



MARTIN'S POINT®
HEALTHCARE

PROVIDER PORTAL

User Registration Guide

<https://martinspoint.org/my-account>

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REGISTRATION PROCESS

Click the link below to fill out the Administrator Designation Form:

<https://mphc.force.com/AdministratorDesignation/s/>

Fill out Administrator Designation Form with all required fields

Depending on the size of your group, you may want to register two Administrators



Administrator Designation Form

General Information
Martin's Point Health Care needs to collect general information about your organization to ensure we have up-to-date information.

* Organization Name

* Tax ID ⓘ

* Group NPI

Group Email Address

* Physical Address ⓘ

* City

* State

* Zip

* Phone ⓘ

Fax

If you represent a billing organization, please check the box

You will receive an email with links and instructions for registering for your account (see image below).

Click the account registration authorization link **OR copy** the token and **go** directly to the registration page to **enter** the authorization code. (Clicking the link will autofill the code for you.)

This authorization will only remain valid until Thursday, August 09, 2018. If this authorization expires please contact to renew the authorization or create a new authorization.

Dear ,

You have been authorized by to register for an account that will permit you to access content.

To complete the registration please follow this link to your [account registration authorization](#) page. You may also go directly to the [registration](#) page and enter

"BpiFZrhC51q7t6tglJxEsqFGvCqytoKwa5GOYkZGGTLPFpVxzvRTLMdcHw3Glz' " as your authorization code.

Thank you,

Martin's Point Health Care

Your registration authorization page:

[https://martinspoint.org/account-management/register.aspx?
as=Facility&auth=BpiFZrhC51q7t6tglJxEsqFGvCqytoKwa5GOYkZGGTLPFpVxzvRTLMdcHw3GlzYX](https://martinspoint.org/account-management/register.aspx?as=Facility&auth=BpiFZrhC51q7t6tglJxEsqFGvCqytoKwa5GOYkZGGTLPFpVxzvRTLMdcHw3GlzYX)

Account registration:

<https://martinspoint.org/account-management/register.aspx?as=Facility>

Please note: Your authorization to register for the provider portal expires after 72 hours. If you do not register within that timeframe, you must repeat the registration sign-up process.

Once you **click on** the link **or enter** the code, the registration page will appear.



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[Register >](#) Provider Registration

Provider Registration

Personal Information

First Name *	Middle Name	Last Name *
First Name	Middle Name	Last Name
Title		
Title		
Email Address *	Confirm Email Address *	
Enter your Email Address	Confirm your Email Address	
Phone Number *	Phone Ext.	
Phone Number	Ext.	

CANCELNEXT

Fill in all required fields for your username, password, and security questions.



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[Register](#) > [Provider Registration](#) > [Register](#)

Register

Username *

Password * **Confirm Password ***

Question 1 *

Select a Security Question ▼

Please answer the selected security question

Question 2 *

Select a Security Question ▼

Please answer the selected security question

Question 3 *

Select a Security Question ▼

Username Constraints

- Username must be between 6 and 128 characters
- Username must begin with a letter
- Username may contain letters, numbers and characters [space] . @ _ + -
- Username may not end with a space

Password Constraints

- Password must be 9 characters or longer.
- Password must contain 3 of the 4 types of character: number, upper case letter, lower case letter, and [space] ~ ! @ # \$ % ^ & * _ + = ` | () { } [] ; < > , . ? / - .
- Password may not

You will be asked to **review and acknowledge** a Data Use Agreement. This must be acknowledged to access the provider portal.



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Register > **Provider Registration** > **Data Use Agreement**

Data Use Agreement

Terms of Use Agreement

Please read the terms and conditions of this Terms of Use Agreement carefully.

Ownership and Purpose of Site

This Martin's Point Health Care ("MPHC") web-based portal ("MPHC Portal") is owned and operated by Martin's Point Health Care, Inc. The purpose of the MPHC Portal is to provide a secure network and resource to assist our health plan members, health network providers, and other authorized persons in managing their health benefit information, including authorization status, claim status, and other healthcare related items.

Terms and Conditions

This Terms of Use Agreement ("Terms of Use" or "Agreement") defines the terms and conditions under which MPHC makes the MPHC Portal available. BY USING THIS PORTAL, YOU AGREE TO THESE TERMS OF USE. IF YOU DO NOT AGREE, DO NOT USE THE PORTAL.

This Terms of Use is a legally binding agreement made by and between MPHC and you (whether you are accessing for yourself or on behalf of your employer or other organization) ("You" and as the context provides, "Your"). These Terms of Use govern Your access and/or use of the MPHC Portal, as such service may be described from time on MPHC's website, <http://www.martinspoint.org/>, and all materials and information located on or accessed through the MPHC Portal. This Terms of Use Agreement shall remain in effect at all times. You represent and warrant that You have the capacity and authority to enter into this Agreement, in your personal capacity, or on behalf of your employer or other organization.

After you acknowledge the agreement, your registration is complete, and you can now **log into** the provider portal by going to <https://martinspoint.org/> and signing in at the top right hand corner:

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Search Sign In Contact Us

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Local care and coverage you can trust.

We're on a mission to create healthy communities—providing the highest-quality primary and specialty care and Medicare and TRICARE[®] plans to the people of Maine and beyond.

MEET MARTIN'S POINT

Become a Patient

Shop Medicare Plans

Explore Military Benefits

LOGGING INTO THE PROVIDER PORTAL

To log in, **follow** the provider portal homepage link and **click on** the Sign In header.

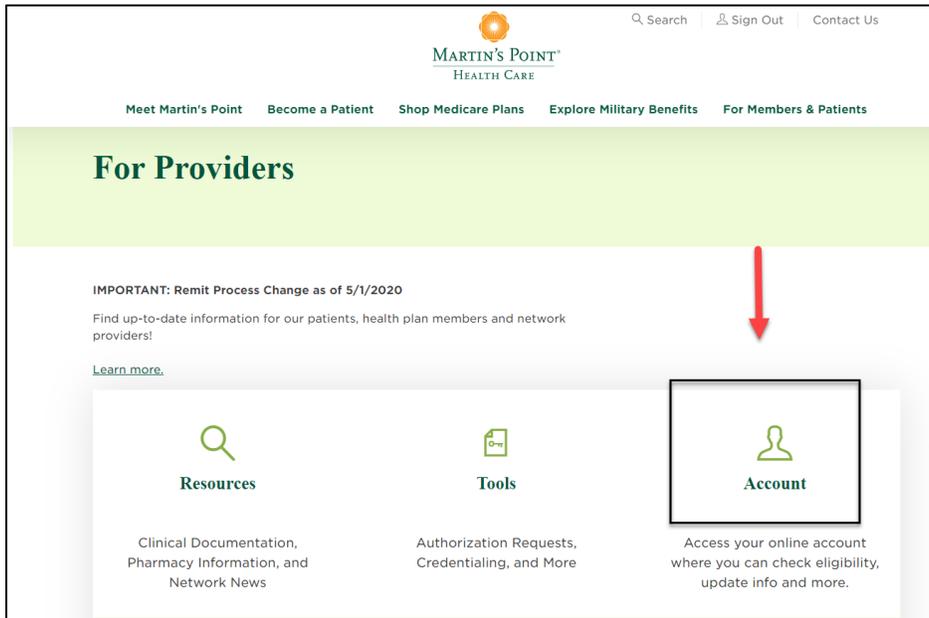
<https://martinspoint.org/for-providers>

The screenshot shows the top navigation bar of the Martin's Point Health Care website. The logo is centered at the top. To the right are links for 'Search', 'Sign In' (highlighted with a red box and a red arrow pointing to it), and 'Contact Us'. Below the navigation bar is a horizontal menu with links: 'Meet Martin's Point', 'Become a Patient', 'Shop Medicare Plans', 'Explore Military Benefits', and 'For Members & Patients'. A large green banner below the menu contains the text 'For Providers'. Underneath the banner, there is an 'IMPORTANT: Remit Process Change as of 5/1/2020' notice with a 'Learn more' link. Below the notice are three columns: 'Resources' (Clinical Documentation, Pharmacy Information, and Network News), 'Tools' (Authorization Requests, Credentialing, and More), and 'Account' (Access your online account where you can check eligibility, update info and more).

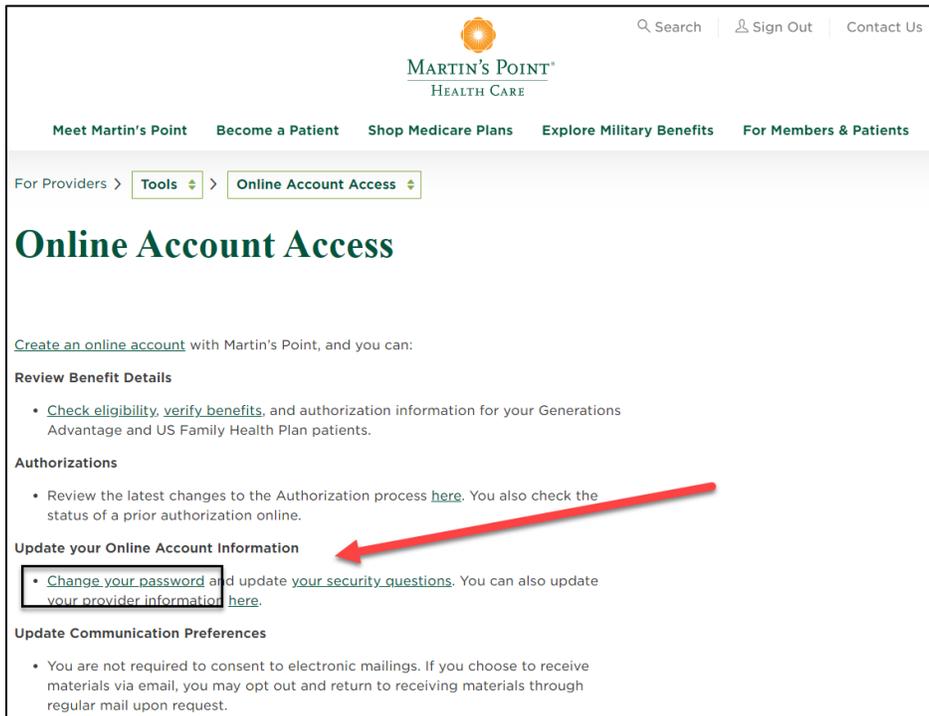
The screenshot shows the login page of the Martin's Point Health Care website. The logo is in the top left corner. The page is divided into three main sections. The first section is 'Login', which contains a 'Username' field, a 'Password' field, a green 'LOGIN' button, and links for 'Forgot your Username?' and 'Forgot your Password?'. The second section is 'First Time Logging In?', which includes text for 'Generations Advantage and US Family Health Plan' members, a 'REGISTER' button, and text for 'Providers' to contact 1-888-732-7364. The third section is 'Health Care Center Patient Portal Login', which includes text about accessing the patient portal and a 'MyMartinsPoint®' button.

CHANGING YOUR PASSWORD

Click on the “My Account” button to access your account settings



Click on the “Change Your Password” link and **fill out** your current and new password and **click** the “Save” button.



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My Account > **Change Password**

Change Password

To change your password, please enter your current password below (Current Password), enter your new password (New Password), and repeat your new password (Confirm Password). For guidance on password requirements see the information to the right.

If you need assistance with the process, please contact the appropriate support line listed to the right.

Current Password *

New Password *

Confirm Password *

CANCEL **SAVE**

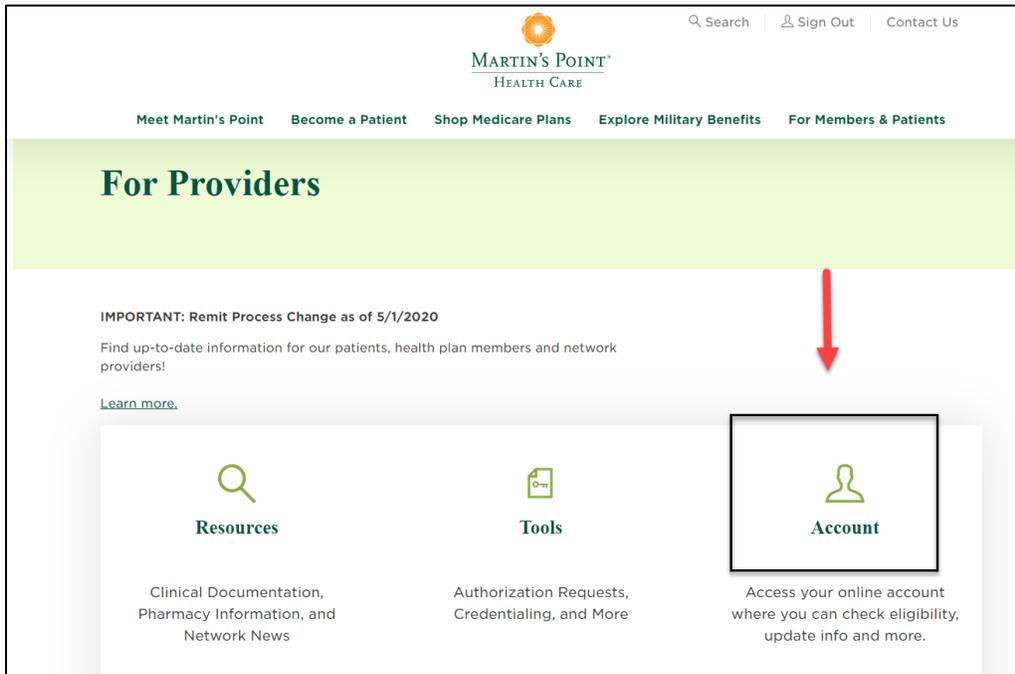
Password Constraints

- Password must be 9 characters or longer
- Password must contain 3 of the 4 types of character: number, upper case letter, lower case letter, and [space] ~ ! @ # \$ % ^ & * _ + = ` | () { } [] ; < > , . ? / -
- Password may not begin or end with a space
- The new password must differ from the previous password by at least four characters
- Password may not be any of the previous five

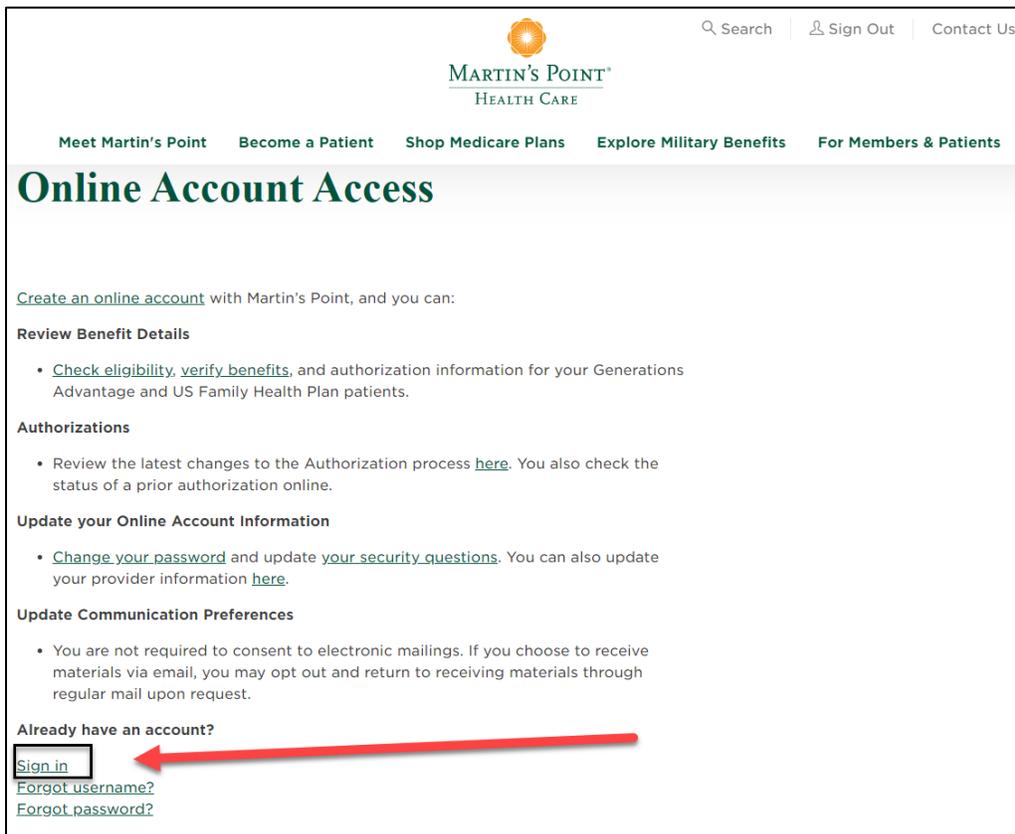
- Password must be 9 characters or longer
- Password must contain 3 of the 4 types of character: number, upper case letter, lower case letter, and [space] ~ ! @ # \$ % ^ & * _ + = ` | () { } [] ; < > , . ? / -
- Password may not begin or end with a space
- The new password must differ from the previous password by at least four characters
- Password may not be any of the previous five (5) passwords
- Password will expire after 150 days

ADD AND MANAGE USERS

Click on the "Account" button to access account features and settings.



Click on the Sign in link



Click on the “Manage Users” link on the right-side navigation to **view** your user list.

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Update Your Account

Account User Name

First Name * Middle Name Last Name *

Title

Email Address *

Phone Number * Phone Ext.

CANCEL SAVE

Administration
Manage Access Lists
Manage Authorizations
Manage Users
Data Use Agreement

Within Manage Users, you can authorize new users or close accounts for existing users

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My Account > Manage Users

Manage Users

AUTHORIZE NEW USER Manage Authorizations

Access Filter:
All Access Lists

RESET

Search:

Name	Access	Status	Last Login
------	--------	--------	------------

Within Manage Users, you can also authorize a password reset for an existing user by selecting the user and clicking RESET PASSWORD.

This will send a password authorization email to the user's email address on file. The authorization will remain valid for 24 hours.

***Please Note: If the link says it is expired within the 24-hour period, please copy and paste the link in Google Chrome (preferred browser). If the error still occurs, please, try clearing your cache/cookies.

From: Martin's Point Health Care Center <noreplymp@martinspoint.org>
Sent:
To:
Subject: Martin's Point Health Care Password Reset Instructions

We have received your request to reset your Martin's Point Health Care password.

This authorization will remain valid for 24 hours.

Please follow [this link to reset your password](#). You may also copy the address and paste it into your browser's address bar.

If you did not request to have your password reset, please go to "[I did not request a password reset](#)" to notify us. You may also call Provider Inquiry at 1-888-732-7364 for assistance.

If you would like help resetting your password, please call the Help Desk.

Thank you,

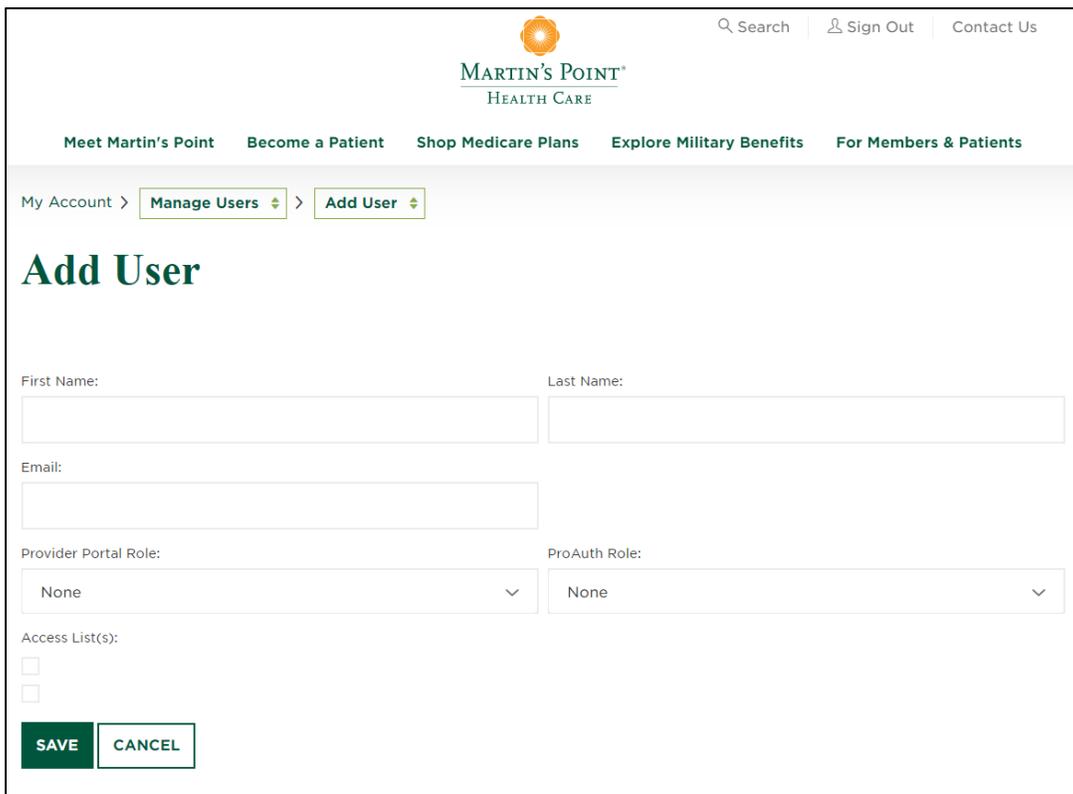
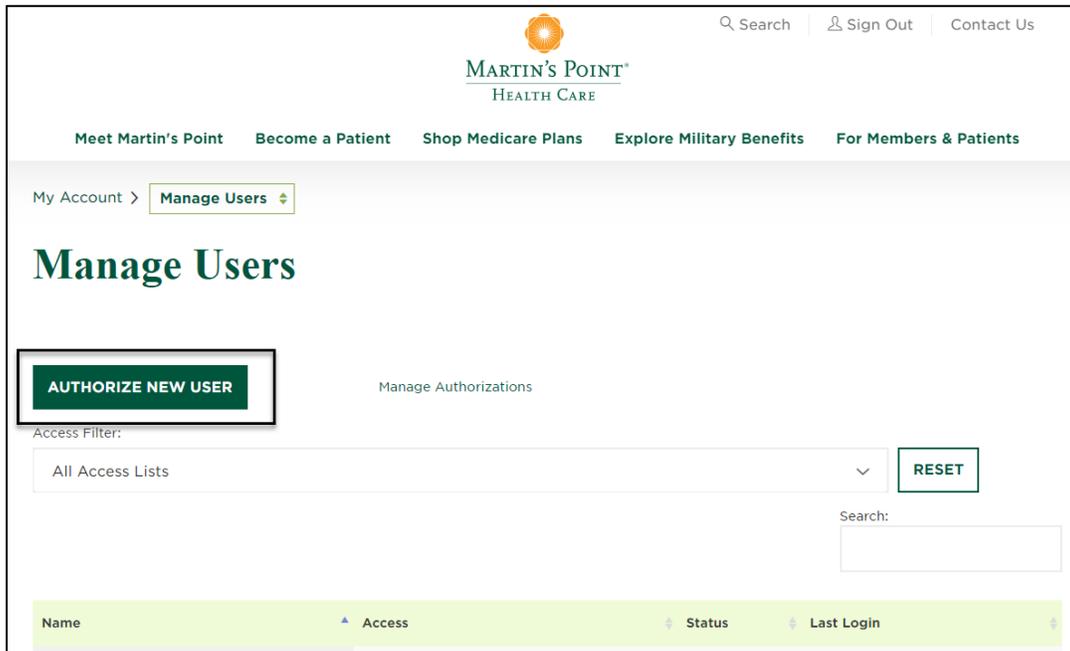
Martin's Point Health Care

Password Reset:
[https://martinspoint.org/account/reset-password?
ticket=](https://martinspoint.org/account/reset-password?ticket=)

Unauthorized access notification:
[https://martinspoint.org/account/unauthorized?
event=](https://martinspoint.org/account/unauthorized?event=)

CREATE NEW USERS

While in the Manage Users section, **click on** the “Authorize New User” button and **fill in** the required fields and then **click on** the “Save” button.



After you save, you can **view and manage** your authorizations under the “Manage Authorizations” link. This will allow you to see who has and has not completed registration.

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My Account > [Manage Users](#)

Manage Users

AUTHORIZE NEW USER

Manage Authorizations

Access Filter:

All Access Lists v

RESET

Search:

Name	Access	Status	Last Login
------	--------	--------	------------

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My Account > [Manage Authorizations](#)

Manage Authorizations

AUTHORIZE NEW USER

[Manage Users](#)

Show:

Expired Authorizations
 Fulfilled Authorizations

Name	Email	Status	Expires
------	-------	--------	---------

You can also access Authorizations from your account page



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Update Your Account

Account User Name

First Name * Middle Name Last Name *

Title

Email Address *

Phone Number * Phone Ext.
 :

Administration

- [Manage Access Lists](#)
- [Manage Authorizations](#)
- [Manage Users](#)
- [Data Use Agreement](#)

MANAGE ACCESS LISTS

Access Lists give the user access to specific providers and groups to see claim, remittance, and authorization data. Once Martin's Point gives you an Access List, you can create a new Access List that can be drilled down to the provider or practice level and assign roles and access to different users. Once you create different Access Lists, you can see which user is under which list. You can also use the Filter box to search existing access lists.



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Update Your Account

Account User Name

First Name * Middle Name Last Name *

Title

Email Address *

Phone Number * Phone Ext.
 :

Administration

- Manage Access Lists**
- Manage Authorizations
- Manage Users
- Data Use Agreement



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My Account >
Manage Access Lists

Manage Access Lists

As a local administrator, you can create and manage access lists.

- To create a new list, use the link below.
- User the Filter box to search existing access lists.
- To edit an existing list, select the list link in the Name column.

CREATE ACCESS LIST

Search:

Users	Name	Description
-------	------	-------------

Add an access list and create an associated Name and Description



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My Account >
Manage Access Lists
>
Add

Add Access List

Complete the fields below to define a new access list. Provide a distinct meaningful Name to the list and select the groups you want to assign to the access list.

Name *

Description

CANCEL

SAVE

Edit an existing access list by adding more groups/providers or add and remove users from an access list

Search | Sign Out | Contact Us


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My Account > [Manage Access Lists](#) > [Edit](#)

Edit Access List

Edit or delete an access list.

- To edit the list, verify the list name, select group(s). Select providers if appropriate.
- To delete a list, verify the name and select Delete Access List button.

Name *

Description

[ADD GROUP](#) [MANAGE USERS](#)

Groups	Users
--------	-------

HELP DESK SUPPORT

Please **contact** our Provider Inquiry department at 1-888-732-7364 for issues or questions concerning any of the following:

- Registration
- Logging In
- Local Administrator Passwords
- Data