

# Provider Website Security

## Registration Requirements

### Individual Physician:

To register for a Login account, please click on the **Create an account** button. You must submit the following information to register for an account:

- Physician's Individual NPI
- Physician License Number
- Tax ID
- Requester Contact Information (First, Last name, Title/Role, phone)
- Valid email address

Once you have submitted your registration request, you will receive a confirmation email with your requested Login ID and assigned password. If you wish to change your password, you may do so by clicking on the *Change Password* link found on the Login screen.

\*If your confirmation email does not appear in your Inbox, please check your Junk Email box

### Medical Group/IPA, Ancillary or Hospital Administrators:

To register for a login account, please click on the **Create an account** button. You must submit the following information to register for an account:

- NPI
- Tax ID
- Group Name
- Requester Contact Information (First, Last name, Title/Role, phone)
- Valid email address

Once you have submitted your registration request, you will receive a confirmation email and your request will be subject to review by our Website Administration Team. Once your registration has been approved you will receive an email with your login information and account activation information.

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## Registration Frequently Asked Questions

**Q: When I register for my account, will I have immediate access to the secure sections of the webpage?**

**A:** If you register as an Individual Physician you will receive an email with the link to activate your account and gain immediate access to the secure sections of the webpage. If you request registration as a Delegated Administrator, your registration request is subject to review prior to receiving access. Once the Website Administration team has reviewed and approved your account, you will receive an email with the link to activate your account. After you have activated your account you will have access to the secure sections of the webpage.

**Q: Who can I contact to receive assistance with my registration?**

**A:** If you require assistance in the registration process, you may contact the Website Administration Team at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712. Include your contact information and a representative will contact you as soon as possible.

**Q: How many accounts may I register?**

**A:** Multiple accounts may be registered per NPI and Tax ID. Groups with multiple NPI and Tax ID will be allowed to register multiple accounts for the same requester.

**Q: Who can create an Account?**

**A:** Contracted providers may attempt to create an account, but each registration account is subject to verification and approval by the Website Administration Team to ensure secure access.

**Q: I received an email that my account has been deactivated, but I am currently a contracted provider, how do I re-activate my account?**

**A:** If your account has been de-activated and you are currently contracted with Alignment Health Plan f/k/a Citizens Choice Health Plan, you can contact a representative from the Website Administration Team at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712.

Your account is subject to review and approval by the Website Administration Team for re-activation.

**Q: I registered for my account, but I am not able to access the secure parts of the webpage, how do I activate my account?**

**A:** Once you have submitted your account registration request, you will receive an email with a link to activate your account. All accounts must be activated prior to the initial login.

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If you have not received an email, you may contact the Website Administration Team for assistance at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712.

**Q: How do I change my password once I receive the temporary password?**

**A:** You will receive an email with a link to create a password. Any time after that, your Password can be changed on the Login screen by clicking on *Change Password*.

**Q: How do I change my email that is registered on the account?**

**A:** You can change the email registered to the account by contacting the Website Administration Team at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712.

**Q: I forgot my password and/or User ID, how do I request my login information?**

**A:** You may request your password and/or User Name by clicking on the *Forgot Password/User ID* link on the Login screen. You will be required to enter the email address you used to register the account and either the User ID or Tax ID. You will then be sent an email with your login information.