



Accessing Payer Portals



EI Billing Providers can register with various payers' online portals to check benefits and claims status, submit referrals & prior authorization requests, look up coding & billing guidelines, download forms, join the payer network and much more. This document gives an overview of some of the major payers' self-service online portals. All payers require the following information in order to enroll for an online user account:

- a. Federal Tax ID and NPI
- b. An explanation of benefits (EOB) from the payer, which will contain your payer assigned provider id

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1199 SEIU/Aetna

To register for a new user account with 1199 SEIU/Aetna you must register with NaviNet use the link below.

<https://navinet.secure.force.com/>

Sign Up for NaviNet

Already have a NaviNet account?
Sign In to NaviNet
If you already have a NaviNet account and need to make changes or add services, you must sign in to NaviNet first.

Looking to find out more about NaviNet?
Learn More >>

If your office is already using NaviNet, please contact your Security Officer, who will create a NaviNet account for you.

Registration Is Free!
All you need is a Federal Tax ID. Tell me more >>

OR for Expedited Registration:

A Federal Tax ID and a recently submitted Aetna claim (within the last 90 days)
NaviNet will use the details of the claim to authenticate your office. If you do not have an Aetna claim, you may still register, but the process will take longer.

You will be designated as a NaviNet Security Officer for your office. Tell me more >>

[Continue](#)

Have you already submitted a registration request? [Check the status of your registration](#)



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Affinity Health Plan

To register for a new user account with Affinity Health Plan, use the link below.

<https://affinityportal.affinityplan.org/portal/>



Portal login:

Username

Password

Passwords are case-sensitive.

LOG IN [Forgot Password](#)

Providers/Groups: [Register Here](#)

Members: [Register Here](#)

Third Party Billers: [Register Here](#)

Cigna

To register for a new user account with Cigna, use the link below.

<https://cignaforhcp.cigna.com/>



SEARCH RESOURCES

CIGNA FOR HEALTH CARE PROFESSIONALS

An easy way for medical, behavioral, and dental health care professionals to work with Cigna.

Login

User ID

Password

LOGIN

[Forgot User ID](#) | [Forgot Password](#)

Register

REGISTER NOW

TEMPORARY ID

[Learn how to register](#) | [What is a temporary ID?](#) | [Site tour](#)

How can we help you today?

[Review coverage policies](#)

Learn how to interpret Cigna standard health coverage plan provisions. Access the medical coverage policies.

[Review clinical reimbursement and payment policies](#)

Find appeal policies, claim editing procedures, and laboratory and reimbursement information. For the most recent medical necessity review list, precertification policies, and modifier policies, log in to CignaforHCP.com.

[Find a form](#)

Access the forms you need for authorizations, referrals, filing or appealing claims, or changing information about your office.

[Learn about electronic solutions](#)

Find out how to access patient information, check claim status, submit precertification requests, and more electronically.

[Submit a claim to Cigna](#)

Get quick tips and easy-to-follow instructions for submitting claims electronically to Cigna.

[Search the health care professional directory](#)

Find a health care professional in your patients' network. Select a directory, and find network-participating health care professionals that best fit your patients' needs, based on their coverage.

[Explore medical resources](#)

From newsletters, to wellness programs, to Cigna medical plans, and more, this is your source for information.

[Explore behavioral resources](#)

Find guidelines, materials and tools that can help you work more efficiently with Cigna.

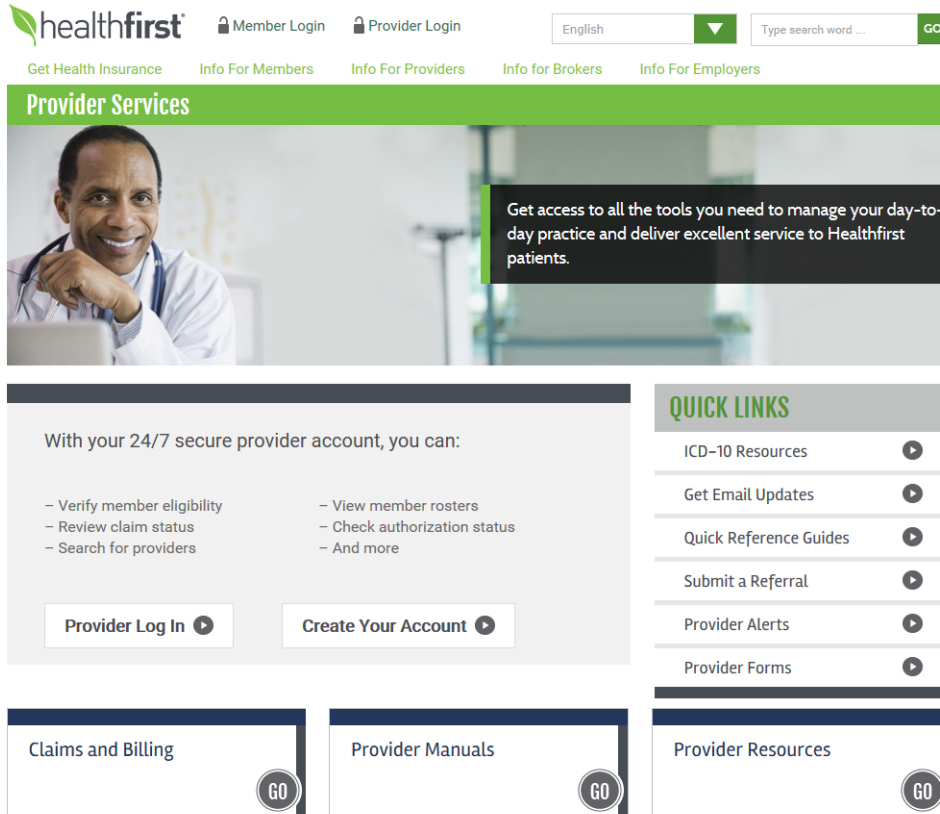
[Looking for something else?](#)

Browse our resources

HealthFirst

To register for a new user account with HealthFirst, use the link below.

<http://healthfirst.org/providers/>

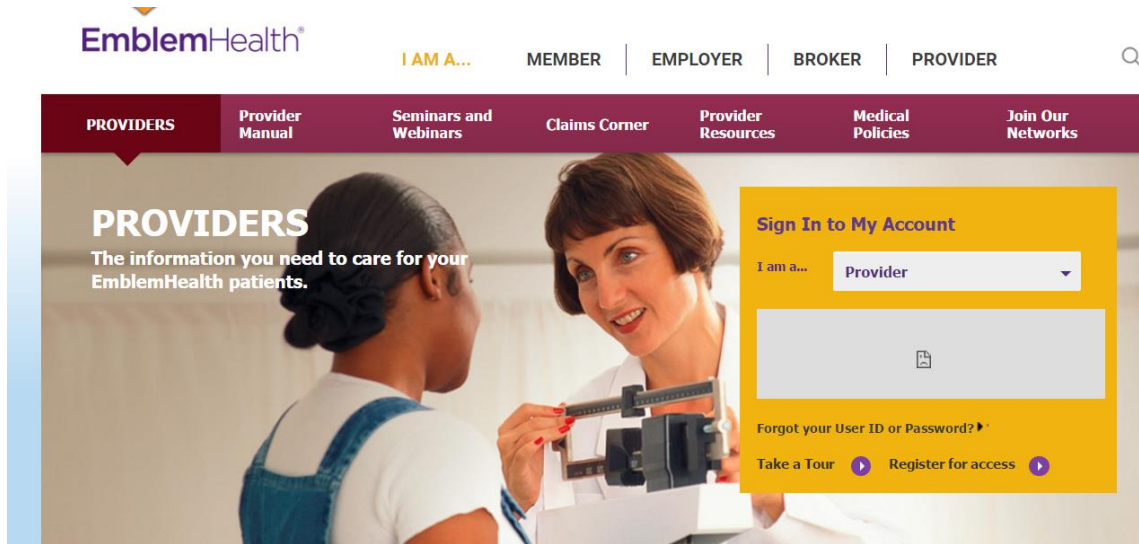


The screenshot shows the HealthFirst website's provider services page. At the top, there is a navigation bar with the HealthFirst logo, a search bar, and links for Member Login and Provider Login. Below this is a green banner for "Provider Services" featuring a photo of a doctor and a text box that says: "Get access to all the tools you need to manage your day-to-day practice and deliver excellent service to Healthfirst patients." The main content area is divided into two columns. The left column, titled "With your 24/7 secure provider account, you can:", lists several capabilities: "Verify member eligibility", "Review claim status", "Search for providers", "View member rosters", "Check authorization status", and "And more". Below this list are two buttons: "Provider Log In" and "Create Your Account". The right column, titled "QUICK LINKS", contains a list of links: "ICD-10 Resources", "Get Email Updates", "Quick Reference Guides", "Submit a Referral", "Provider Alerts", and "Provider Forms". At the bottom of the page, there are three boxes with "GO" buttons: "Claims and Billing", "Provider Manuals", and "Provider Resources".

Emblem Health

To register for a new user account with Emblem Health, use the link below.

<http://www.emblemhealth.com/en/Providers>



The screenshot shows the Emblem Health website interface. At the top left is the Emblem Health logo. To its right is a navigation menu with the text "I AM A..." followed by links for "MEMBER", "EMPLOYER", "BROKER", and "PROVIDER". A search icon is located to the right of these links. Below the navigation is a dark red header bar with several menu items: "PROVIDERS", "Provider Manual", "Seminars and Webinars", "Claims Corner", "Provider Resources", "Medical Policies", and "Join Our Networks". The main content area features a large image of two women, one in a white lab coat and another in a blue apron, looking at a piece of equipment. Overlaid on the right side of this image is a yellow sign-in box titled "Sign In to My Account". Inside the box, there is a dropdown menu labeled "I am a..." with "Provider" selected. Below the dropdown is a grey rectangular area with a document icon. At the bottom of the box, there is a link "Forgot your User ID or Password?" and two buttons: "Take a Tour" and "Register for access".



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Fidelis Care

To register for a new user account with Fidelis Care, please call 1-888-Fidelis to get access to payer portal.



Home > Providers

Welcome Providers!

Quick Links

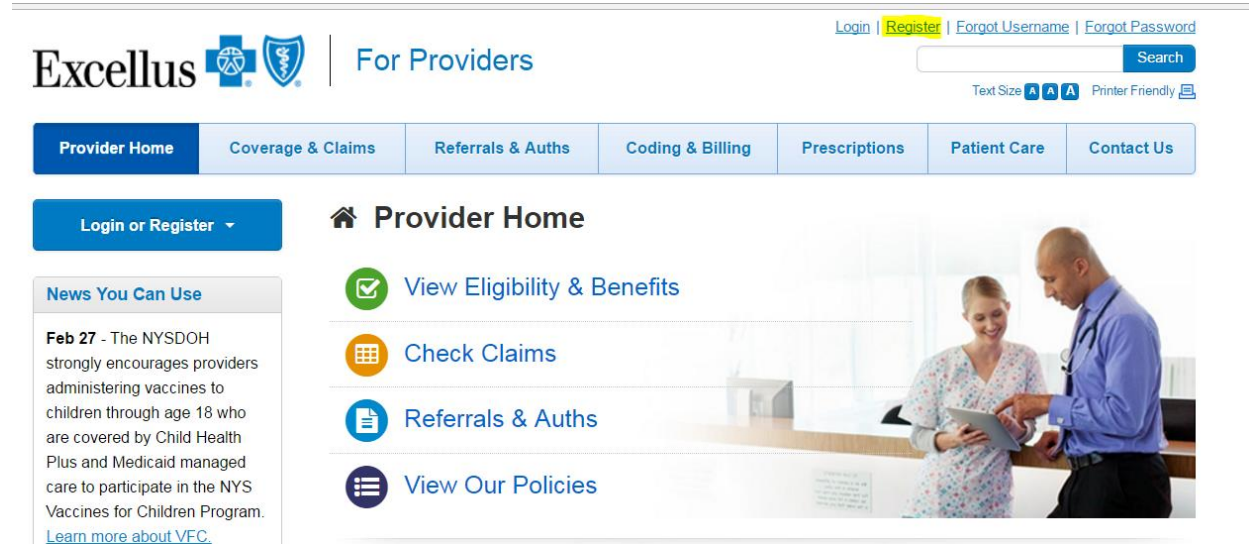
Provider Access Online

[Provider Manual](#) | [Provider Manual - Metal-Level Products and Essential Plans](#) | [Transportation Provider Manual](#) | [Authorization Grids](#) | [Pharmacy Services](#) | [Access and Availability Standards](#) | [Provider Bulletins](#) | [Provider Education](#) | [Provider Resources](#) | [Quality Management](#) | [Electronic Submissions](#) | [Consumer Directed Personal Assistance Services \(CDPAS\)](#) | [Find a Doctor](#)

Excellus BCBS

To register for a new user account with Excellus BCBS, use the link below.

<https://www.excellusbcbs.com/wps/portal/xl/prv/>



The screenshot shows the Excellus BCBS Provider Portal. At the top left is the Excellus logo with a cross and shield icon, followed by the text "For Providers". To the right are links for "Login", "Register", "Forgot Username", and "Forgot Password". Below these is a search bar with a "Search" button and "Text Size" and "Printer Friendly" options. A navigation menu includes "Provider Home", "Coverage & Claims", "Referrals & Auths", "Coding & Billing", "Prescriptions", "Patient Care", and "Contact Us". A "Login or Register" button is visible. The main content area is titled "Provider Home" and features a list of links: "View Eligibility & Benefits", "Check Claims", "Referrals & Auths", and "View Our Policies". A "News You Can Use" section on the left contains a news item dated Feb 27 about the NYSDOH encouraging vaccine administration for children, with a link to "Learn more about VFC". A background image shows a healthcare professional and a patient looking at a tablet.



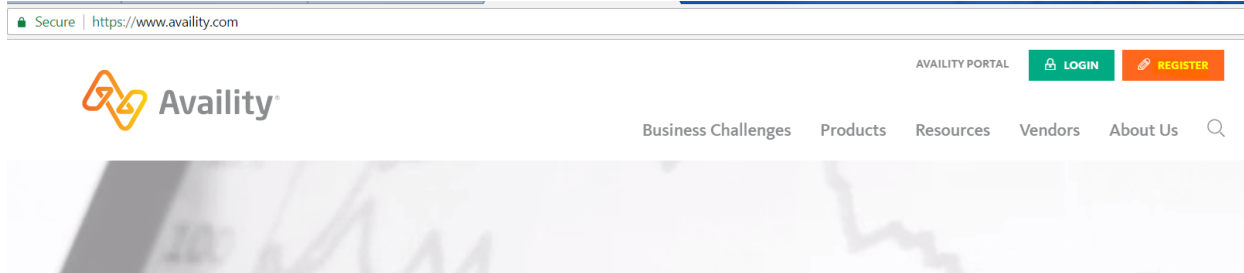
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Empire BCBS, Amerigroup, HealthPlus

To register for a new user account with Empire BCBS, Amerigroup, or HealthPlus, use the link below.

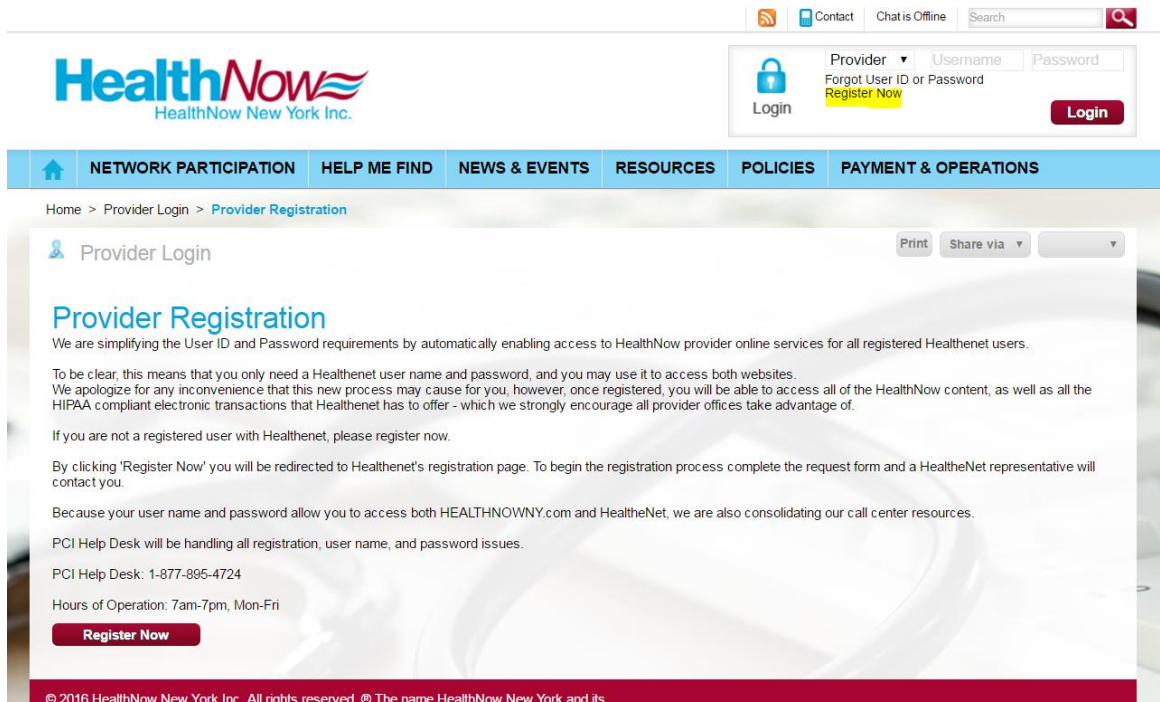
<https://www.availity.com/>



HealthNow

To register for a new user account with HealthNow, use the link below.

https://www.healthnowny.com/content/HNNY_provider/home/provider-login/provider-registration.html



The screenshot shows the HealthNow website interface. At the top right, there are navigation links for 'Contact' and 'Chat is Offline', along with a search bar. The main header features the HealthNow logo and a navigation menu with categories: NETWORK PARTICIPATION, HELP ME FIND, NEWS & EVENTS, RESOURCES, POLICIES, and PAYMENT & OPERATIONS. The current page is 'Provider Registration', indicated by the breadcrumb 'Home > Provider Login > Provider Registration'. The main content area is titled 'Provider Login' and 'Provider Registration'. It contains the following text: 'We are simplifying the User ID and Password requirements by automatically enabling access to HealthNow provider online services for all registered Healthnet users. To be clear, this means that you only need a Healthnet user name and password, and you may use it to access both websites. We apologize for any inconvenience that this new process may cause for you, however, once registered, you will be able to access all of the HealthNow content, as well as all the HIPAA compliant electronic transactions that Healthnet has to offer - which we strongly encourage all provider offices take advantage of. If you are not a registered user with Healthnet, please register now. By clicking 'Register Now' you will be redirected to Healthnet's registration page. To begin the registration process complete the request form and a HealthNet representative will contact you. Because your user name and password allow you to access both HEALTHNOWNY.com and HealthNet, we are also consolidating our call center resources. PCI Help Desk will be handling all registration, user name, and password issues. PCI Help Desk: 1-877-895-4724 Hours of Operation: 7am-7pm, Mon-Fri'. A 'Register Now' button is prominently displayed at the bottom of the main content area. The footer contains the copyright notice: '© 2016 HealthNow New York Inc. All rights reserved. ® The name HealthNow New York and its'.

MVP Health Care

To register for a new user account with MVP, use the link below.

<https://www.mvphealthcare.com/providers/>



Members Employers Brokers **Providers** Sign In/Register

Shop for a Plan Contact Us 

Forms Pharmacy Search Providers Quality Programs Reference Library Join MVP Contact Us

How can MVP help you?

Search **Eligibility**, **Claims** and **Authorization Status**, request **Imaging Authorization** and sign up for our electronic version of **Healthy Practices Newsletter**.

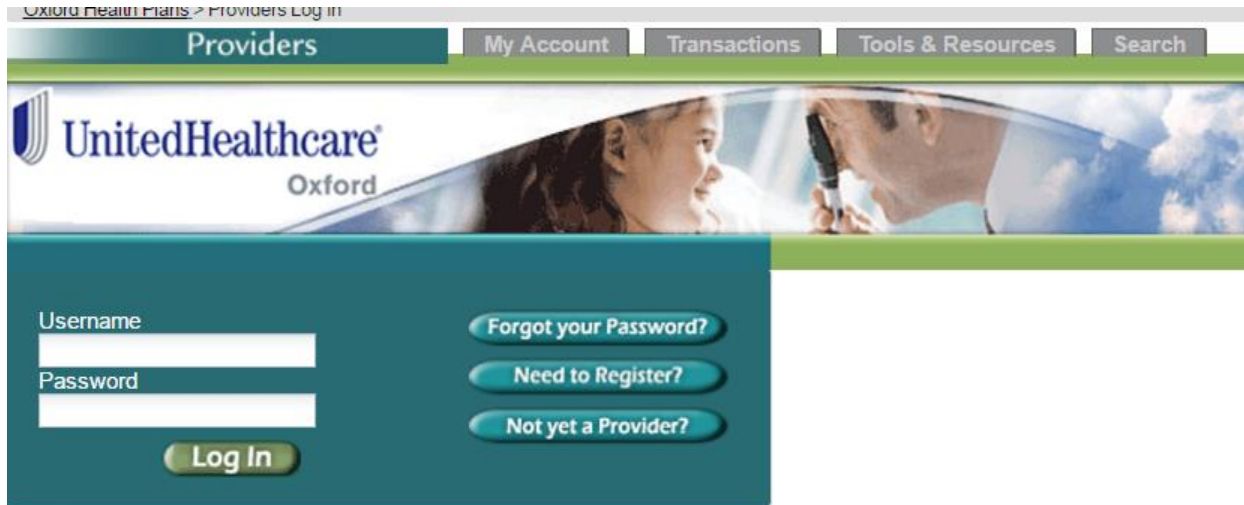
Username	Password
<input type="text" value="myusername"/>	<input type="password" value="*****"/>
Forgot Username? Forgot Password?	Need Help? Register Now
Sign In >	



Oxford

To register for a new user account with Oxford, use the link below.

<https://www.oxhp.com/ProviderPortal/>



Oxford Health Plans > Providers Log In

Providers My Account Transactions Tools & Resources Search

UnitedHealthcare
Oxford

Username

Password

Forgot your Password?

Need to Register?

Not yet a Provider?

Log In



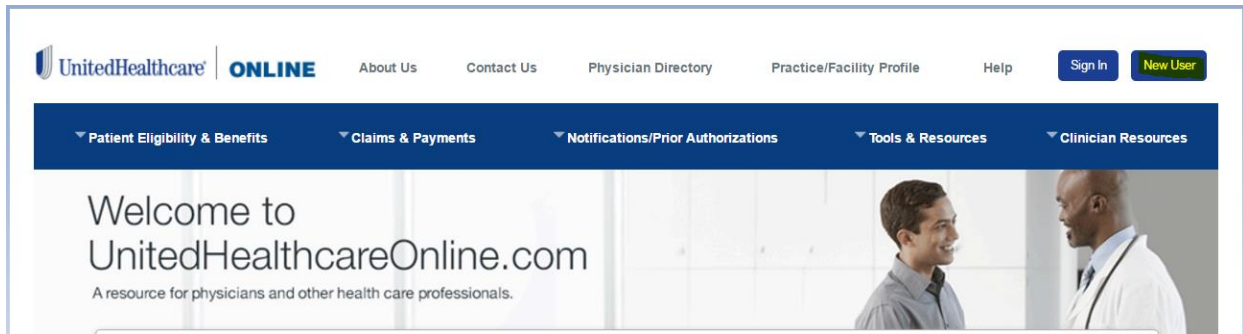
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United Healthcare

The link below will take you to the United Healthcare Online portal, where you can register for a new user account.

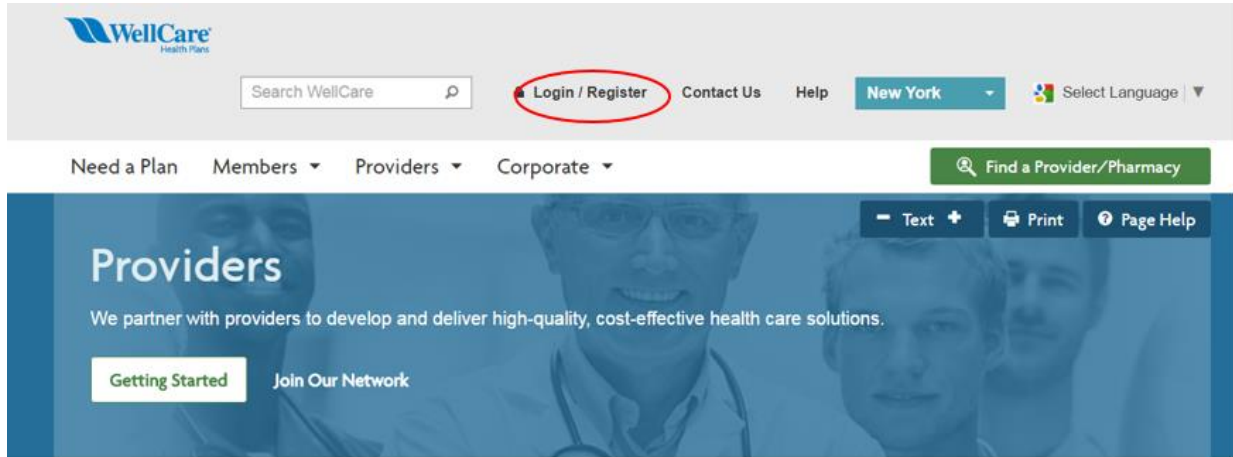
<https://www.unitedhealthcareonline.com>



WellCare Of New York

To register for a new user account with WellCare Of New York, use the link below.

<https://www.wellcare.com/en/New-York/Providers>



The screenshot shows the WellCare Health Plans website. At the top left is the WellCare logo. Below it is a search bar labeled 'Search WellCare'. To the right of the search bar is a red circle around the 'Login / Register' link. Further right are links for 'Contact Us', 'Help', and a 'New York' dropdown menu. Below these is a 'Select Language' dropdown. A navigation bar contains 'Need a Plan', 'Members', 'Providers', and 'Corporate'. A green button labeled 'Find a Provider/Pharmacy' is on the right. The main content area has a blue background with the word 'Providers' in large white text. Below it is the text 'We partner with providers to develop and deliver high-quality, cost-effective health care solutions.' There are two buttons: 'Getting Started' and 'Join Our Network'. On the right side of the main content area are three buttons: 'Text', 'Print', and 'Page Help'.



MEDICAID
Resources
Claims
Secure Login



MEDICARE
Resources
Claims
Secure Login



OTHER PLANS
FIDA Advocate Complete
New York Health Insurance
Marketplace