


Medicare Advantage Provider Portal Account Registration

A Provider Portal is a bridge between the health plan and the provider, which allows providers to view member eligibility details, claim details, submit referrals/authorization, view authorization/referral status, contact health plan administrators and receive announcements/updates/documents from health plan administrators.

Portal Login Link: <https://phpprovider.prod.healthaxis.net/login>

Steps to Register for New User

The hyperlink  will take a user to the Provider Portal Access Request Form.

A new provider admin should request access to the Provider Portal using this form. Complete all requested details in the form and submit the request to the plan administrator. Each of the provider admins will have ability to create “User” accounts for their co-workers/staff members. There are four possible user types:

- a. **Physician Admin:** Select this option for Physician Administrator level access. This user type will have access to information limited to their members only
- b. **Facility Admin:** Select this option for Facility/Hospital Administrator level access.
- c. **Vendor Admin:** Select this option for Vendor Group/Physician Group Practice Administrator level access. This user type will have access to all member information associated with all the physicians under the group practice. ***This user type is recommended for all provider group types***
- d. **IPA Admin:** Select this option for IPA Administrator level access.

Complete the below items as listed. Items in red must be filled in at a minimum. Once the form is complete, click “Submit” and your request will be sent to the health plan administrator for approval.

+ Provider Portal Access Request

STEP 1: Select Provider Type

Physician Administrator Facility Administrator Vendor Administrator IPA Administrator

STEP 2: Enter Tax ID

Tax ID

Required

STEP 3: Create a User Name & Password

User Name Password Re-Enter Password

Required Required Required

STEP 4: Enter Demographic Information

Salutation <input type="text" value="Select an Option"/>	First Name <input type="text" value="First Name"/>	Last Name <input type="text" value="Last Name"/>	Middle Initial <input type="text" value="MI"/>	
Date of Birth <input type="text" value="Select Date"/>	Email <input type="text" value="Email"/>	Phone Number <input type="text" value="() - - -"/>	Ext <input type="text" value="Ext"/>	
Address 1 <input type="text" value="Address 1"/>	Address 2 <input type="text" value="Address 2"/>	City <input type="text" value="City"/>	State <input type="text" value="Select an Option"/>	Zip Code <input type="text" value="Zip Code"/>
Organization Name <input type="text" value="Organization Name"/>	Role/Title <input type="text" value="Role/Title"/>			

Required Required Required Required Required Required Required Required

Account Credentialing Process

Upon submitting the request for access to the provider portal, an email will be sent to the requester with an account number (auto-generated) stating that the request has been submitted and is pending approval. Simultaneously, an email will be sent to the plan’s designated portal support email with details of the request.

Once the plan administrator reviews and approves the account request, an email will be sent to the user letting the user know their account has been approved. Once the approval email is received, you are now able to log into the portal with the username and password you created when registering. If the account request is denied, the reason for denial will be mentioned in the email and a provider must submit a new request with corrections required. Accounts created by Provider Admin for Provider Users do not require approval, they are ready to use when created.