



# How to Register for Provider Portal Access

## Provider Registration Overview

The individual who registers a practice or office for provider portal access is assigned the role of Local Administrator. In most cases, the Office Manager should be assigned this role. The Local Administrator has access to all standard features, plus the System Administration feature for setting up and overseeing all other users of the registered office. Office staff should be assigned the role titled Benefits, Claims & Eligibility.

## New User Registration for Providers

Go to <http://pchprovider.healthtrioconnect.com/>

### Step 1: Login Screen

A screenshot of the login screen for the Piedmont Community Health Plan Provider Portal. The background is a dark green color. At the top, it says "WELCOME TO THE PIEDMONT COMMUNITY HEALTH PLAN PROVIDER PORTAL" in white, uppercase letters. Below this, there are two input fields: "Username" with a placeholder "Enter username" and "Password" with a placeholder "Enter password". Each input field has a "Forgot" link below it. At the bottom of the login section is a "Login" button.

#### Register as New User

New to the portal, register as a provider today.

Register



- Click REGISTER at bottom of screen.

## Step 2: User Information Screen

### User Information

If you are an existing user of the Connect system [click here to login](#).

First Name \*

Middle Initial

Last Name \*

Title

E-Mail \*

Confirm E-Mail \*

Office Phone \*   
Example: (555) 555-5555

Extension #   
Example: 123456

Office Fax   
Example: (555) 555-5555

User Name \*

Password \*

Confirm Password \*

Security Question 1 \*

Security Answer 1 \*   
Your answer may not contain your username.

Security Question 2 \*

Security Answer 2 \*   
Your answer may not contain your username.

Security Question 3 \*

Security Answer 3 \*   
Your answer may not contain your username.

Local Admin  As the primary registrant, you are automatically a local admin

Enter the following information for the person who will serve as the Local Administrator:

- First Name – the office manager’s name
- Middle Initial – the office manager’s middle initial
- Last Name – the office manager’s last name
- Title – the office manager’s title
- E-Mail – the office manager’s email address
- Confirm E-Mail – re-enter the office manager’s email address
- Office Phone – the office phone number
- Extension # – the office phone’s extension number, if applicable
- Office Fax – the office fax number
- User Name – choose a username for login
- Password – choose a password for login
- Confirm Password – re-enter the password for login
- Security Question 1 – select a security question from the dropdown menu
- Security Answer 1 – enter an answer to the security question for Question 1
- Security Question 2 – select a security question from the dropdown menu
- Security Answer 2 – enter an answer to the security question for Question 2
- Security Question 3 – select a security question from the dropdown menu
- Security Answer 3 – enter an answer to the security question for Question 3
- Click Next.

### Step 3: Provider Office Search Screen

Search for your provider office

Search For

Search By

Search Text

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Information entered here will help search for your organization and display it as shown in the next screen.

- Search For - Select "Provider"
- Search By - Select "Name"
- Search Text - Enter organization name, e.g. Eye Doctor, MD, P.C.
- Click Search and wait for next screen to appear. Select your organization/location.
- Click Next.

### Step 4: Organization Information Screen

Enter the name and address of your office.

Organization Name \*

Tax ID

Address \*

City \*

State \*

Zip Code \*

Enter the name and address of your office.

Organization Name \*

Tax ID

Address \*

City \*

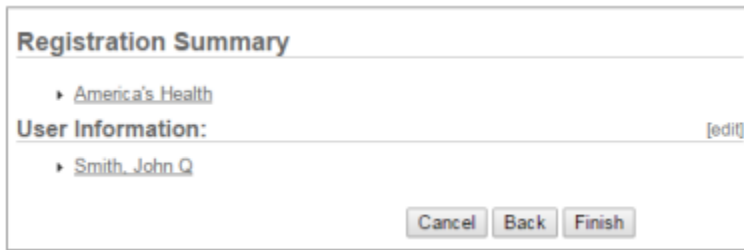
State \*

Zip Code \*

This screen will populate based on information you selected in previous screens.

- Click Next.

## Step 5: Registration Summary Screen

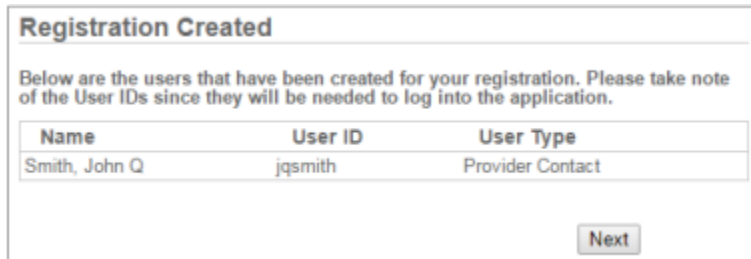


The screenshot shows a web interface titled "Registration Summary". It contains a list item "America's Health" with a right-pointing arrow. Below this is a section titled "User Information:" with an "[edit]" link to its right. Under "User Information:", there is another list item "Smith, John Q" with a right-pointing arrow. At the bottom of the form are three buttons: "Cancel", "Back", and "Finish".

- Review and verify Registration Summary and User Information provided.
- Click Finish.

## Step 6: Registration Created

The Print Security Agreements screen contains the User ID needed to login to the Piedmont Provider Portal. You cannot return to this page.



The screenshot shows a web interface titled "Registration Created". Below the title is a paragraph: "Below are the users that have been created for your registration. Please take note of the User IDs since they will be needed to log into the application." Below this paragraph is a table with three columns: "Name", "User ID", and "User Type". The table contains one row of data: "Smith, John Q", "jqsmith", and "Provider Contact". At the bottom right of the form is a "Next" button.

Name	User ID	User Type
Smith, John Q	jqsmith	Provider Contact

- Click Next.

Your registration will be confirmed by email.