
ANONYMOUS PROVIDER PORTAL GUIDE

October 2022

Version 2.3



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INTRODUCTION TO THE USER GUIDE

Overview

Introduction

The User Guide provides detailed instructions on how to use the Provider Portal. The contents on this page include how to find information within the user guide and user specific topics.

Finding Information

The table of contents contains links to each topic. Locate the desired topic and click on the title to move to the information. Topics specific to a user are also outlined below under the **User Specific Topics** section.

Topics Specific to a User Type

Each user type has similar and different features and functions within the Provider Portal. Self Service access allows Individually Contracted Practitioner(s) and Group or PHO/Health System types to utilize all of the features and functions within the Provider Portal, whereas the Ancillary and Facility type has access to Customer Service only.

PROVIDER PORTAL BASICS

Overview

Introduction

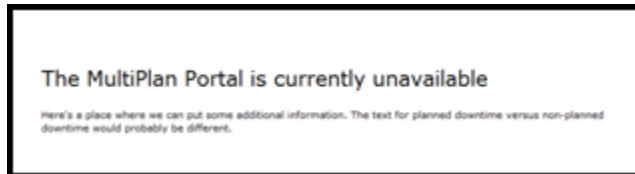
The Provider Portal is a web-based application designed to perform various tasks independently online. This guide captures information on how to open a customer service case without creating an account.

There are three types of access supported by the Provider Portal:

- Individual Contracted Practitioner(s): represents self-service features
- Group or PHO/Health System: represents self-service features
- Ancillary or Facility: represents customer service features

Unavailable Message

Anytime the Provider Portal is not available, a message will display on the login screen with a notification that the system is currently unavailable.

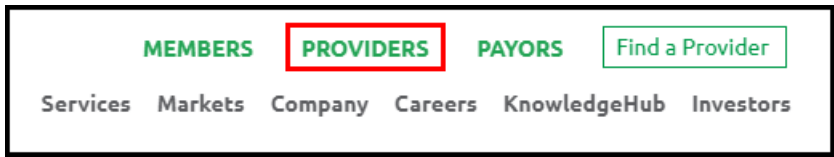


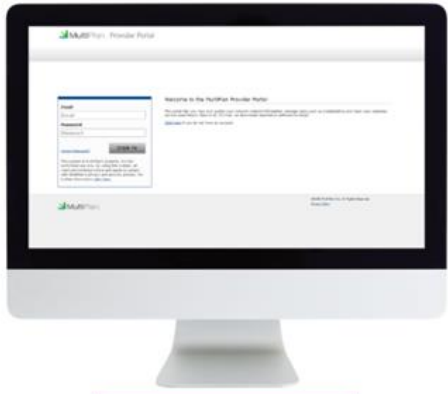

Log In Items

Accessing the Provider Portal

The link to access MultiPlan's Provider Portal varies depending on whether or not a user account exists.

Don't have an account or need to add another user?

Step	Action
1.	<p>Go to the Providers section of the MultiPlan website and click Portal log in.</p> 

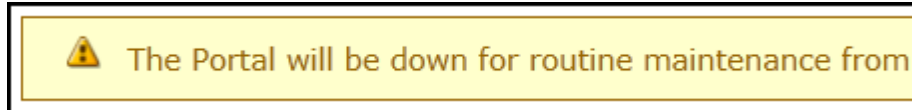
Step	Action
	<div data-bbox="310 304 1360 821">  <p>Online service allows you to:</p> <ul style="list-style-type: none"> • Verify provider network participation • Submit billing and network inquiries • Check application and request status • Access client lists • Request fee schedules, contracts and rosters • Add providers to a group • Update demographic information • Obtain and submit group rosters <p>Are you a healthcare provider already participating in our networks?</p> <ul style="list-style-type: none"> • Find out more about our Provider Portal > • Register for portal training now > </div> <p> Note: Once Provider Portal Log In screen appears, save to favorites for easy access in the future.</p>
2.	<p>From the Provider Portal Log In screen, click the link that is labeled Click here if you do not have an account.</p> <div data-bbox="310 1077 1360 1360"> <p>Welcome to the MultiPlan Provider Portal</p> <p>The portal lets you view and update your network-related information, manage tasks such as credentialing and track your customer service case history. Best of all, it's free- no downloads required or software to install.</p> <p>Click here if you do not have an account.</p> <p>For No Surprises Act</p> <p>First time visitor? Use the "Click here" link above, then on the next page we recommend you create a Limited Account so we can communicate with you via this portal. Optionally you may use the "open a service case" link.</p> </div>

Already have an account?

- Use the following link to sign into the secured Provider Portal site:
<https://provider.multiplan.com/provider/>
- Or access through a saved link in favorites during the account access process.

Message Banner

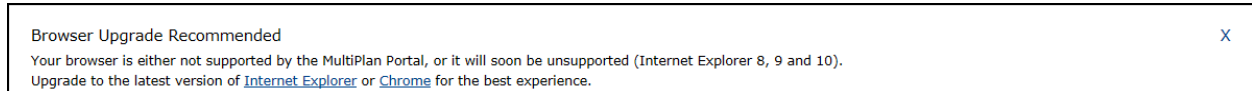
Anytime enhancements or routine maintenance are made in the Provider Portal, a message banner on the log in page stating when the system is being taken down.



A banner within the Provider Portal home page will also display the new features.



The Browser Upgrade Recommended banner will notify when a current browser is out of date and how to upgrade to the latest version. To dismiss, click the **X** in the banner box.



Technical Difficulties

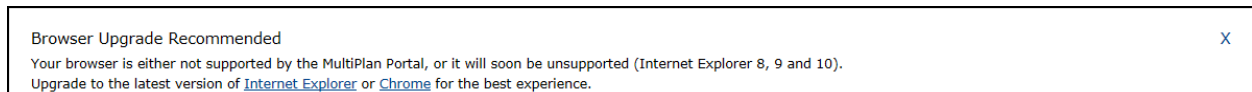
For technical difficulties, contact MultiPlan Support at support@mutliplan.com.

Support Applications

As of January 2016, Microsoft Corporation only supports the most current version of Internet Explorer (IE 11). Using an unsupported browser to access the Provider Portal may result in unavailable features or elements not appearing as they should.

When using IE 8, 9 or 10, MultiPlan recommends upgrading the browser soon to maintain optimal compatibility with the portal. Please also be aware that IE 7 and below are no longer supported, along with Firefox, Safari and Opera.

For the best portal experience, upgrade today to the latest version of [Internet Explorer](#) or [Chrome](#). The Browser Upgrade Recommended banner notifies when a current browser is out of date and how to upgrade to the latest version. To dismiss, click the **X** in the banner box.



CUSTOMER SERVICE CASE CREATION

Overview

Introduction

The Provider Portal allows providers to create a customer service case without an account. To create a customer service case without an account, view the Creating a Customer Service Case section. It is recommended to create an account to access all of the features and functionalities that the Provider Portal has to offer. To create an account, go to Create and Activate an Account.

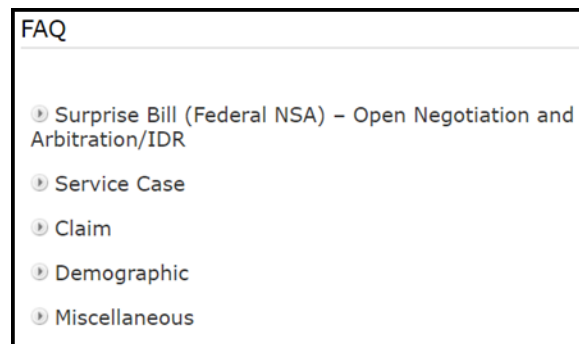
FAQ & User Guide

FAQ Information

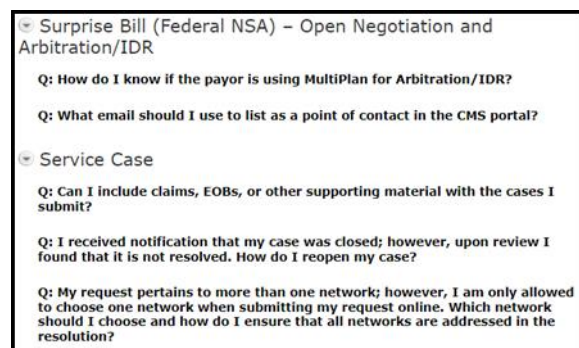
A list of frequently asked questions about the Customer Service Tool and information regarding MultiPlan's networks are available by clicking the **See our FAQ** link:

Do you have questions? [See our FAQ](#) or download our [User Guide](#) (pdf).

The FAQ section allows reviewing frequently asked questions and their answers. There are Five topics: Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR, Service Case, Claim, Demographic, and Miscellaneous.



Click on the triangle to open the topic to reveal the question.



Then click the question to reveal the answer.

▶ Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR

Q: How do I know if the payor is using MultiPlan for Arbitration/IDR?

If the proposal agreement that was sent to you during the open negotiation period indicates that Arbitration/IDR should be submitted via provider.multiplan.com, then the payor is using MultiPlan for Arbitration/IDR.

Q: What email should I use to list as a point of contact in the CMS portal?

▶ Service Case

Q: Can I include claims, EOBs, or other supporting material with the cases I submit?

Yes, we encourage you to send us claims, EOBs and other supporting material pertinent to the inquiry. After the case is created, a confirmation screen will display with the option to upload or fax the document(s).

If faxing, we recommend that you use the fax cover sheet that is available for download on the confirmation screen because it is pre-populated with the appropriate fax number, the full group or provider name, tax ID number and, most importantly, the applicable case number. Using this fax cover sheet will ensure your additional documents are quickly associated with the correct case.

Q: I received notification that my case was closed; however, upon review I found that it is not resolved. How do I reopen my case?

Q: My request pertains to more than one network; however, I am only allowed to choose one network when submitting my request online. Which network should I choose and how do I ensure that all networks are addressed in the resolution?

To get back to the previous screen click the **Back to Open New Service Case** link.

[< Back to Open New Service Case](#)

FAQ

▶ Surprise Bill (Federal NSA) – Open Negotiation and Arbitration/IDR

▶ Service Case

▶ Claim

▶ Demographic

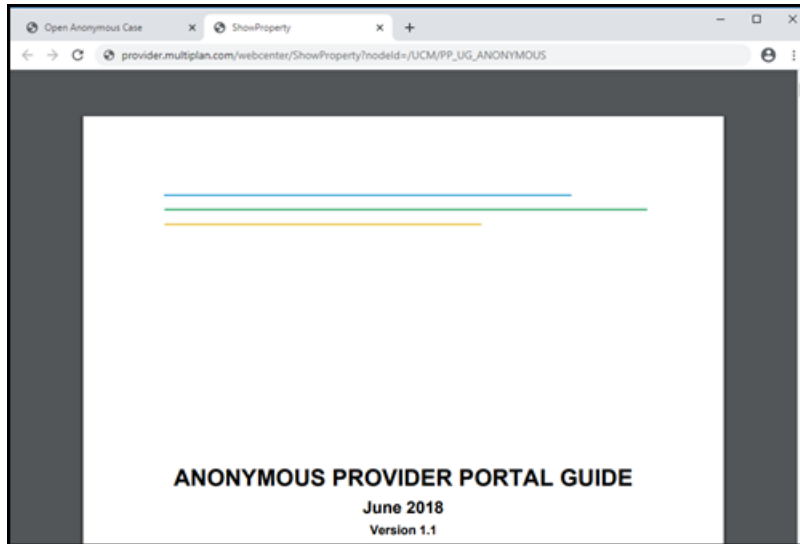
▶ Miscellaneous

User Guide Information

A current downloadable PDF version of this user guide is available by clicking the **User Guide** link.

Do you have questions? [See our FAQ](#) or download our [User Guide](#) (pdf).

A new tab will appear displaying the user guide.



To close, click the **X** in the tab.



Are you looking to:

Introduction

A set of inquiries are available under the **Are you looking to:** section.

No Surprises Act

Use the form below to create a case. You may open a negotiation, initiate IDR or ask a surprise bill question.

Network Links

[Request to join the networks?](#)

[Request to terminate your participation?](#)

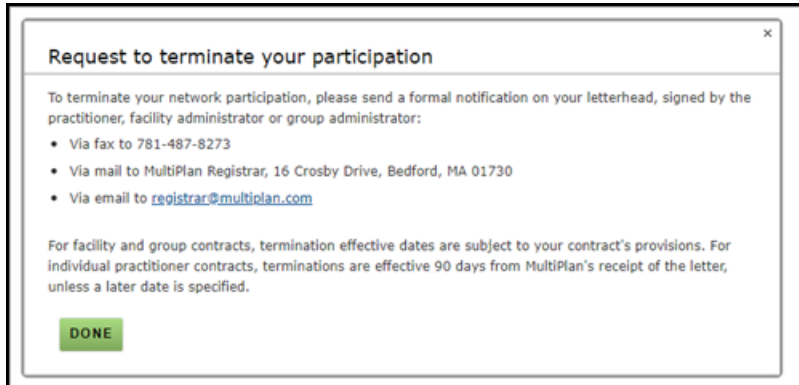
[Submit an application for recredentialing?](#)

[Update your demographic information?](#)

[Verify benefits, eligibility or claim payment status?](#)

[Obtain our Client List or Provider Handbook?](#)

A pop-up window will appear with instructions on how to complete the inquiry.



Request to terminate your participation

To terminate your network participation, please send a formal notification on your letterhead, signed by the practitioner, facility administrator or group administrator:

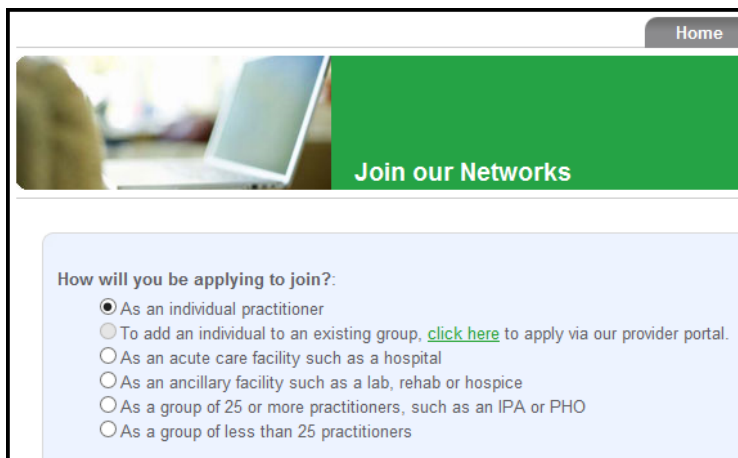
- Via fax to 781-487-8273
- Via mail to MultiPlan Registrar, 16 Crosby Drive, Bedford, MA 01730
- Via email to registrar@multiplan.com

For facility and group contracts, termination effective dates are subject to your contract's provisions. For individual practitioner contracts, terminations are effective 90 days from MultiPlan's receipt of the letter, unless a later date is specified.

DONE

Click the **Done** button to close the pop-up window.

Occasionally the instructions will direct to click on an additional link. This action will open another tab allowing the desired tasks to be completed.



Home

Join our Networks

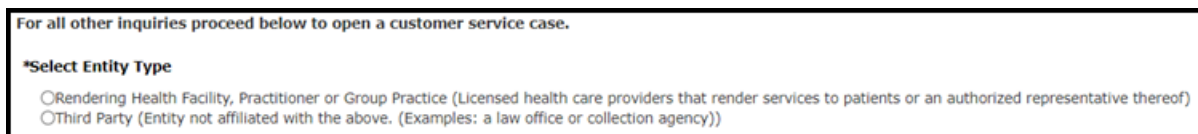
How will you be applying to join?:

- ☒ As an individual practitioner
- ☐ To add an individual to an existing group, [click here](#) to apply via our provider portal.
- ☐ As an acute care facility such as a hospital
- ☐ As an ancillary facility such as a lab, rehab or hospice
- ☐ As a group of 25 or more practitioners, such as an IPA or PHO
- ☐ As a group of less than 25 practitioners

Creating a Customer Service Case

Introduction

To open a customer service case, click the radio button next to **Rendering Health Facility, Practitioner** or **Group Practice** or **Third Party**. This is the first step to open a customer service case.





For all other inquiries proceed below to open a customer service case.









***Select Entity Type**

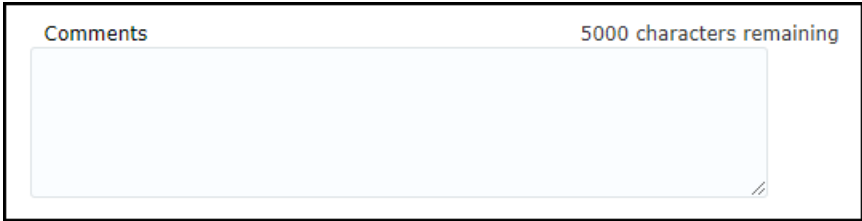
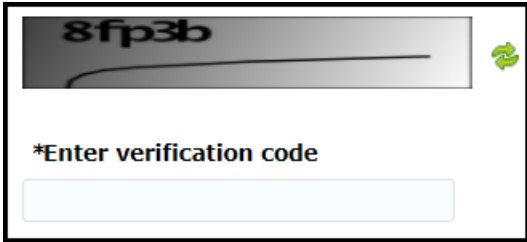


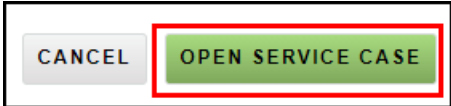
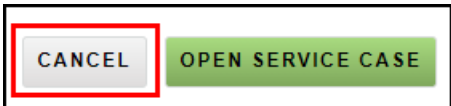
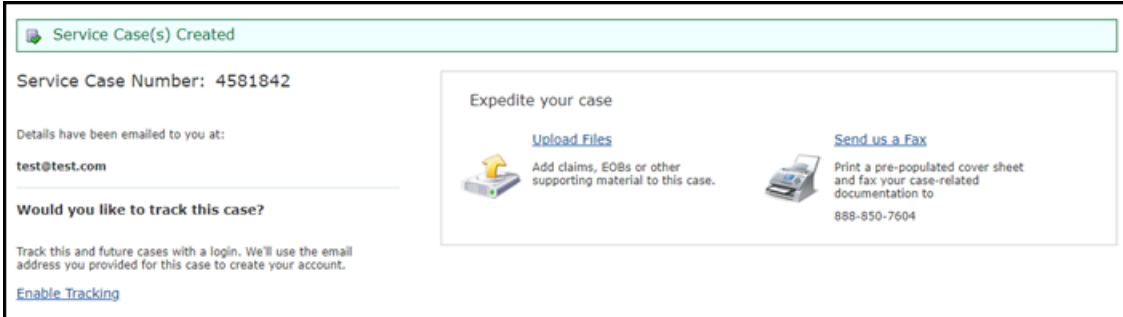
- ☐ Rendering Health Facility, Practitioner or Group Practice (Licensed health care providers that render services to patients or an authorized representative thereof)
- ☐ Third Party (Entity not affiliated with the above. (Examples: a law office or collection agency))

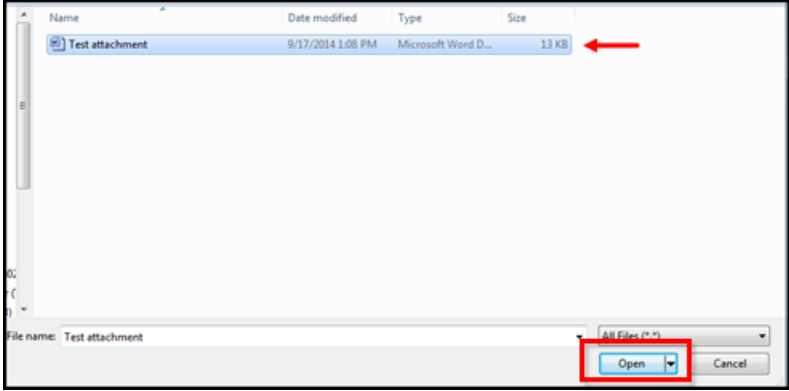

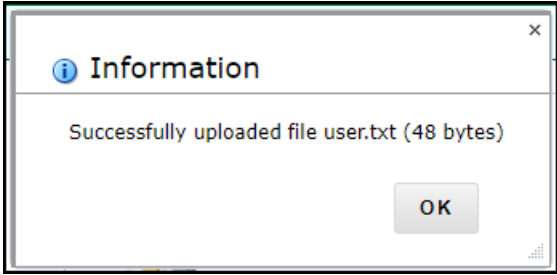
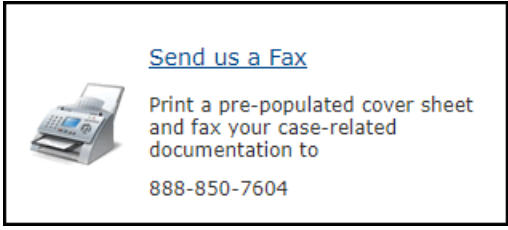
How to create a new service case for Rendering Health Facility, Practitioner or Group Practice:



Step	Action
1.	<p>Once Rendering Health Facility, Practitioner or Group Practice radio button is selected, the Contact & Provider Information fields appear and need to be filled out.</p> <p> Note: If there is already an account created, please click the Already have an account link.</p> <div data-bbox="293 646 1334 762"> <p>Already have an account? Log-in here.</p> <p>Otherwise, once you submit your customer service case below, you'll be given the option to create an account so that you can easily track your cases.</p> </div> <div data-bbox="293 785 839 1774"> <div> Contact & Provider Information </div> <p>*Required</p> <div> Already have an account? Log-in here. <p>Otherwise, once you submit your customer service</p> </div> <p>*Contact First Name</p> <input type="text"/> <p>*Contact Last Name</p> <input type="text"/> <p>*Contact Phone</p> <input type="text"/> X <input type="text"/> <p>*Contact Fax</p> <input type="text"/> <p>*Contact Email</p> <input type="text"/> <p>*Select Provider Type</p> <p> <input type="radio"/> Practitioner/Group <input type="radio"/> Facility/Ancillary </p> </div> <p> Note: All fields with an asterisk * are required.</p>

Step	Action
2.	<p>Click the radio button for Practitioner/Group or Facility/Ancillary depending on the provider type in question.</p> <div data-bbox="293 407 560 533" style="border: 1px solid black; padding: 5px;"> <p>*Select Provider Type</p> <p><input type="radio"/> Practitioner/Group</p> <p><input type="radio"/> Facility/Ancillary</p> </div>
3.	<p>Fill out each field with contains an asterisk.</p> <div data-bbox="293 617 1078 1367" style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>*Select Provider Type</p> <p><input checked="" type="radio"/> Practitioner/Group</p> <p><input type="radio"/> Facility/Ancillary</p> <p>*Group Name</p> <input type="text"/> <p>*First Name</p> <input type="text"/> <p>*Last Name</p> <input type="text"/> <p>*Address</p> <input type="text"/> <p>*City</p> <input type="text"/> <p>*State</p> <input type="text"/> <p>*Zip Code</p> <input type="text"/> <p>*Provider TIN</p> <input type="text"/> <p>NPI</p> <input type="text"/> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>*Select Provider Type</p> <p><input type="radio"/> Practitioner/Group</p> <p><input checked="" type="radio"/> Facility/Ancillary</p> <p>*Facility Name</p> <input type="text"/> <p>*Address</p> <input type="text"/> <p>*City</p> <input type="text"/> <p>*State</p> <input type="text"/> <p>*Zip Code</p> <input type="text"/> <p>*Provider TIN</p> <input type="text"/> <p>NPI</p> <input type="text"/> </div> </div>
4.	<p>In the Inquiry Information, complete the field and drop downs applicably.</p> <div data-bbox="293 1451 959 1845" style="border: 1px solid black; padding: 5px;"> <p>Inquiry Information</p> <p>* Network:</p> <div style="border: 1px solid #ccc; padding: 2px;"> - Select One - </div> <p>* Reason for Inquiry ⓘ</p> <div style="border: 1px solid #ccc; padding: 2px;"> - Select One - </div> <p>Comments:</p> <div style="border: 1px solid #ccc; height: 40px; position: relative;"> <div style="position: absolute; top: -10px; right: -10px;"> ^ v </div> </div> </div>

Step	Action
	<p>The first drop down is Network. Select the desired next from the list.</p> <div data-bbox="293 407 1044 504"> <p>*Network</p> <p>- Select One - </p> </div>
5.	<p>The next requirement is the Reason for Inquiry drop down. Select the reason for inquiry from the drop down options.</p> <div data-bbox="293 634 1297 789"> <p>*Reason for Inquiry </p> <p>- Select One - </p> </div> <p> Important:</p> <p>If a No Surprises Act inquiry type is selected, users will receive the below banner:</p> <div data-bbox="443 926 909 1308"> <p>Inquiry Information</p> <p>*Network</p> <p>No Network - Surprise Bill (Federal)-Initiate IDR</p> <p>*Reason for Inquiry </p> <p>Surprise Bill (Federal) - Initiate IDR</p> <p>You may initiate Federal Independent Dispute Resolution (IDR) starting the 31st business day after you initiated an eligible claim for open negotiation and submitted all required data elements.</p> <p>Required for IDR Initiation:</p> <ul style="list-style-type: none"> • Include the MultiPlan Claim # or HST Reference Number in the Comments. • Upload a copy of the Notice of IDR Initiation. Instructions for upload are on the next screen. </div> <p> Note: Use the question mark icon  to learn more about the selections.</p> <p>When the icon is clicked on, a pop-up appears the drop down items match the Reason for Inquiry drop down with the addition of additional information.</p> <div data-bbox="443 1522 1297 1866"> <p>Explanation of Reason for Inquiry</p> <p>Not sure what to select? See an explanation of each reason for inquiry by selecting it in the dropdown.</p> <p>- Select One - </p> </div>

Step	Action
6.	<p>Enter detailed notes in the Comments field.</p> 
7.	<p>Enter the verification code in the *Enter verification code field.</p>  <p> Note: Use the refresh icon  to refresh the image for a new verification code.</p>
8.	<p>Click the Open Service Case button to submit the customer service case.</p>  <p>Clicking Cancel will not submit the information entered from the above fields.</p> 
9.	<p>The confirmation page will appear.</p>  <p>To upload a file, click the Upload Now.</p>

Step	Action
	
12.	<p>The document address will be auto filled in the browse field. Click the Upload & Save button to attach the selected document to the case details.</p> 
13.	<p>When the attachment confirmation notice appears, click the OK button.</p> 
14.	<p>To attach multiple documents to the case details, repeat steps 9-13.</p>
15.	<p>To fax documentation, click Send us a Fax to receive a prepopulated cover sheet. Fax the cover sheet and documentation to the fax number listed.</p> 

Step	Action
16.	<p>To track this case and future cases click the Enable Tracking link to create an account.</p> <div> <p>Would you like to track this case?</p> <p>Track this and future cases with a login. We'll use the email address you provided for this case to create your account.</p> <p>Enable Tracking </p> </div>
17.	<p>Upon successful completion of a case creation, users will receive an email notification. The email will include the case number and the Customer Service toll-free number to contact if there are questions or follow up is needed regarding the case.</p> <div> <p>MultiPlan has received your inquiry. One of our Customer Service representatives will research and respond to you via email with updates and/or resolution. If you have questions regarding this service case, please call Customer Service at the number listed below.</p> <p>MultiPlan Inquiry 1-888-548-3887 and refer to the case number when speaking with our representative.</p> <p>Viant Inquiry 1-888-877-1444 and refer to the case number when speaking with our representative.</p> <p>Case Number: 3826228 Submitter Name: <input type="text"/> Fax/Lin/Name: <input type="text"/> Date of submission: 07/18/2017</p> </div> <div>  <p>Note: The email will be received from support@multiplan.com</p> </div>

Process for Third Party option:

Step	Action
1.	<p>Once the Third Party radio button is selected, the Third Party message appears:</p> <div> <p>For all other inquiries proceed below to open a customer service case.</p> <p>*Select Entity Type</p> <p><input type="radio"/> Rendering Health Facility, Practitioner or Group Practice (Licensed health care providers that render services to patients or an authorized representative thereof)</p> <p><input checked="" type="radio"/> Third Party (Entity not affiliated with the above. (Examples: a law office or collection agency))</p> <p>Please call us at 1-800-950-7040 to initiate an inquiry. The representative will ask you to fax a Confidentiality Letter signed by the provider referenced in your inquiry (if you have not already done so).</p> <p>You can download the Confidentiality letter here and fax the completed, signed form to the appropriate fax number based on the network related to your inquiry:</p> <p>MultiPlan fax number: 1-888-850-7604 Viant fax number: 1-855-235-4755</p> </div> <p>The Confidentiality letter will need to be downloaded via the link and faxed into MultiPlan at 1-888-850-7604 for MultiPlan or 1-855-235-4755 for Viant.</p> <div> <p>You can download the Confidentiality letter here and fax the completed, signed form to the appropriate fax number based on the network related to your inquiry:</p> <p>MultiPlan fax number: 1-888-850-7604 Viant fax number: 1-855-235-4755</p> </div>
2.	<p>Once faxed, call the Customer Service number at 1-800-950-7040 to initiate an inquiry.</p>

FEATURES OF CREATING AN ACCOUNT

Overview

Introduction

The Provider Portal is a web-based application designed to perform various tasks independently online.

There are three types of access supported by the Provider Portal:

- Individual Contracted Practitioner(s): represents self-service features
- Group or PHO/Health System: represents self-service features
- Ancillary or Facility: represents customer service features

Features available may vary depending on the access type.

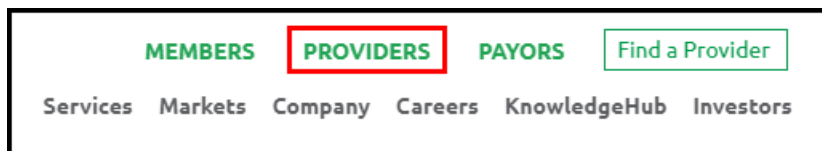
- Open a Customer Case
- Provider Portal Home Page Overview
- Search for a Claim
- Individual Provider Data
- Group Provider Data
- Help & Resources Overview
- Manage Users

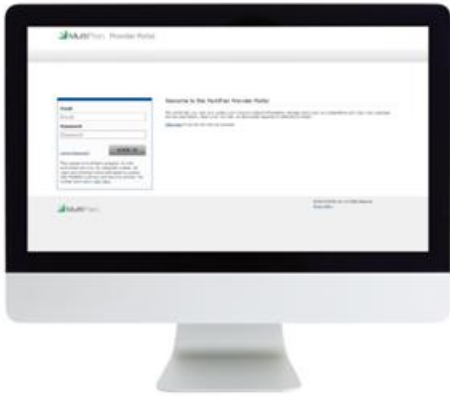
Create and Activate an Account

Overview

When a new user would like to gain full access to MultiPlan's Provider Portal and all of its self-service features, the user can self-register for an account.

Go to the [Providers](#) section and click **Log in** under **Use our easy-to-use online Service Portal**:





Online service allows you to:

- Verify provider network participation
- Submit billing and network inquiries
- Check application and request status
- Access client lists
- Request fee schedules, contracts and rosters
- Add providers to a group
- Update demographic information
- Obtain and submit group rosters



Are you a healthcare provider already participating in our networks?

- [Find out more about our Provider Portal >](#)
- [Register for portal training now >](#)



[Portal log in >](#)
[Register](#)

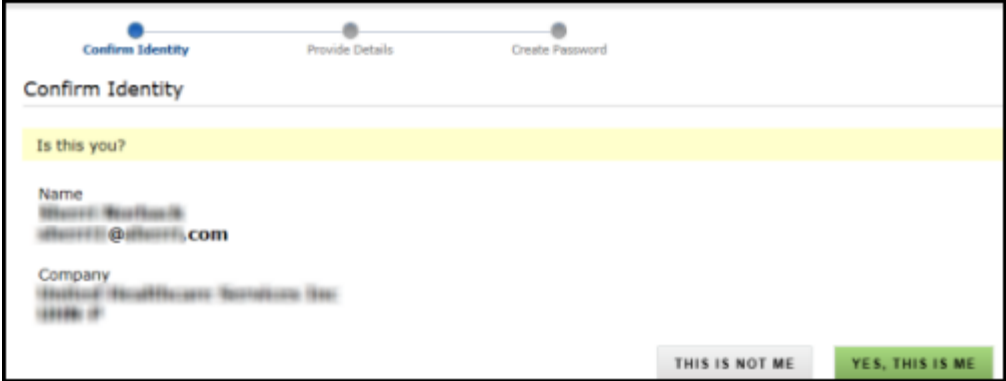


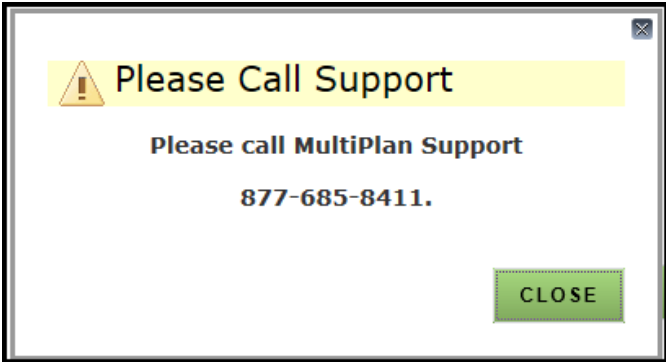
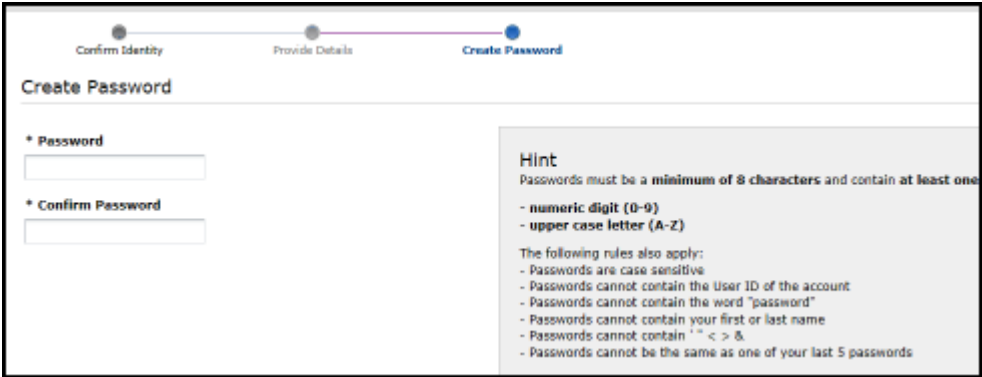
How to Create an Account



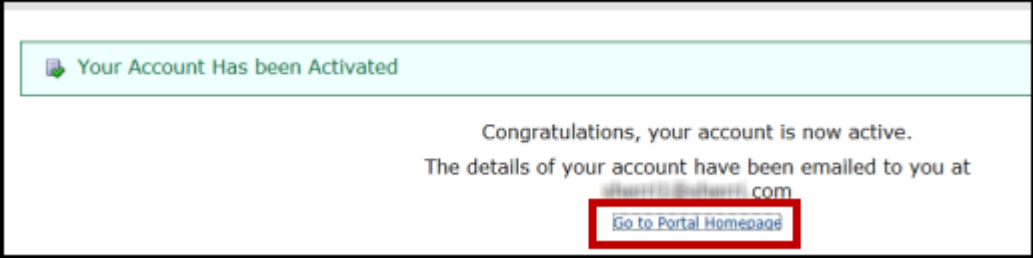
Step	Action
1.	<p>From the Provider Portal Log In screen, click the link that is labeled Click here if you don't have an account.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Welcome to the MultiPlan Provider Portal</p> <p>The portal lets you view and update your network-related information, manage tasks such as credentialing and track your customer service case history. Best of all, it's free- no downloads required or software to install.</p> <p>Click here if you do not have an account.</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>For No Surprises Act</p> <p>First time visitor? Use the "Click here" link above, then on the next page we recommend you create a Limited Account so we can communicate with you via this portal. Optionally you may use the "open a service case" link.</p> </div> </div>
2.	Select type by clicking the desired Register button.

Step	Action
	<div data-bbox="326 306 1377 720"> <p>Register for an Account</p> <p>For full access to customer service and the latest self-service features, select the type of organization you will represent, or go back to the log-in screen.</p> <p>Why register for an account?</p> <p>You'll have access to the following features:</p> <ul style="list-style-type: none"> • View and update your providers' demographics • View your providers' repriced claims • View your providers' recertification status • Open customer service cases • Track open and closed customer service cases <div> <div>Individually Contracted Practitioner(s) REGISTER</div> <div>Group or PHO/Health System REGISTER</div> <div>Ancillary or Facility REGISTER</div> </div> <p>Limited Account</p> <div>Recommended for No Surprises Act</div> <p>Register</p> <ul style="list-style-type: none"> • Open customer service cases • Track open and closed customer service cases <p>You can also open a customer service case without creating an account.</p> </div> <p>There are three types of access supported by the Provider Portal:</p> <ul style="list-style-type: none"> • Individual Contracted Practitioner(s): represents self-service features • Group or PHO/Health System: represents self-service features • Ancillary or Facility: represents customer service features
3.	<p>Fill out information for each screen. All fields with an asterisk (*) are required.</p> <p>Then click the Next button to move to the next screen and repeat.</p> <div data-bbox="326 1083 732 1199"> <div>CANCEL</div> <div>NEXT</div> </div>
4.	<p>When all screens are filled out, submit the account request by clicking the Yes, Create Account button.</p> <div data-bbox="326 1335 841 1419"> <div>NO, CANCEL</div> <div>YES, CREATE ACCOUNT</div> </div>
5.	<p>Upon a successful setup, an activation email will be sent to each new user. Once activated, a welcome email will be sent with the account information and the Provider Portal's URL. Emails are sent by support@multiplan.com. Be sure to add this address to the "safe" list if email filters are utilized.</p> <div data-bbox="342 1650 440 1745">  </div> <p>Important: Activation to an account must be completed before logging into the Provider Portal. An error message will be given in the event a log in is attempted prior to activation.</p> <div data-bbox="467 1797 1393 1885"> <div>  User is in Pending Activation status. Please refer to your email for a new activation link. </div> </div>

How to Activate an Account

Step	Action
1.	<p>Open the email and locate URL link.</p> 
2.	<p>Click once on the link provided in the email to activate the account.</p> <div style="display: flex; align-items: flex-start;">  <div> <p>Important:</p> <ul style="list-style-type: none"> • The activation link must be used within 7 calendar days after receipt. • The activation link can only be used once; therefore it is important to complete the activation of the account upon accessing the link. • Check Spam Folders in the event that the activation email does not appear in the Inbox Folder. • If the link expires before activating, contact support@multiplan.com to request a new link. </div> </div>
3.	<p>The Confirm Identity page will appear first, click the Yes, This is Me button to confirm that information is accurate.</p>

Step	Action
	<div data-bbox="329 300 1328 678">  </div> <div data-bbox="329 701 633 779">  </div> <p data-bbox="329 804 1404 884">If information is not accurate, click the This is Not Me button and call MultiPlan Support per the message.</p> <div data-bbox="329 905 625 982">  </div> <div data-bbox="329 1008 990 1367">  </div>
4.	<p data-bbox="329 1402 1260 1434">Once information is confirmed accurate, the Create Password page will appear.</p> <div data-bbox="329 1455 1304 1829">  </div> <p data-bbox="329 1854 1120 1885">Enter desired password into both fields and click the Create button.</p>

Step	Action
	<div data-bbox="331 302 521 380" data-label="Image">  </div> <div data-bbox="342 411 440 506" data-label="Image">  </div> <div data-bbox="467 415 1386 449" data-label="Text"> <p>Important: Use the password rules located on the right hand side of the page.</p> </div>
5.	<p data-bbox="331 541 1208 575">The Confirmation page will appear stating that account has been activated.</p> <div data-bbox="331 596 1357 852" data-label="Image">  </div> <p data-bbox="331 877 935 911">Click on Go To Portal Homepage to log into portal.</p>
6.	<p data-bbox="331 936 1435 1012">Enter in email address, then password into sign on fields, and click the Sign In button to verify access.</p> <div data-bbox="331 1037 1050 1696" data-label="Form"> <div data-bbox="358 1098 448 1129">Email</div> <div data-bbox="358 1150 1003 1199" data-label="Text"> <input type="text"/> </div> <div data-bbox="358 1224 513 1255">Password</div> <div data-bbox="358 1276 1003 1325" data-label="Text"> <input type="password"/> </div> <div data-bbox="358 1413 573 1444">Forgot Password?</div> <div data-bbox="740 1371 1003 1444" data-label="Text"> <input type="button" value="SIGN IN"/> </div> <p data-bbox="358 1486 980 1654">This system is MultiPlan's property. It is for authorized use only. By using this system, all users acknowledge notice and agree to comply with MultiPlan's privacy and security policies. For further information click here.</p> </div>

APPENDIX

Document Versions and Updates:

Document Version	ServiceNow Ticket #	Date	Editor	Description
V1.1		June 2018	Darci Belschner	<ul style="list-style-type: none">Updated screenshots for provider portal log in
V1.2	TASK0387589	October 2020	Angel Engeldinger	<ul style="list-style-type: none">Changed Payer to PayorUpdated ScreenshotsVarious formatting
V2.0	TASK0525196	January 2022	Peggy Harmon	<ul style="list-style-type: none">Updated to include Federal Surprises Act verbiage and images.
V2.1	TASK0548738	March 2022	Peggy Harmon	<ul style="list-style-type: none">Updated images and verbiage as needed for March release.
V2.2	TASK0579935	June 2022	Peggy Harmon	<ul style="list-style-type: none">Updated images and verbiage as needed for June release.
V2.3	TASK0623598	October 2022	Peggy Harmon	<ul style="list-style-type: none">Updated items missed in the June release to be published in October release.