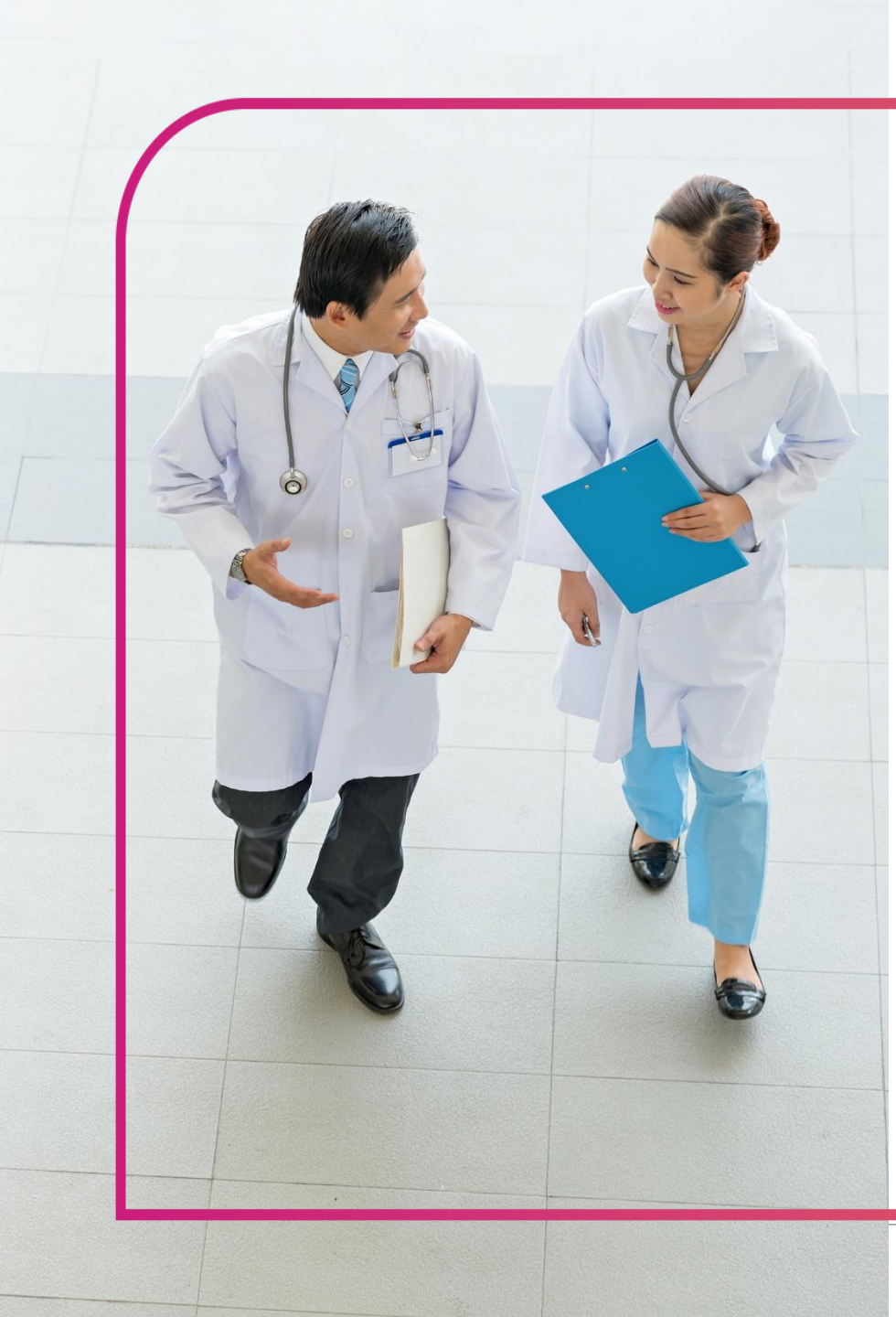

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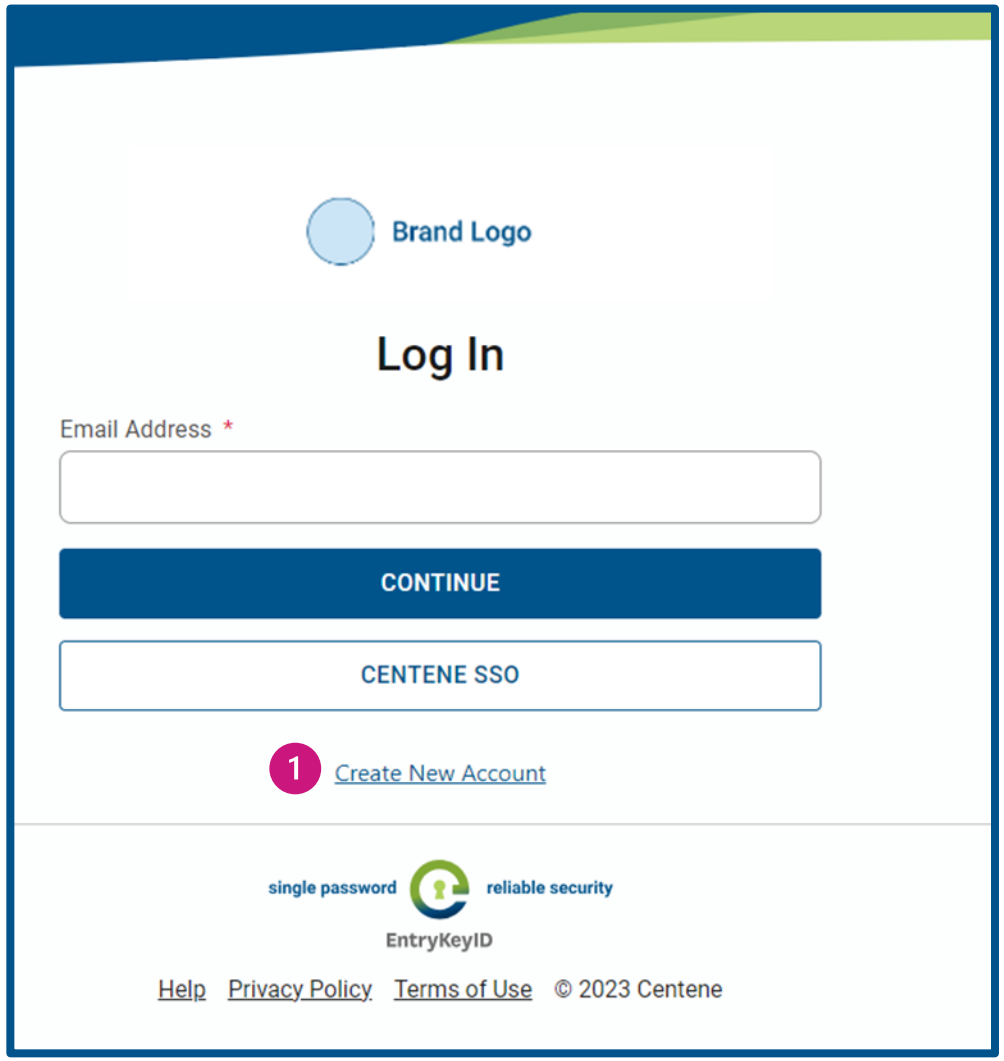
Secure Provider Portal

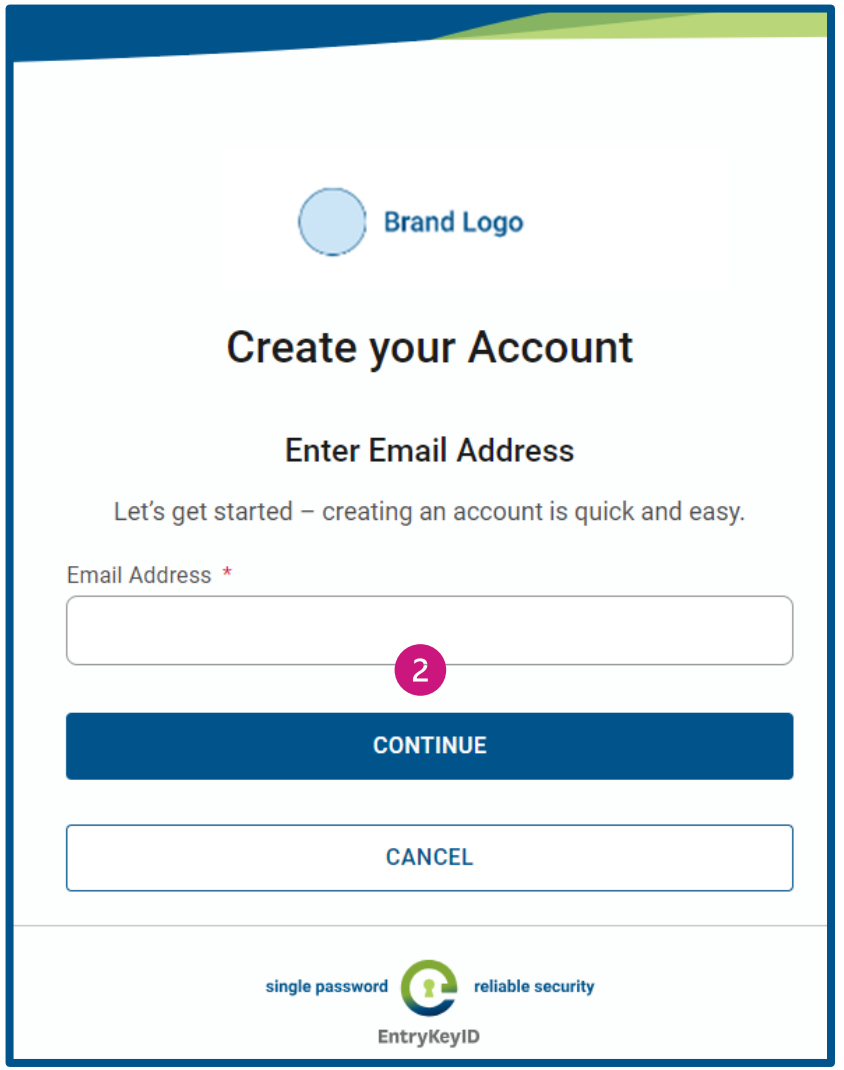
Creating an account and logging in

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

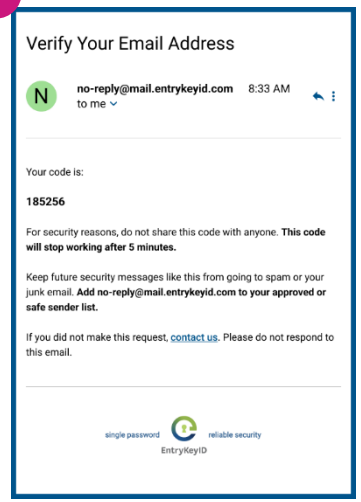




Step 3: Enter Verification Code

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

1



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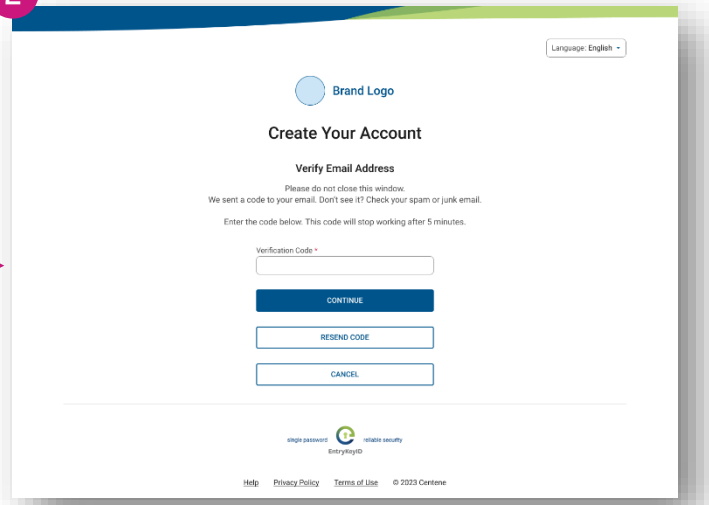

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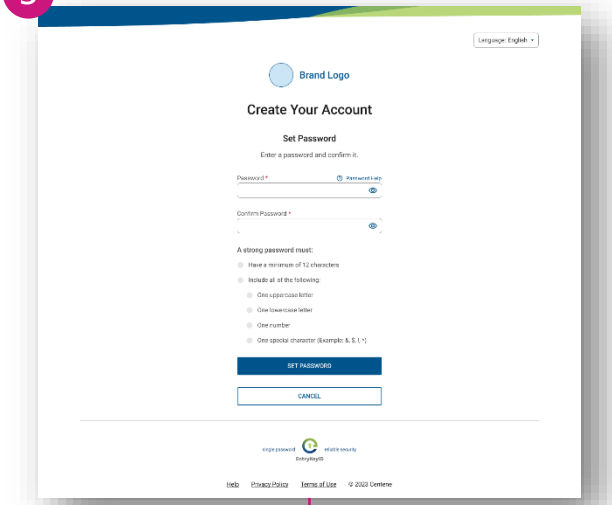

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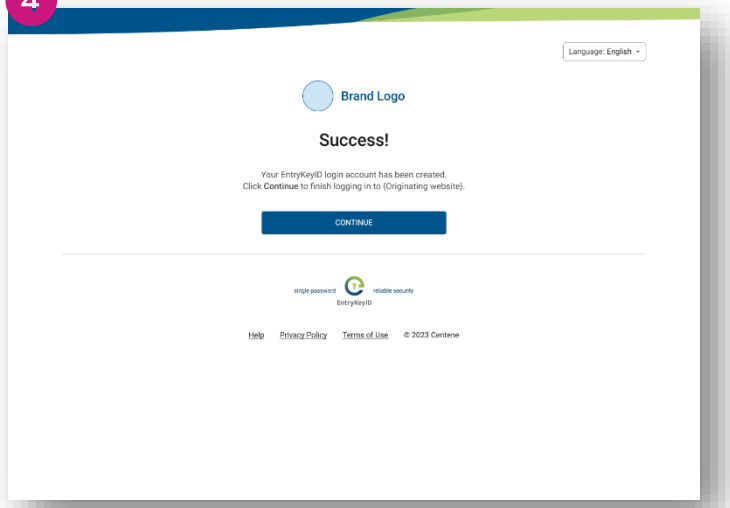

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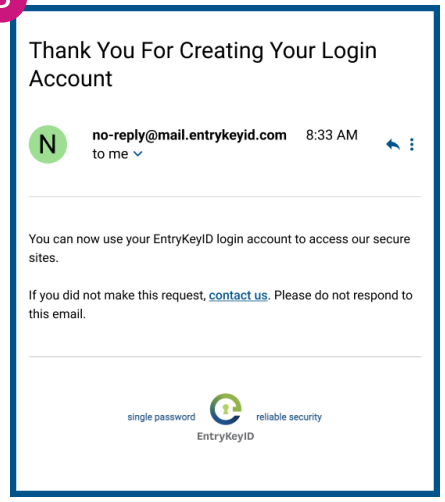
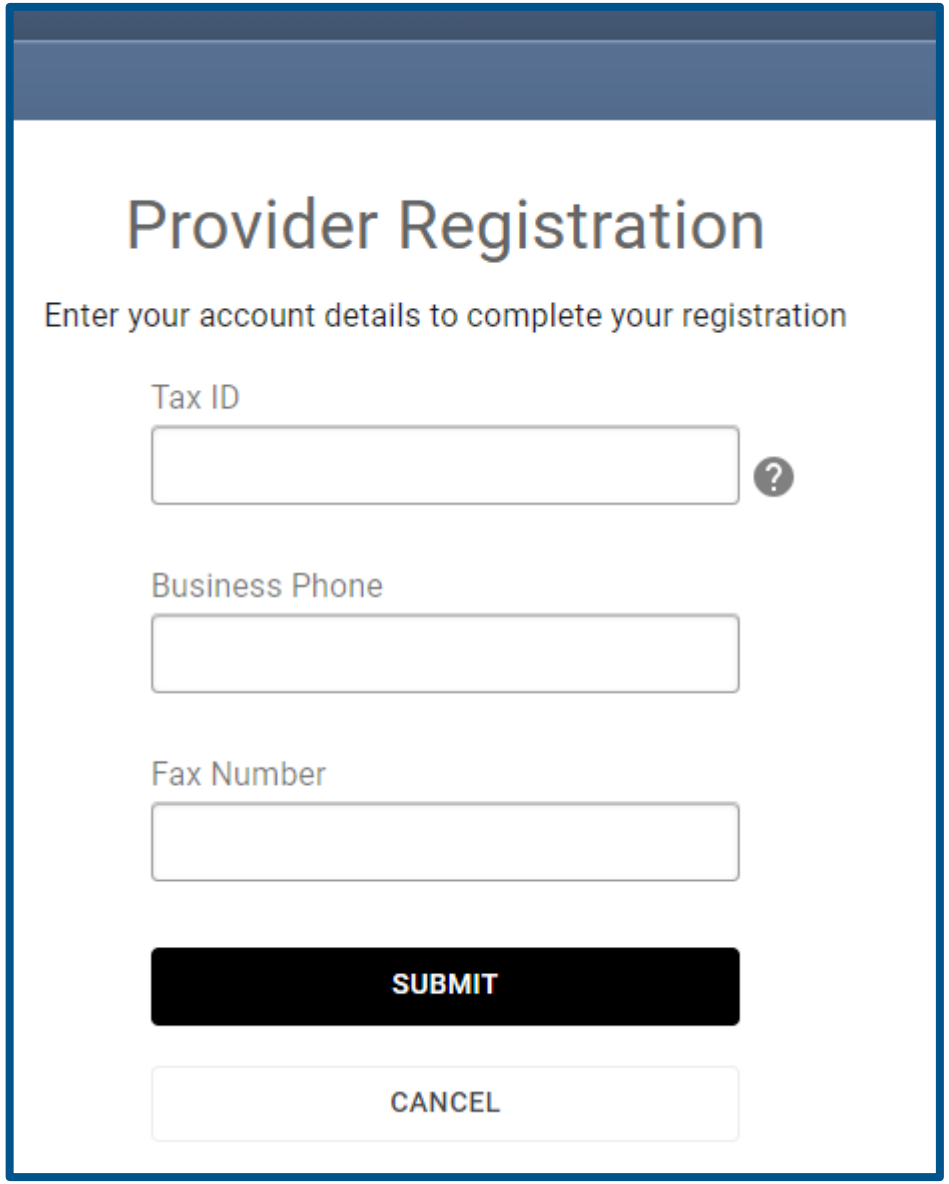


Note: This flow appears during account creation, but using a one-time code to unlock an account or reset a password follows the same principle.

Step 4: Register TIN

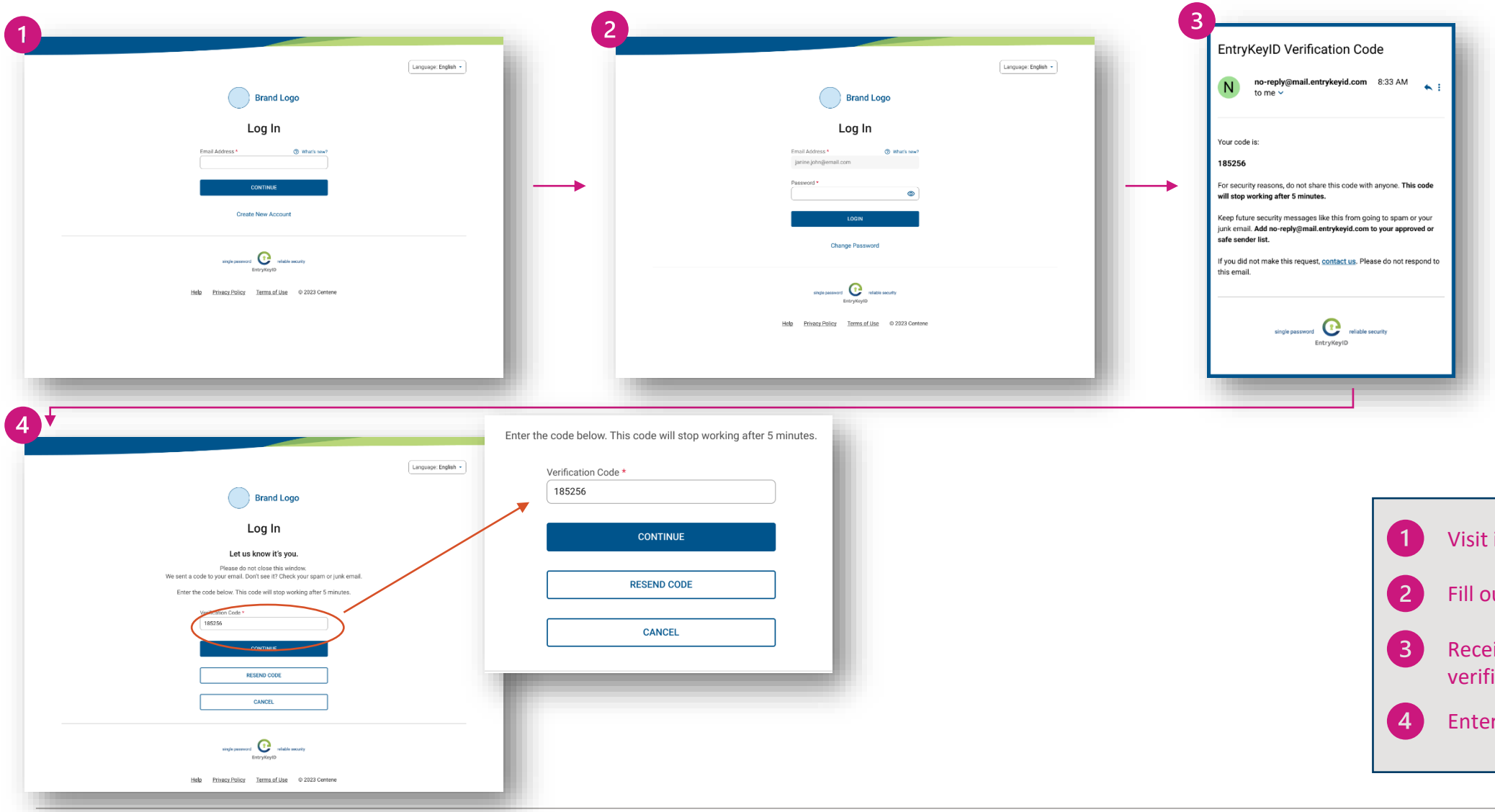
- Portal access is driven by the TIN that is contracted
- Enter TIN, Business Phone, and Fax, then click ‘SUBMIT’



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.

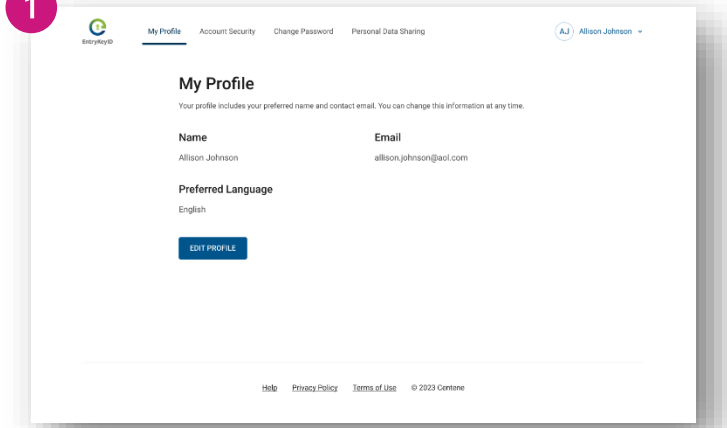
Logging in with Two-Step Verification Experience



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

1



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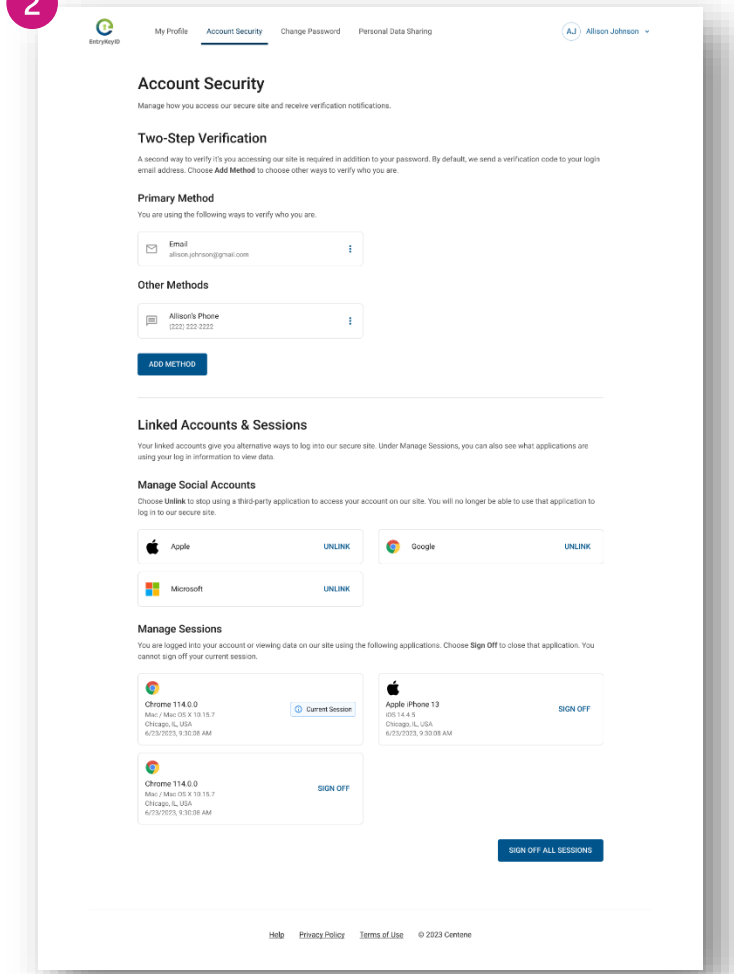

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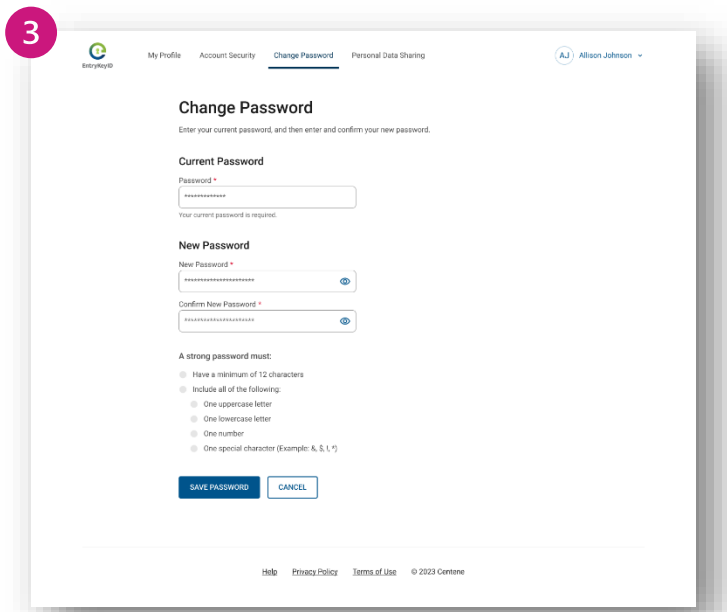

1. View self-service portal dashboard and **My Profile.**
2. View **Account Security.**
3. View **Change Password**.

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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