change the status from Active to Inactive. The dialog has 'Cancel' and 'OK' buttons. The 'OK' button is highlighted with a red square and a blue circle with the number '4'. In the background, the user's status is currently 'Active' with a checked checkbox.

Remove User – PPA

Follow the below steps to remove the contact from an account on Provider Portal:

5. Scroll down and click **Save**.

99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER

Primary Language

English

Secondary Language

English

▼ Account Information

Account Contact Role

Entity Key Contact & Attestation User

☐ Active

Department Name

Department Email

Department Phone

Responsible For

▼ Contact Information

Organization Name

Mailing Address

Phone

7777777777

Mobile

5555555555

Email

authadminuser@test.com.invalid

Fax

1111111111

▼ For Internal Use Only

Last Login

May 10, 2024

Cancel

Save

5

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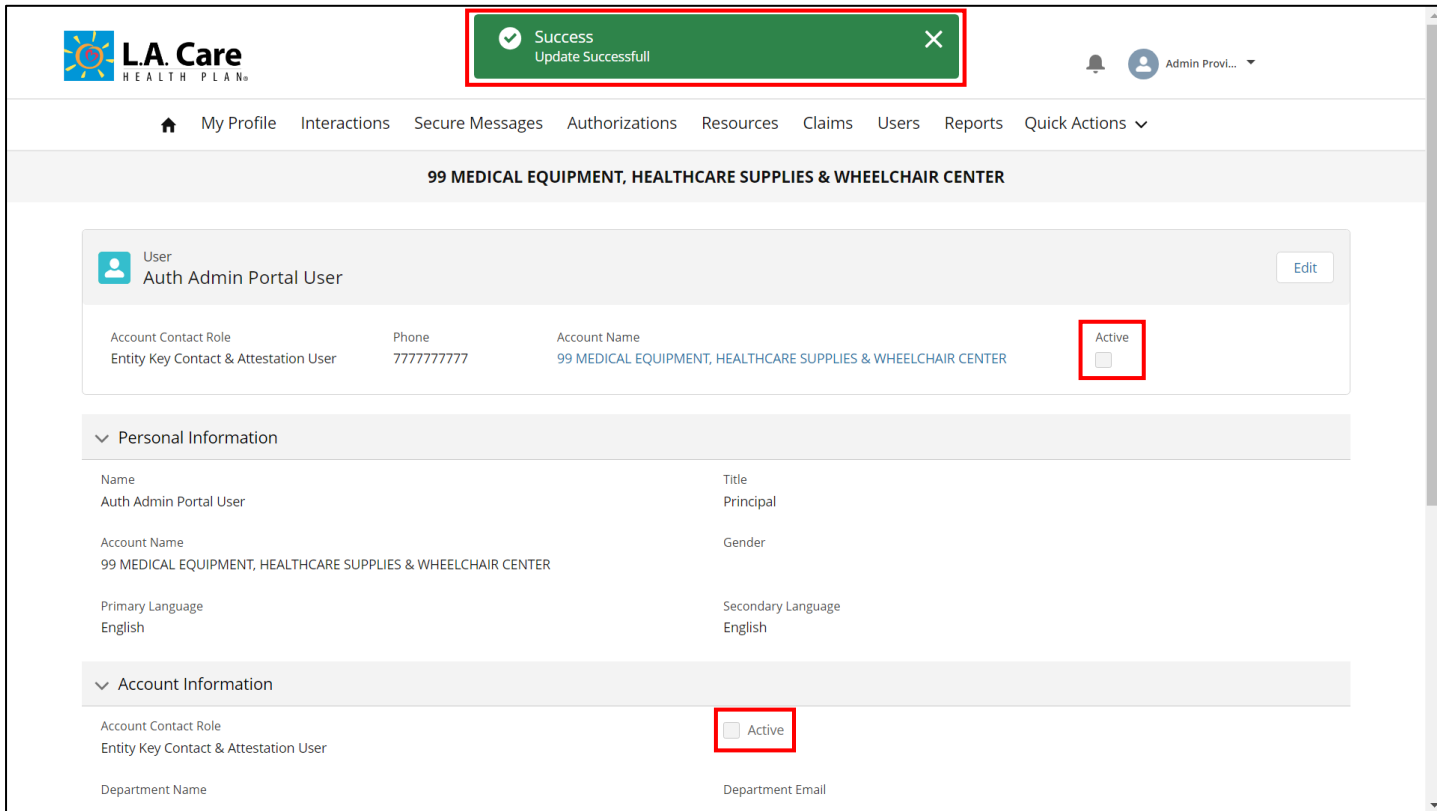
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Remove User– PPA

Upon clicking Save, a success message will appear, confirming the update was successful. The **Active** checkbox will also be deselected, indicating that the contact status has now been changed to Inactive.



The screenshot shows the L.A. Care Health Plans user management interface. A green success message box at the top indicates "Success Update Successful". The user profile for "Auth Admin Portal User" is displayed, with the "Active" checkbox in the top right corner of the profile card being deselected. Below the profile card, the "Personal Information" and "Account Information" sections are visible, each containing an "Active" checkbox that is also deselected.

Section	Field	Value	Active
User Profile	Account Contact Role	Entity Key Contact & Attestation User	<input type="checkbox"/>
	Phone	7777777777	
	Account Name	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	
Personal Information	Name	Auth Admin Portal User	
	Title	Principal	
	Account Name	99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER	
	Primary Language	English	
Account Information	Account Contact Role	Entity Key Contact & Attestation User	<input type="checkbox"/>
	Department Name		
	Department Email		

Next, let's see the guided registration initiated by an Account Manager (**AM**) or Provider Network Manager (**PNM**).

Course Summary

Now that you have completed the course, here is the summary of what you have learned, how to:

- Perform the admin activities on Provider Portal such as Login and Logout.
- Initiate and complete guided registration for users as Provider Portal Admin and Account Manager in Provider Portal.
- Search for and access the Practitioner/Provider information.



Resources and Support

- Use the following resources and links below to obtain more information about the new Provider Portal



[The New Provider Portal | L.A. Care Health Plan](#)



[Provider Portal Inquiries | L.A. Care Health Plan](#)



**Thank you for
attending the Provider
Portal Admin Training
course.**

