



ProviderCONNECT Local Administrator and User Initial Set-up Guide

May 2025

Welcome

- ▶ Local Administrators (LA) are the stewards of ProviderCONNECT for each of their organizations. This guide is for LA's to create back-up LA's and grant access to Provider Users (General Users (GU)) with login instructions.
- ▶ LA's are brought directly to the user maintenance Dashboard upon login, with the ability to switch between the Dashboard and the portal screens.
- ▶ GU's are brought directly to the portal upon login.
- ▶ All users, including LA's, are GU's after entering the portal.
- ▶ LA's can follow the [ProviderCONNECT User Maintenance Guide](#) for responsibilities.
 - **DO NOT SHARE accounts**, this is against HIPPA and security regulations.
 - Share this set-up guide with your back-up LA's.
 - Remove user accounts immediately upon the user departure or without the need of the account.
 - Contact successors of departed portal users if they will need portal access.
 - Contact the CEO to re-assign the LA designation before departing or stepping down.
 - Audit user accounts at least every 90 days and remove users as necessary. Use the Non-Utilizer Report in the portal found in the "Reports" dropdown link under the "Office Management" navigation link.
- ▶ The portal User Navigation Guide is in the Provider Toolbox in the portal.



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 back-up Administrator
- ▶ Administrator Adding Users
- ▶ All First Time Users
- ▶ Contact and Questions



LA as First Time User ProviderCONNECT

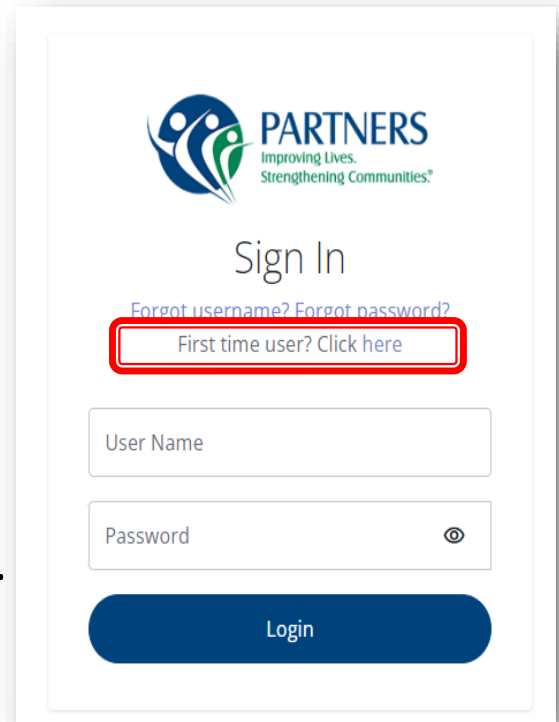
- ▶ Administrators start as First Time User
- ▶ Click the link below or copy/paste into browser:
- ▶ <https://id.partnersbhm.org/>

- ▶ For First Time Only:
Click First Time User

****Do Not Enter User Name or Password**

****Do Not Click Login**

- ▶ This action is the initial step to set password.
- ▶ Be sure to have access to email.



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Strengthening Communities.®

Sign In

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

[First time user? Click here](#)

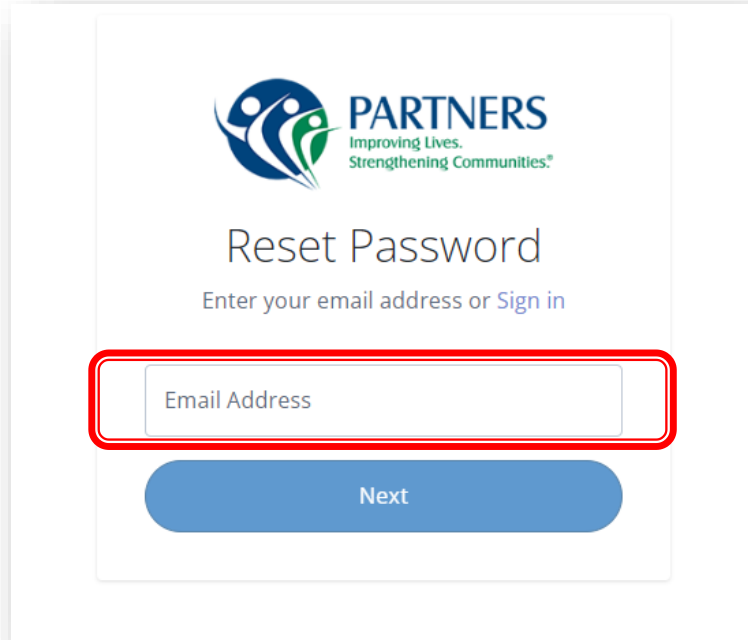
User Name

Password 

Login



LA as First Time User ProviderCONNECT



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Reset Password

Enter your email address or [Sign in](#)

Email Address

Next

- ▶ Enter Email Address used for Local Administrator documents with Partners
- ▶ **Click Next**

LA First-Time User ProviderCONNECT



An email has been sent to the address you entered. Click the link in that email to proceed.

Note: Designated Administrator emails are uploaded by Partners for security

- ▶ Access Email
- ▶ Follow Instructions

- ▶ Create Strong Password
 - ▶ Must be at least 12 characters
 - ▶ At least one lowercase, one uppercase, one number, one special character
 - ▶ Cannot contain common passwords
 - ▶ Click [Next](#)

- ▶ Users Must Agree to the Partners user Terms & Conditions



By clicking 'Next' you agree to our [Terms & Conditions](#)

Our Terms & Conditions have changed. Please click the link above and read carefully.

[Next](#)

[Cancel Login](#)



Reset Password

Change password

Password

- Must be at least 12 characters long
- One lowercase character, one uppercase character, one number, one special character
- Cannot contain common passwords

[Next](#)

[Accept](#) | [Decline](#)

Unauthorized use of this system is strictly prohibited and will be prosecuted to the fullest extent of the law.

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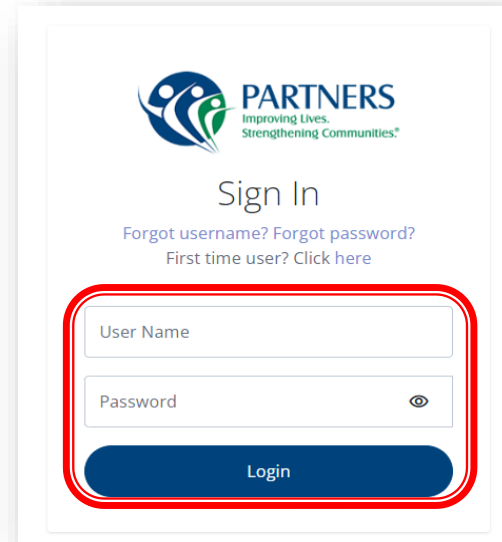


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Improving Lives. Strengthening Communities.

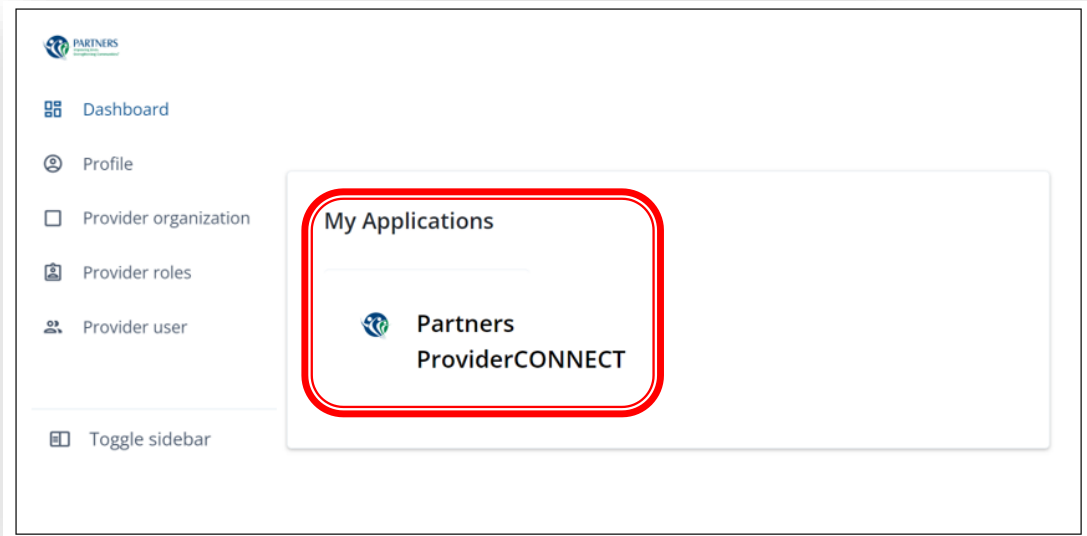
Local Administrator Set-Up Now Complete

All Administrators Sign In to Dashboard

- ▶ All Administrator Sign In
Enter Email and Password
- ▶ Daily Administrator Login Dashboard
- ▶ **Click ProviderCONNECT**
to Enter Portal



The image shows a sign-in form for the Partners 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 form contains two input fields: "User Name" and "Password". The "Password" field has a toggle icon (an eye) to the right. Below the input fields is a blue "Login" button. A red rounded rectangle highlights the "User Name", "Password", and "Login" button area.



Special Notes for Administrators

- ▶ All First Time Administrators
Clicks First Time User
to Start Password
Set-up Process only once
- ▶ Daily Administrator Login Dashboard
- ▶ Click ProviderCONNECT
to Enter Portal



Sign In

[Forgot username? Forgot password?](#)

[First time user? Click here](#)

User Name

Password 

Login



Dashboard

Profile

Provider organization

Provider roles

Provider user

Toggle sidebar

My Applications

 Partners
ProviderCONNECT



Once in the portal,
ALL Users are
“General Users” and
have the same level
access.

To return to the
Dashboard, click
“Profile” at the top.

Switch back and
forth between the
Dashboard and the
portal any time.

The screenshot displays the PARTNERS ProviderCONNECT portal. At the top, there is a navigation bar with the PARTNERS logo, a language selector (ENGLISH | ESPAÑOL), a phone number (1-877-864-1454), and social media icons. The main navigation menu includes Home, Medicaid Direct, Tailored Plan, Contact, Profile (highlighted with a yellow circle), and Messages. A welcome message "Welcome, You" is visible. Below the navigation bar, there are several informational banners: a green banner about ProAuth issues, a green banner about Medicaid ID cards, and a blue banner about Provider Services. A "QUICK LINKS" section on the left lists various resources like Hurricane Helene Resources, Tailored Plan information, and ProAuth Authorizations. A large "Explore the Provider Knowledge Base" section on the right features a laptop displaying the knowledge base interface. At the bottom, there is a "STAY CONNECTED" section with a "SUBSCRIBE NOW!" button and a "PROVIDER TOOLBOX" section listing various guides and manuals.

ENGLISH | ESPAÑOL 1-877-864-1454

PARTNERS
ProviderCONNECT

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: Notification BAR 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 SysAid2
- 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
PartnersACCESS 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

f in t y

PROVIDER TOOLBOX

- ProviderCONNECT User Navigation Guide
- Partners' SysAid2 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!

Training Resource and Collaborative
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Add Provider User

- ▶ Back-Up Local Administrator begins as Provider User
- ▶ **Click + New Provider User Button**

Fill-In All Fields. Do not add extra spaces or leave any blank fields.

Username MUST BE Email

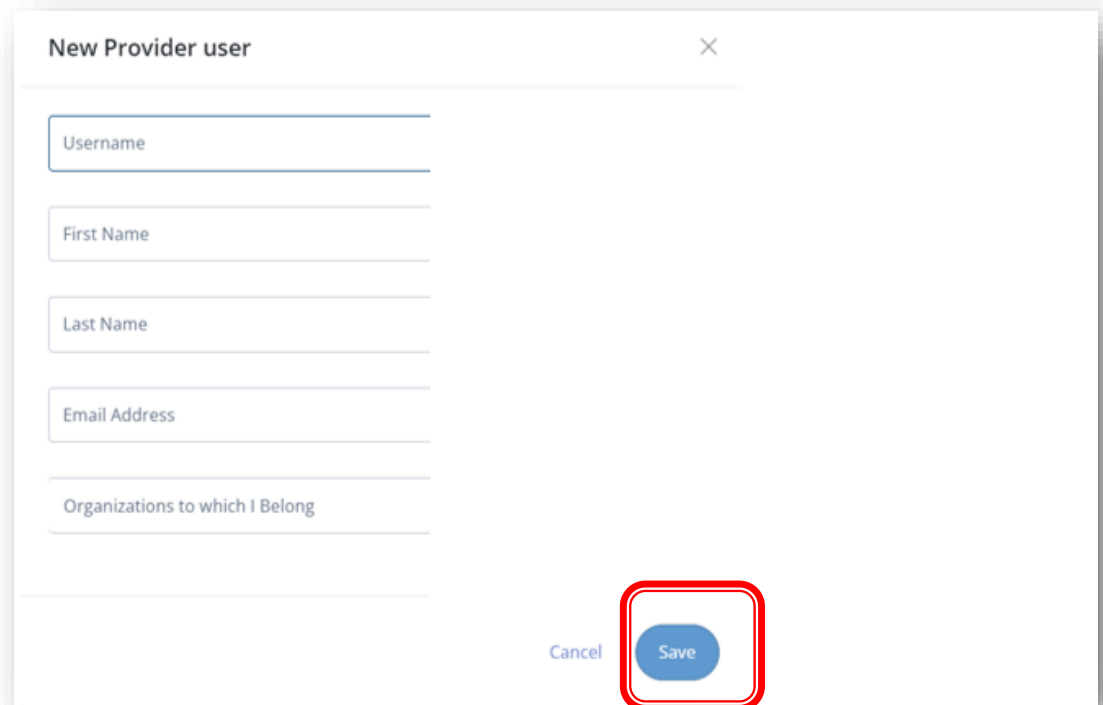
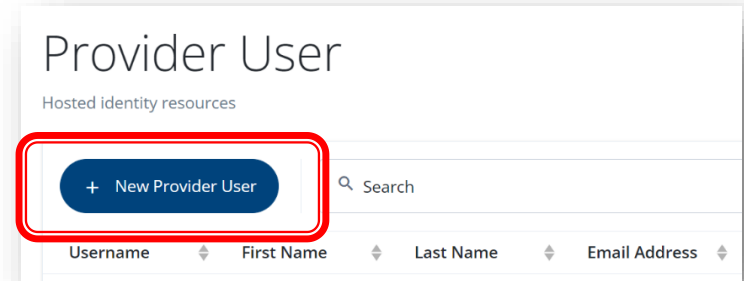
First Name (no initials or blanks)

Last Name (no initials or blanks)

Email is Same as Username

Select Org from Dropdown

Click Save



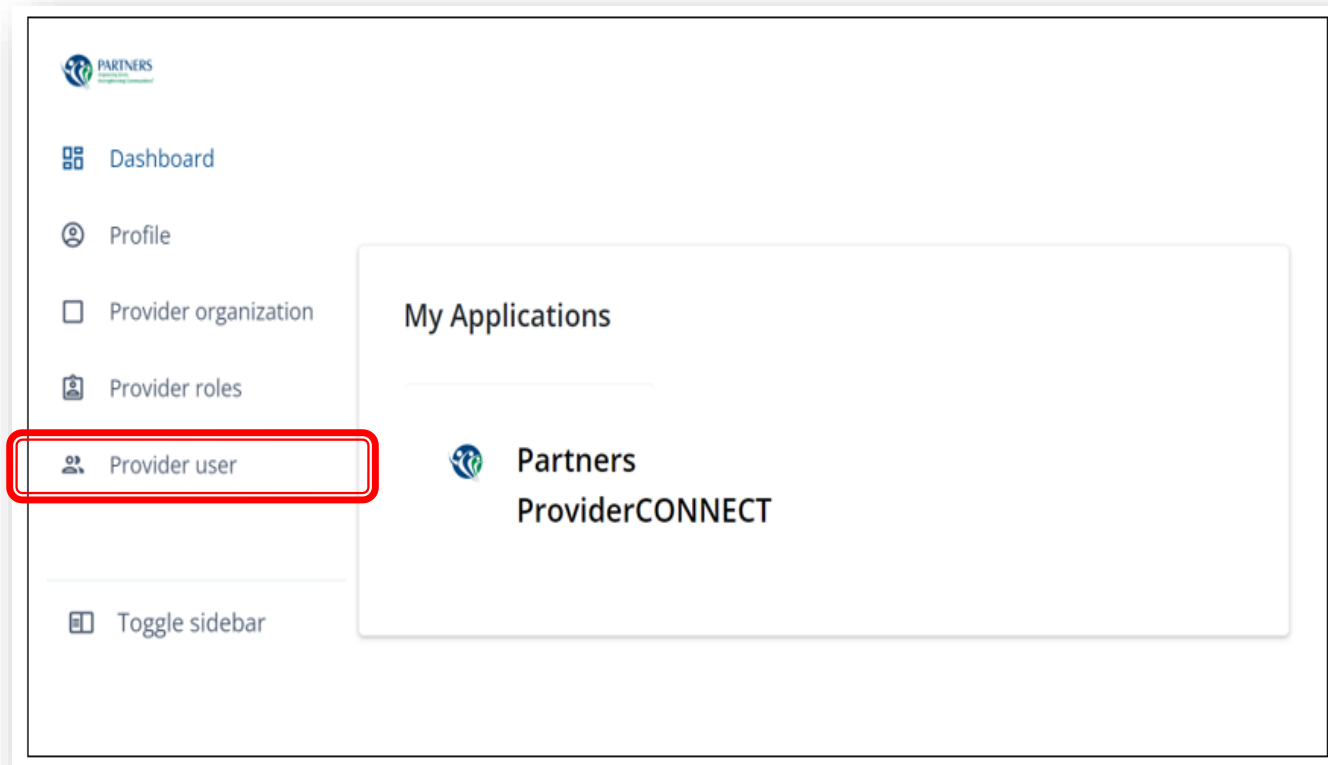
Add Provider User

- ▶ When adding a Provider User (General User (GU)):
 - Share with them the link to login and direct them to use the first-time user option to set their password.
 - Give them your contact information and let them know they should:
 - reach out to the designated LA for any login issues or questions.
 - reach out to the back-up LA In the absence of the designated LA or reach out to the practice organization's CEO.



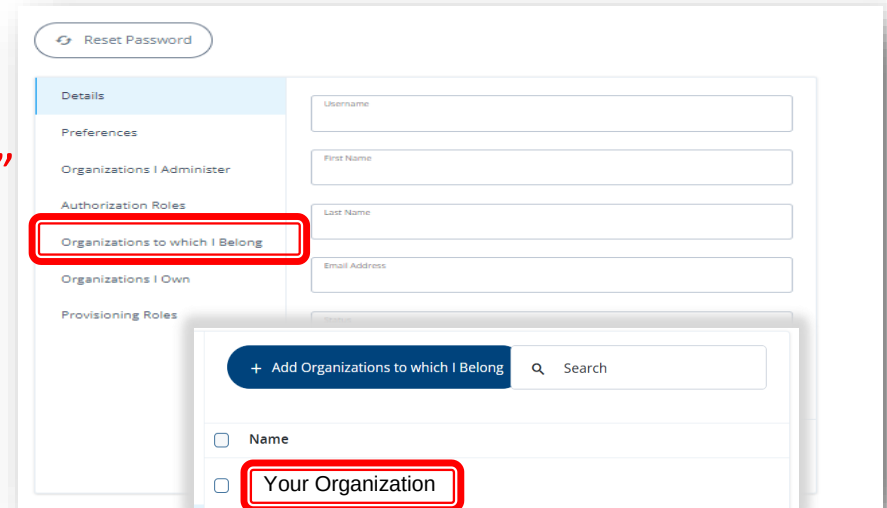
Create Back-up Local Administrator

- ▶ From the Local Administrator Dashboard
- ▶ You must first add the Provider User to assign them as the b/u LA. All newly created users are General Users unless this step to assign as the LA is taken.
- ▶ Click Provider User from Left Menu



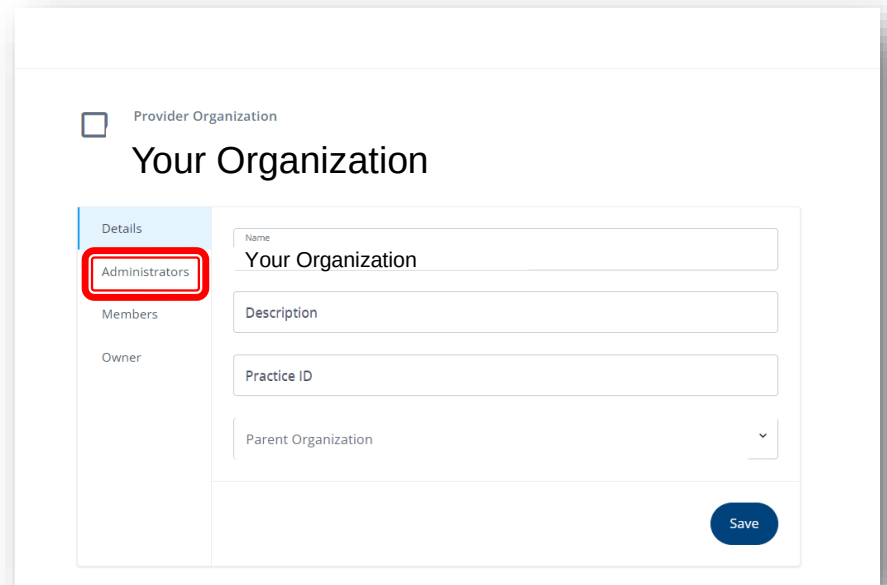
Set Provider User as Local Administrator

- ▶ Click “Organizations to Which I Belong”
- ▶ Click on your organization name



The screenshot shows a user profile page with a sidebar menu on the left. The menu items are: Details, Preferences, Organizations I Administer, Authorization Roles, Organizations to which I Belong (highlighted with a red box), Organizations I Own, and Provisioning Roles. The main content area on the right contains form fields for Username, First Name, Last Name, and Email Address. Below the sidebar menu, there is a section titled '+ Add Organizations to which I Belong' with a search bar. Below this, there is a list of organizations with checkboxes. The first organization is 'Your Organization', which is highlighted with a red box.

- ▶ Click “Administrators”



The screenshot shows the 'Your Organization' page. At the top, there is a checkbox labeled 'Provider Organization'. Below this, the title 'Your Organization' is displayed. The page has a sidebar menu with the following items: Details, Administrators (highlighted with a red box), Members, and Owner. The main content area on the right contains form fields for Name (with the value 'Your Organization'), Description, Practice ID, and Parent Organization (with a dropdown arrow). A 'Save' button is located at the bottom right of the form.



Set Provider User as Local Administrator

☐ Provider Organization

Your Organization

Details

Administrators

Members

Owner

+ Add Administrators

Search

☐ Username	First Name	Last Name
☐ Current LA's email address	LA's first name	LA's Last Name

- ▶ Click **+ Add Administrators** Button
- ▶ Type user's email address, Select User from Dropdown

- ▶ Click Save

Add Administrators

Administrators

Cancel

Save



Administrator Adding Users

- ▶ Sign In Using Email and Password (if not logged in)



Sign In

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

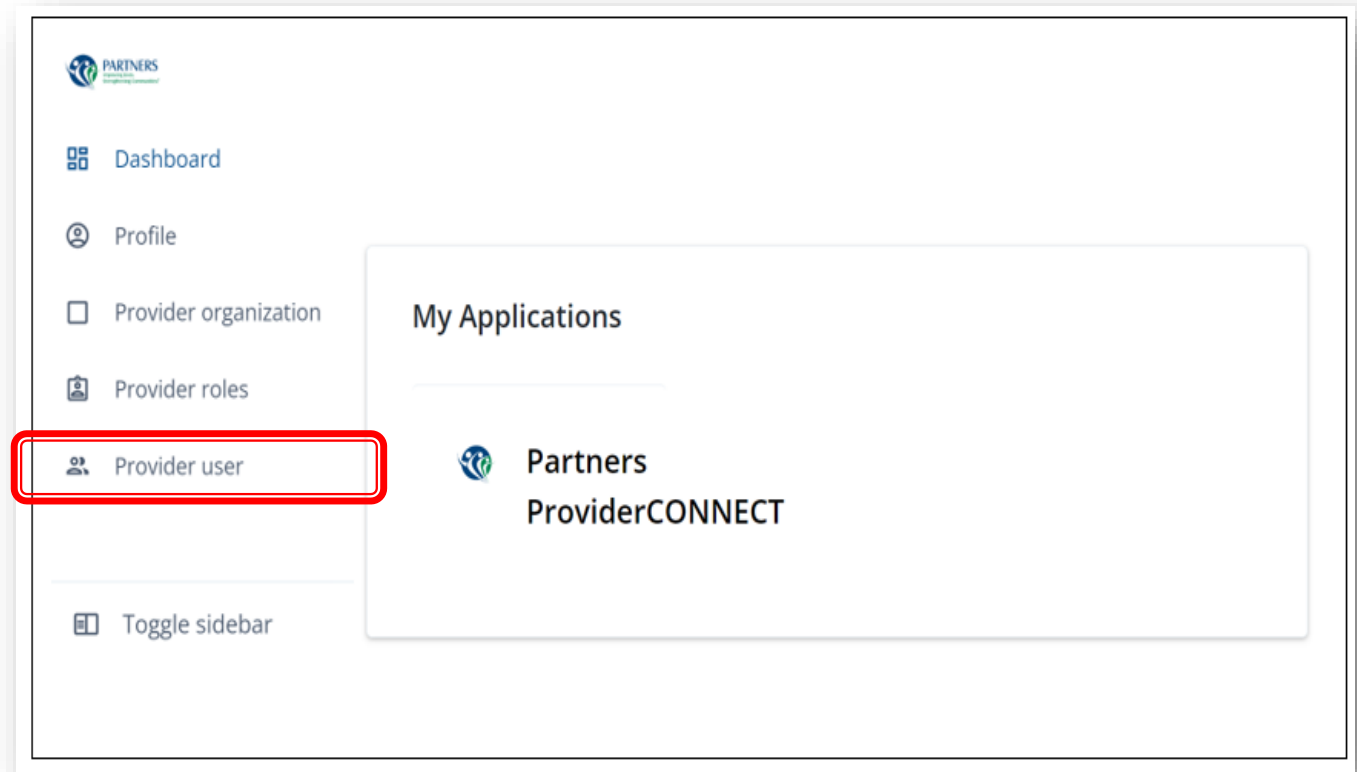
User Name

Password 

Login

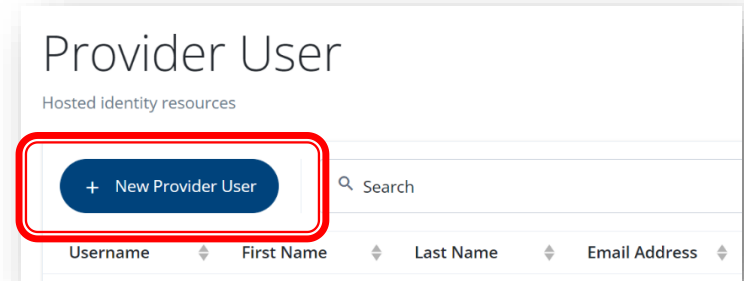
Administrator Adding Users

- ▶ Click Provider User from Left Menu



Administrator Adding Users

- ▶ Add Provider User
- ▶ Click + New Provider User Button



Fill-In All Fields

Username is Email

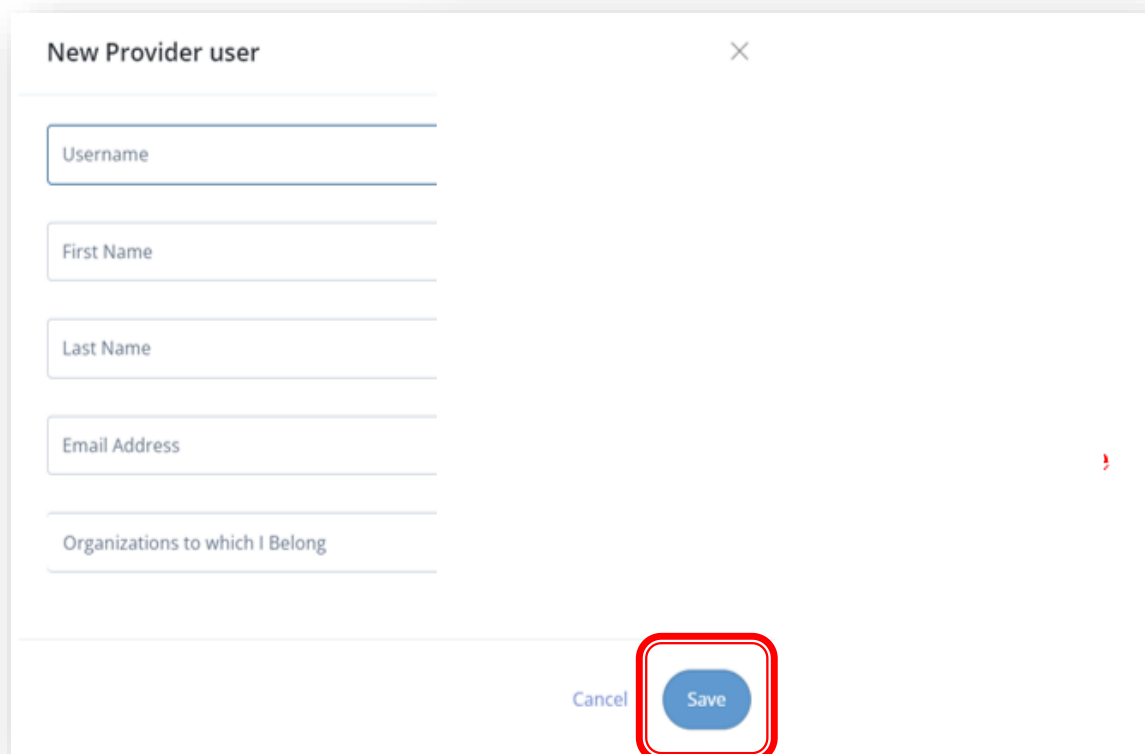
First Name

Last Name

Email is Same as Username

Select Org from Dropdown

Click Save

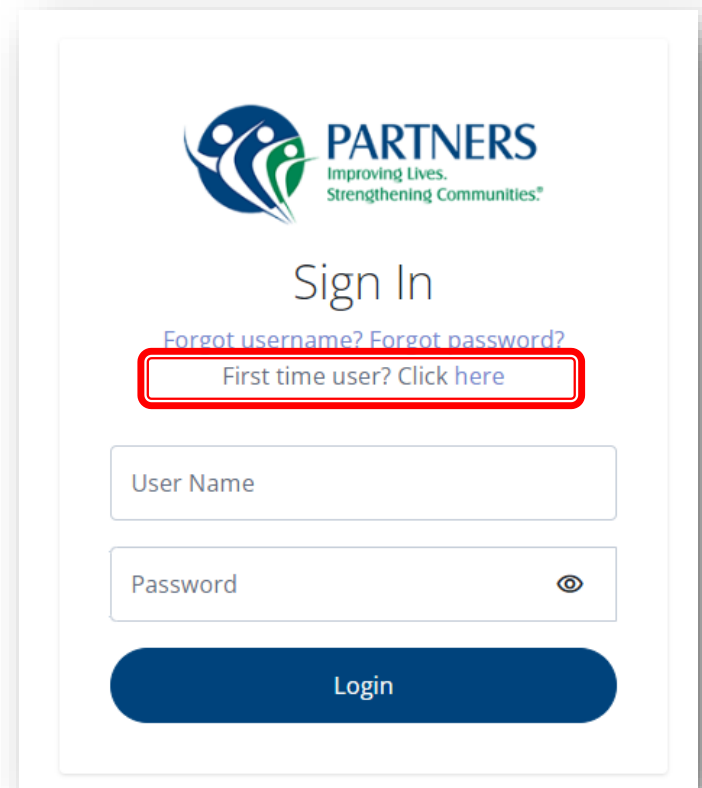


- ▶ Repeat Add Provider User as Needed



All First Time User ProviderCONNECT

- ▶ Click the link below or copy/paste into browser:
- ▶ <https://id.partnersbhm.org/>
- ▶ For First Time Only:
Click First Time User
** Do Not Enter User Name or Password
** Do Not Click Login
- ▶ This action is the initial step to set password.
- ▶ Be sure to have access to email.



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Sign In

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

[First time user? Click here](#)

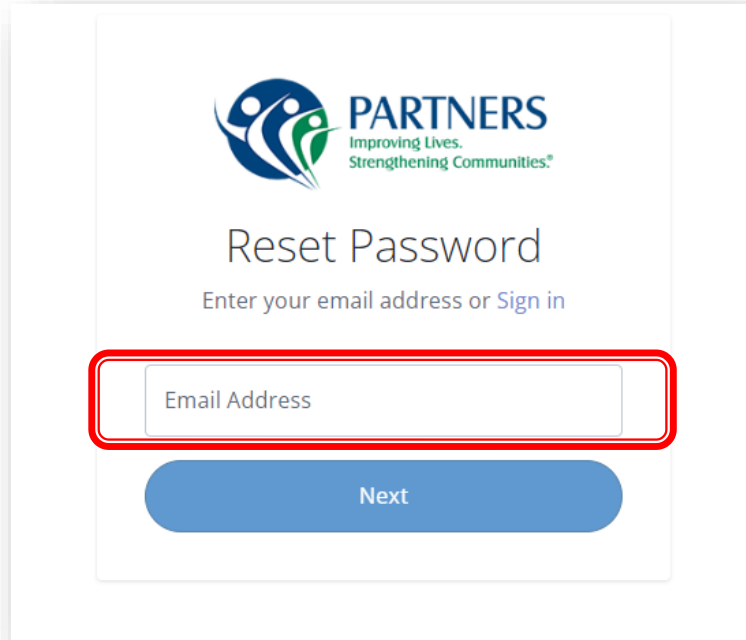
User Name

Password 

Login



All First Time User ProviderCONNECT



 **PARTNERS**
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Reset Password

Enter your email address or [Sign in](#)

Email Address

Next

- ▶ Enter Email Address
Set up by Administrator
- ▶ Click Next

All First Time User ProviderCONNECT



An email has been sent to the address you entered. Click the link in that email to proceed.

- ▶ Access Email
- ▶ Follow Instructions

- ▶ Create Strong Password
- ▶ Must be at least 12 characters
- ▶ One lowercase, one uppercase, one number, one special character
- ▶ Cannot contain common passwords
- ▶ Click Next



Reset Password

Change password

Password

- Must be at least 12 characters long
- One lowercase character, one uppercase character, one number, one special character
- Cannot contain common passwords

Next

- ▶ Users Must Agree to the Partners user Terms & Conditions



By clicking "Next" you agree to our [Terms & Conditions](#)

Our Terms & Conditions have changed. Please click the link above and read carefully.

Next

Cancel Login

Accept | Decline

Unauthorized use of this system is strictly prohibited and will be prosecuted to the fullest extent of the law.

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PARTNERS
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All Users Sign In

- ▶ Sign In Using Email and Password



Sign In

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



Login

Contact Details

Local Administrators (LA) are the stewards of ProviderCONNECT for each of their organizations.

- ▶ If LA's have any difficulties logging in or need assistance with user set-up, please contact Partners support: ProviderCONNECTSupport@PartnersBHM.org.
 - *All General Users assigned by the LA should consult their LA for access and login issues.*
 - *Any user seeking assistance where the LA can not be found should direct their questions to their CEO.*
- ▶ Reach out to CredentialingTeam@PartnersBHM.org if the CEO needs an LA designation form to replace a departing/missing LA.
- ▶ *For general inquires, please contact ProviderCONNECT@PartnersBHM.org or use the secure Messaging system in the portal to the “Partners Provider Portal Administrator” mailbox.*

