# 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)<br>• **Sub-Contracted Providers** (Provider Portal Admin User)<br>• **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** | Can view/access general eligibility for assigned and unassigned members.<br>Can view assigned members: claims RA level, auth, plan, coverage and benefits details.<br>Can view extensive detailed provider/practitioner/facility level information | Can view/access general eligibility for assigned and unassigned members.<br>Can view assigned members: claims RA level, auth, plan, coverage and benefits details.<br>Can view extensive detailed provider/practitioner/facility level information. | Can view/access general eligibility for assigned and unassigned members.<br>Can view assigned members: claims RA level, auth, plan, coverage and benefits details.<br>Can view extensive detailed provider/practitioner/facility level information. | Can view general eligibility for assigned and unassigned members.<br>Can view members: plan, coverage and benefits details. ***Can only view claim header detail.***<br>Can view extensive detailed provider/practitioner/facility level information. |
| **ADD'L FUNCTIONS** | • User Management<br>• User Registration | • Attestations and Remediations<br>• User Management<br>• User Registration | | |

# 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.

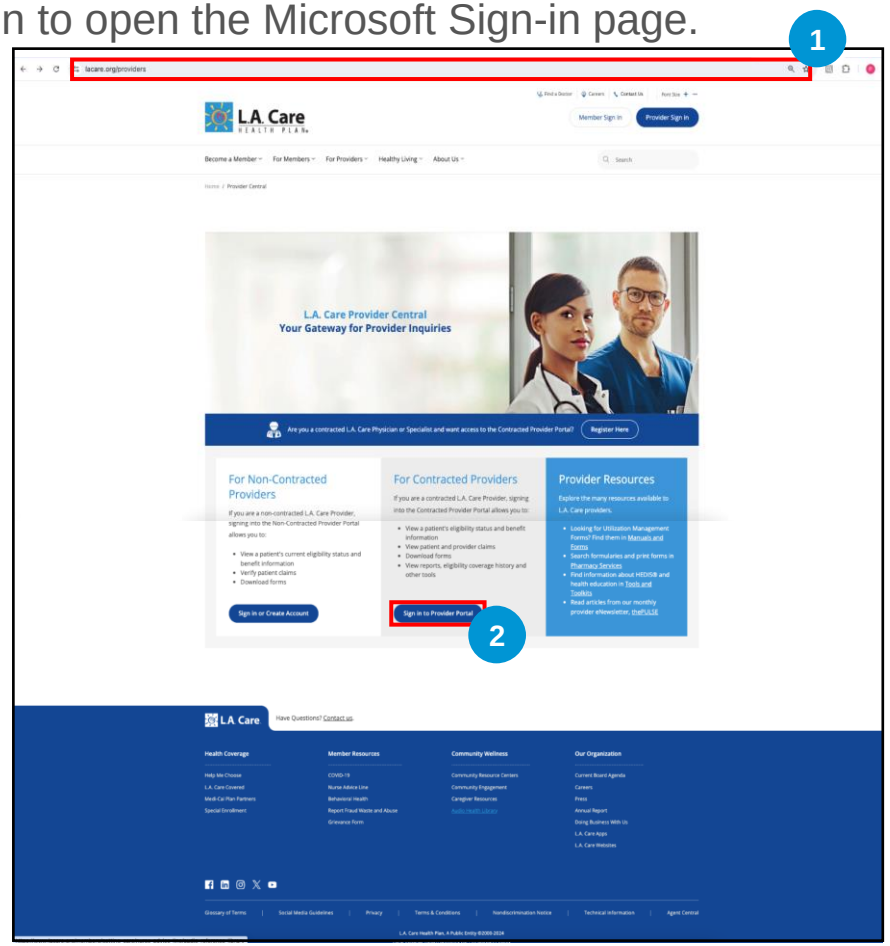
By understanding the different user roles and access levels, providers can effectively utilize the portal to meet their specific needs.

Let’s get started with the Provider Portal login.

# Login and Security

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

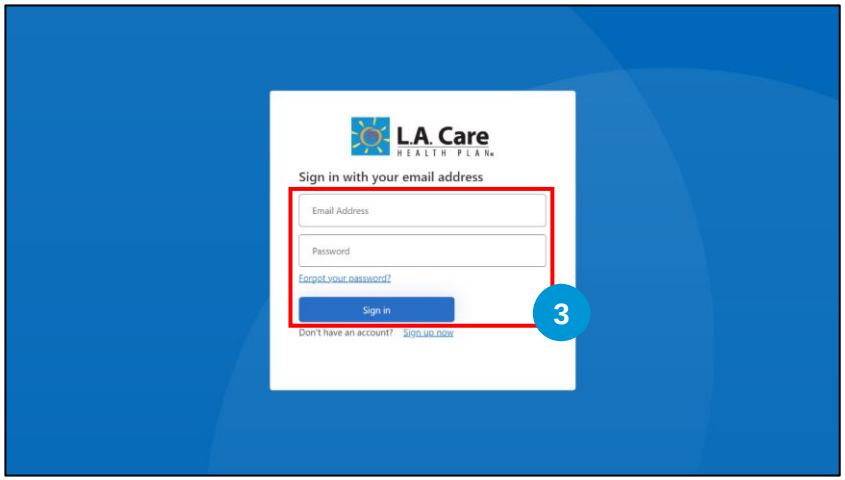
1. Use **lacare.org/providers** URL to navigate to the Provider Portal.
2. Under the **For Contracted Providers** section, click the **Sign-in to Provider Portal** button to open the Microsoft Sign-in page.

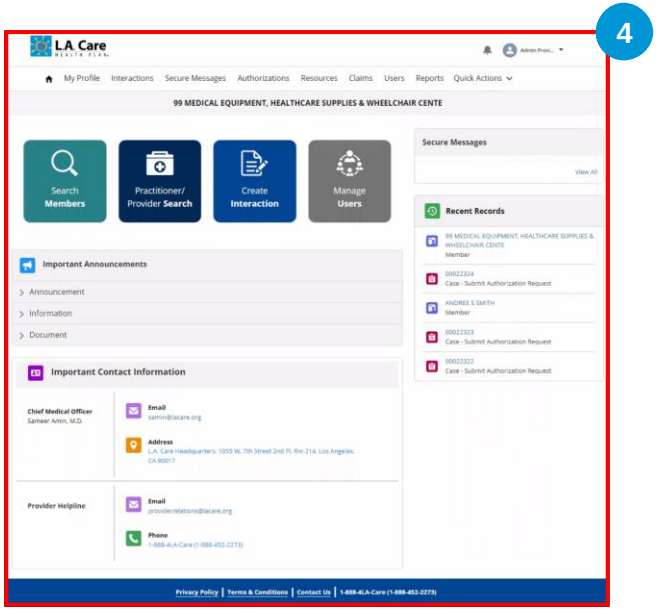


# Login and Security (Cont'd)

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.



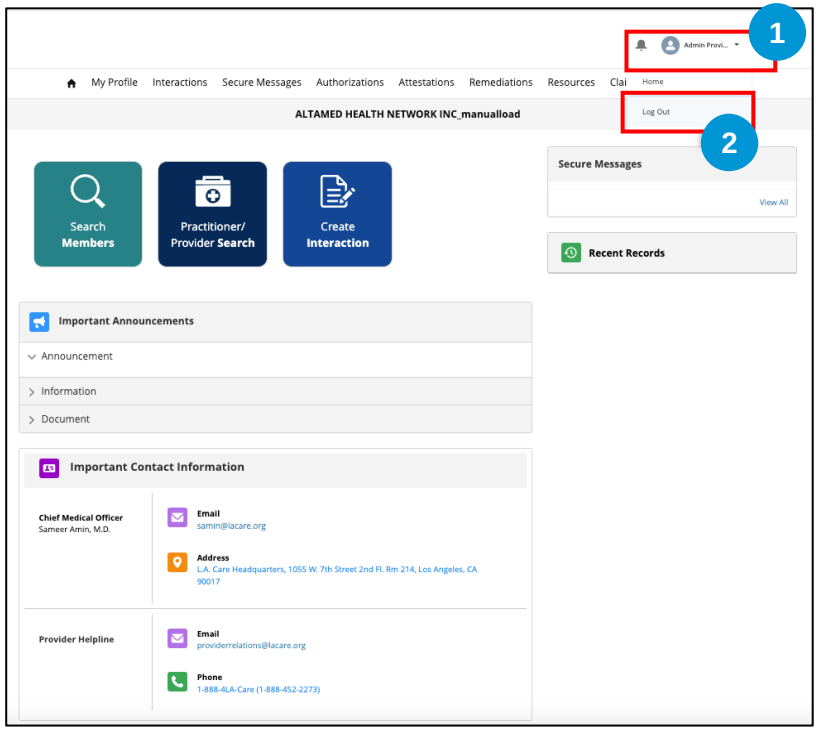




Next, let's see how you can log out of Provider Portal.

# 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:

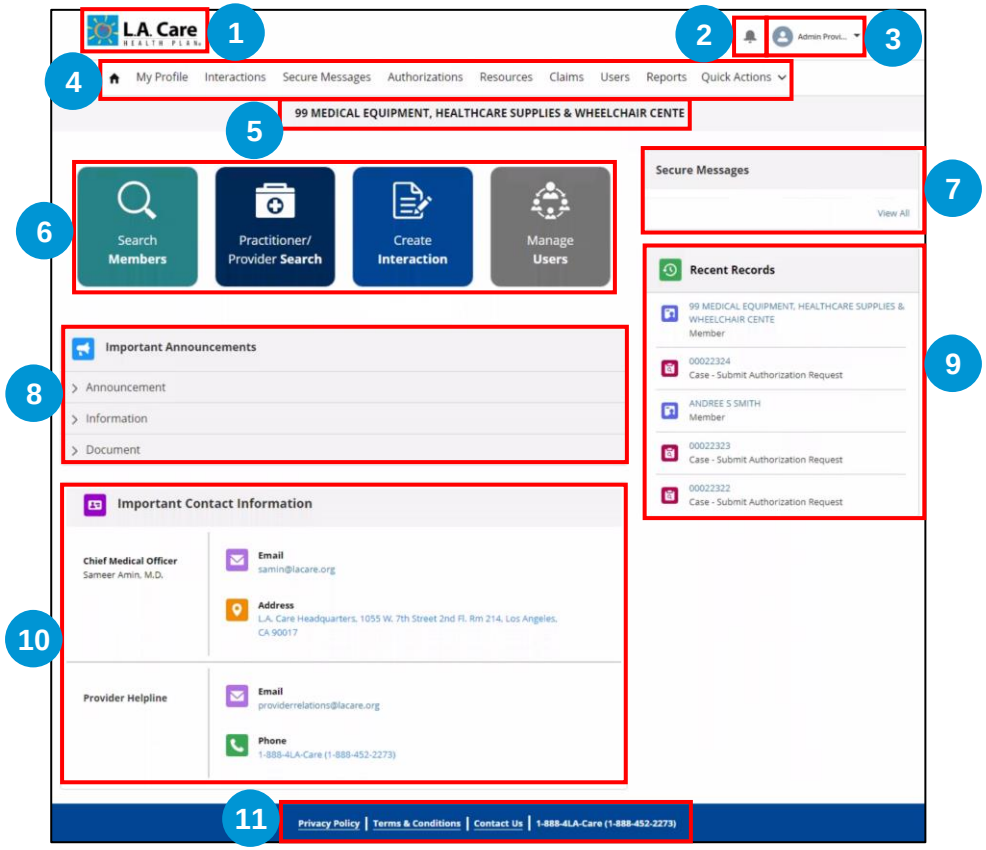
- Provider Portal Admin Homepage View
- General User Homepage View

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.

# 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

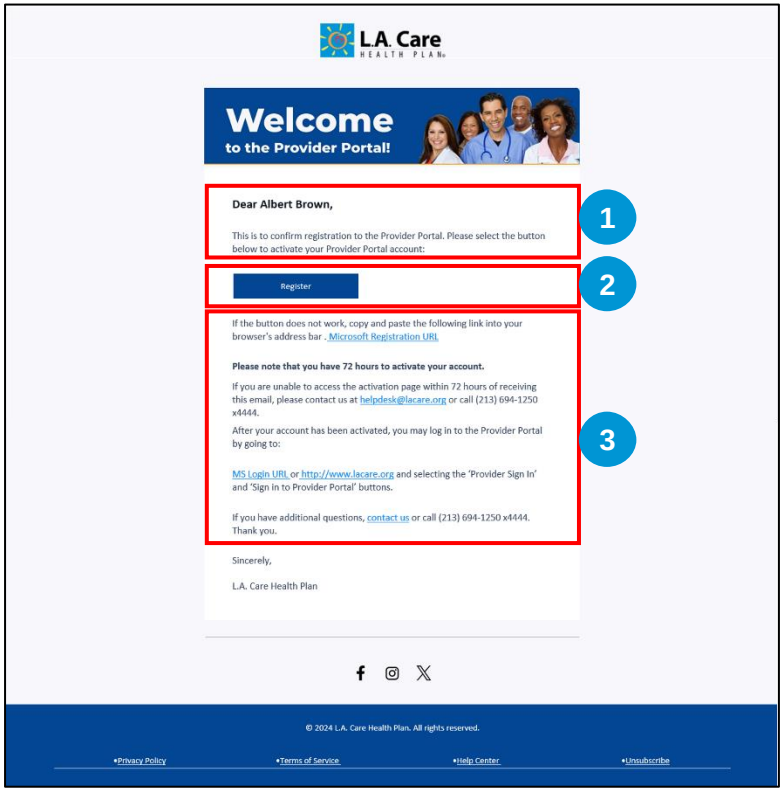
The subject line for the new user account activation email will be as follows: "**Welcome to the L.A. Care Provider Portal: Verify your account**"

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

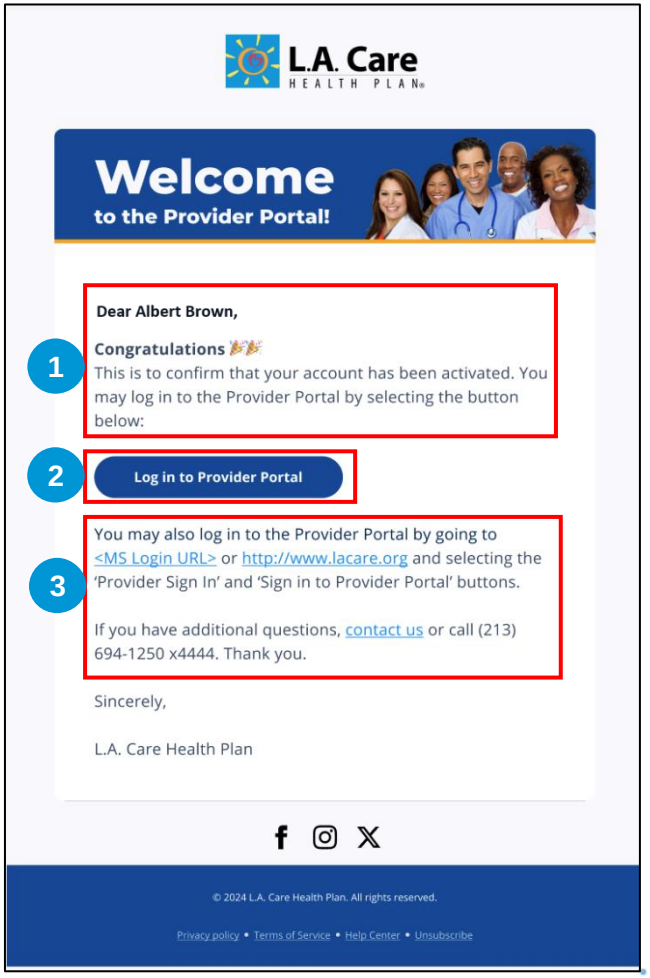
The subject line for the existing user account activation email will be as follows:
"**Welcome to the L.A. Care Provider Portal: You have been added to an account**"

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.



# 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.

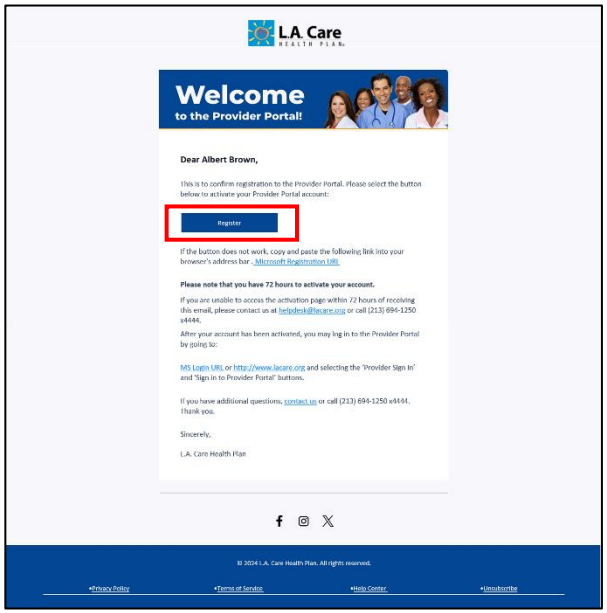
Upon receiving the account activation email, new users need to click the **Register** button or the **Microsoft Registration URL** link to access the L.A. Care login page and complete the Microsoft Registration process. Existing users can directly log in to the Provider Portal using their login credentials.

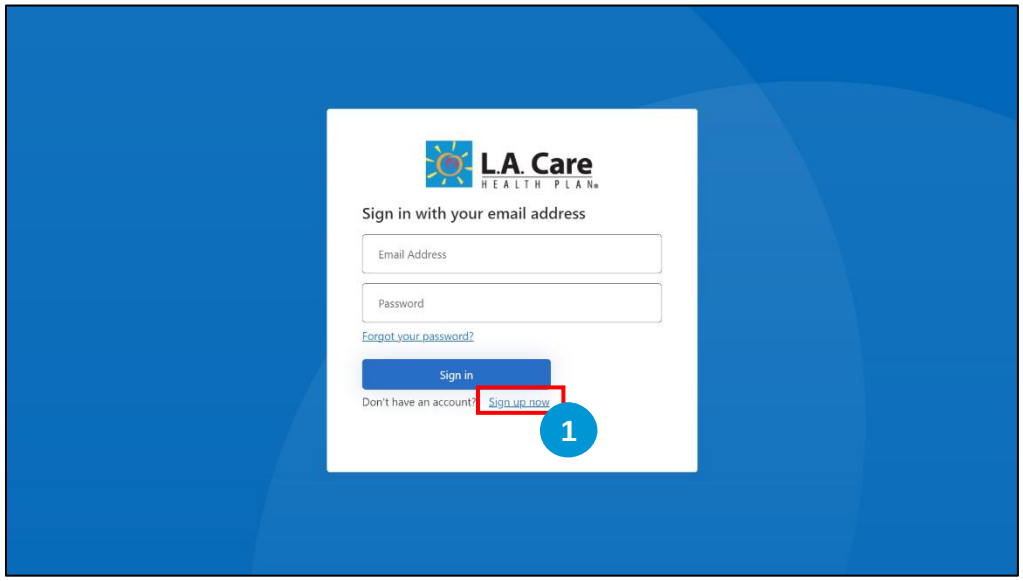
Next, let’s see how a new user can perform Microsoft Registration and access Provider Portal.

# 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**.



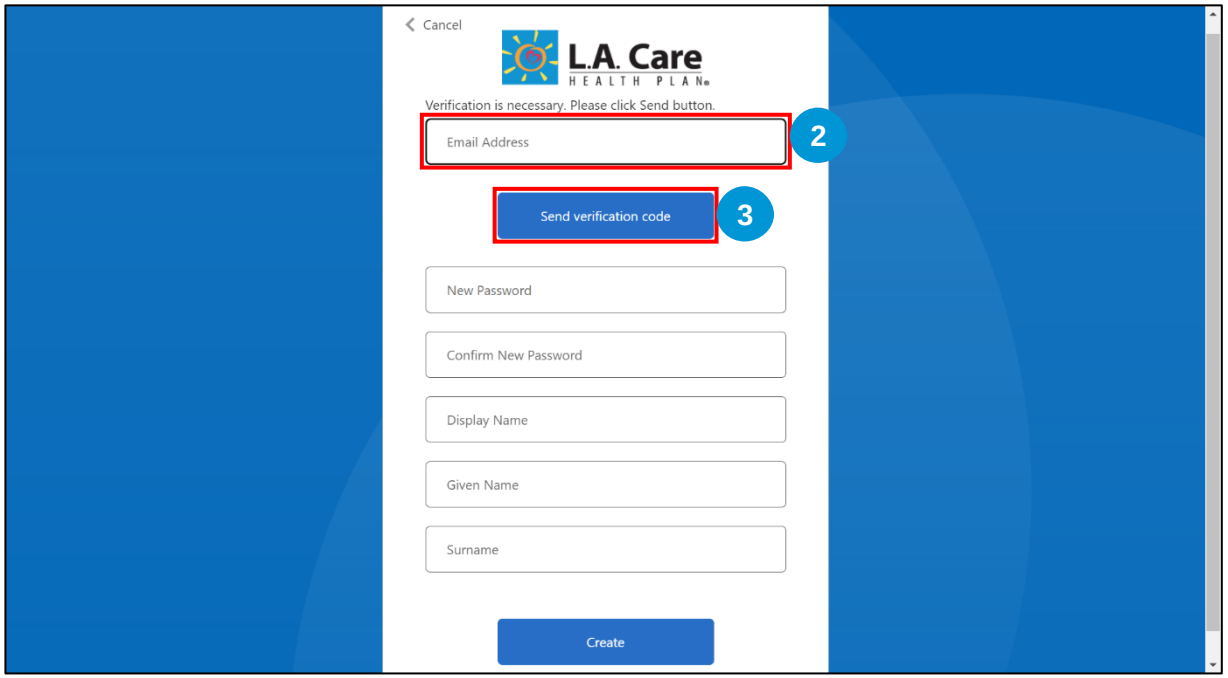



# Provider Registration (Cont'd)

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**.

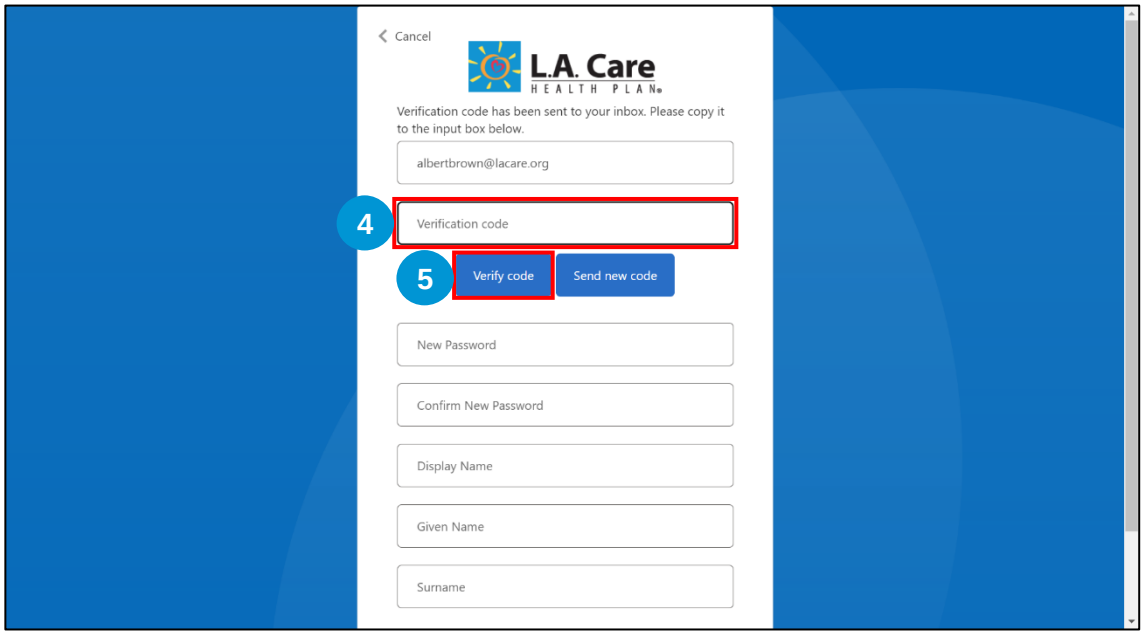


# Provider Registration (Cont'd)

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**.

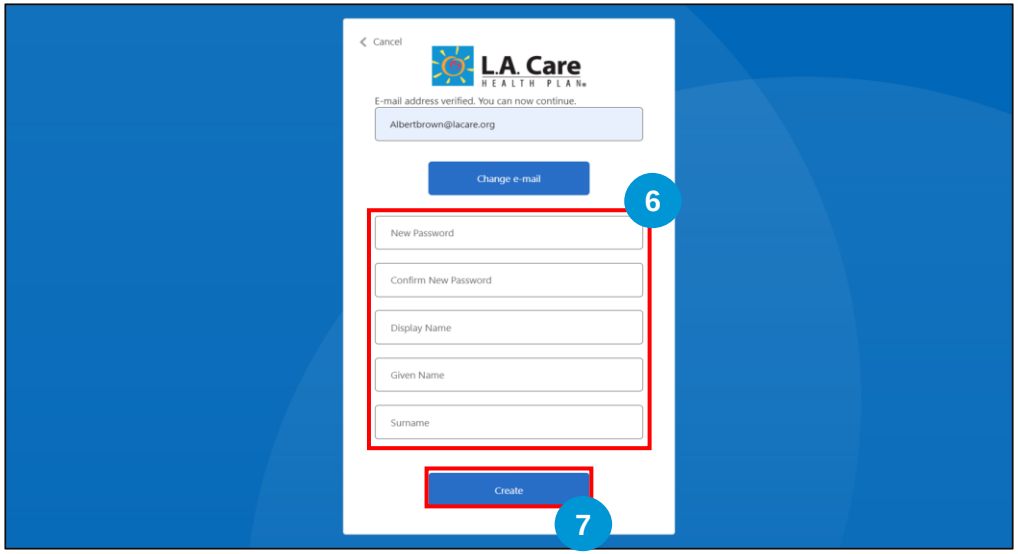



**Note**: If you don't receive the code, you can click **Send new code** to request for a new code.

# 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**.

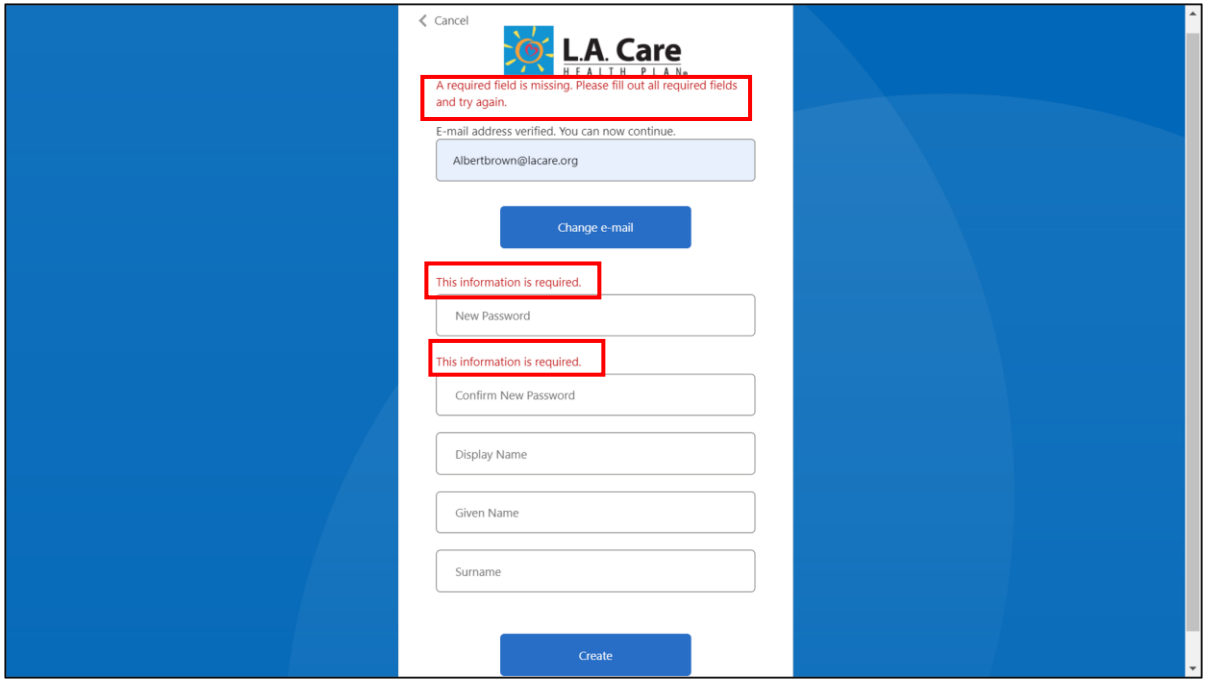
**Note**: The information provided during Microsoft registration will update the existing user and contact details in the system, except for the email address. If you will try to input a different email address, the registration will be rejected.

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:

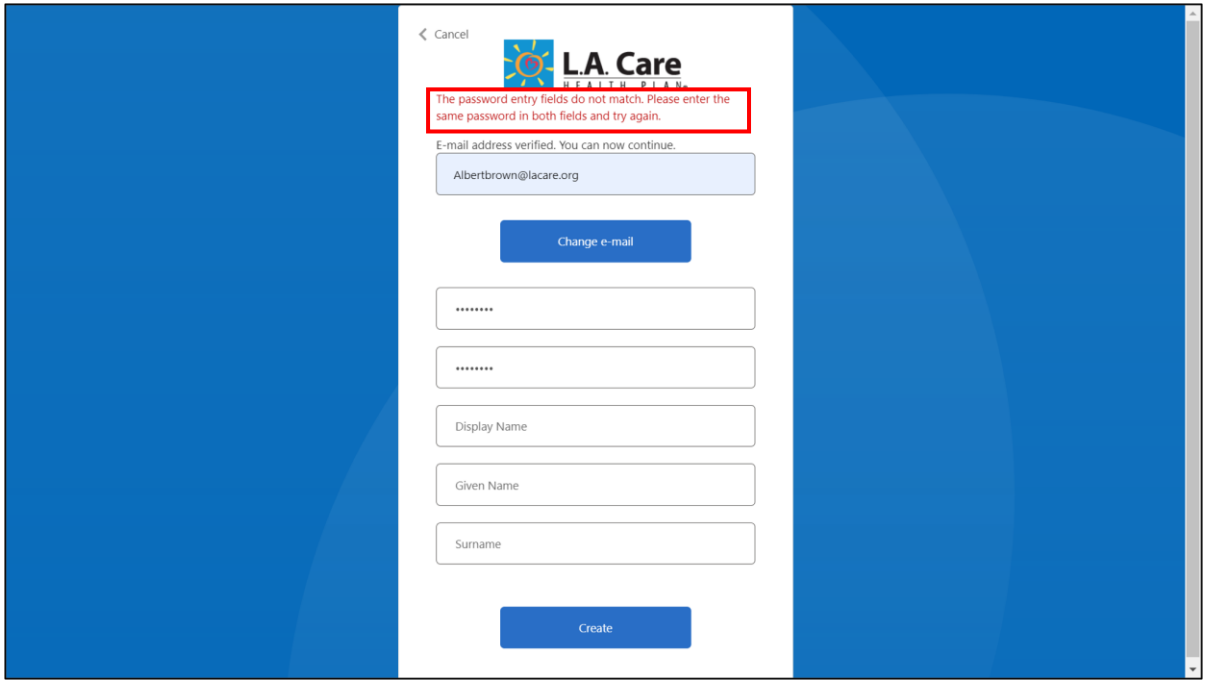
1. If you click **Create** without entering a password in the **New Password** and **Confirm Password** fields, you will receive the error message: "**A required field is missing. Please fill out all required fields and try again.**" Additionally, other error message(s): "**The information is required.**"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



# Provider Registration – Errors (Cont'd)

The following errors might occur while performing the Microsoft Registration:

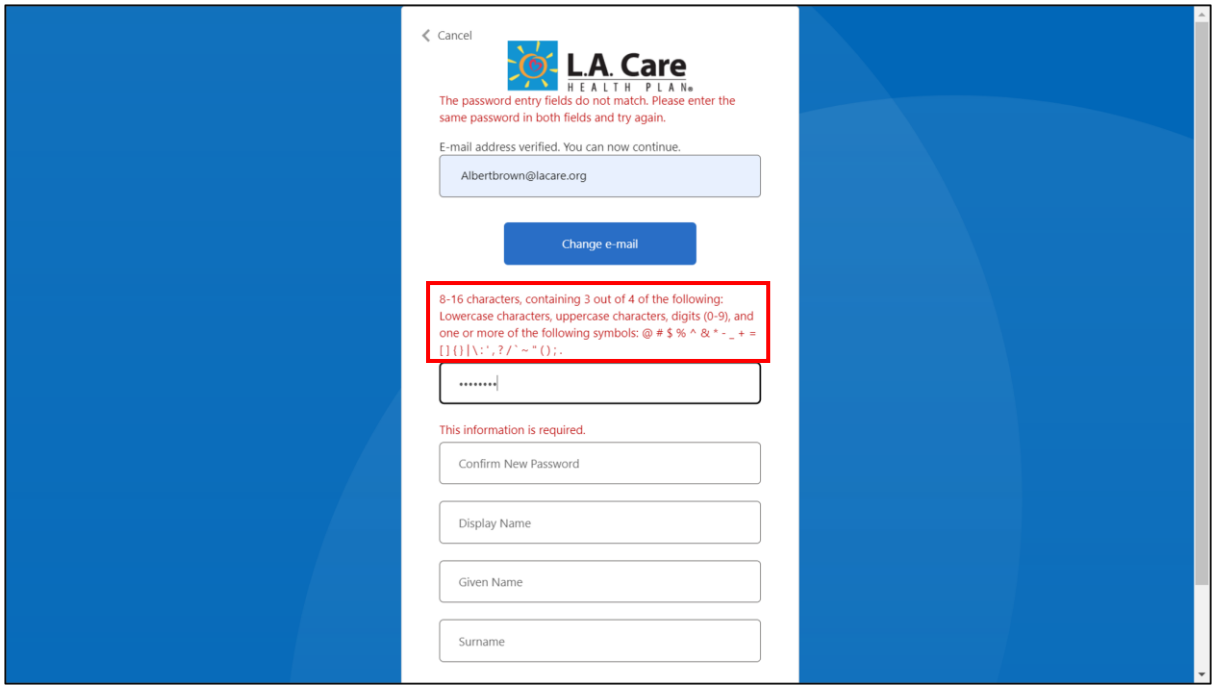
2. If the passwords in the **New Password** and **Confirm Password** fields do not match, you will receive the error message: "**The password entry fields do not match. Please enter the same password in both fields and try again.**"



# Provider Registration – Errors (Cont'd)

The following errors might occur while performing the Microsoft Registration:

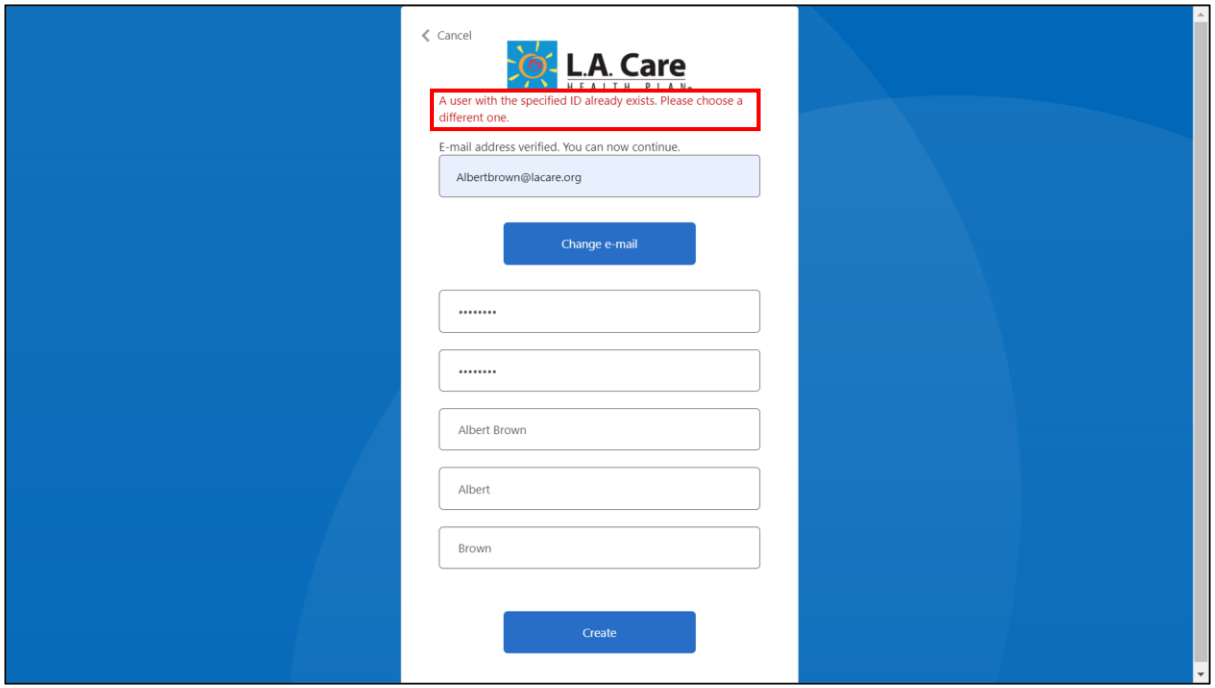
3. If the passwords in the **New Password** and **Confirm Password** field do not meet the required criteria, you will get the below highlighted error message.



# 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.**"




Next, let's resume the Microsoft registration process.

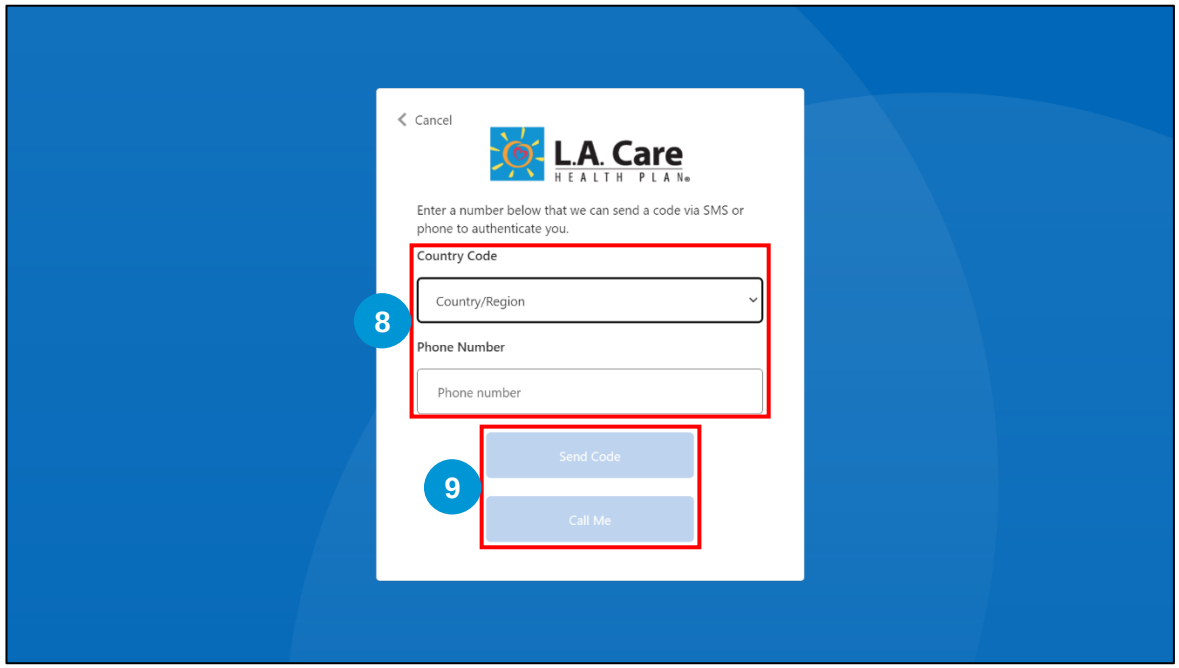
# Provider Registration (Cont'd)

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.



# 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.

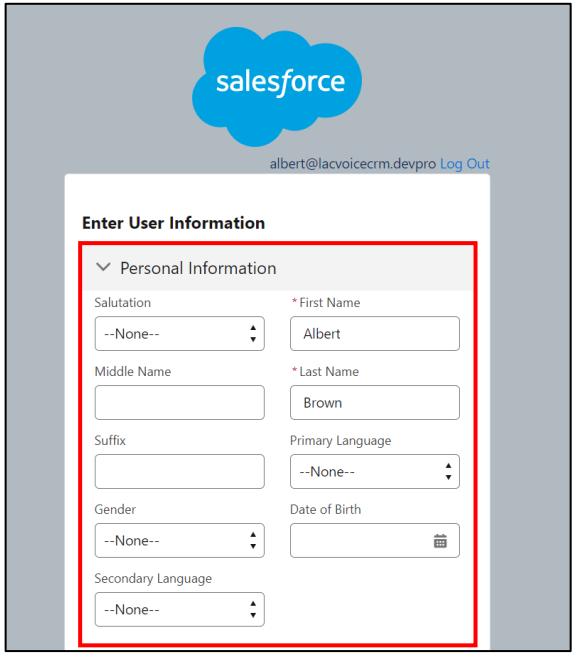
After entering the verification code, you will be directed to the Enter User Information page. Next, let's see what details are to be entered on the Enter User Information page.

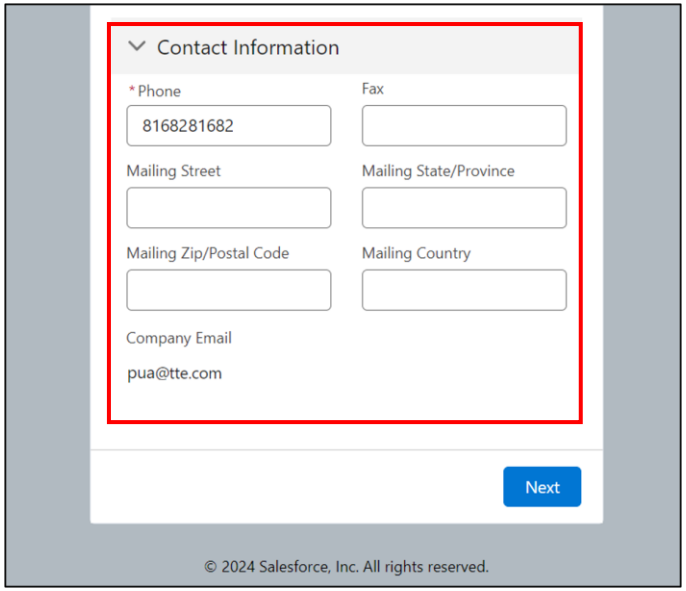
# Enter User Information

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.

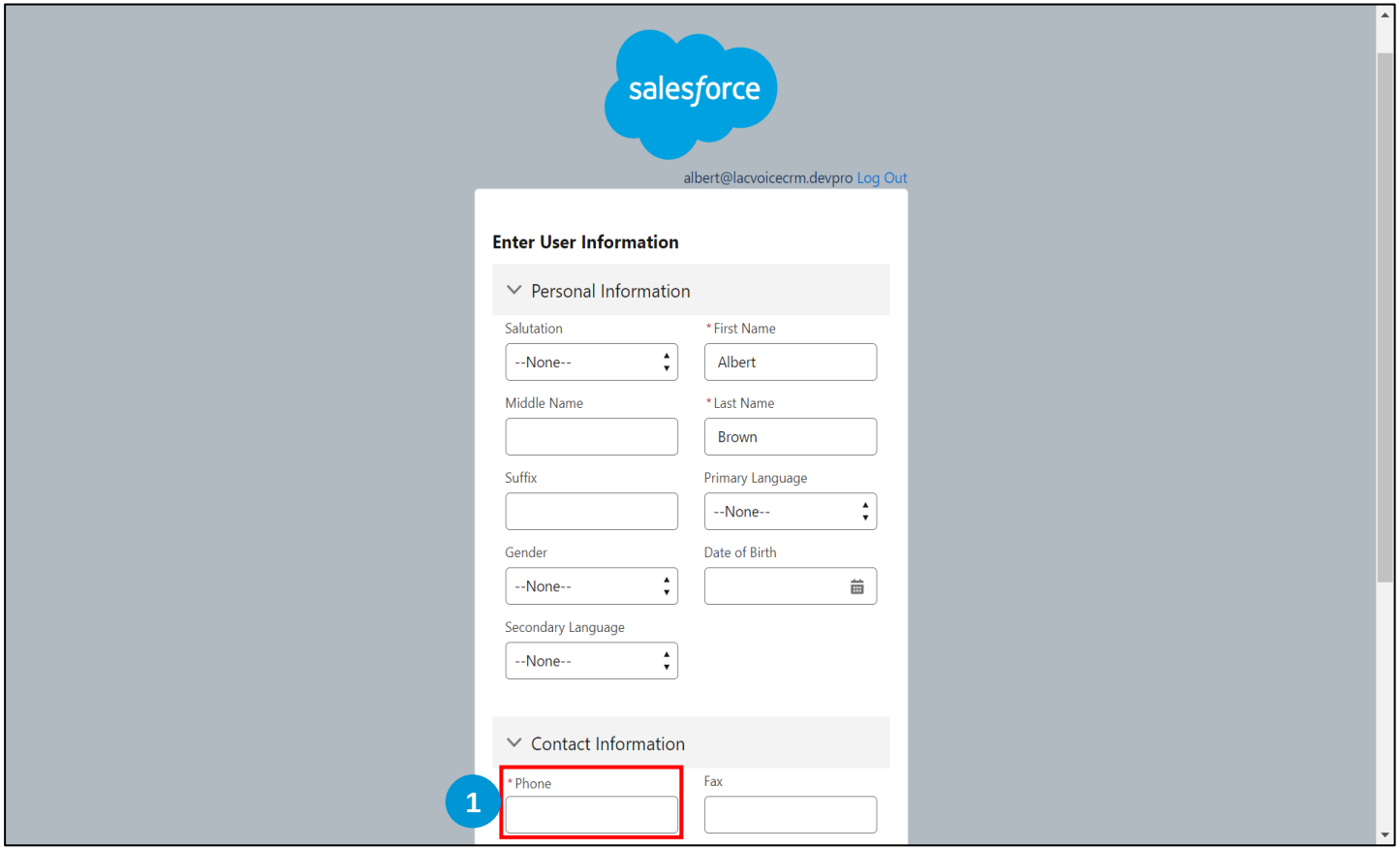


# Enter User Information (Cont'd)

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

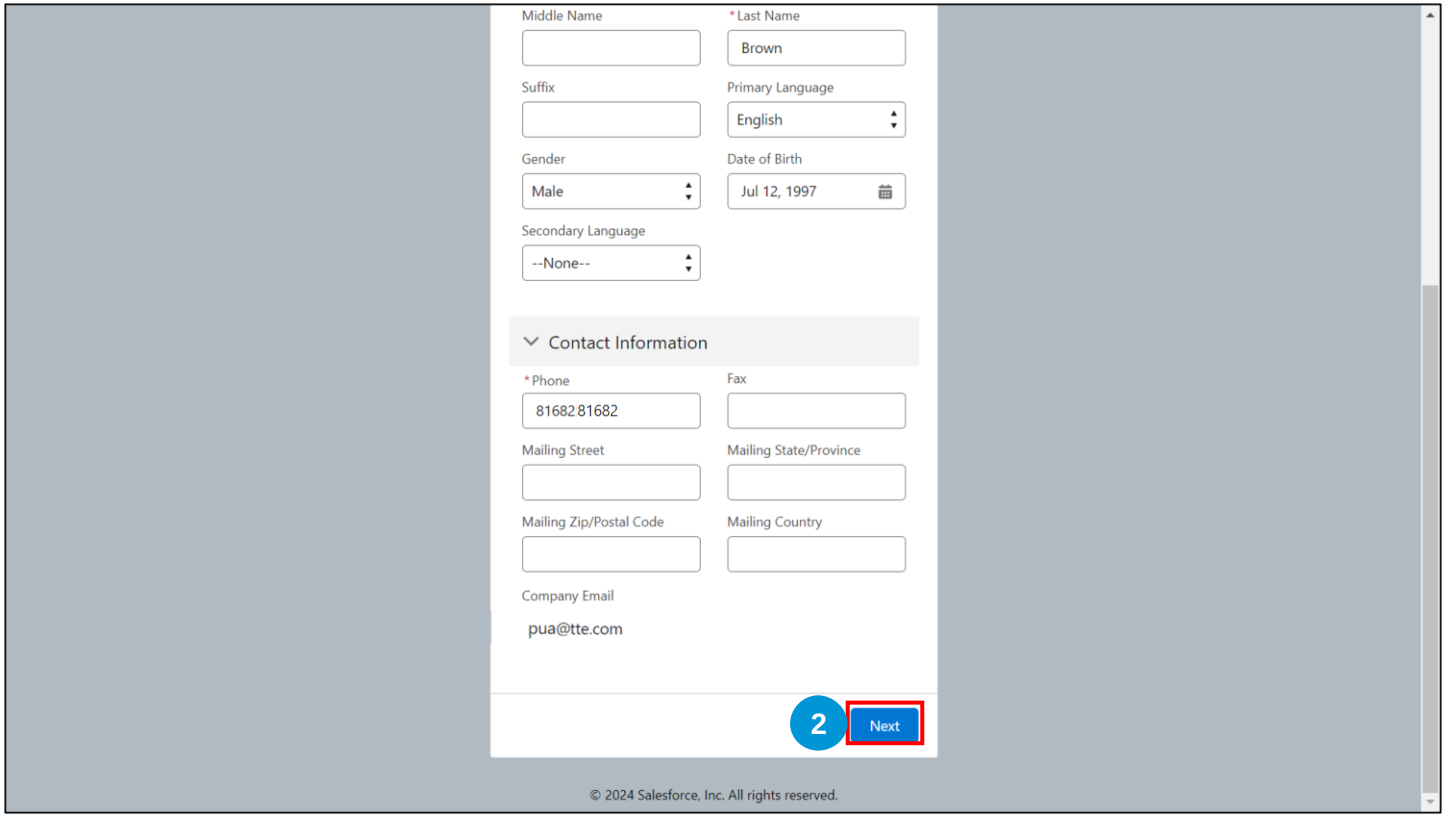
1. In the **Contact Information** section, enter your phone number in the **Phone** field. This will ensure that all the mandatory fields are complete.



# Enter User Information (Cont'd)

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

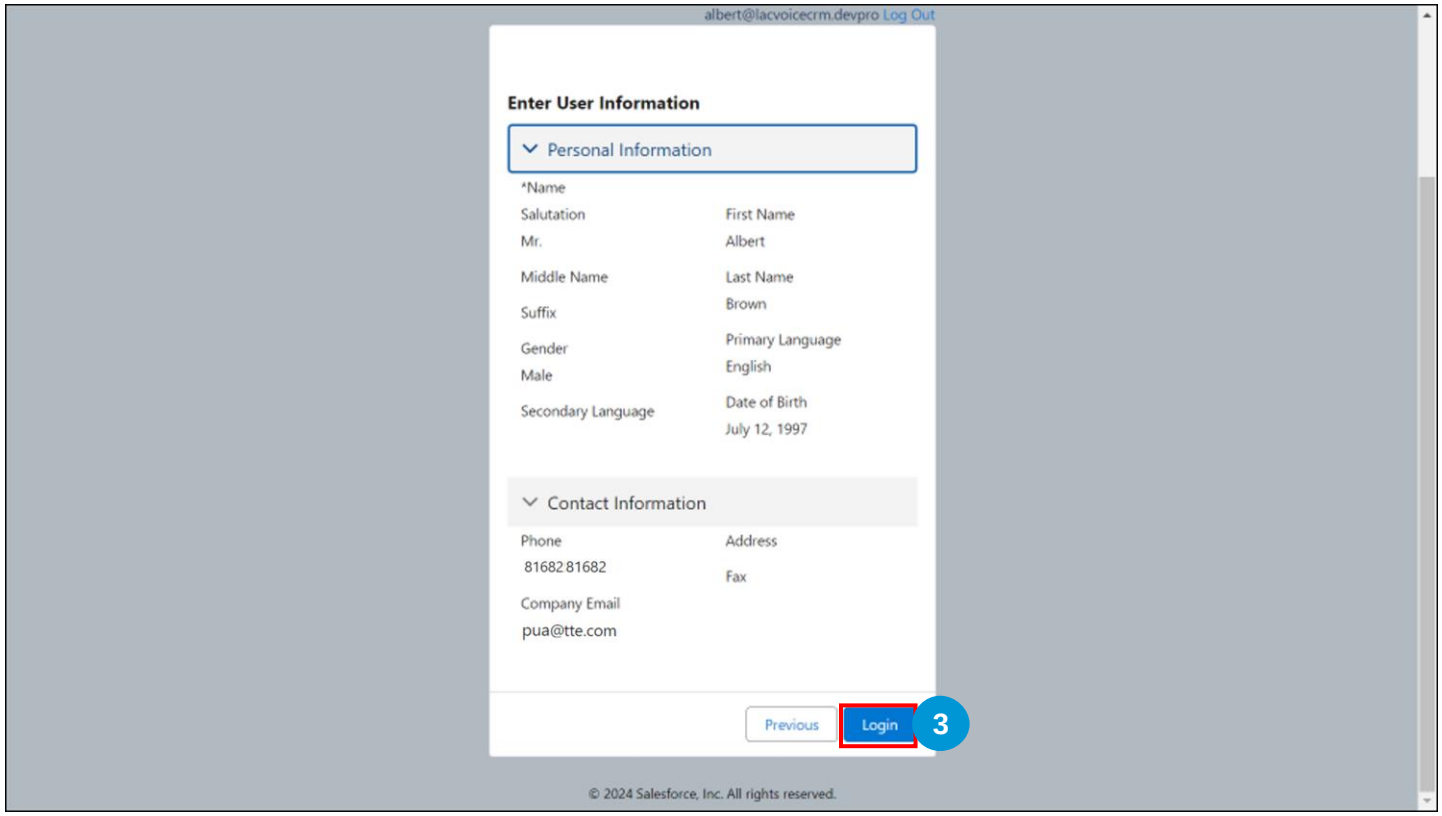
2. Scroll to the bottom of the page and click **Next** to proceed further.



# Enter User Information (Cont'd)

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

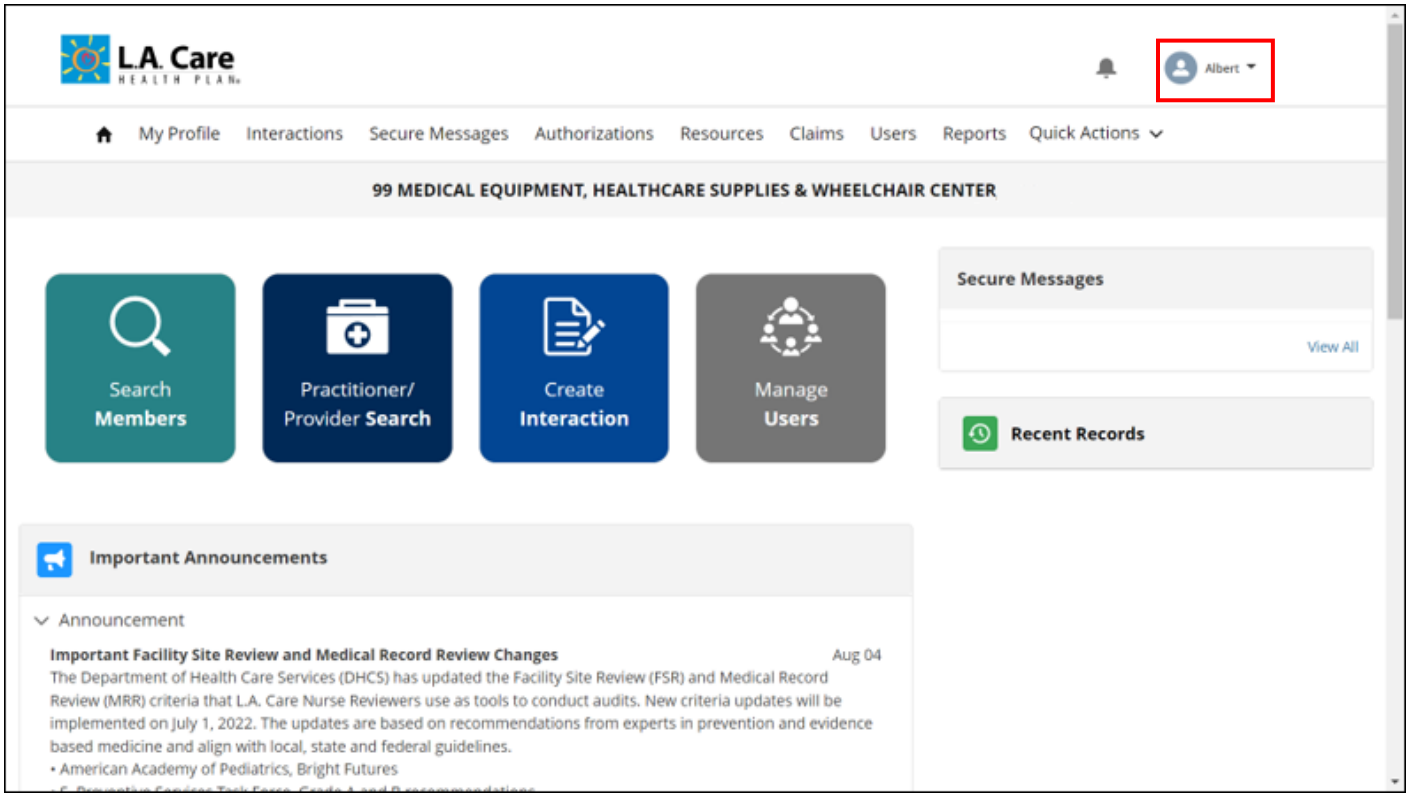
3. Review the entered details and click **Login**.




**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.

# 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).

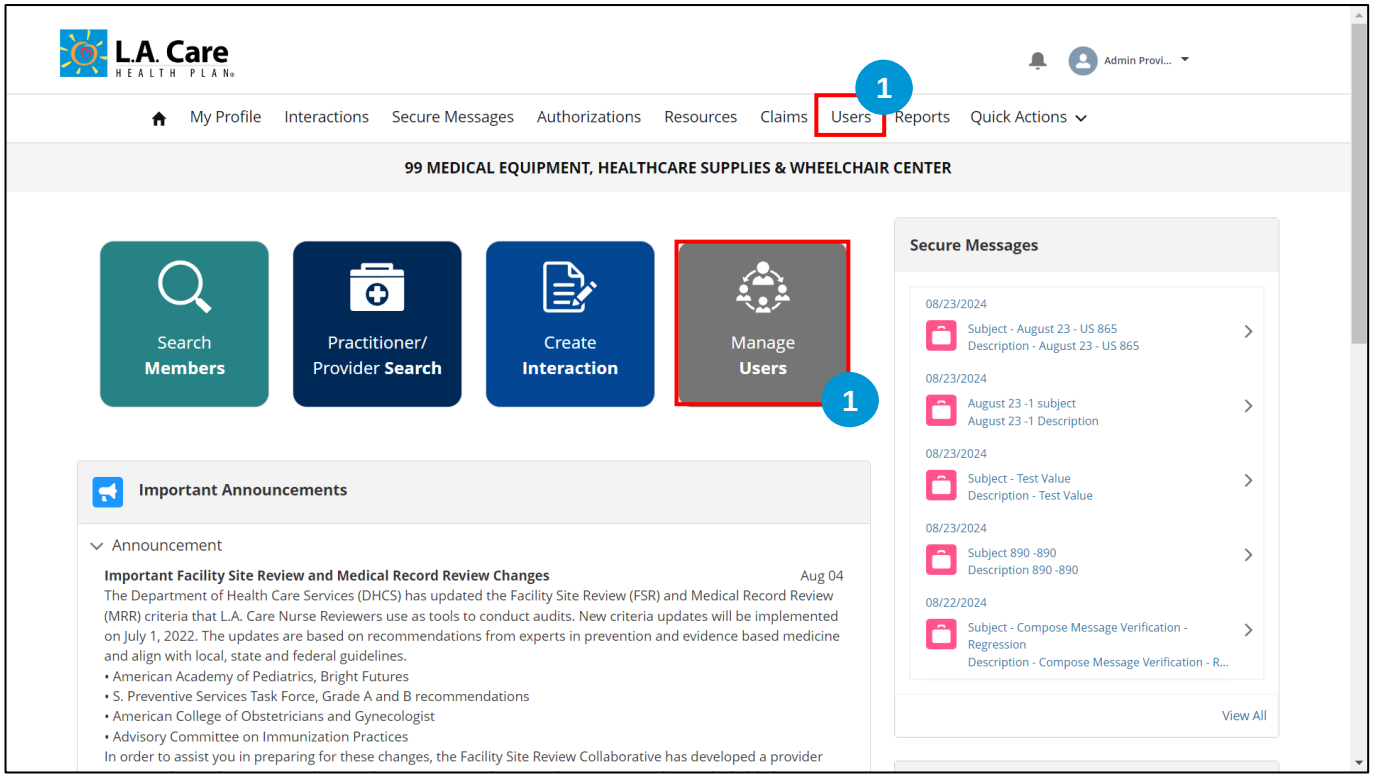
Let's start with the Guided Registration initiated by a Provider Portal Admin **(PPA)**.

# 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.

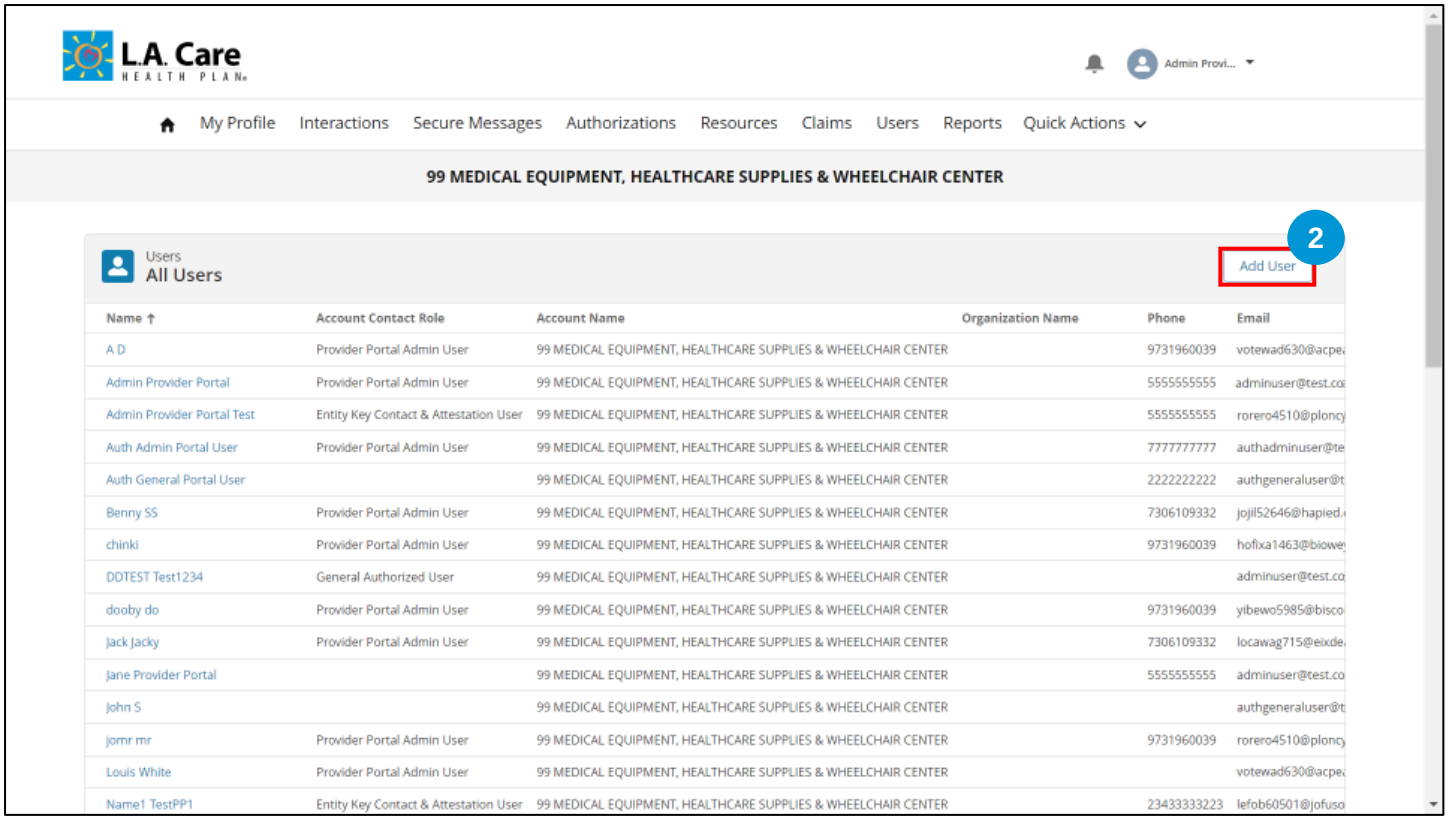



**Note:** Users may also be called “contacts” within the system during the registration process.

# Guided Registration – PPA (Cont'd)

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

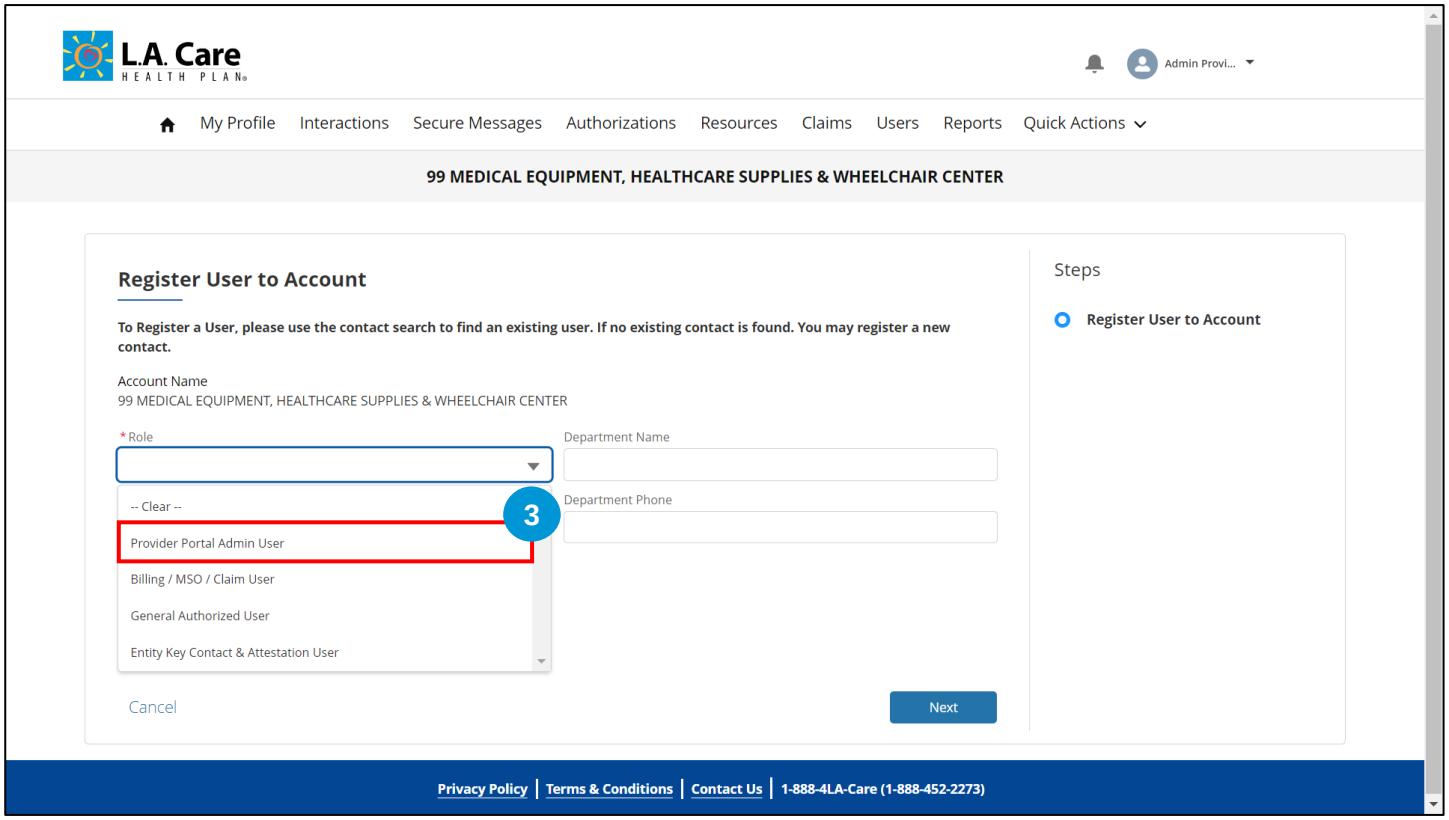
2. On the **Users** list view page, click **Add User** button to register the user to an account. You will land on the Register User to Account page.



# Guided Registration – PPA (Cont'd)

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

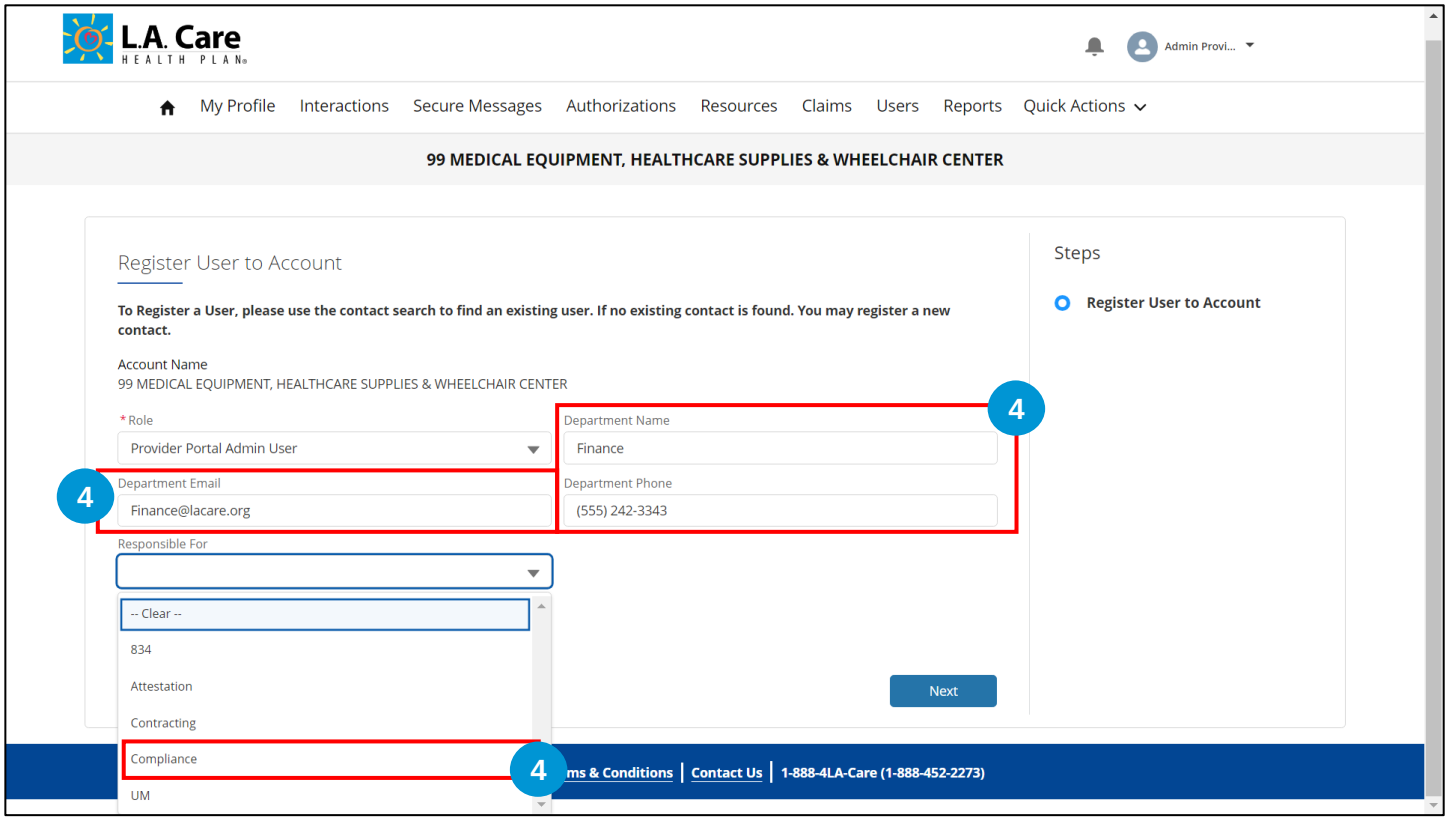
3. On the **Register User to Account** page, in the **Role** field, select the role that you want to assign to the user from the drop-down list.



# Guided Registration – PPA (Cont'd)

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

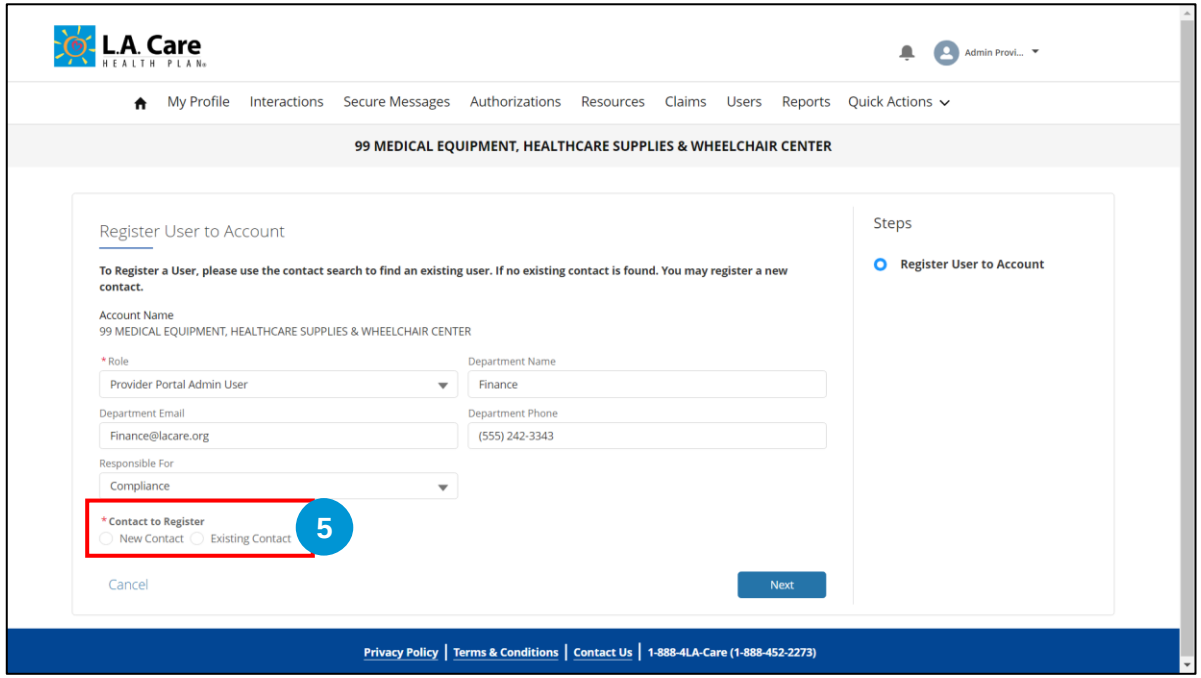
4. In the **Department Name, Department Email, Department Phone**, and **Responsible for** fields, you can add additional user details. These fields are optional (but recommended).



# Guided Registration – PPA (Cont'd)

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

5. 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).




**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**.

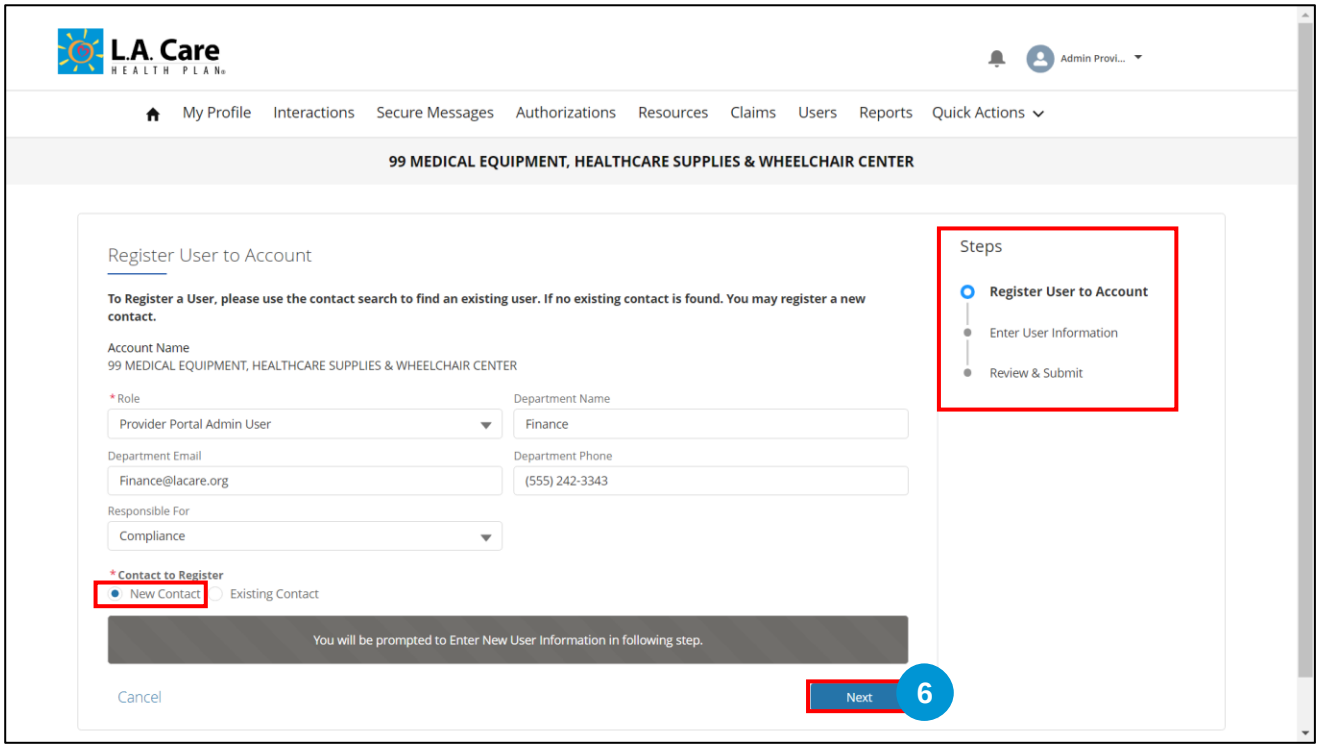
# Guided Registration – PPA

## 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.



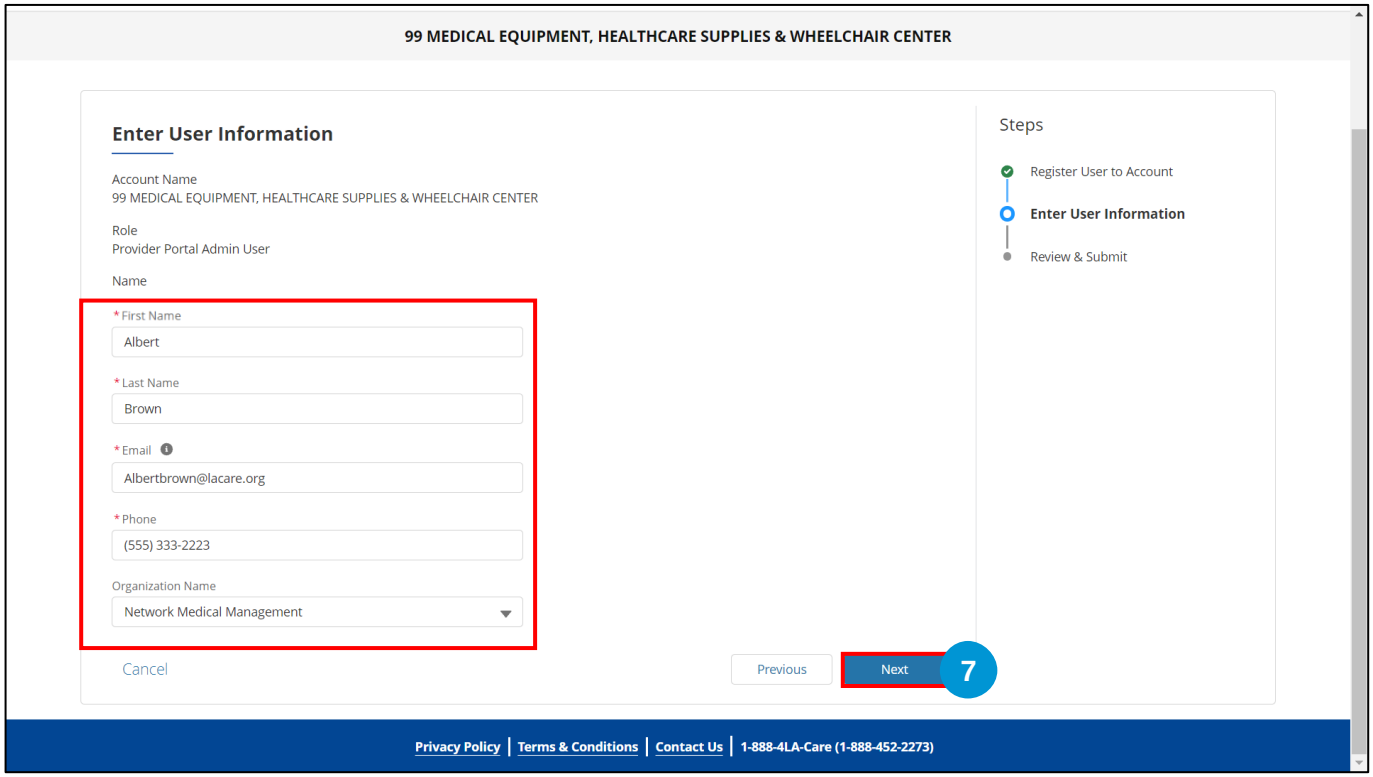
# Guided Registration – PPA

## New Contact

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

7. 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.



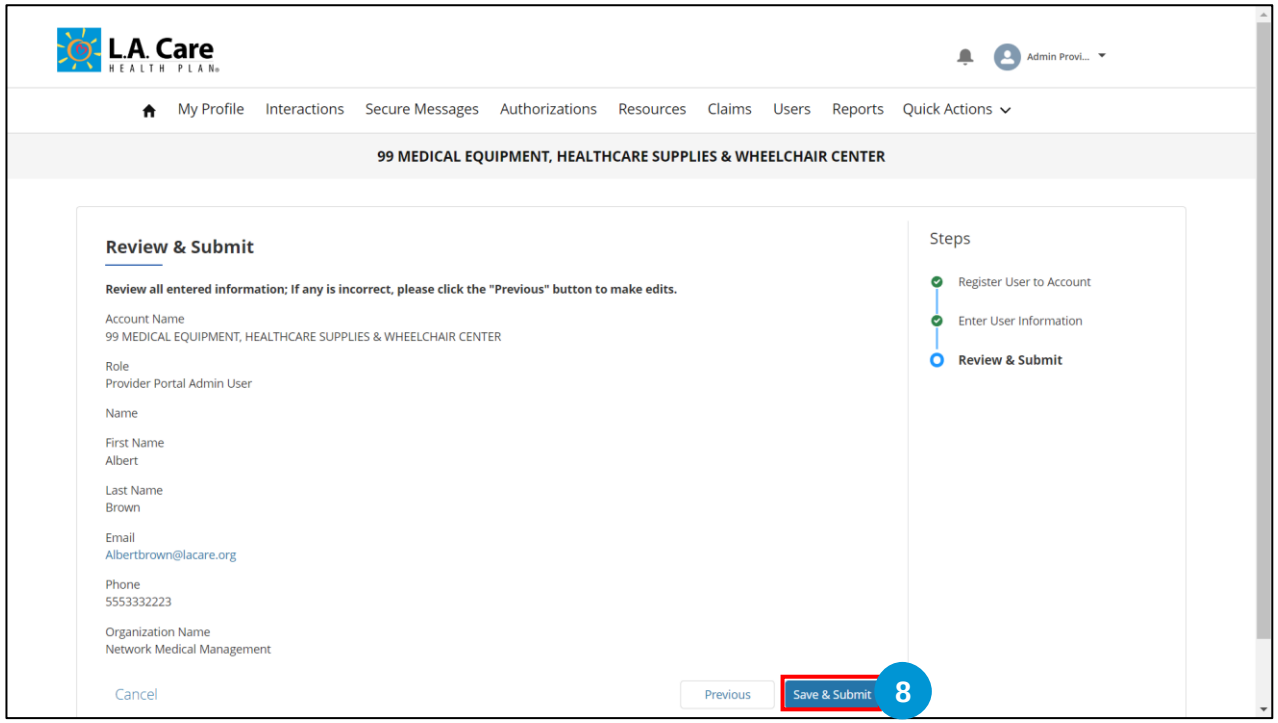
# Guided Registration – PPA

## 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**.

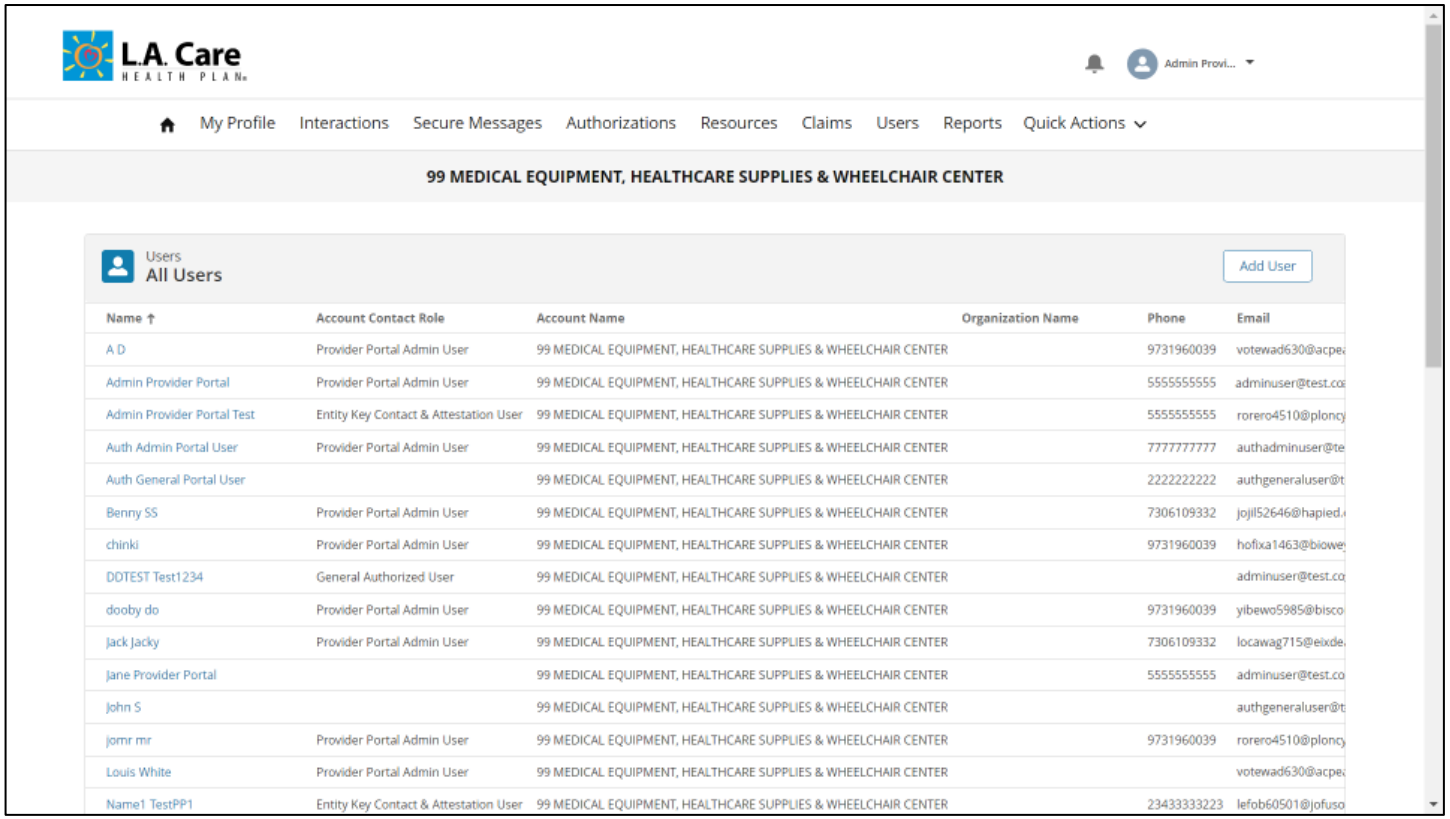
If any correction is required for the contact details or contact role, use the **Previous** button to go back to the previous page and update the user details or role.



# 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.




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

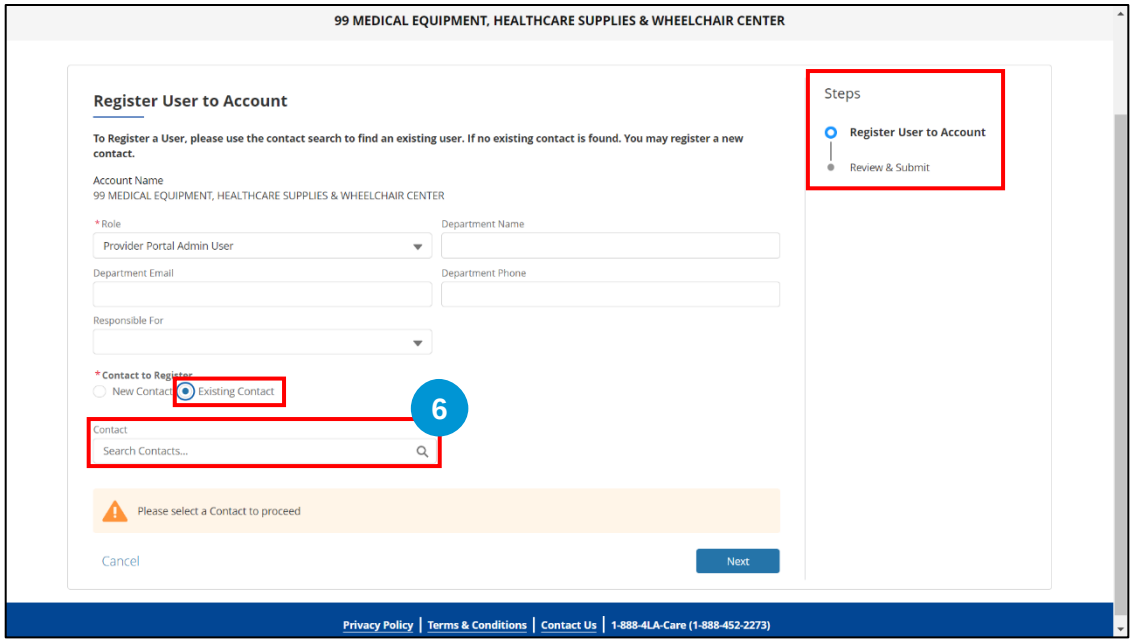
## Existing Contact

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.

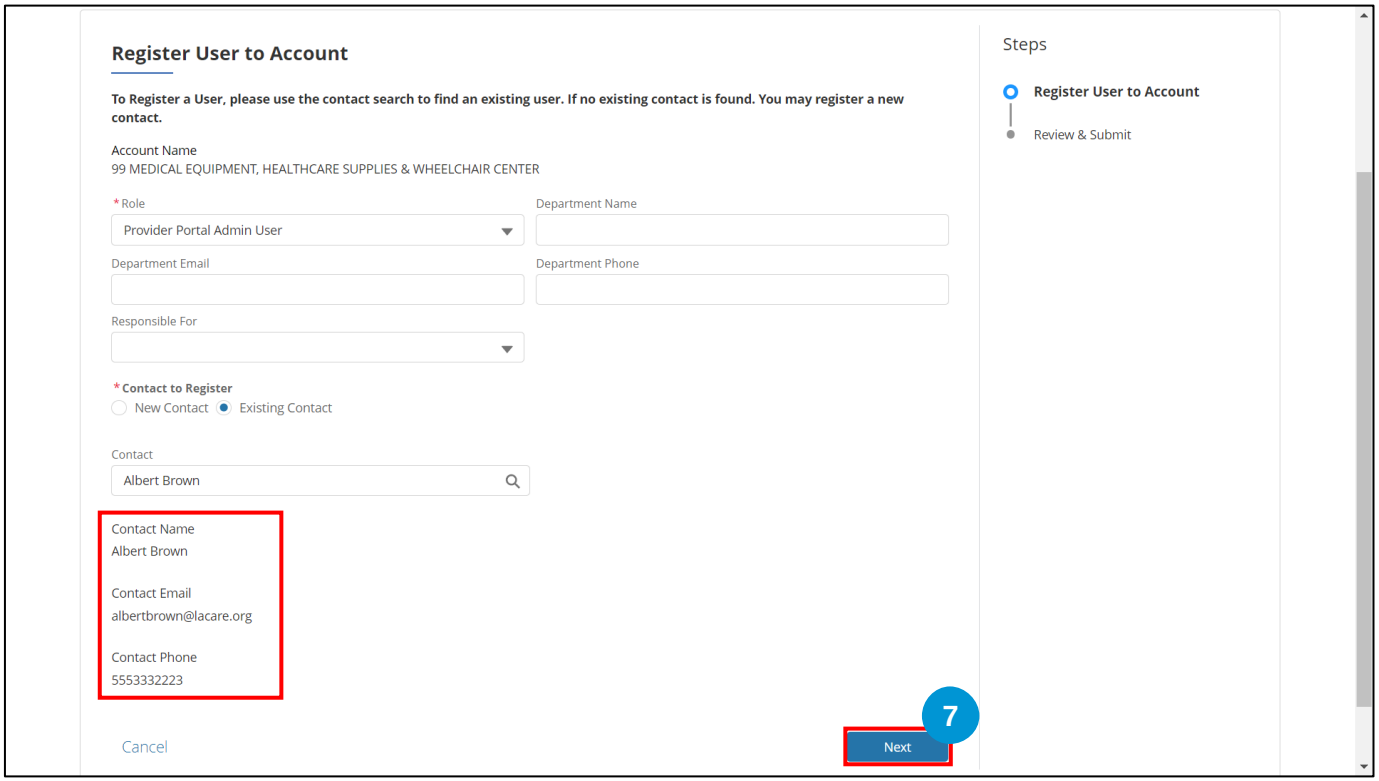


# Guided Registration – PPA

## Existing Contact

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

7. 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.



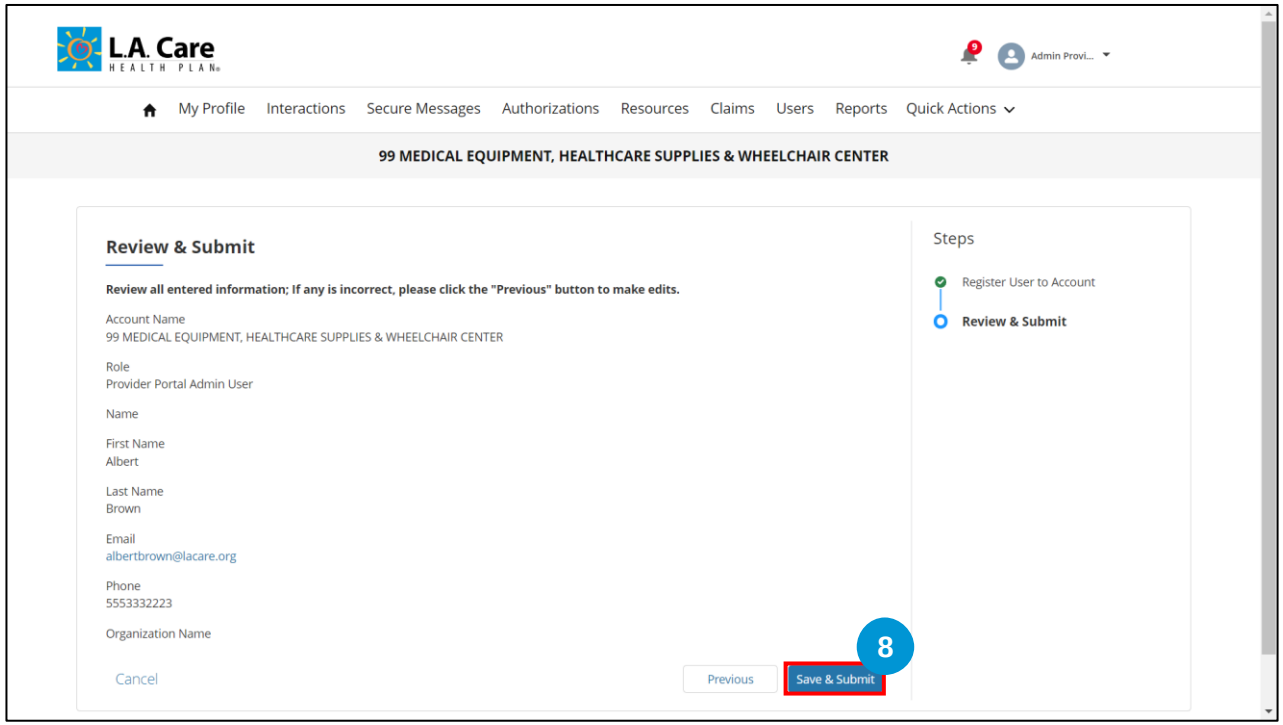
# Guided Registration – PPA

## 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**.

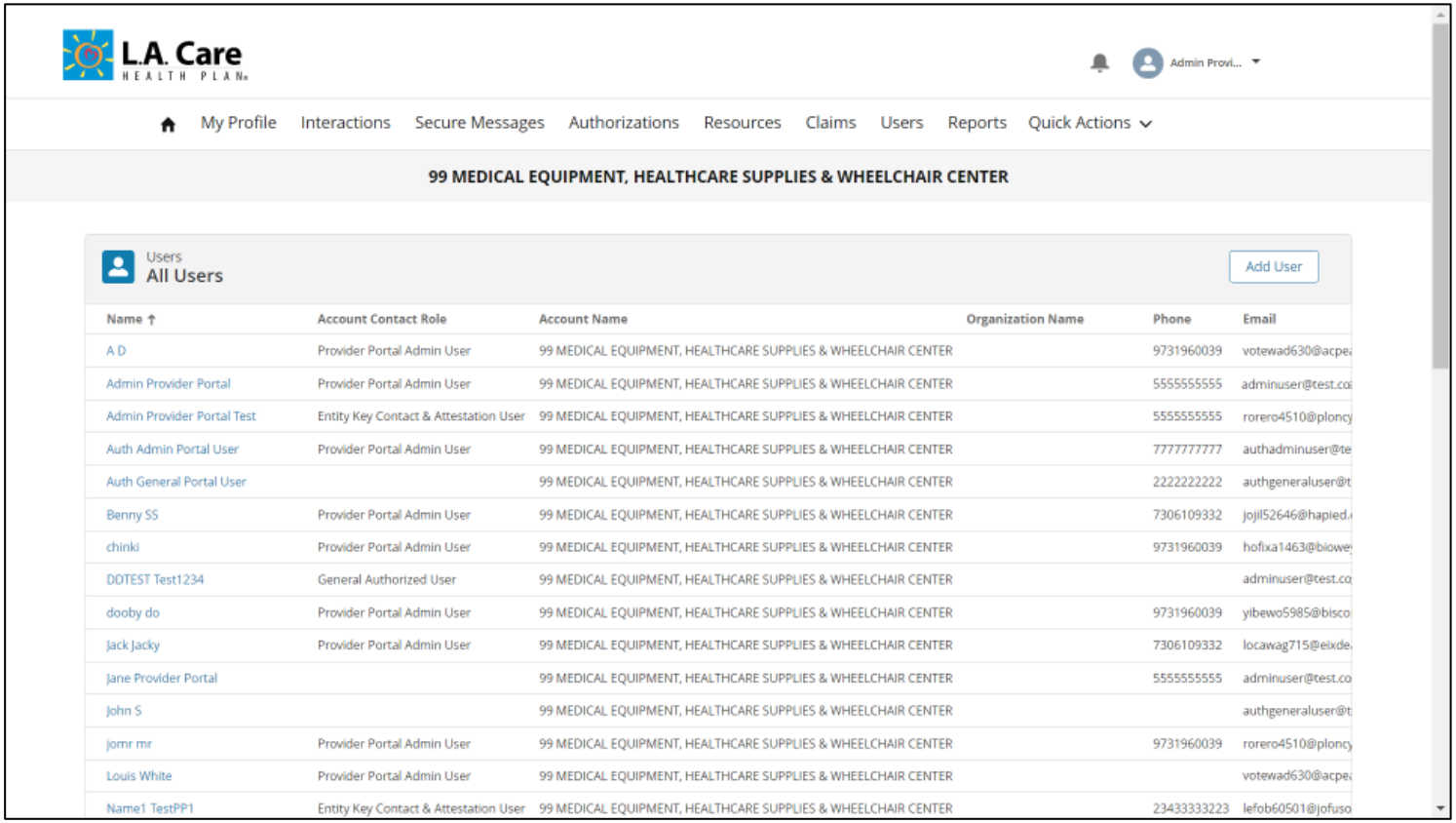
If any correction is required for the user details or user role, use the **Previous** button to go back to the previous page and update the user details or role.



# 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.

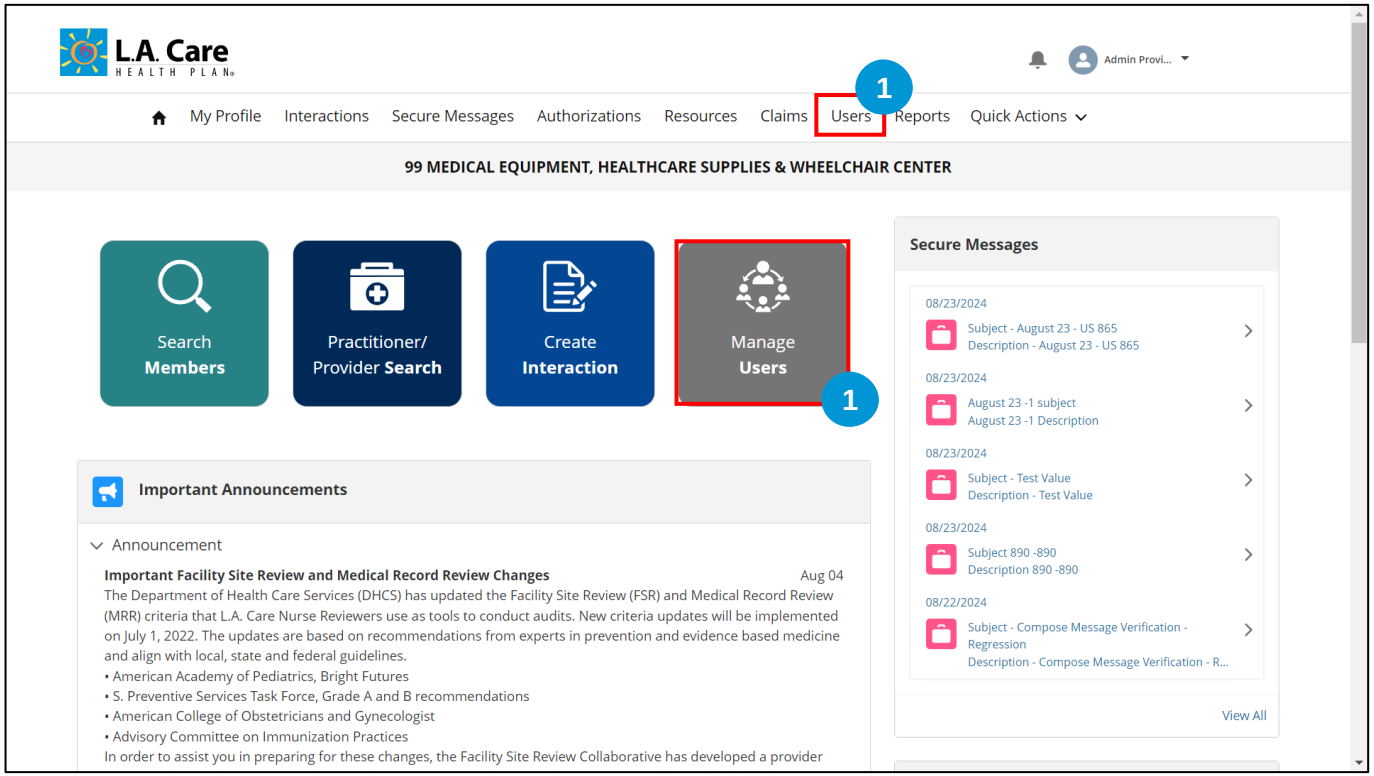



Next, let's see how you can change the Account Contact Role.

# 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:

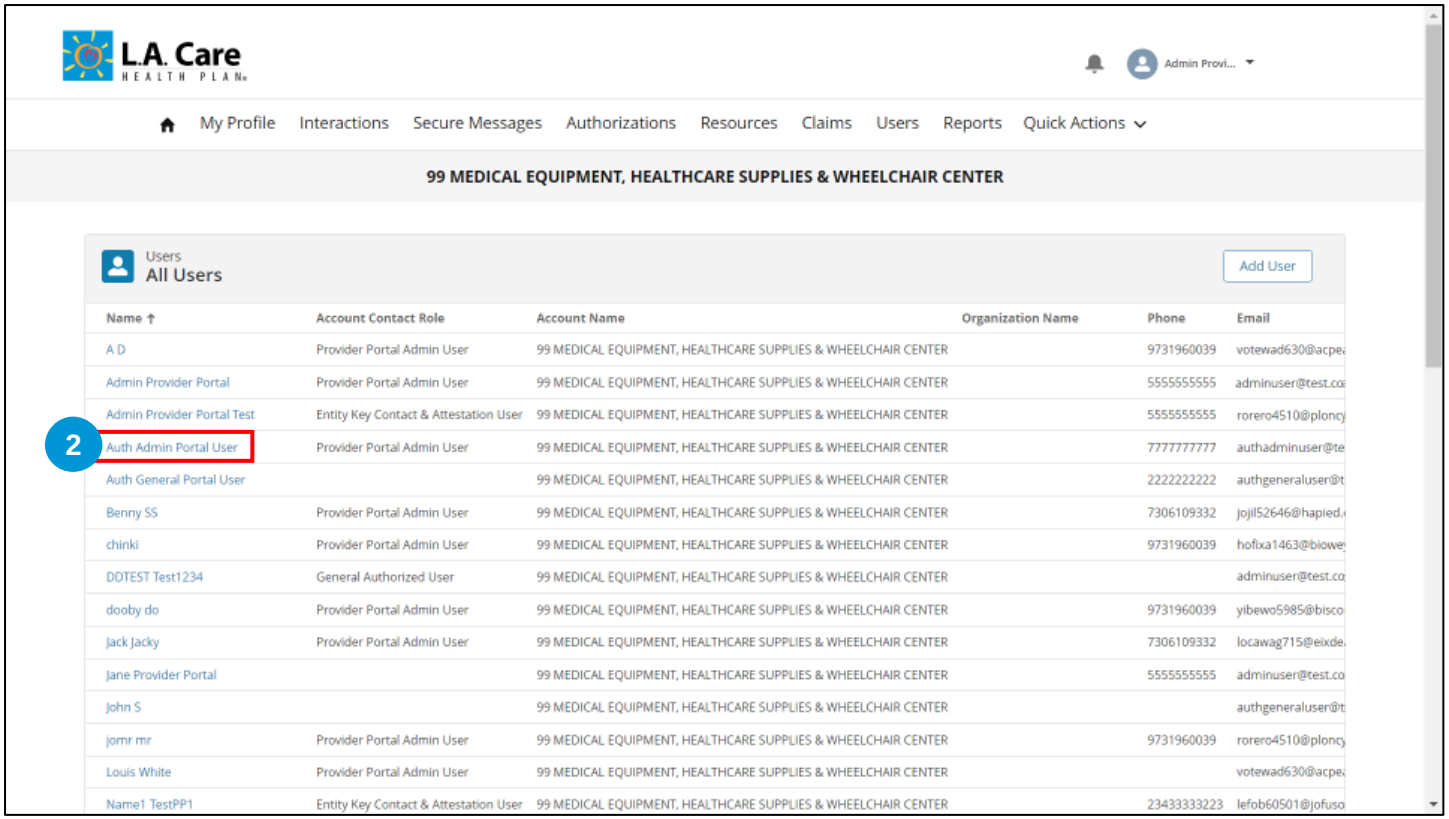
1. Click the **Manage Users** button **OR** click the **Users** tab from the menu as shown below to navigate to the **Users** list view page.



# Update User Role – PPA

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

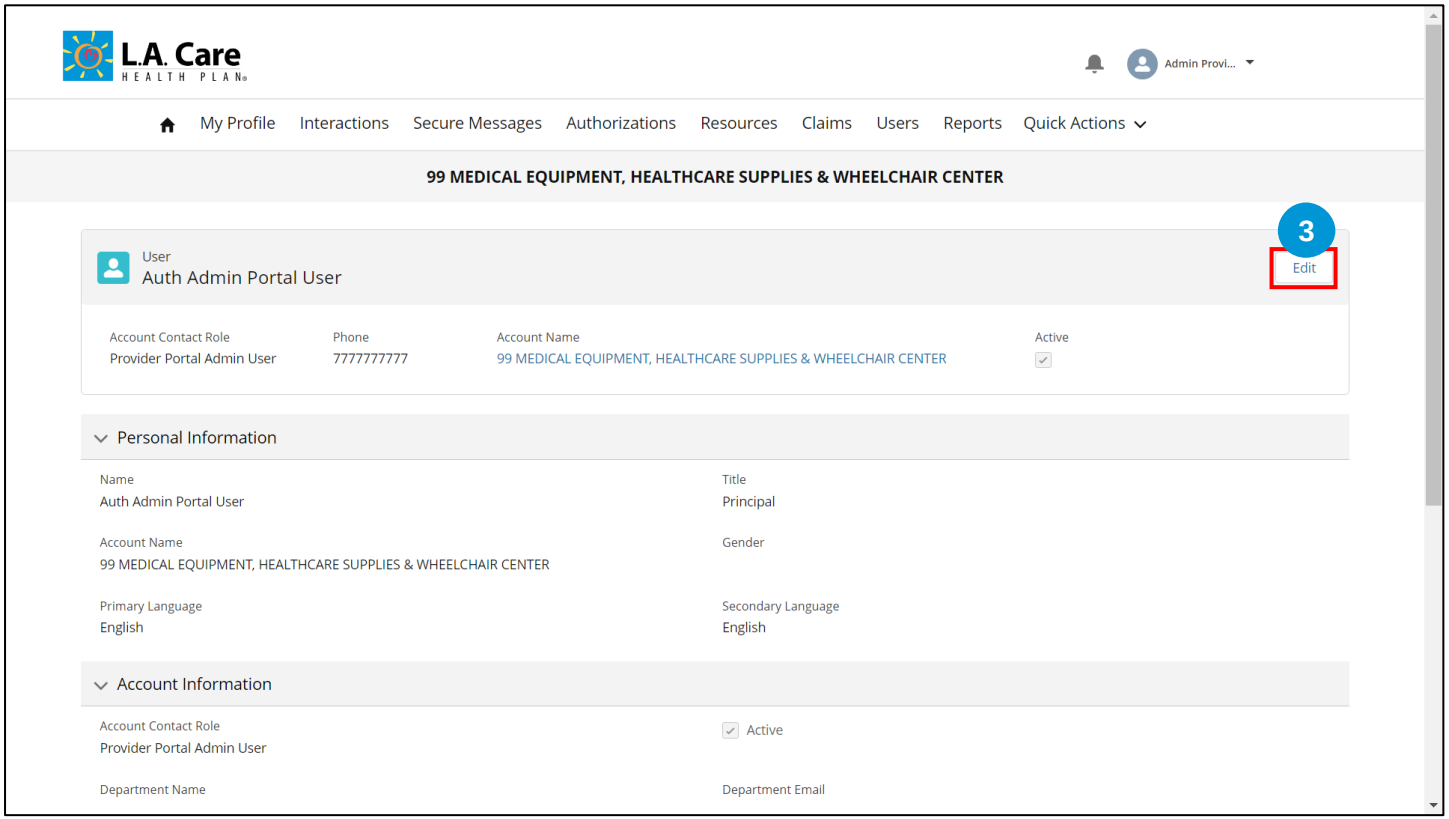
2. On the **Users** list view page, click the **Name** of the user/contact for which you want to change the role.



# Update User Role – PPA

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

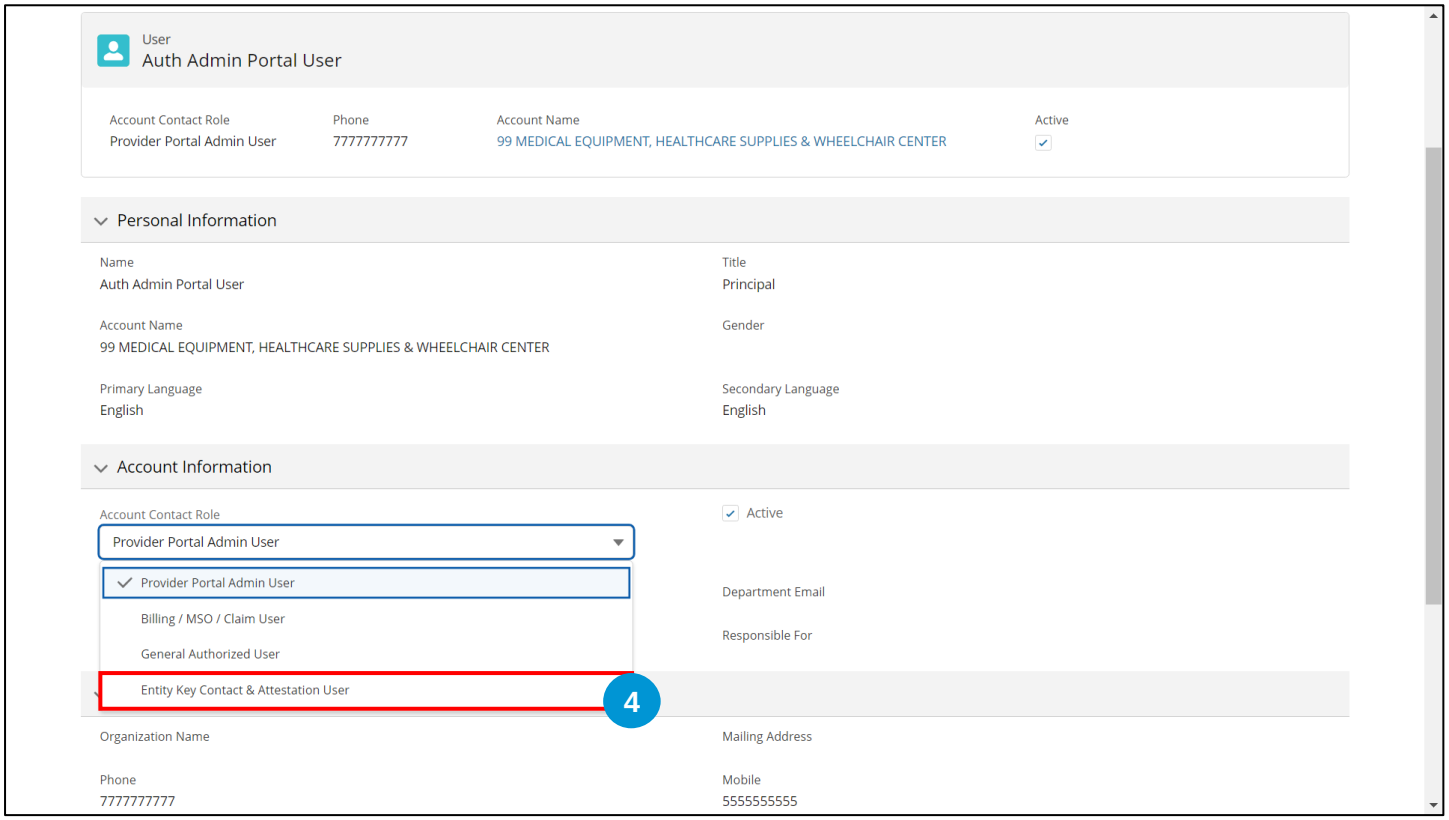
3. The page with all the user information appears. Click **Edit**.



# Update User Role – PPA

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

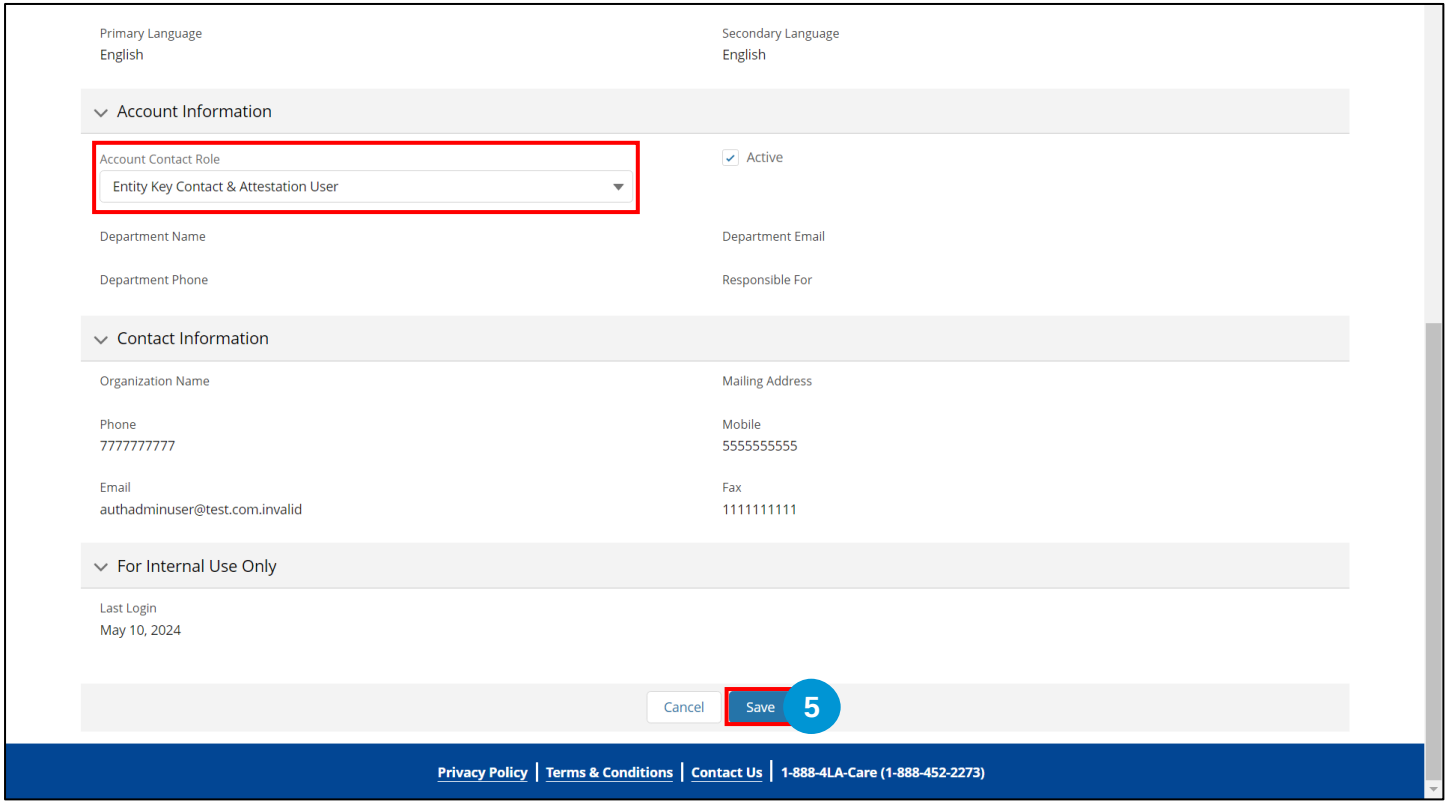
4. Upon clicking Edit, under the **Account Information** section, the **Account Contact Role** field will be editable. Select the role that you now want to assign to the user from the picklist.



# Update User Role – PPA

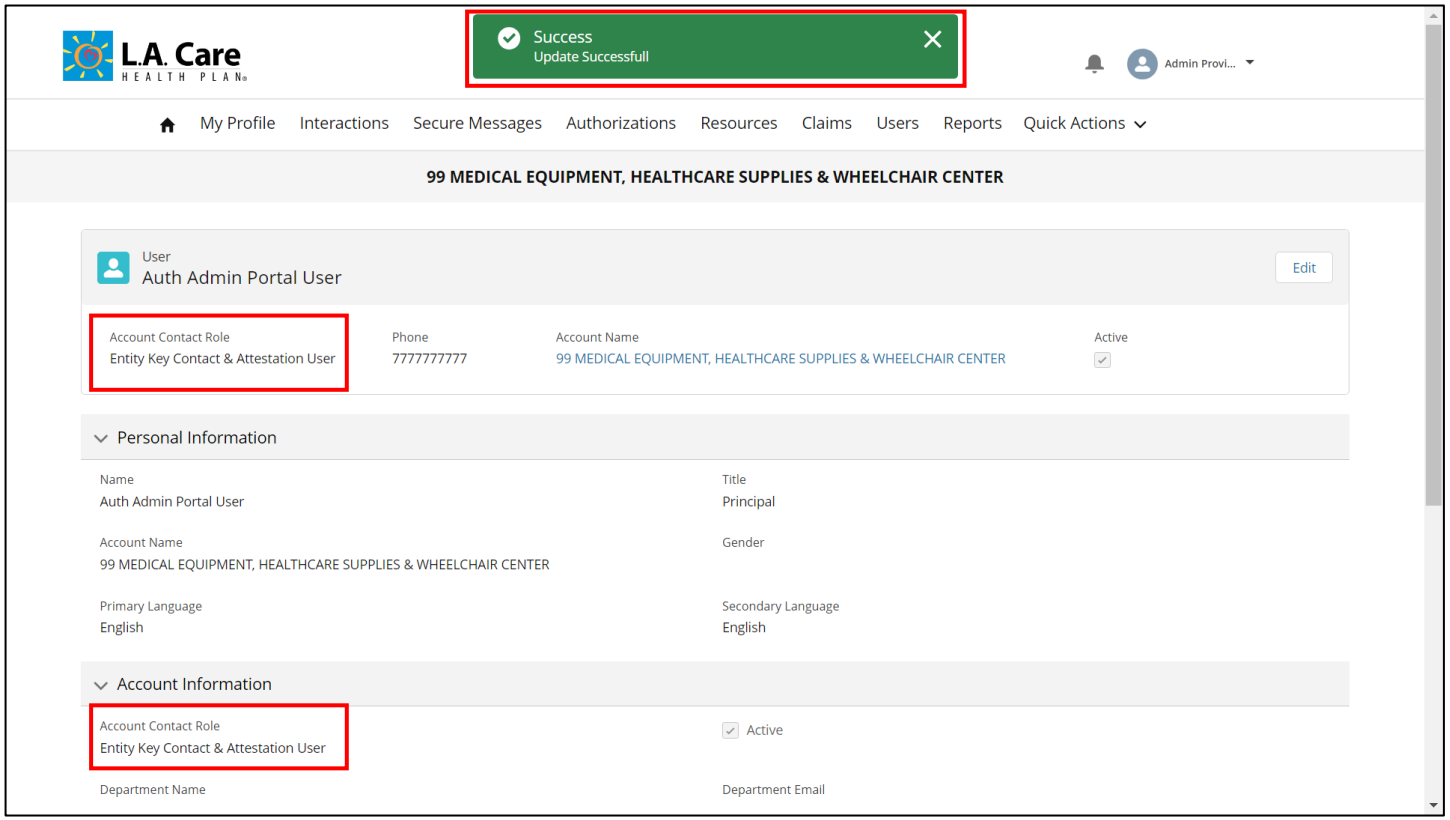
Follow the below steps to update the contact role for an account on Provider Portal:

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



# 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.

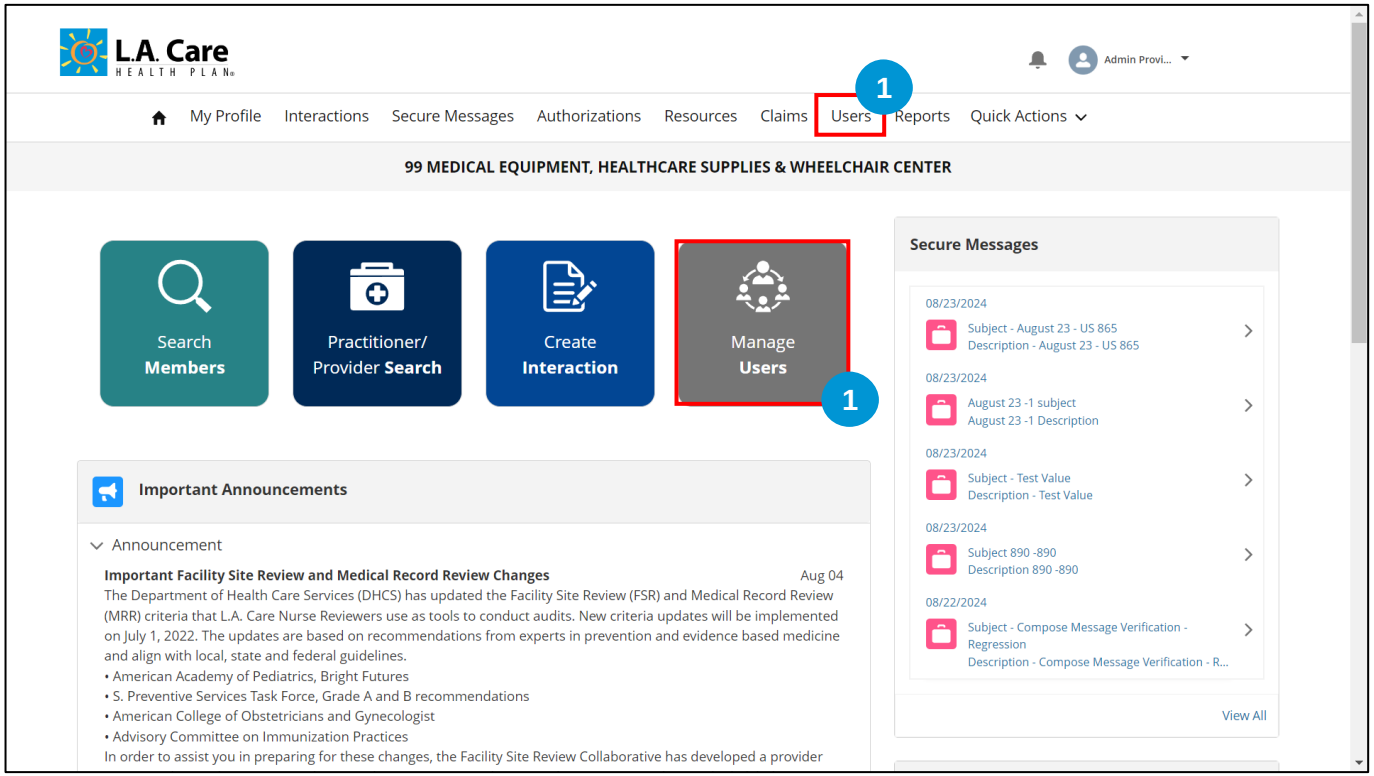



Next, let's see how you can remove a contact from an account.

# 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:

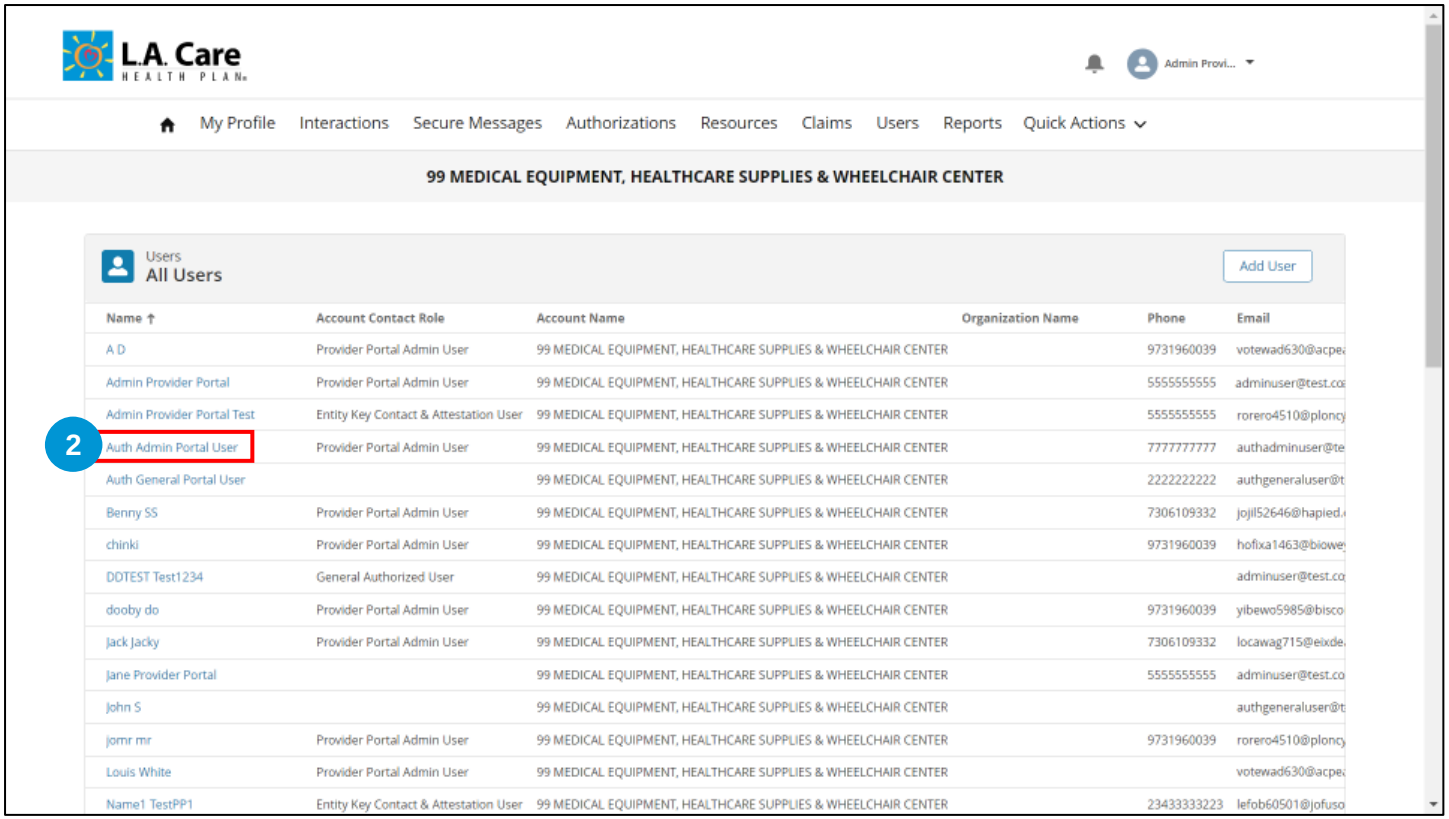
1. Click the **Manage Users** button **OR** click the **Users** tab from the menu as shown below to navigate to the **Users** list view page.



# Remove User – PPA

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

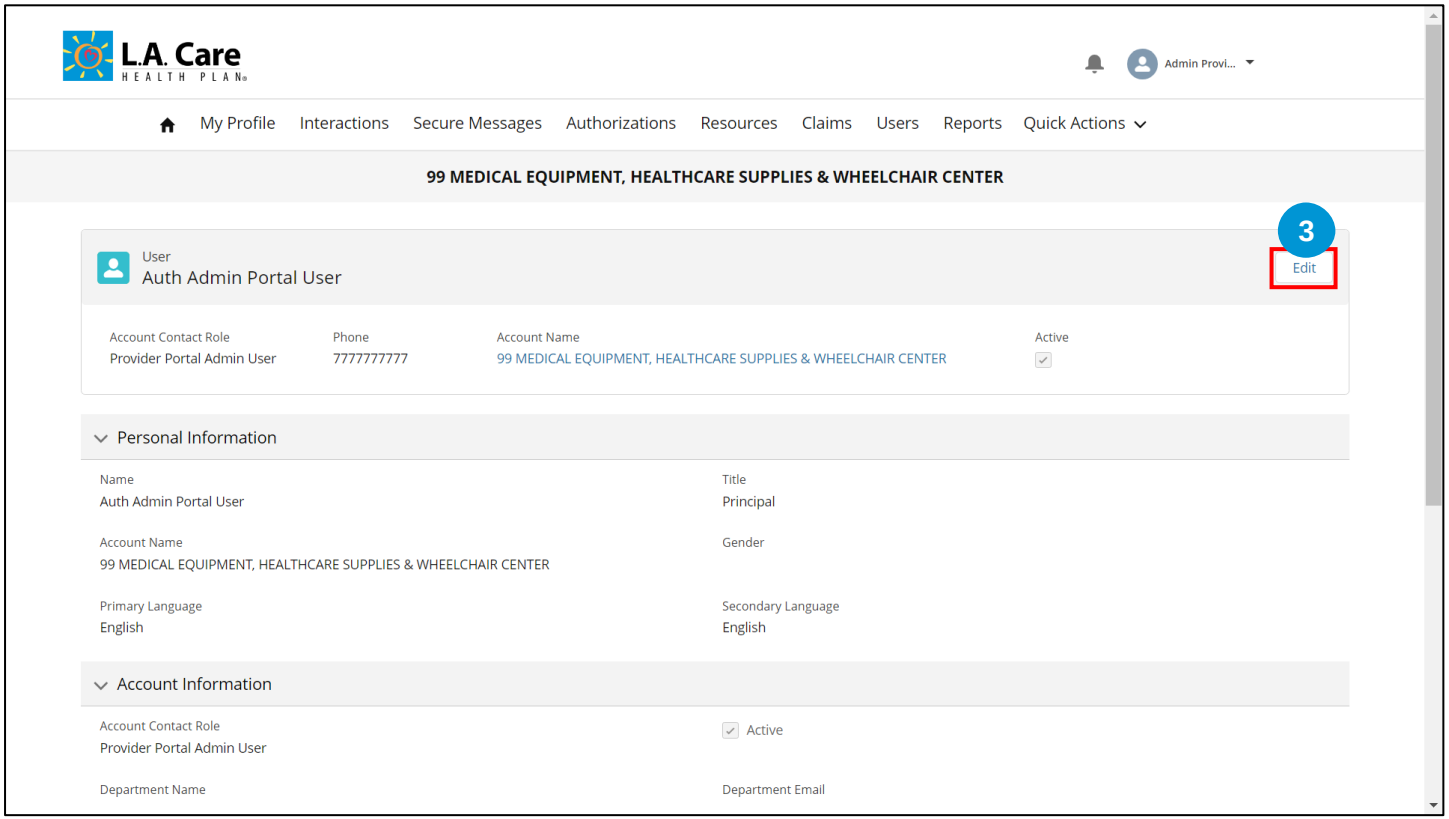
2. On the **Users** list view page, click the **Name** of the user/contact which you want to remove from the account.



# Remove User – PPA

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

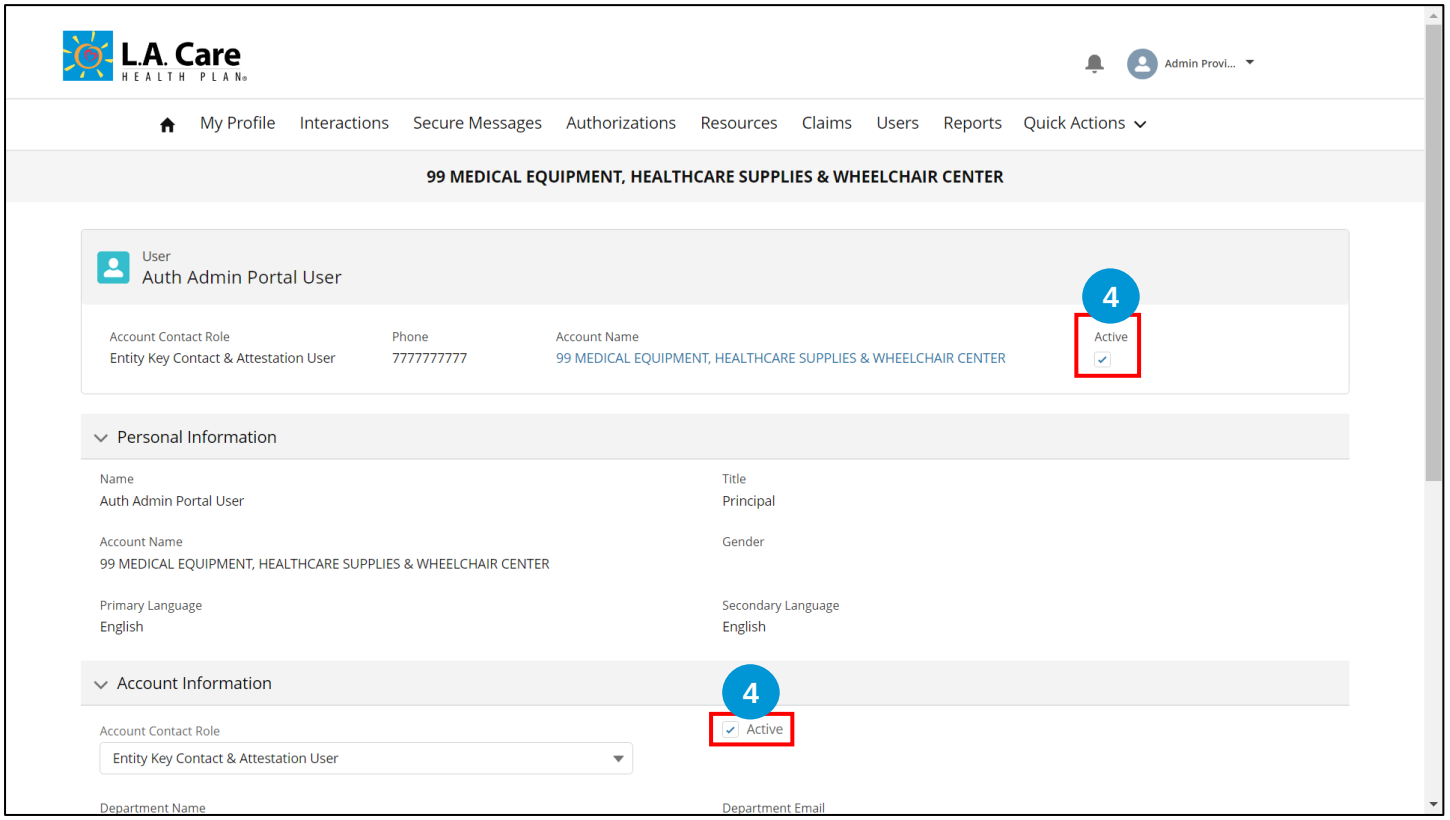
3. The page with all the user information appears. Click **Edit**.



# Remove User – PPA

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

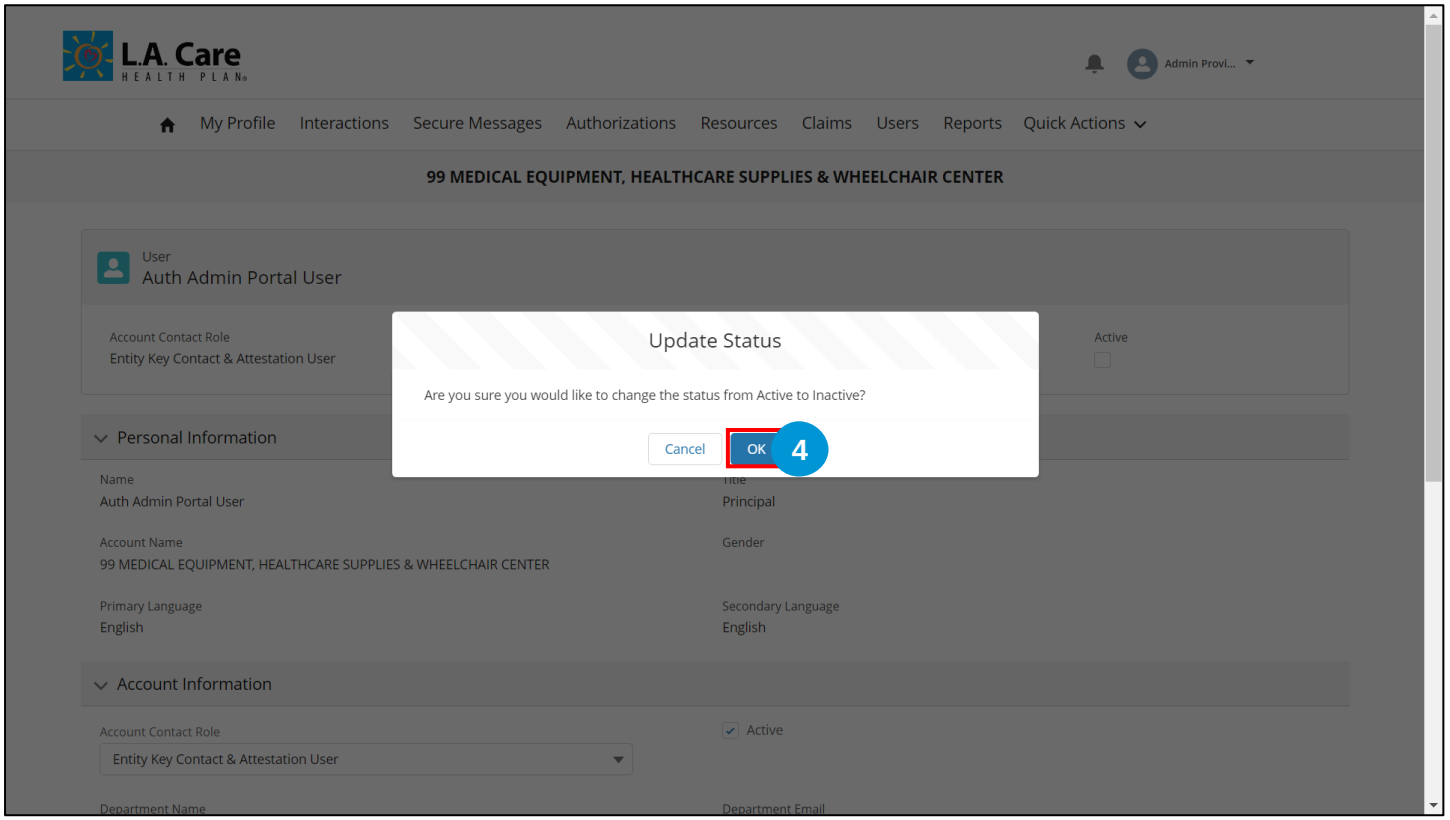
4. Upon clicking Edit, the **Active** checkboxes on this page will be editable. Deselect either of the **Active** checkboxes.



# Remove User – PPA

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

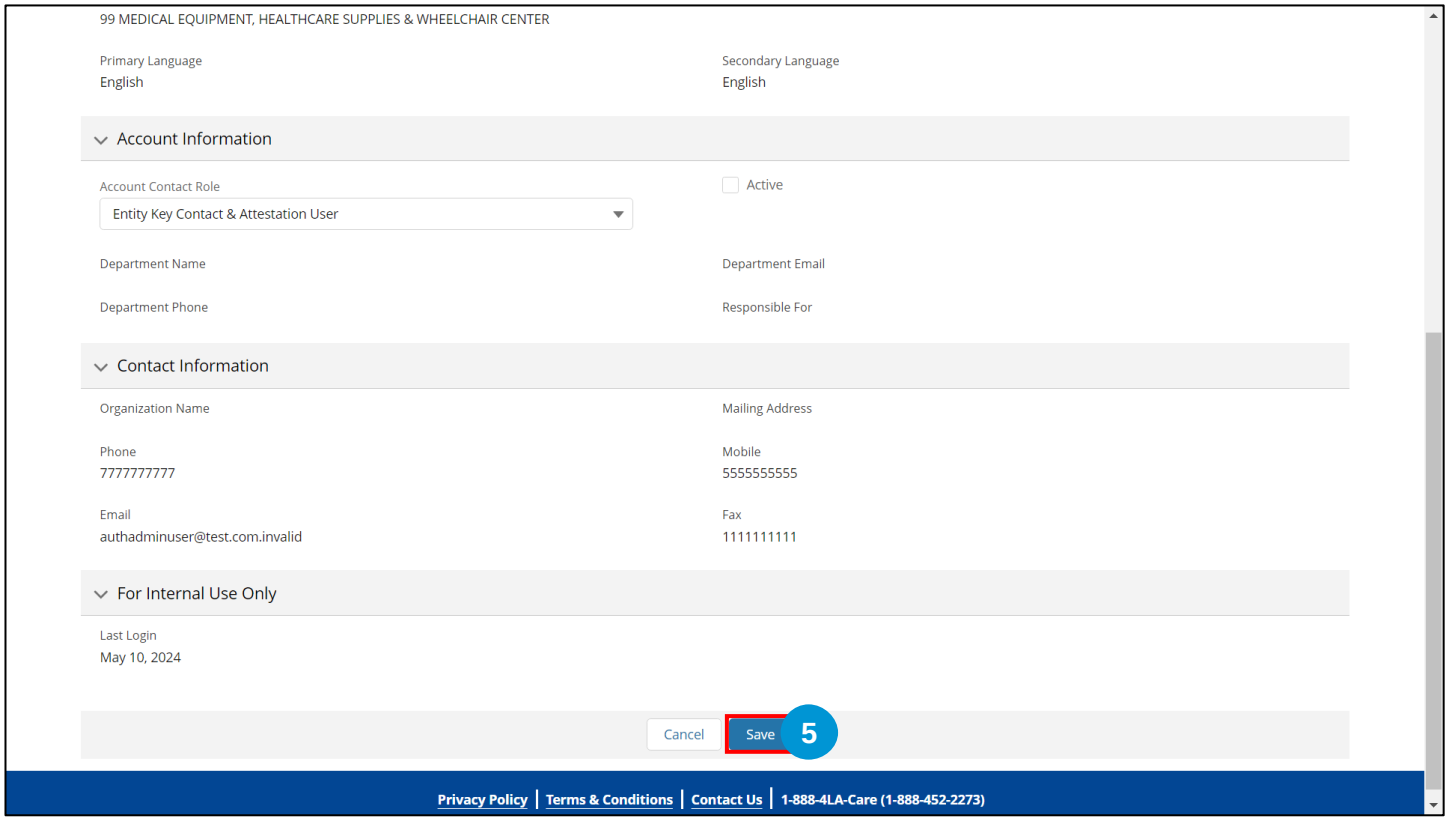
4. After deselecting any of the **Active** checkboxes, the **Update Status** pop-up displays, asking for confirmation to change the contact status from Active to Inactive. Click **OK**.



# Remove User – PPA

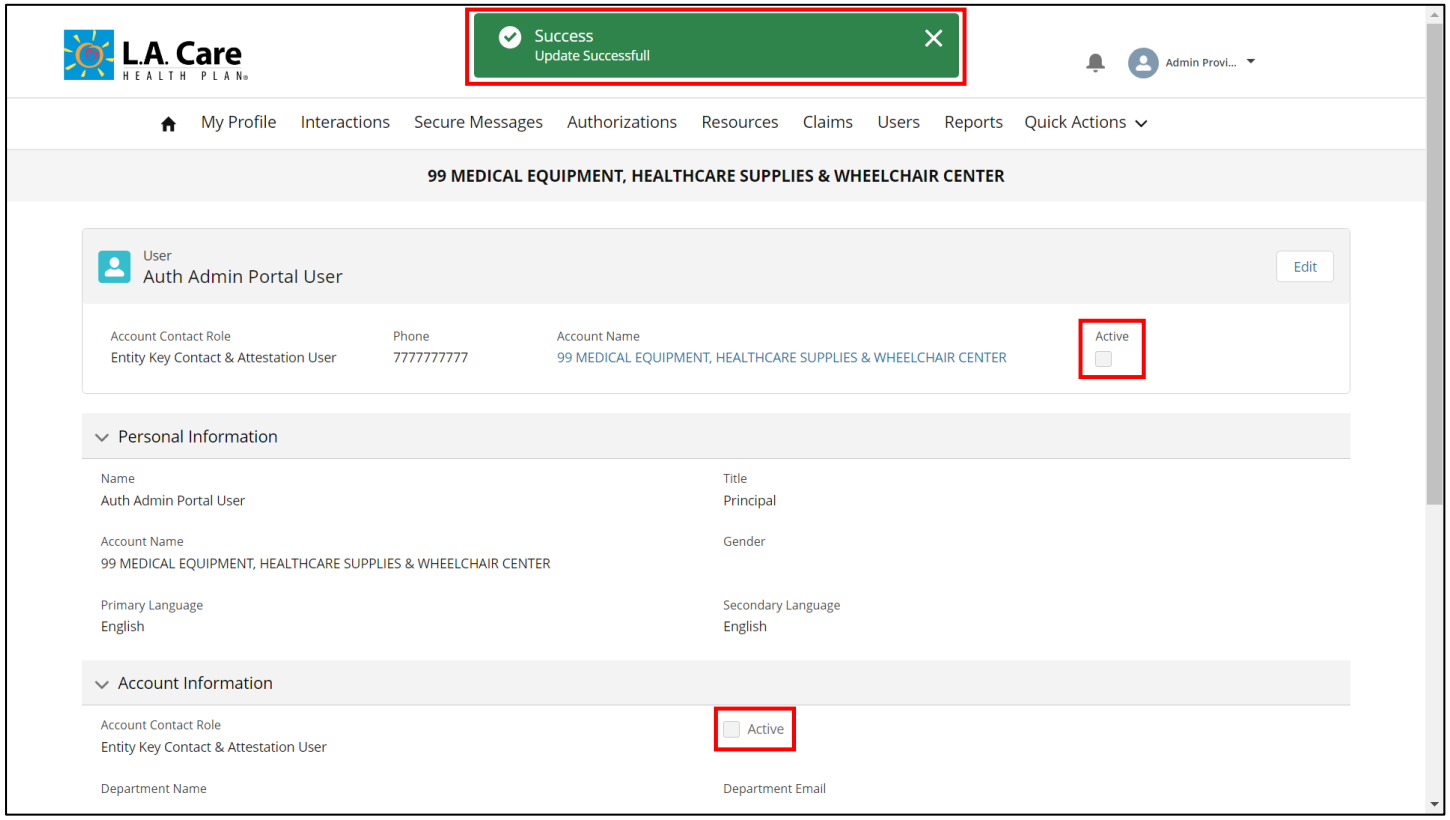
Follow the below steps to remove the contact from an account on Provider Portal:

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



# 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.




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.