

Provider Portal Registration/Account Setup: New Users



Step 1:

To register (get a username and password), please visit the account registration page:

<https://provider.wellcare.com/Ohanacare>

This page is also accessible from the login page.



Step 2:

Complete the registration form. All fields with an asterisk are required. You will need to select three different security questions and answers, and agree to the Terms and Conditions.

Important Notes:

- This is the information attached to your web registration. It is not recorded in other 'Ohana systems.
- You can update your email address in this step. This email address will be tied to your account and used to retrieve your username or password if either are forgotten at any point.

(continued)



Step 3:

After completing Steps 1 and 2, you will receive a verification email. You will need to click the link in this email to activate your account and set your password.



Step 4:

After setting and submitting your password, you will be routed to the Request Affiliation screen. This is where you have the option to request affiliation to an account at the Contract* or Sub-Group+ level. Once you locate the desired Contract or Sub-Group and submit the request, it is sent to the Administrator (Admin) of that account to approve or deny. Please note you will not be able to access tools in the portal until the Admin has approved your request.

◆Contract Level Affiliation

A Contract level affiliation request allows you to request access to the portal at the contract level.

- 1 To find your contract, enter the as it appears on your 'Ohana contract in the Contract Name field. You may also enter a ZIP code to narrow search results.
- 2 Select the contract with which you want to affiliate.
- 3 Consider adding an optional note to the Admin of the account (something that makes you recognizable) and then submit. Your request will be routed to the Contract Admin for review.

Please note:

- If a Contract Admin does not exist for the selected contract, you will need to contact your Provider Relations representative, Network Management Specialist, or Customer Service for assistance.
- The contract name(s) appear or display as they are recorded in 'Ohana's system.

Tip: If you do not find your contract after an initial search, try a simpler version, i.e., if your contract name is under "Florida Family Medicine" just enter "Family" and the ZIP code.

Almost there! Tell us which provider you want to associate with. ⓘ

Request Access to Provider/Medical Group

Contract Level Affiliation ⓘ 1

Sub-Group Level Affiliation ⓘ

Note to Administrator

Submit

Almost there! Tell us which provider you want to associate with. ⓘ

Request Access to Provider/Medical Group

Contract Level Affiliation ⓘ

Contract Name

DemoName

Contract Zip code

Search

2

Select	Contract Name	Address	City	State
<input checked="" type="radio"/>	DEMONAME	100 IPA ADD	TAMPA	FL

1 - 1 of 1 items

Note to Administrator

Please allow access to process billing.

3

Submit

(continued)

+Sub-Group Level Affiliation

A Sub-Group level affiliation lets you ask for access to the portal at the provider, facility or medical group level. This search requires a 'Ohana Provider ID.

- 1 To find a Sub-Group, enter a provider ID associated to the Sub-Group you want to join. (Your Sub-Group Admin should be able to provide this.)
- 2 After searching, select the desired sub-group, add an optional note to the Sub-Group Admin of the account (something that makes you easily recognizable) and then submit. Your request will be routed to the Sub-Group Admin for review.

Almost there! Tell us which provider you want to associate with. ⓘ

Request Access to Provider/Medical Group

Contract Level Affiliation ⓘ

Sub-Group Level Affiliation ⓘ

Provider ID

Almost there! Tell us which provider you want to associate with. ⓘ

Request Access to Provider/Medical Group

Contract Level Affiliation ⓘ

Sub-Group Level Affiliation ⓘ

Provider ID

Select	Sub-Group Name	Contract Name	Administrator
<input checked="" type="checkbox"/>	Idlewild Office	STEPHEN NELSON ONLY	MARGUERITE COLLINS

1 - 12 of 12 items

Note to Administrator

Step 5:

You will see a confirmation message for the submitted affiliation request. You can then submit additional requests or log out. Please remember, you will not have access to the tools in the portal until the Admin of that account has granted your access. Once your Admin grants or denies your request, you will receive an email confirmation.

Important: If a Contract Administrator does not yet exist for the selected contract, you will see a message indicating that. You will need to contact your Provider Relations Representative or Network Management Specialist for assistance.

Affiliation Request Received

[Help](#) [A](#) [A](#) [Download & Print](#)

What's Next?

The administrator for the provider office/medical group will review your request. You will receive an email notification once the request has been accepted or denied. If you don't receive an email notification, please contact your administrator. If you don't know who your administrator is, please contact Web Support at 1-866-592-5832 (8 a.m.-6 p.m. EST).

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Terms & Definitions

Admin Lite	Assists the Contract or Sub-Group Admin with access requests and managing/assigning user roles.
Affiliation	The act of a user requesting a role at a Contract or Sub-Group Account level to conduct business on their behalf.
Contract Account	Account based on a contract with 'Ohana. Users at this level can view and transact as any and all IPAs, medical groups, facilities and/or providers associated to the contract.
Contract Admin (Administrator)	Manages the Contract Account – grants and removes access for all users and can create/dissolve Sub-Group Accounts.
Provider	Those who work with us to deliver or furnish health care services, including doctors, health care professionals, hospitals, pharmacies and labs.
Sub-Group Account	Offers flexibility for contracts with multiple facilities and/or medical groups. Contract Admins can create these customized user-group accounts and designate specific groups and/or facilities they are permitted to view.
Sub-Group Admin (Administrator)	Manages the Sub-Group Account – grants and removes access for users within the specific Sub-Group Account. If a Sub-Group Admin has not been assigned the role, it defaults to the Contract Admin.
Registration	The act of getting (and/or verifying) a username and password – must complete some demographic information about the user and choose three security questions.
Roles	A level of access assigned to the user based on the functions the Admin wants them to be able to perform.