



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

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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.



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 "uWpSvDQKanKSSZZILrtqQhWJ5uEgo9JyX5Nrx9jGf0JLVkivrHnwNwIA2wC8xpZD" as your authorization code.

Thank you,

Martin's Point Health Care

Your registration authorization page:

[https://martinspoint.org/account/register.aspx?](https://martinspoint.org/account/register.aspx?as=Provider&auth=uWpSvDQKanKSSZZILrtqQhWJ5uEgo9JyX5Nrx9jGf0JLVkivrHnwNwIA2wC8xpZD)


[as=Provider&auth=uWpSvDQKanKSSZZILrtqQhWJ5uEgo9JyX5Nrx9jGf0JLVkivrHnwNwIA2wC8xpZD](https://martinspoint.org/account/register.aspx?as=Provider&auth=uWpSvDQKanKSSZZILrtqQhWJ5uEgo9JyX5Nrx9jGf0JLVkivrHnwNwIA2wC8xpZD)

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](#)

 [TRICARE Plans](#) [Medicare Plans](#) [Primary Care](#)

Account > [Authorization Code Registration](#)

Provider Registration

Personal Information

First Name *	Middle Name	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address *		Confirm Email Address *
<input type="text"/>		<input type="text"/>
Phone Number *	Phone Ext.	
<input type="text"/>	<input type="text"/>	

[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.

My AccountSearch

Martin's PointTRICARE PlansMedicare PlansPrimary Care

Account > Authorization Code 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.

Do you accept these terms of use? *

☒ I have read and accept the terms of use

☐ I do not accept the terms of use

CancelNext

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

My AccountSearch

Martin's PointTRICARE PlansMedicare PlansPrimary Care

Account > Authorization Code Registration > Register

Register

Username *

Username

Password *

Password

Confirm 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

Please answer the selected security question

Username Requirements

✓ Begin with a letter

✓ Contain 6-128 characters

✓ May contain letters, numbers and characters [space], @, _ +.

✓ Not end with a space

Password Requirements

• At least 9 characters.

• Include 3 of these:

- Number
- Uppercase letter
- Lowercase letter
- Special character (e.g., @, #, !)

• No spaces at the start or end.

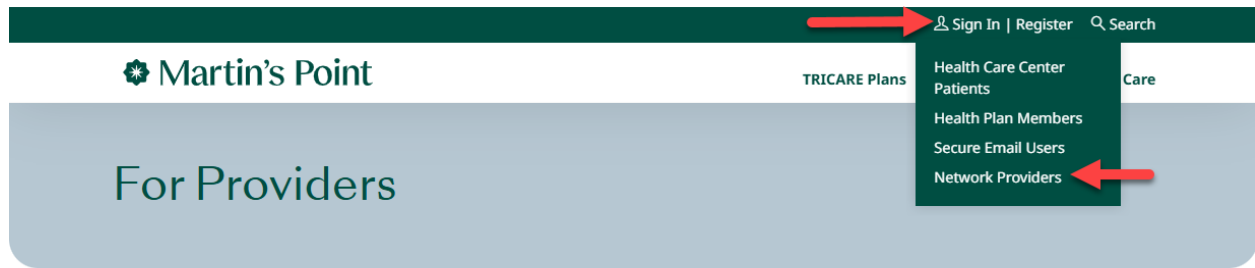
• Cannot match username or last 5 passwords.

CancelSave

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.



Sign In

Username

Password




Sign In

[Forgot your Username?](#) [Forgot your Password?](#) [Account Management](#)

Health Care Center Patient Portal login at [MyMartinsPoint®](#)

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.


[My Account](#) [Search](#)

[TRICARE Plans](#) [Medicare Plans](#) [Primary Care](#)

[My Account](#) > [Your Home Page](#)


Welcome

[Manage Account](#)




Provider Homepage

Proceed to the Provider Homepage.




Provider Resources

Clinical criteria, pharmacy info, and network news.



Provider Tools

Authorization, credentialing, requests, and more.




Provider Manual

View our online guide to provider procedures.

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.

[My Account](#) [Search](#)

[TRICARE Plans](#) [Medicare Plans](#) [Primary Care](#)

[My Account](#)

My Account

Account User Name

ryan.hadley

First Name *

First Name

Middle Name

Middle Name

Last Name *

Last Name

Title

Title

Email Address *

Enter Your Email Address

Phone Number *

E.g. (207) 555-1212

Phone Ext.

Phone Ext.

MY ACCOUNT IS UP TO DATE

Save

Account Management

- [Change Username](#)
- [Change Password](#)
- [Change Security Questions](#)

Terms and Policies

- [Data Use Agreement](#)

Administration

- [Manage Access Lists](#)
- [Manage Authorizations](#)
- [Manage Users](#)

Account Management

Change Your Username

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

My Account

My Account

Account User Name

ryan.hadley

First Name *

First Name

Middle Name

Middle Name

Last Name *

Last Name

Title

Title

Email Address *

Enter Your Email Address

Phone Number *

E.g. (207) 555-1212

Phone Ext.

Phone Ext.

MY ACCOUNT IS UP TO DATE

Save

Account Management

Change Username

Change Password

Change Security Questions

Terms and Policies

Data Use Agreement

Administration

Manage Access Lists

Manage Authorizations

Manage Users

Follow the username requirements to create a new username.

My Account

Change Your Username

Change Your Username

Steps to take to change your username.

To update your username, enter your current username and email and confirm your new username following the requirements, then click **Save**.

Current Username

ryan.hadley

Current Email Address

ryan.hadley@martinspoint.org

New Username *

Enter new username

Cancel

Save

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)

Username Requirements

✓ Begin with a letter

✓ Contain 6–128 characters

✓ May contain letters, numbers and characters [space] . @ _ +.

✓ Not end with a space

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

Follow the password requirements to change your password.


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Change Your Security Questions (only 3 are required)

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

My Account

Search



TRICARE Plans Medicare Plans Primary Care

My Account

My Account

Account User Name

ryan.hadley

First Name *

Middle Name

Last Name *

First Name

Middle Name

Last Name

Title

Title

Email Address *

Enter Your Email Address

Phone Number *

Phone Ext.

E.g. (207) 555-1212

Phone Ext.

MY ACCOUNT IS UP TO DATE

Save

Account Management

Change Username

Change Password

Change Security Questions

Terms and Policies

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Manage Access Lists

Manage Authorizations

Manage Users

My Account > Your Security Questions

Martin's Point

TRICARE Plans Medicare Plans Primary Care

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

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Administration

Manage User Authorizations

- Authorize New User

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

My Account

Martin's Point

TRICARE Plans Medicare Plans Primary Care

Account User Name

ryan.hadley

First Name * Middle Name Last Name *

First Name Middle Name Last Name

Title

Title

Email Address *

Enter Your Email Address

Phone Number * Phone Ext.

E.g. (207) 555-1212 Phone Ext.

MY ACCOUNT IS UP TO DATE Save

Account Management

Change Username

Change Password

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Manage Access Lists

Manage Authorizations

Manage Users

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.

My Account > Manage Authorizations

Martin's Point

TRICARE Plans Medicare Plans Primary Care

Authorize New User Manage Users

Show:

☐ Expired Authorizations

☐ Fulfilled Authorizations

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

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**.

My Account

My Account

Account User Name

ryan.hadley

First Name *Middle NameLast Name *

First NameMiddle NameLast Name

Title

Title

Email Address *

Enter Your Email Address

Phone Number *Phone Ext.

E.g. (207) 555-1212Phone Ext.

MY ACCOUNT IS UP TO DATE

Save

Account Management

Change Username

Change Password

Change Security Questions

Terms and Policies

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Administration

Manage Access Lists

Manage Authorizations

Manage Users

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

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

Update lists with groups or providers.

My Account

Manage Access Lists

TRICARE Plans

Medicare Plans

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Martin's Point

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 *

System Access List (locked)

Description

Groups

Users

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

My Account

Manage Access Lists

TRICARE Plans

Medicare Plans

Primary Care

Martin's Point

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 *

New Access List

Description

This is a new Access List

Add Group

Manage Users

Groups

Users

Cancel


Save

Delete

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

My Account

Search

 Martin's Point

TRICARE Plans Medicare Plans Primary Care

My Account >

Manage Access Lists

Group Administration

Define which providers should be included for this group.

Group: *

MARTINS POINT HEALTH CARE INC (Portland)


☒ All providers in this group

☐ Select individual providers:

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

My Account

Search

 Martin's Point

TRICARE Plans Medicare Plans Primary Care

My Account >

Manage Access Lists

Users

Select which users should be included in this 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**.

My Account

My Account

Account User Name

ryan.hadley

First Name * Middle Name Last Name *

First Name Middle Name Last Name

Title

Title

Email Address *

Enter Your Email Address

Phone Number * Phone Ext.

E.g. (207) 555-1212 Phone Ext.

MY ACCOUNT IS UP TO DATE Save

Account Management

- Change Username
- Change Password
- Change Security Questions

Terms and Policies

- Data Use Agreement

Administration

- Manage Access Lists
- Manage Authorizations
- Manage Users**

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

My Account > Manage Users

Manage Users

Authorize New User Manage Authorizations

Access Filter:

All Access Lists Reset

Search:

Name Access Status Last Login

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.

[My Account](#) [Search](#)

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My Account > Manage Users > Add User

Add User

First Name:

Last Name:

Email:

Provider Portal Role:

None

ProAuth Role:

None

Optum Role:

None

Access List(s):

☐

Save Cancel

Edit User

Update the Roles of the user.

[My Account](#) [Contact Us](#) [Search](#)

Martin's Point

TRICARE Plans Medicare Plans Primary Care

My Account > Manage Users > Edit User

Edit User

Delete Account Unlock Account Reset Password

Name:

Username:

Status:

Provider Portal Role:

ProAuth Role:

Optum Role:

Access List(s):

Active

Office Manager View

View only

None

☐

Delete Account

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

My Account > Manage Users > Edit User

Martin's Point

TRICARE Plans Medicare Plans Primary Care

Edit User

Delete Account

Unlock Account

Reset Password

Name:

Username:

Status:

Provider Portal Role:

ProAuth Role:

Optum Role:

Access List(s):

Active

Office Manager View

View only

None

☐

Unlock Account

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

My Account > Manage Users > Edit User

Martin's Point

TRICARE Plans Medicare Plans Primary Care

Edit User

Delete Account

Unlock Account

Reset Password

Name:

Username:

Status:

Provider Portal Role:

ProAuth Role:

Optum Role:

Access List(s):

Active

Office Manager View

View only

None

☐


Reset Password

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

My Account

Contact Us

Search

 Martin's Point

TRICARE Plans Medicare Plans Primary Care

My Account >


Manage Users >

Edit User

Edit User

Delete Account

Unlock Account

Reset Password

Name:

Username:

Status:

Provider Portal Role:

ProAuth Role:

Optum Role:

Access List(s):

Active

Office Manager View

View only

None

☐

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.