



Dear Local Administrator:

As Partners moved toward the operation of a Tailored Plan, we are working closely with you to ensure the best possible care for our members. To support you to meet the highest standards of care, we have designed and continue to enhance our secure provider portal, ProviderCONNECT. These enhancements include a robust toolkit and the capability for single sign-on to apps 24/7. ProviderCONNECT has become the one-stop shop, primary resource for operational information when working with Partners. This robust set of self-service digital tools for day-to-day operations enable:

- Secure, 24/7 access to toolkit and training
- Relevant/current data to support care
- Information to support operations
- Streamlined claims and authorization processes
- Quick onboarding/nimble administration
- Ease of use
- Member engagement support and communications

The purpose of this communication is to help you access ProviderCONNECT, as you were appointed to be the “Local Administrator (LA)” for your practice. As the main administrator, you will be able to:

- Look up members’ eligibility and benefits
- Access forms and information
- Access orientation and training documents, and demos
- Add, validate or remove users and be their contact for inquiries
- Upload member documents
- Have Partners contact information at your fingertips
- Communicate directly with Partners staff in a secure messaging system

This letter and the accompanying training will walk you through signing on and step-by-step instructions on performing your initial tasks. Please log in using the information below. Once you are logged in, you will need to set your password that should not be shared with anyone. To get started:

Link: <https://id.partnersbhm.org/>

User ID: Select the “First time user” Click here and then enter your provider email address

Once you have logged on and selected a password, you need to get started on two specific tasks:

1. Appoint and establish one back-up LA. This will ensure someone can carry out duties in your place when you are unavailable. You may share this letter and information with that person.
2. Choose the “General Users (GU)” you need to have access to the portal for your practice. (Don’t worry, if you’re not sure about who they should be now, you can add more as you go!) Your GU’s will be able to:
 - a. Access claims and authorization systems
 - b. Access reference information
 - c. Look up member information
 - d. Have Partners contact information at their fingertips
 - e. Communicate directly with Partners staff in a secure messaging system

The training module will walk you through these two functions, as well as getting you somewhat familiar with the portal parts. This is just one step in getting your practice established in the portal. There is more functionality and information to come so stay tuned!

If you have any difficulties logging in, please contact Partners support:

ProviderCONNECTSupport@PartnersBHM.org

If you have questions about the content of this letter, please contact 704-842-6483 or email

CredentialingTeam@PartnersBHM.org

If you have any general questions about the portal, please contact the Portal Administrator:

ProviderCONNECT@PartnersBHM.org