Martin's Point

Provider Portal Registration Guide

Helping local administrators access the tools and resources needed to work efficiently with Martin's Point Health Care.

(LEARN TO)   Register • Manage Users • Maintain Access Lists

PROVIDER INQUIRY HELP DESK
Call 1-888-732-7364 for help with local administrator registration, logging in, and data issues.

martinspoint.org/for-providers

Contents

Role of Local Administrator

The Local Administrator role manages user access and maintains secure, efficient operations. This role minimizes your organization's reliance on Martin's Point Health Care for routine user management tasks.

Responsibilities | Local Administrators

Responsibilities for our Local Administrators include:

1 Access List Management

- Create access lists as needed for different groups of users (e.g., billing, administrative, clinical).
- Assign users to the appropriate access lists to grant them specific permissions.
- Regularly review and update access lists to ensure they align with your organization's needs.

2 User Account Management

- Create new users
- Remove users
- Assign the user to one or more access lists, as necessary.
- Set the user's role and permissions (e.g., office manager, claims, authorization staff).

3 Password Reset

- Easily reset and communicate the new password to the user and encourage them to change it upon their next login.

Important Notes for Local Administrators

- ➤ Keep user access lists up to date to maintain data security and compliance.
- ➤ Review and update accounts regularly to reflect staff or organizational changes.
- ➤ Delegate user management tasks to ensure efficient operations and reduce dependency on Martin's Point Health Care.
- ➤ Protect user information and follow best practices for data security.

Benefits of Having Local Administrators

Having Local Administrators who can manage access lists, user accounts, and password resets enables your organization to:

- ✓ Streamline operations and minimize delays
- ✓ Maintain control over user management
- ✓ Enhance data security and compliance
- ✓ Reduce administrative workload

Recommended Setup

We recommend assigning at least two Local Administrators per Tax ID. This ensures business continuity and helps your organization manage users efficiently.

For Non-Local Admin Users

If you are not a Local Administrator, please contact your Local Administrator for Provider Portal access. If you are unsure who your Local Administrator is, call 1-888-732-7364 for assistance.

Click the link below to register as a Local Administrator:

https://martinspoint.org/For-Providers/Tools/Online-Account-Access-for-Providers/Local-Administrator

Registration Instructions

Once you've reviewed the Local Administrator role, confirm your acceptance and begin setup by clicking the **Access Local Admin Setup** button.

Confirm Role Acceptance

Confirm your role as Local Administrator and Register here:

Access Local Admin Setup

The Administrator Designation Form is required to set up Local Administrators. The information provided helps us identify your organization in our system and ensure your users are given the correct access.

❄ **Martin's Point**

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

AK

*Zip

*Phone ⓘ

If you are a billing entity that represents multiple organizations, you will be asked to sign an additional document that you have permission to represent the organization. As more Tax ID numbers are requested, the agreement will be updated with the additional Tax ID numbers.

Once the form is submitted, Martin's Point Health Care will review your request and, if approved, you will receive an authorization email that is valid for **only 72 hours**. You will have to contact Provider Inquiry at Martin's Point at **1-888-732-7364** to renew an authorization that has expired.

Once the email is received, follow the account registration authorization link in the instructions to complete your registration. (example below)

This authorization will only remain valid until 3/30/2024 12:00:00 AM. If this authorization expires please contact Provider Inquiry to renew the authorization or create a new authorization.

Dear

You have been authorized by Provider Inquiry to register for an account that will permit you to access Provider 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 "uWpSvDQKanKSSZZILrtqQhWJ5uEgo9JyX5Nrx9jGf0JLVkivrHnwNwlA2wC8xpZD" as your authorization code.

Thank you,

Martin's Point Health Care

Your registration authorization page:
https://martinspoint.org/account/register.aspx?
as=Provider&auth=uWpSvDQKanKSSZZILrtqQhWJ5uEgo9JyX5Nrx9jGf0JLVkivrHnwNwlA2wC8xpZD

Account registration:
https://martinspoint.org/account/register.aspx

On the Provider Registration page, enter your information for your account and click **Next**.

My Account   Search

❋ Martin's Point   TRICARE Plans   Medicare Plans   Primary Care

Account >   Authorization Code Registration ⇅

Provider Registration

Personal Information

First Name *   Middle Name   Last Name *

[First Name]   [Middle Name]   [Last Name]

Email Address *   Confirm Email Address *

[Enter your Email Address]   [Confirm your Email Address]

Phone Number *   Phone Ext.

[Phone Number]   [Ext.]

(Cancel) (Next)

Road Runner / Spectrum Email Users:

If your email ends in one of the following domains, your emails may be blocked:

- rr.com
- roadrunner.com
- spectrum.net

To retrieve your emails, use the Spectrum email portal and check the junk folder.

To access the Provider Portal, you must accept the terms of the Data Use Agreement, please read the agreement before accepting.

Create your username and password, set up your three security questions, and click **Save** to complete your account setup.

Logging into Provider Portal

Go to https://martinspoint.org/For-Providers

On the top header, click **Sign In** and then select **Network Providers**.
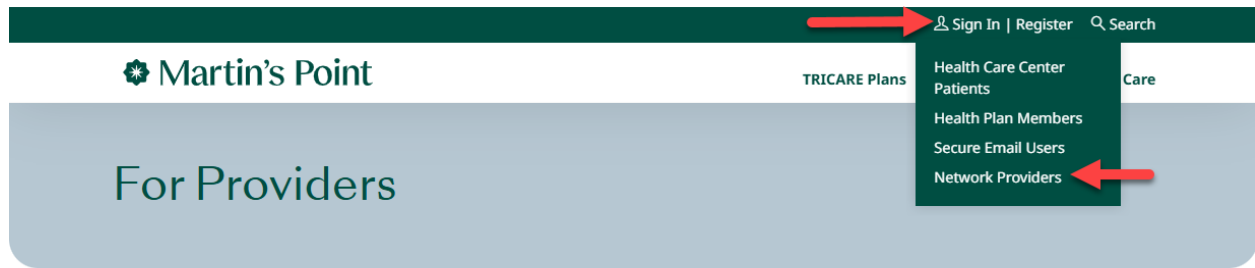
Get the information, materials, and support you need!

On the sign in screen, enter your username and password.

Once you sign in, you'll have access to our online tools and be able to manage your account. Click on the **Manage Account** button to access your account information.

Your Account has options to change your username, password, and security questions. You can also manage your access lists, manage authorizations for new users, and manage existing users.

Account Management

Change Your Username

On the navigation panel on the right, click on **Change Username**.

Follow the username requirements to create a new username.

Change Your Password

On the navigation panel on the right, click on **Change Password**.

Follow the password requirements to change your password.

Change Your Security Questions (only 3 are required)

On the navigation panel on the right, click on **Change Security Questions**.

Review the security questions tips before choosing your questions.

❀ Martin's Point

TRICARE Plans   Medicare Plans   Primary Care

My Account ❯ **Your Security Questions** ⬍

Your Security Questions & Answers

Set your security questions.

Select and answer at least **three security questions** to protect your account.

Tips for Choosing Answers:
- Pick answers that are **easy for you to remember** but **hard for others to guess**.
- Answers are **case-sensitive** and must be entered exactly as you provide them.
- You'll need these answers to reset your password in the future.

Your Password is Required:

You will need to enter your password once to:

- **Change your security questions:** Select new questions from the list.
- **Modify the answers:** Update the responses to your existing questions.

Need Help?

Generations Advantage:
1-866-544-7504 (TTY:711)

US Family Health Plan:
1-888-674-8734 (TTY:711)

Providers:
1-888-732-7364 (TTY:711)

Security Questions

Password *

Password	👁̸

Question 1 *

Select a Security Question ▾

Please answer the selected question

Question 2 *

Select a Security Question ▾

Please answer the selected question

Question 3 *

Select a Security Question ▾

Please answer the selected question

Question 4

Select a Security Question ▾

Please answer the selected question

Question 5

Select a Security Question ▾

Please answer the selected question

Question 6

Select a Security Question ▾

Please answer the selected question

Cancel   **Save**

Administration

Manage User Authorizations

- Authorize New User

On the navigation panel on the right, click on **Manage Authorizations**.

Click on the **Authorize New User** button to create a new user for your organization (see Add User in Manage Users for more detail). You can also review expired or fulfilled authorizations.

Manage Access Lists

- View Access List
- Edit Access List
    - Group Administration
    - Manage Users

On the navigation panel on the right, click on **Manage Access Lists**.

You will see an Access List under the name column, to edit an existing list, select the list link in the Name column.

Update lists with groups or providers.

By clicking on the **Access List Name**, you will see the Groups and Users under that access list.

Click the **Add Group** button to add additional Groups to the access list.

Click the **Manage Users** button to add or remove users to the access list.

Manage Users

- Authorize New User (2nd area)
- Admin Note (you can see other local admins when they have "admin" next to their names

On the navigation panel on the right, click on **Manage Users**.

Click **Authorize New User** or click the name of an existing user under the name column.

Add User

Complete the user details and select the role to assign. The chosen role determines which tools and access lists the user will be able to use.

Edit User

Update the Roles of the user.

Delete Account

Click **Delete Account** to permanently remove a user.

Unlock Account

Click **Unlock Account** button to unlock a user's account when their account is locked.

Reset Password

Click **Reset Password** button to reset the user's password (will generate email to user).

Help Desk Support

Need help or have questions?

If you experience any issues during registration or while using the Provider Portal, our **Provider Inquiry Department** is here to help.

Please contact us at **1-888-732-7364** for assistance with any of the following:

- **Local Administrator Registration and Assistance** — Help with registering as a Local Administrator, setting up users, or managing access.
- **Login Issues** — Password resets, account lockouts, or trouble signing in.
- **Data or Provider Information Issues** — Questions or corrections related to provider or practice data displayed in the portal.

Our Provider Inquiry team is available to ensure you have the access and information you need to successfully manage your organization within the Martin's Point Health Care Provider Portal.