



ProviderCONNECT Local Administrator and User Initial Setup Guide

Welcome

- ▶ Local Administrators (LA) are the stewards of ProviderCONNECT for their organizations. This guide is for LAs to create backup LAs and grant access to Provider Users, also called General Users (GU) with login instructions.
 - It is strongly recommended that contractors working for the provider not be designated as the Local Administrator unless they are HIPAA-compliant Business Associates of the provider practice/agency.



Welcome

- ▶ LAs are brought directly to the user maintenance Dashboard upon login, with the ability to switch between the Dashboard and the portal screens.
- ▶ GUs are brought directly to the portal upon login.
- ▶ All users, including LAs, are GUs after entering the portal.
- ▶ The portal User Navigation Guide is in the Provider Toolbox in the portal.



Welcome

- ▶ LAs can follow the [ProviderCONNECT User Maintenance Guide](#) for responsibilities.
- ▶ **Do not share accounts.** Account sharing violates HIPAA and security regulations.
- ▶ Share this setup guide with your backup LAs.



LA Responsibilities

- ▶ Remove user accounts immediately when a user leaves the organization or no longer needs access.
- ▶ Contact successors of departed portal users to determine whether they need portal access.
- ▶ Contact the CEO to reassign the LA designation before departing or stepping down.
- ▶ Audit user accounts at least every 90 days and remove users as needed. Use the Non-Utilizer Report in the portal, found in the “Reports” dropdown under the “Office Management” navigation link.



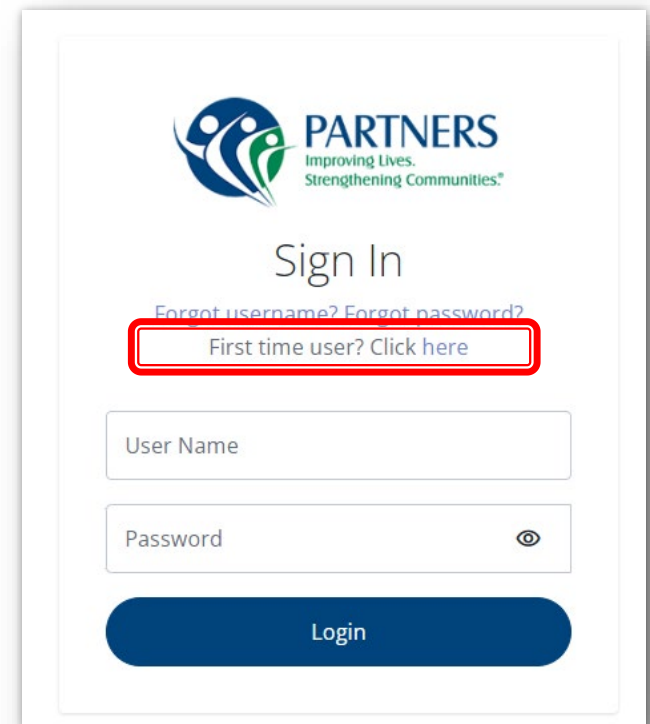
Topics and Pages

- ▶ LA as First-Time User
- ▶ Local Administrator Login to Dashboard
- ▶ Special Notes for Administrators
- ▶ Add New Provider Users (General Users)
- ▶ Create a Backup Administrator
- ▶ Administrator Adding Users
- ▶ All First-Time Users
- ▶ Contact and Questions



First Time User ProviderCONNECT

- ▶ Administrators start as first-time users.
- ▶ Click the link below or copy and paste it into your browser:
 - <https://id.partnersbhm.org/>
- ▶ For first-time setup only:
 - Click **First Time User**.
 - **Do not enter a username or password.**
 - **Do not click Login.**
- ▶ Be sure you have access to your email.



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Sign In

[Forgot username?](#) [Forgot password?](#)

[First time user? Click here](#)

User Name

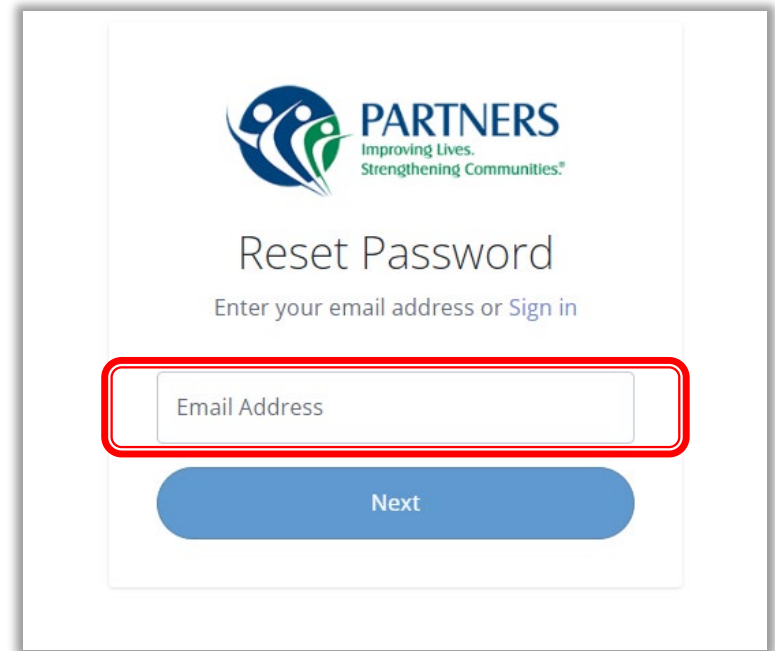
Password 

Login



LA as First Time User ProviderCONNECT

- ▶ Enter the email address used for your Local Administrator documents with Partners.
- ▶ **Click Next.**



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Reset Password

Enter your email address or Sign in

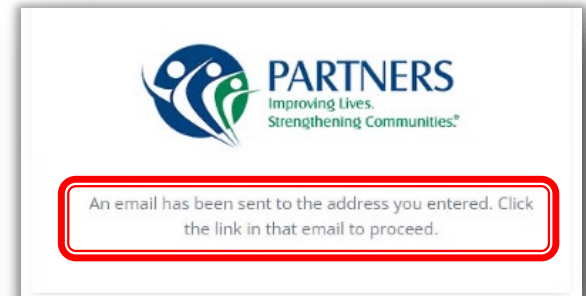
Email Address

Next



LA First-Time User ProviderCONNECT

- ▶ Access your email.
 - *Note: Designated Administrator emails are uploaded by Partners for security.*
- ▶ Follow the instructions.
- ▶ Create a strong password.
 - Must be at least 12 characters
 - Must include at least one lowercase letter, one uppercase letter, one number and one special character
 - Cannot contain common passwords
- ▶ **Click Next.**

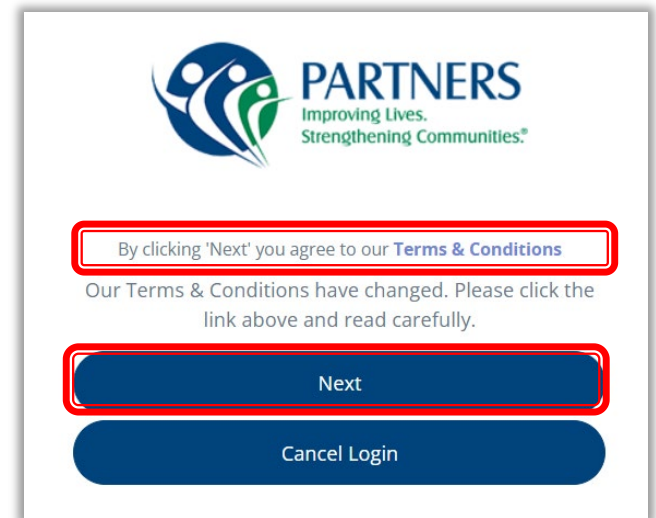
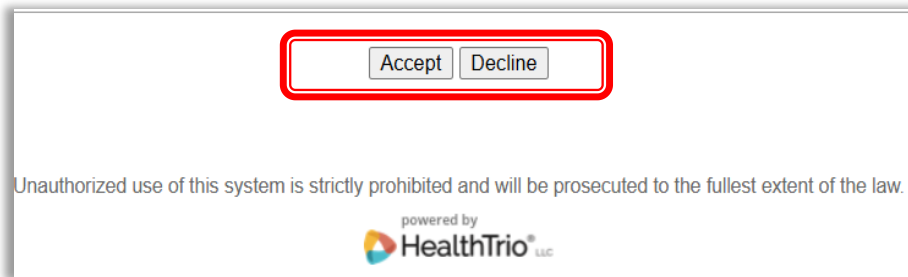


A screenshot of the "Reset Password" screen. At the top is the Partners logo with the tagline "Improving Lives. Strengthening Communities®". Below the logo, the text "Reset Password" and "Change password" are displayed. A red-bordered box highlights a "Password" input field with an eye icon. Below the input field, a list of password requirements is shown: "Must be at least 12 characters long", "One lowercase character, one uppercase character, one number, one special character", and "Cannot contain common passwords". At the bottom, a blue "Next" button is highlighted with a red border.



LA First-Time User ProviderCONNECT

- ▶ Users must agree to the Partners User Terms and Conditions.

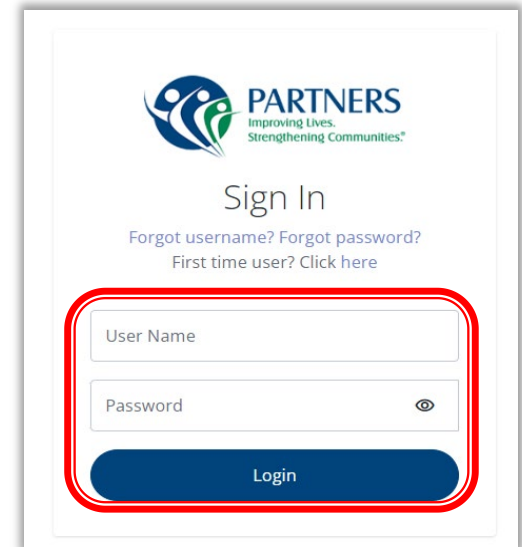


- ▶ Local Administrator setup is now complete.



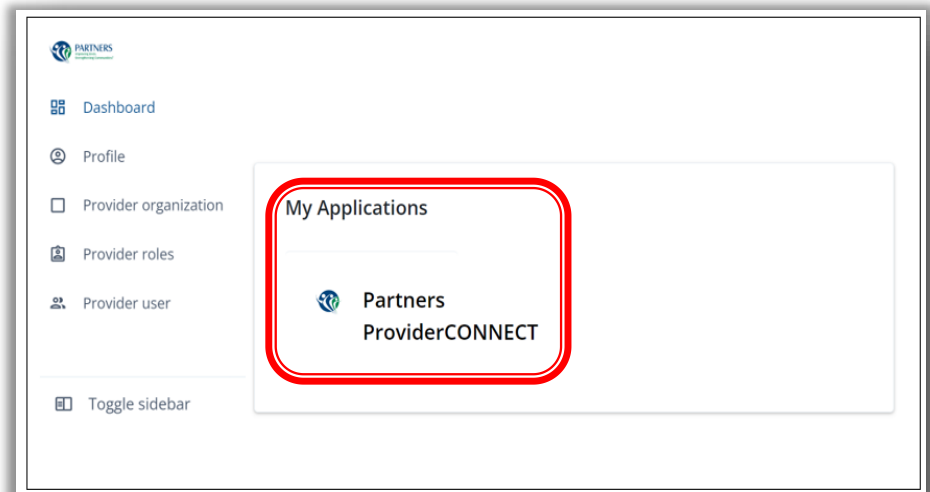
Daily Administrator Login Dashboard

- ▶ All Administrators sign in to the Dashboard.
- ▶ Enter your email and password.



The image shows the 'Sign In' page of the Partners ProviderCONNECT portal. At the top is the Partners logo with the tagline 'Improving Lives. Strengthening Communities®'. Below the logo is the text 'Sign In'. Underneath are two links: 'Forgot username? Forgot password?' and 'First time user? Click here'. The main form area contains two input fields: 'User Name' and 'Password'. The 'Password' field has a toggle icon (an eye) to the right. Below these fields is a blue 'Login' button. A red rounded rectangle highlights the 'User Name', 'Password', and 'Login' button area.

- ▶ Click **Partners ProviderCONNECT** to enter the portal.



Special Notes for Administrators

- ▶ All first-time Administrators **click First Time User** to start the password setup process.
 - This step only needs to be completed once.

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Sign In

[Forgot username?](#) [Forgot password?](#)
[First time user? Click here](#)

User Name

Password

Login

- ▶ For daily Administrator login, **click ProviderCONNECT** to enter the portal.

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Dashboard

Profile

Provider organization

Provider roles

Provider user

Toggle sidebar

My Applications

Partners
ProviderCONNECT



Special Notes

- ▶ Once in the portal, all users are “General Users” and have the same level of access.
- ▶ To return to the Dashboard, click **Profile** at the top.
- ▶ You may switch between the Dashboard and the portal at any time.

ENGLISH | español | 1-877-884-1454 | Home | Medicaid Direct | Tailored Plan | Contact | Profile | Messages

Welcome, You

Resources | Provider Directory | Office Management | References

If you are experiencing issues accessing ProAuth, please click here to submit a manual authorization. You may also contact Umquestions@partnersbhm.org or PHUMquestions@partnersbhm.org.

Members in the Partners Tailored Plan will receive a Partners Medicaid ID card with PCP assignments. Members can use the [Choose or Change Your PCP form](#) to change their PCP.

PROVIDERS: If you have questions or need more information, please call: **Provider Services Line 1-877-358-4145 Monday-Saturday 7 a.m. - 6 p.m. EST** or email Questions@PartnersBHM.org.

Provider Alert: Nottflection SAR for 1816(I) Individual and Transitional Support EVV Service

Provider Alert: Provider Alert Archives
Provider Bulletin: Provider Communication Bulletin #361 | February 2025

QUICK LINKS

- Hurricane Helene Resources - Partners is Here to Help!
- Tailored Plan immediate contacts and information
- Submit a request for help Partners SynAid2
- Behavioral Health Claims
- Physical Health Claims
- ProAuth Authorizations
- RadID
- Partners Events
- Sign up for the Pys Health Mobile App and get a FREE GIFT CARD!
- Partners Health Library

Explore the Provider Knowledge Base

Hurricane Helene News
Provider News
Provider Tools
Partners ACCESS and Utilization Management
Care Management
Finance, Claims, & Billing
Quality Management
Corporate Compliance
Clinical Tools
Tailored Plan
ProviderCONNECT Information
Electronic Visit Verification
Additional Resources

See PKB for all your needs!

STAY CONNECTED
Subscribe to Provider Communications
SUBSCRIBE NOW!
Or connect with us on social media

PROVIDER TOOLBOX

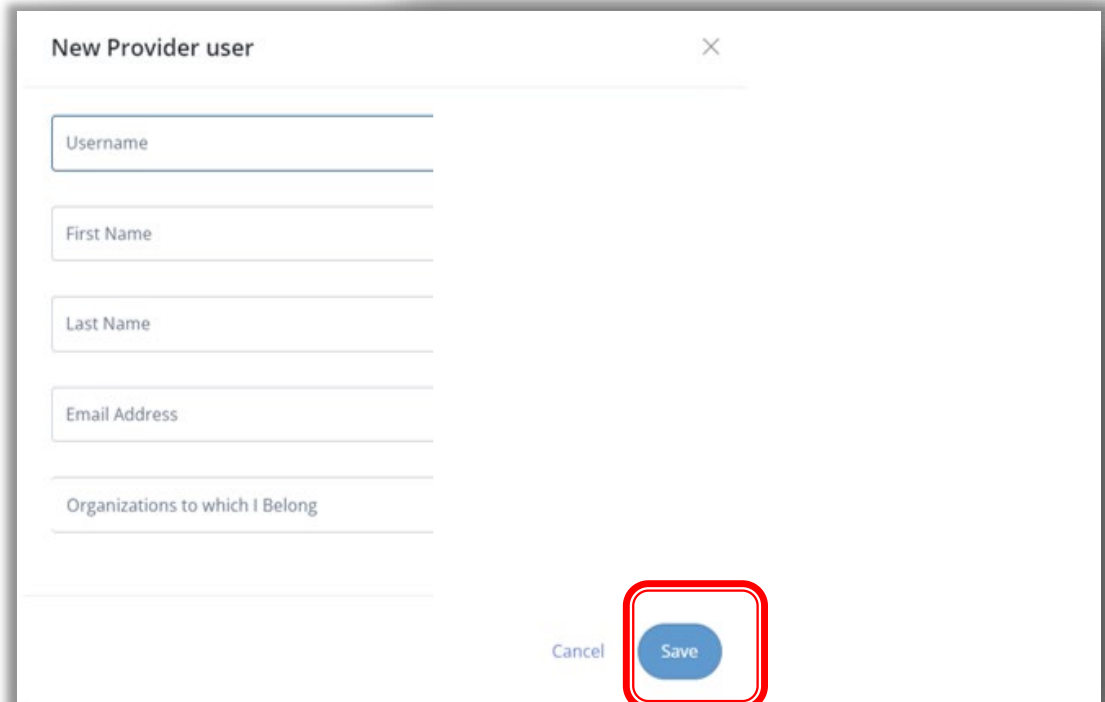
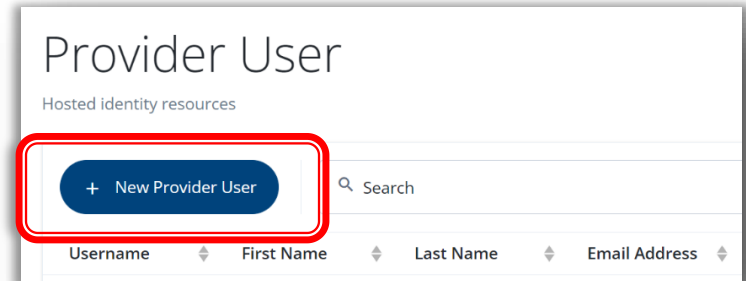
- ProviderCONNECT User Navigation Guide
- Partners' SynAid2 Instructional Information
- Provider Operations Manual & Orientation Toolkit
- ProAuth Demonstration Video April, 2024
- Manual Service Authorization Requests
- User Maintenance Guide and Welcome Packet for Local Administrators
- Learn more about ProviderCONNECT features!

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Get Training Webinars On Demand!



Add Provider User

- ▶ A backup Local Administrator begins as a Provider User.
- ▶ Click the **+ New Provider User** button.
- ▶ Complete all fields. Do not add extra spaces or leave any fields blank.



Add Provider User

- ▶ Username must be the user's email address.
- ▶ First name: No initials or blank fields
- ▶ Last name: No initials or blank fields
- ▶ Email: Same as username
- ▶ Organization: Select from the dropdown
- ▶ **Click Save.**

New Provider user

Username

First Name

Last Name

Email Address

Organizations to which I Belong



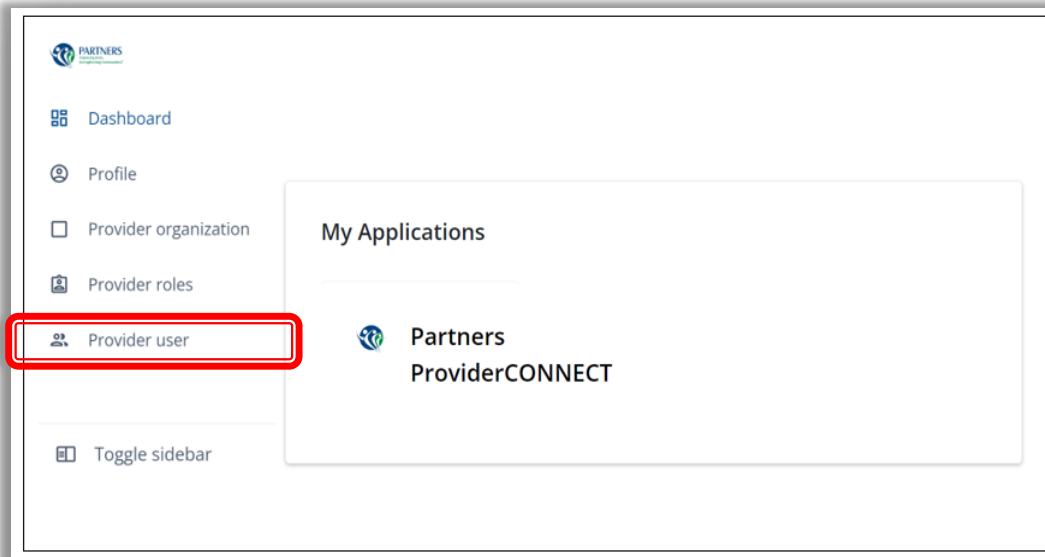
Add Provider User

- ▶ When adding a Provider User, also called a General User (GU):
- ▶ Share the login link and direct the user to select the first-time user option to set their password.
- ▶ Give the user your contact information.
 - Let the user know they should contact the designated LA for login issues or questions.
 - If the designated LA is unavailable, the user should contact the backup LA or the practice organization's CEO.



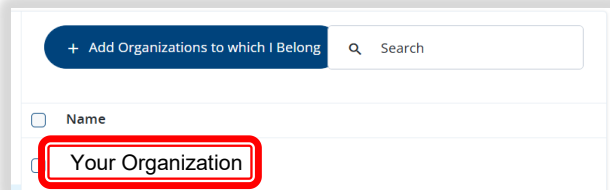
Create Backup Local Administrator

- ▶ From the Local Administrator Dashboard, you must first add the person as a Provider User before assigning them as the backup LA.
- ▶ All newly created users are General Users unless this step is completed to assign the user as the LA.
- ▶ **Click Provider User from the left menu.**



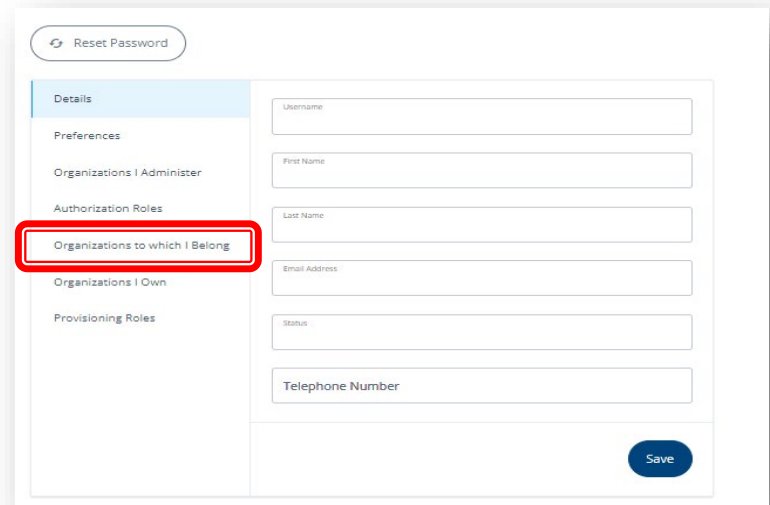
Set Provider User as Local Administrator

- ▶ Click **Organizations to Which I Belong**.
- ▶ Click your organization name.

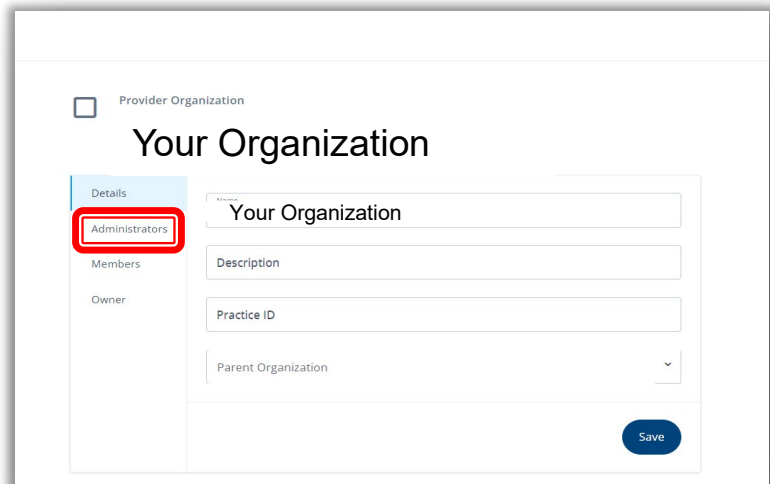


A screenshot of a web interface showing a search bar with the text '+ Add Organizations to which I belong' and a search icon. Below the search bar is a list of organizations. The first item is 'Your Organization', which is highlighted with a red rectangular box.

- ▶ Click **Administrators**.



A screenshot of a user profile page. On the left is a sidebar with a menu containing 'Details', 'Preferences', 'Organizations I Administer', 'Authorization Roles', 'Organizations to which I belong', 'Organizations I Own', and 'Provisioning Roles'. The 'Organizations to which I belong' item is highlighted with a red rectangular box. On the right is a form with fields for 'Username', 'First Name', 'Last Name', 'Email Address', 'Status', and 'Telephone Number'. A 'Reset Password' button is at the top left, and a 'Save' button is at the bottom right.

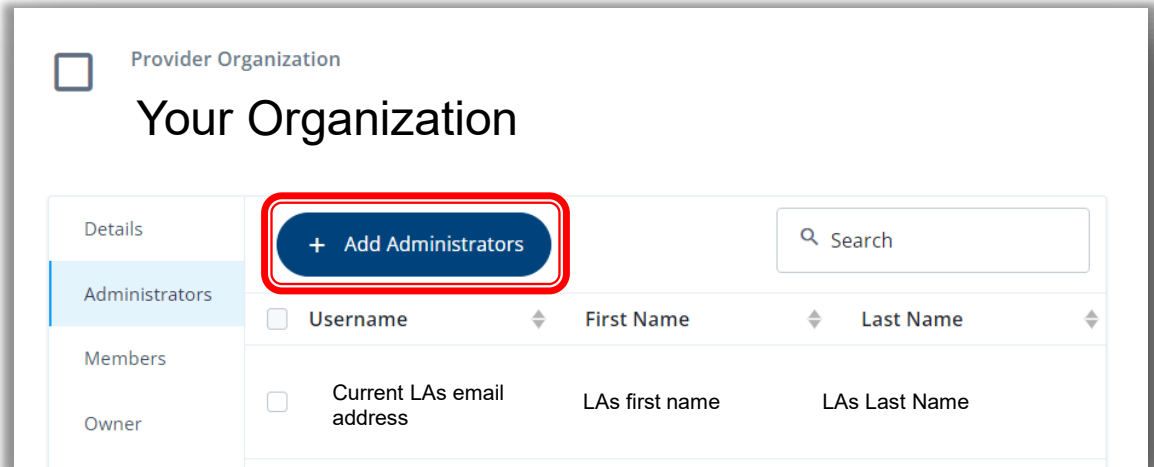


A screenshot of the 'Your Organization' details page. At the top, there is a checkbox labeled 'Provider Organization'. Below it is the title 'Your Organization'. On the left is a sidebar with a menu containing 'Details', 'Administrators', 'Members', and 'Owner'. The 'Administrators' item is highlighted with a red rectangular box. On the right is a form with fields for 'Name' (containing 'Your Organization'), 'Description', 'Practice ID', and 'Parent Organization' (a dropdown menu). A 'Save' button is at the bottom right.



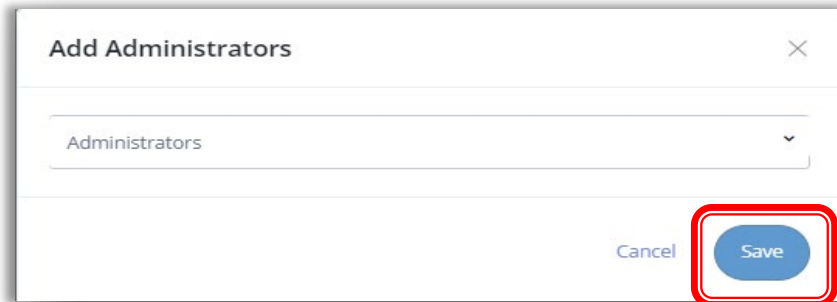
Set Provider User as Local Administrator

- ▶ Click the **+ Add Administrators** button.



The screenshot shows the 'Your Organization' interface. At the top, there is a checkbox labeled 'Provider Organization'. Below this, the title 'Your Organization' is displayed. On the left, a sidebar contains links for 'Details', 'Administrators', 'Members', and 'Owner'. The 'Administrators' link is selected. In the main content area, a blue button with a white plus sign and the text '+ Add Administrators' is highlighted with a red rectangle. To the right of this button is a search bar with a magnifying glass icon and the text 'Search'. Below the button, there are two rows of headers for a table. The first row has a checkbox, 'Username', 'First Name', and 'Last Name'. The second row has a checkbox, 'Current LAs email address', 'LAs first name', and 'LAs Last Name'.

- ▶ Type the user's email address.
- ▶ Select the user from the dropdown.
- ▶ **Click Save.**

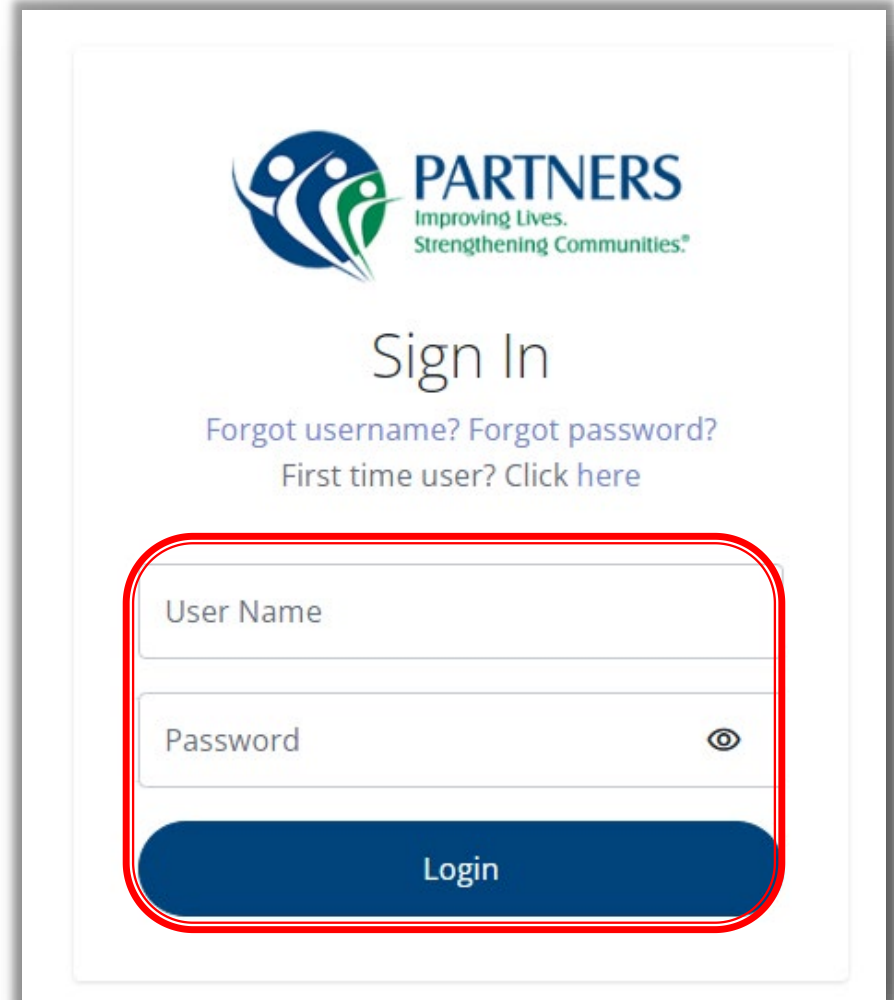


The screenshot shows the 'Add Administrators' modal. It has a title bar with the text 'Add Administrators' and a close button (X). Below the title bar is a dropdown menu with the text 'Administrators'. At the bottom right of the modal, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red rectangle.



Administrator Adding Users

- ▶ Sign in using your email and password, if you are not already logged in.



The screenshot shows the PARTNERS Sign In page. At the top is the PARTNERS logo with the tagline "Improving Lives. Strengthening Communities." Below the logo is the text "Sign In". Underneath "Sign In" are two links: "Forgot username? Forgot password?" and "First time user? Click here". The main form area is outlined with a red border and contains three elements: a "User Name" input field, a "Password" input field with an eye icon for toggling visibility, and a blue "Login" button.

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Sign In

[Forgot username? Forgot password?](#)
[First time user? Click here](#)

User Name

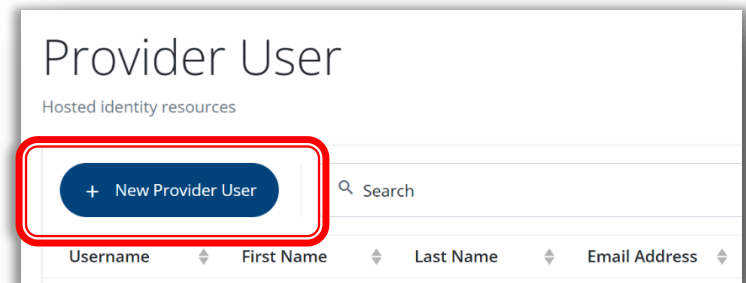
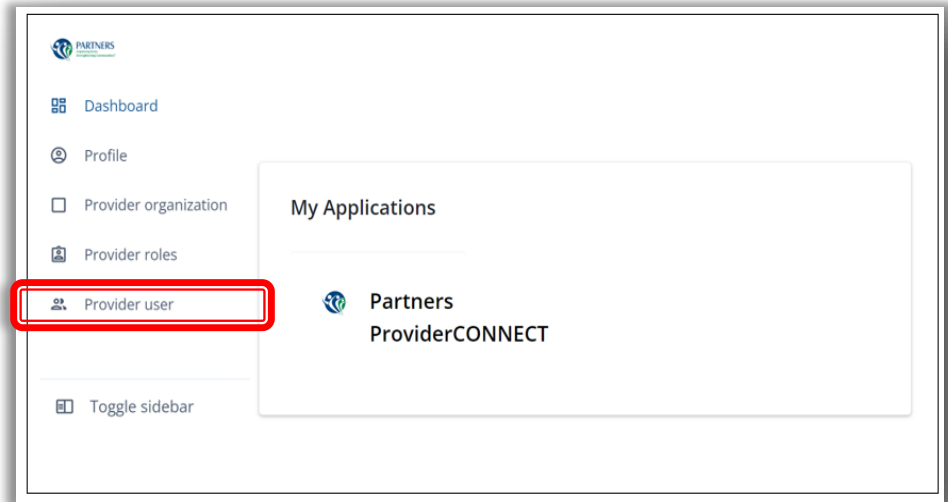
Password 

Login



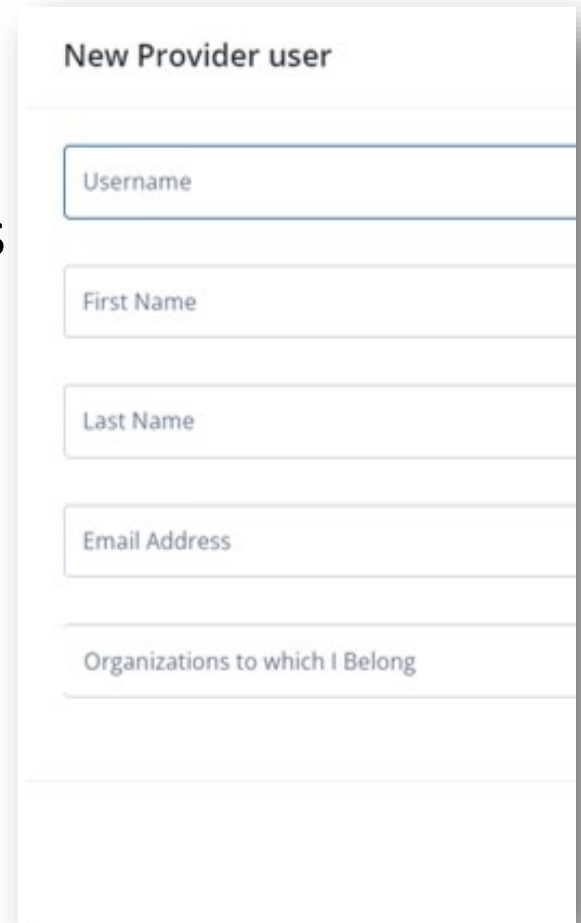
Administrator Adding Users

- ▶ Click **Provider User** from the left menu.
- ▶ Click **+ New Provider User**.
- ▶ Complete all fields. Do not add extra spaces or leave any fields blank.



Administrator Adding Users

- ▶ Username must be the user's email address.
- ▶ First name: No initials or blank fields
- ▶ Last name: No initials or blank fields
- ▶ Email: Same as username
- ▶ Organization: Select from the dropdown
- ▶ **Click Save.**
- ▶ Repeat as needed to add additional Provider Users.

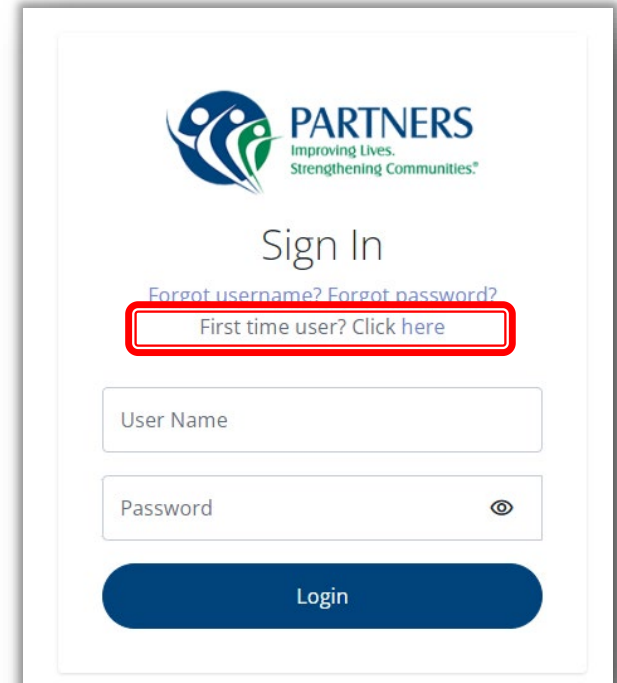


The screenshot shows a web form titled "New Provider user". It contains five input fields: "Username", "First Name", "Last Name", "Email Address", and "Organizations to which I Belong". The "Organizations to which I Belong" field is a dropdown menu. The form is displayed on a white background with a subtle shadow.



All First-Time ProviderCONNECT Users

- ▶ Go to: <https://id.partnersbhm.org/>
- ▶ Enter the email address set up by the Administrator.
- ▶ Access your email and follow the instructions.
- ▶ Create a strong password.
- ▶ Be sure you have access to your email.
- ▶ Agree to the Partners User Terms and Conditions.
- ▶ Sign in using your email and password.



The screenshot shows the Partners User Sign In page. At the top is the Partners logo with the tagline "Improving Lives. Strengthening Communities®". Below the logo is the text "Sign In". Underneath "Sign In" are two links: "Forgot username? Forgot password?" and "First time user? Click here". The "First time user? Click here" link is highlighted with a red rectangular border. Below the links are two input fields: "User Name" and "Password". The "Password" field has a small eye icon to its right. At the bottom of the form is a blue "Login" button.



Contact Information

- Local Administrators (LAs) are the stewards of ProviderCONNECT for their organizations.
- If LAs have difficulty logging in or need assistance with user setup, contact Partners support:
ProviderCONNECTSupport@PartnersBHM.org
- All General Users assigned by the LA should consult their LA for access and login issues.



Contact Information

- Any user who needs assistance and cannot locate the LA should direct questions to their CEO.
- Contact CredentialingTeam@PartnersBHM.org if the CEO needs an LA designation form to replace a departing or missing LA.
- For general inquiries, contact ProviderCONNECT@PartnersBHM.org or use the secure messaging system in the portal to message the “Partners Provider Portal Administrator” mailbox.

