



Secure Provider Portal

Creating an account and logging in

Step 1: Identify Portal Administrator

- The provider organization should identify at least 2 individuals to have the designation of Portal Administrator.
- One of the designated Portal Administrators should proceed with creating a portal account.
- Once registration and verification is complete, the first Portal Admin will have the ability to add and remove additional users, including assign additional Portal Administrators.

Step 2: Portal Administrator Create an Account

Brand Logo

Log In

Email Address *

CONTINUE

CENTENE SSO

1 [Create New Account](#)

single password  reliable security
EntryKeyID

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Brand Logo

Create your Account

Enter Email Address

Let's get started – creating an account is quick and easy.

Email Address *

2

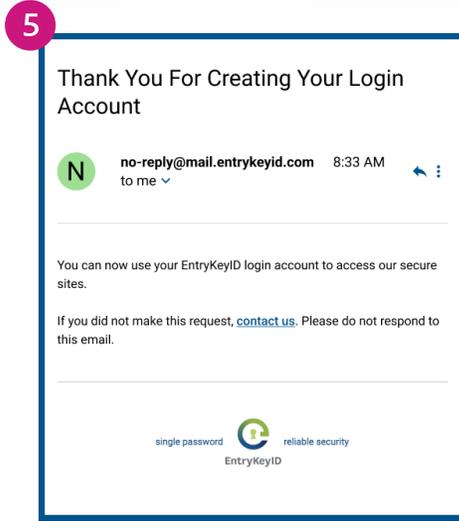
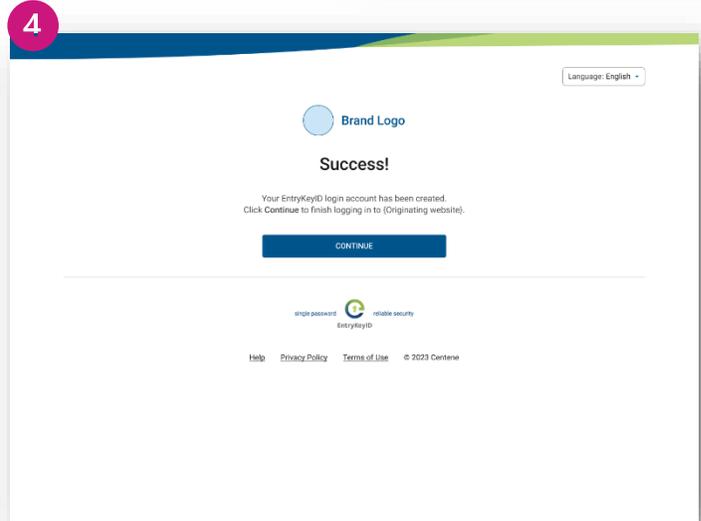
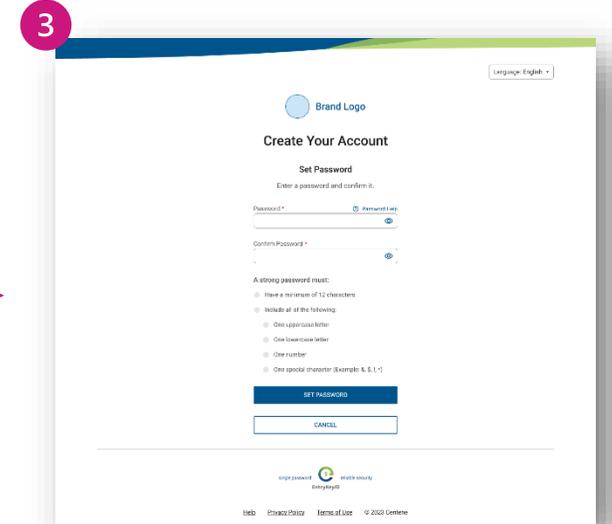
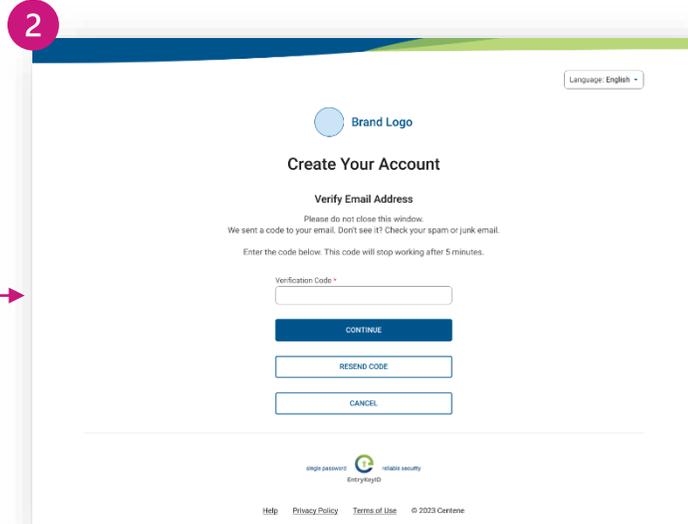
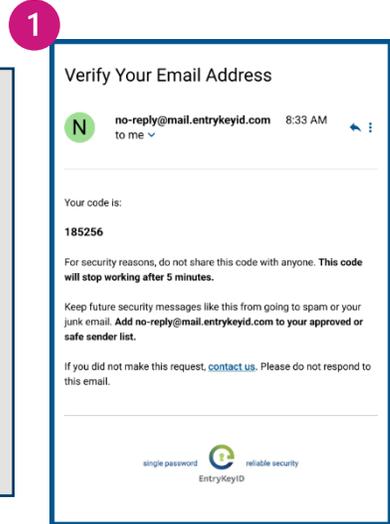
CONTINUE

CANCEL

single password  reliable security
EntryKeyID

Step 3: Enter Verification Code

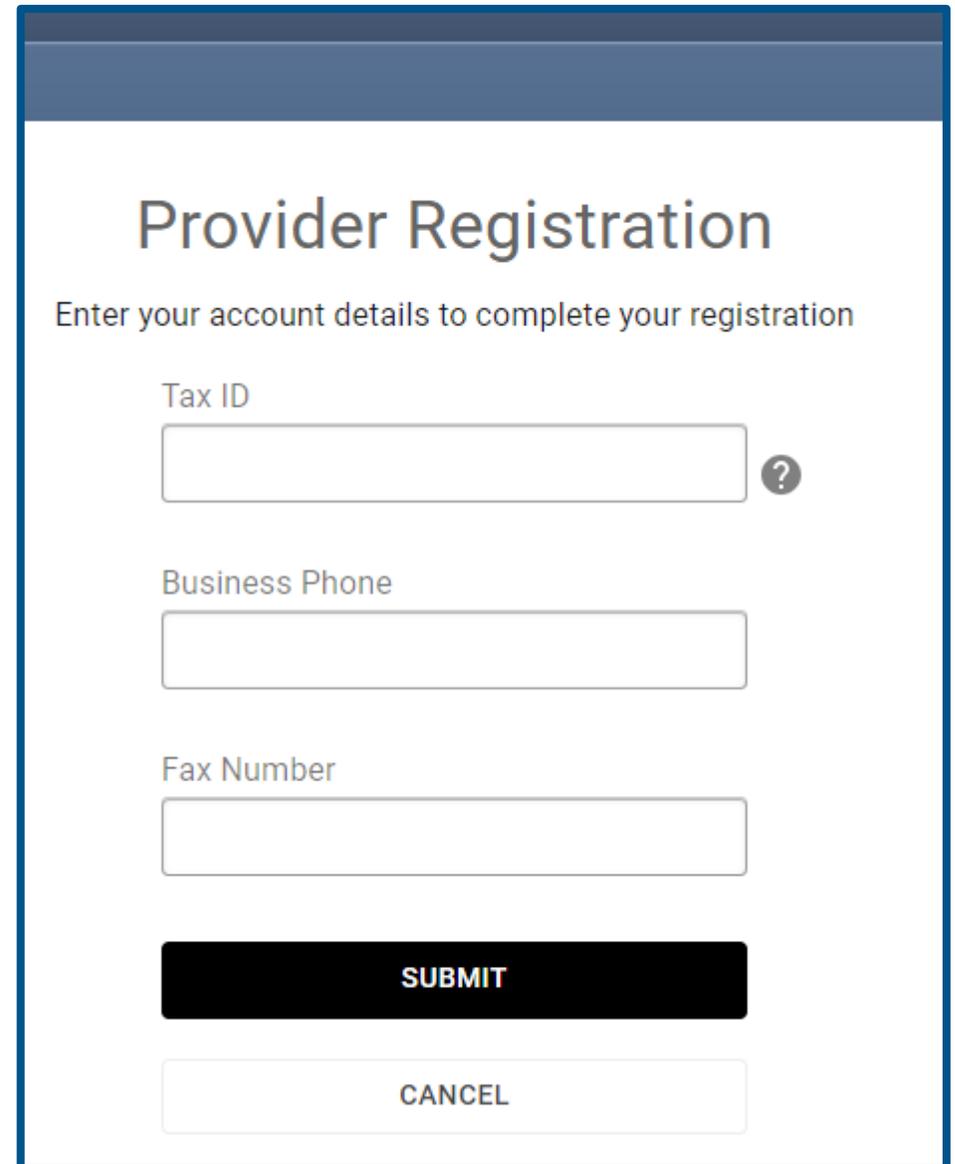
- 1 Verify email address.
- 2 Input one-time code.
- 3 Set password.
- 4 Receive **Success!** screen.
- 5 Receive confirmation email.



Note: This flow appears during account creation, but using a one-time code to unlock an account or reset a password follows the same principle.

Step 4: Register TIN

- Portal access is driven by the TIN that is contracted
- Enter TIN, Business Phone, and Fax, then click 'SUBMIT'



The screenshot shows a web form titled "Provider Registration" with the subtitle "Enter your account details to complete your registration". The form contains three input fields: "Tax ID" (with a help icon), "Business Phone", and "Fax Number". Below the fields are two buttons: a black "SUBMIT" button and a white "CANCEL" button.

Provider Registration
Enter your account details to complete your registration

Tax ID ?

Business Phone

Fax Number

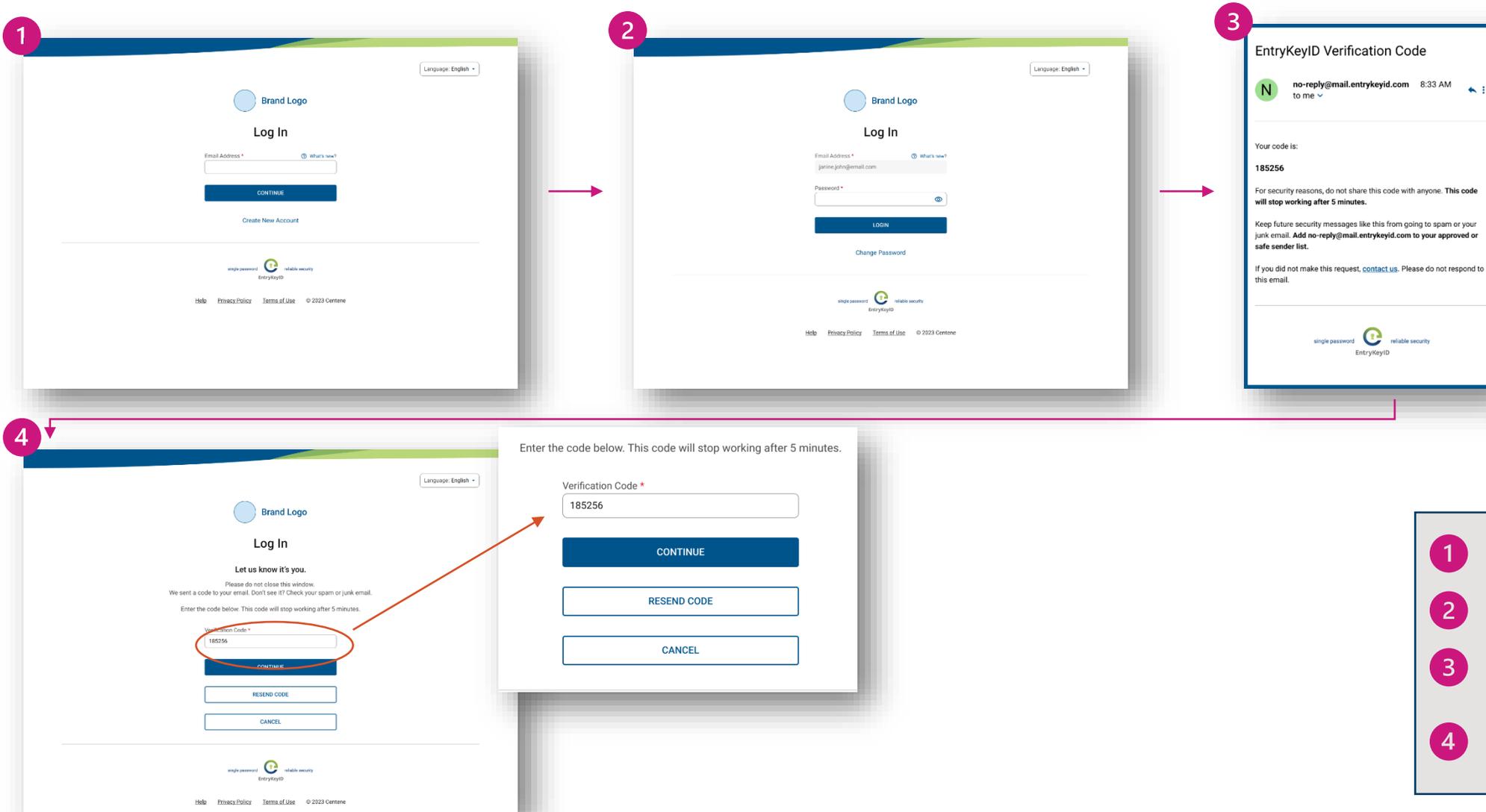
SUBMIT

CANCEL

Step 5: Request Verification with Carolina Complete Health

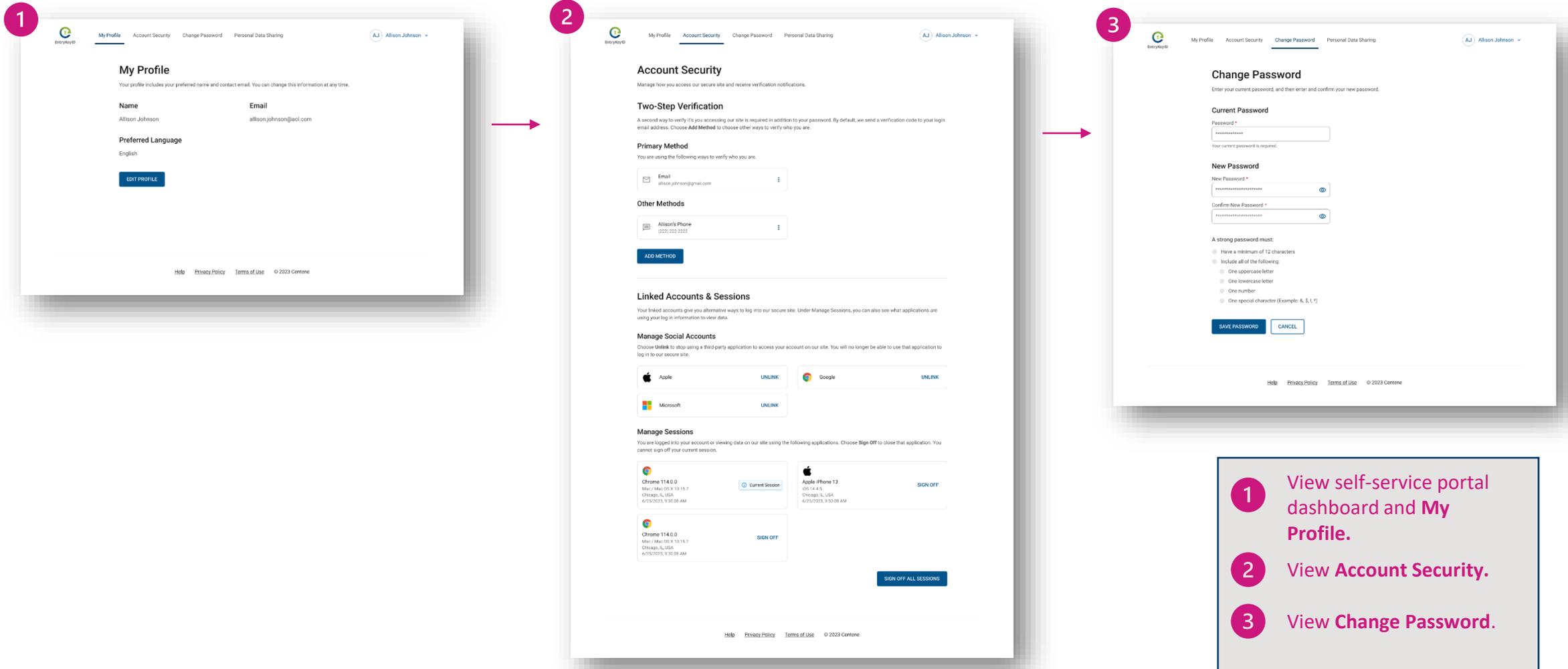
- After registering, email ProviderEngagement@cch-network.com to verify your portal registration request and assignment as Portal Administrator.
- The Provider Engagement team will verify your registration within two business days.
- Once verified, Portal Admins will have full access to the portal and can add or remove additional users to the portal account for the TIN.

Logging in with Two-Step Verification Experience



- 1 Visit identifier screen.
- 2 Fill out login form.
- 3 Receive one-time verification code via email.
- 4 Enter one-time code.

Self-Service Portal Experience



Need Assistance?

- Reach out to your assigned [Provider Engagement Administrator](#) or email the team for help at ProviderEngagement@cch-network.com

Thank you!

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