

## FAQ

- 1. What do I need to do to turn off my old account?**  
Nothing, we will take care of that for you.
- 2. How do I register?**  
On or after 9/20/21 you will access the site by clicking [Provider Portal](#).
- 3. What do I need to Register (info. must be exactly as MHHP has it listed)?**  
Provider name, NPI, Phone Number, Tax ID, Check Number within the last 12 months.
- 4. How many users can register?**  
Unlimited, with multiple users in the same role.
- 5. Why can't I register?**  
Validate the registration info. using...  
Explanation of Payment from MHHP and/or  
Payee on a check issued by MHHP  
Calling Customer Service at 855-645-8448
- 6. What are my registration options?**
  - a. Office Manager
  - b. Biller
  - c. Clinical
  - d. Clerk
- 7. Can I grant other office staff access?**  
Yes, only as the office manager user role.
- 8. Can I remove a user's access?**  
Yes, only the office manager user role.
- 9. What if I am experiencing technical difficulties within the portal?**  
You can message the Health Plan by using the messaging center.
- 10. What if the provider portal link is not working?**  
Please, be sure you attempt to use Google, Chrome, or Edge. Also, ensure all cookies and caches has been cleared from browser before attempt.

**11. When will the current Provider Portal sunset?**

The current provider portal will no longer be available on 11/30/2021

**12. What can I do on the Provider Portal?**

- Self-Register
- Check Eligibility
- Search Authorizations
- Check Claims
- Export Claims in a Report
- Print Explanation of Payments
- Receive Health Plan Notifications