

This document is for Provider Administrators (Portal Admin) of the Aspirus Health Plan Medicare Advantage Provider Portal. Other users should view the Provider Portal User Guide.

It shows the steps for executing User Management functionality in the new Provider Portal.

A key for formatting in this document is as follows:

- *Italic font* – indicates something seen in the system. Things like headers, field names and titles on buttons.
- **Bold font** – indicates what you are taking an action on, for example, the button or link to be clicked or the text to be entered.

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Latest update date: 12/18/2024

Provider Admin Steps to Get Access

Request Access to the Portal

Providers begin at the Aspirus Health Plan Provider Portal Homepage.

- First, go to:

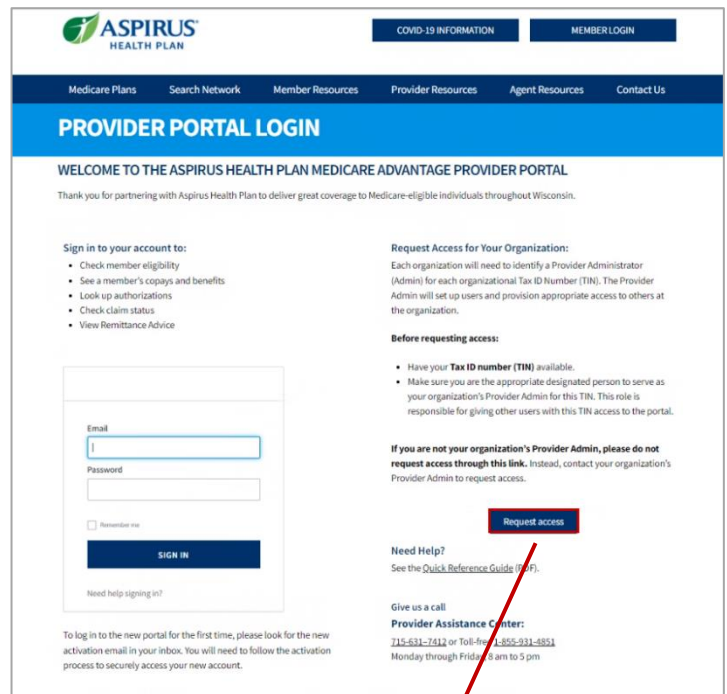
<https://www.aspirushealthplan.com/medicare/providers/login/>

Then, click the **Request access** button.

NOTE: An organization can have multiple TINs. However, only one Admin is allowed per Tax ID. The same Provider Admin can be associated with multiple TINs.

The Provider Admin manages the users for each TIN. There can be multiple users per TIN.

If Provider Admin access is requested and an Admin is already assigned to the TIN(s), the request will be denied.



The screenshot shows the Aspirus Health Plan Medicare Advantage Provider Portal. At the top, there are links for COVID-19 INFORMATION and MEMBER LOGIN. Below that is a navigation menu with links for Medicare Plans, Search Network, Member Resources, Provider Resources, Agent Resources, and Contact Us. The main heading is 'PROVIDER PORTAL LOGIN'. Below this is a welcome message: 'WELCOME TO THE ASPIRUS HEALTH PLAN MEDICARE ADVANTAGE PROVIDER PORTAL'. A sub-header reads: 'Thank you for partnering with Aspirus Health Plan to deliver great coverage to Medicare-eligible individuals throughout Wisconsin.' There are two columns of text. The left column is titled 'Sign in to your account to:' and lists: Check member eligibility, See a member's copays and benefits, Look up authorizations, Check claim status, and View Remittance Advice. The right column is titled 'Request Access for Your Organization:' and explains that each organization needs a Provider Administrator (Admin) for each TIN. Below this is a 'Before requesting access:' section with bullet points: Have your Tax ID number (TIN) available, and Make sure you are the appropriate designated person to serve as your organization's Provider Admin for this TIN. Below that is a 'Need Help?' section with a link to the Quick Reference Guide. At the bottom right, there is a 'Request access' button. A red arrow points from this button to a larger 'Request access' button located below the screenshot.

Request access

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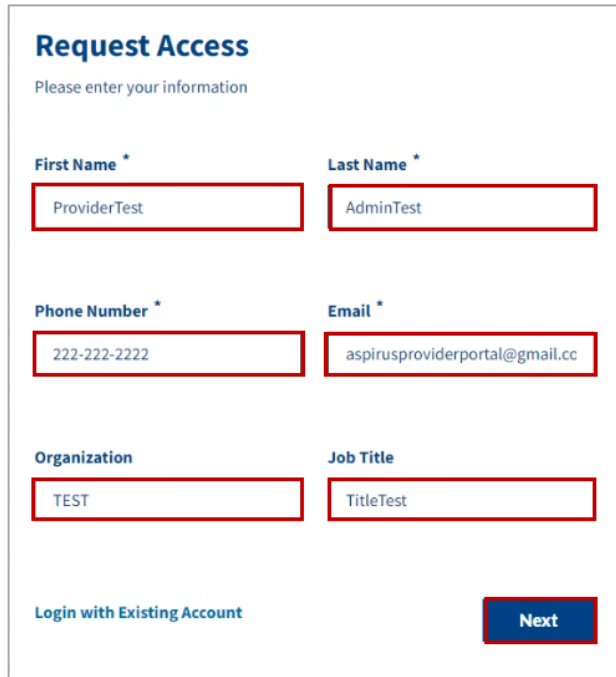
Detailed information and the Provider Manual can be found at <https://www.aspirushealthplan.com/medicare/providers/>. Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.

Enter Contact Information

Fill out all fields in the *Request Access* form:

- **First Name**
- **Last Name**
- **Phone Number**
- **Email**
- **Organization**
- **Job Title**

Then, click the **Next** button.



Request Access
Please enter your information

First Name * Last Name *

Phone Number * Email *

Organization Job Title

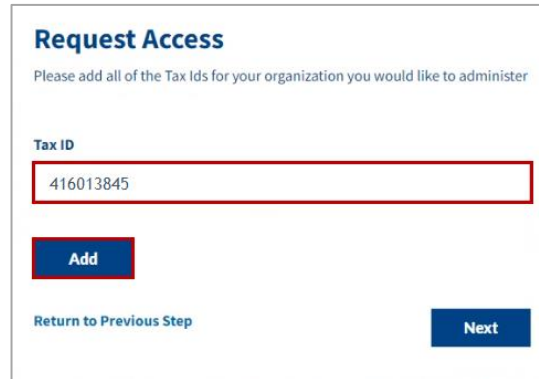
[Login with Existing Account](#)

Enter Tax ID Number(s)/TINs

Enter the *Tax ID* (TIN) for the request.

- *Tax ID* = **type the TIN** in the field
- Click the **Add** button.

NOTE: Tax ID is required to be set up as a Provider Admin.



Request Access
Please add all of the Tax IDs for your organization you would like to administer

Tax ID

[Return to Previous Step](#)

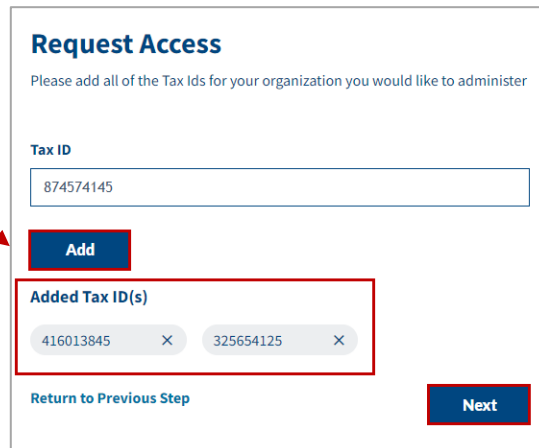
If additional TINs are needed, type each TIN in the *Tax ID* field, and click the **Add** button.

Once all TINs are listed under *Added Tax ID(s)*,

- Click the **Next** button.

NOTE: If more than one TIN is requested, approval may not be granted due to one of the following reasons:

- An admin already exists for the TIN requested,
- The TIN provided is not enrolled in UCare's payment system, or
- The request is from a Third-Party.



Request Confirmed

A message displays confirming the request has been submitted.

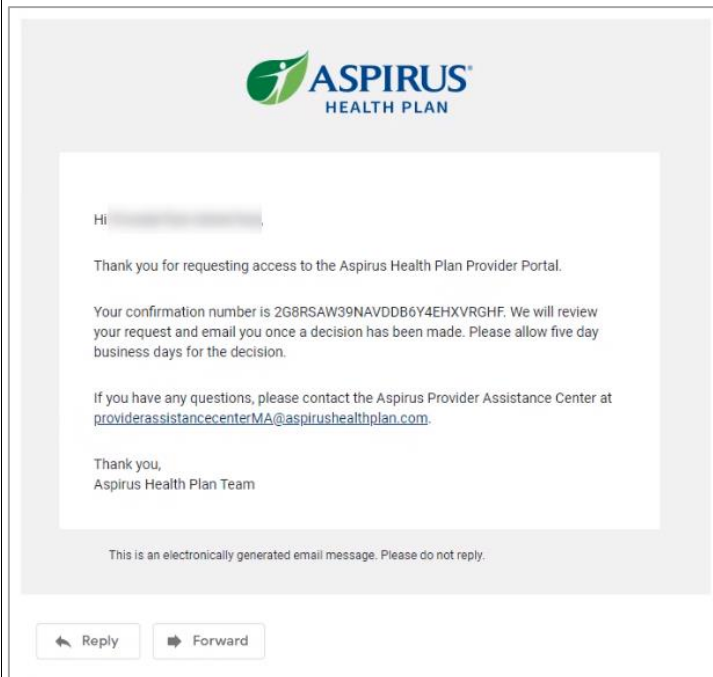
NOTE: The Provider Admin should keep in mind it may take up to five business days for the request to be reviewed.

If more than one request is made for the same TIN, the first Admin request will be approved.



Request Acknowledged

An email is sent to the email address entered.



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Provider Admin Notified of Access Decision
Notification - Access Approved

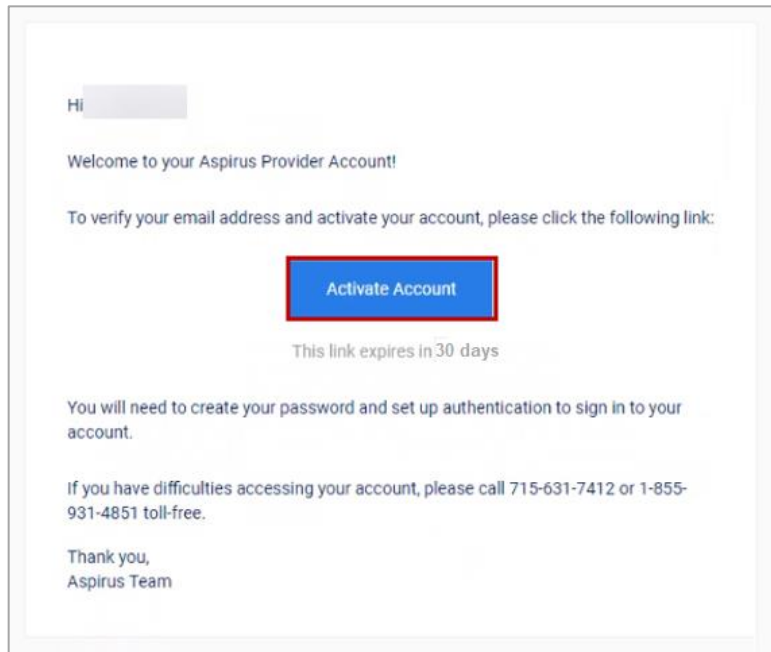
After being provisioned as a new Provider Admin, you will receive an email indicating that Aspirus Health Plan has approved your account.

Instructions to begin the activation process are contained in the email.

- Click the **Activate Account** button.

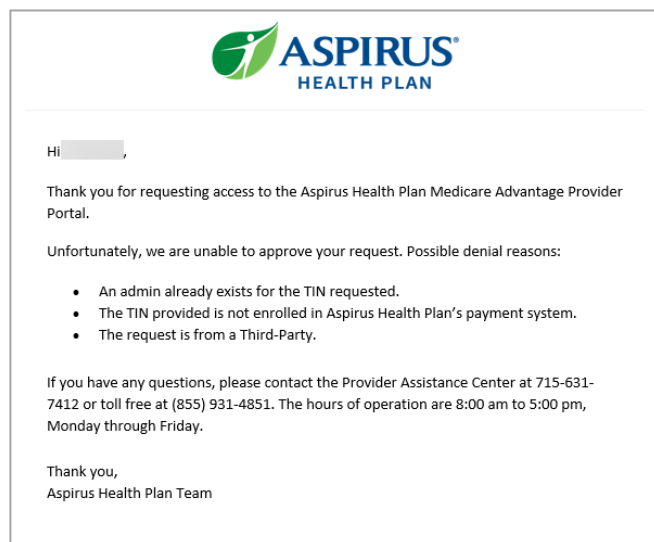
You will be able to verify your email address, create your password and set up multifactor authentication.

NOTE: The activation link expires 30 days after the email is sent. Call the Provider Assistance Center at 715-631-7412 or 855-931-4851.



Notification - Access Denied

If the request for access has been denied, you will receive an email notifying you that Aspirus Health Plan was unable to approve your request at this time.



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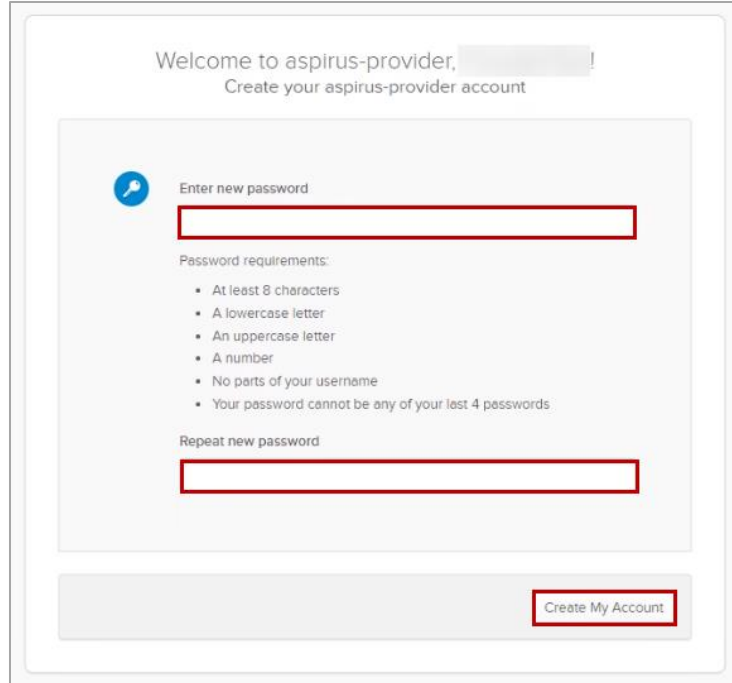
Detailed information and the Provider Manual can be found at <https://www.aspirushealthplan.com/medicare/providers/>. Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.

New User Multifactor Authentication (MFA) Setup

Create a New Password

After clicking the **Activate Account** button from the approval email, a browser window opens in which you will be able to create your Aspirus Provider account. On the screen that displays, set up a new password according to the requirements for creating your Aspirus Health Plan Provider account.

- **Enter a new password**
- **Reenter the new password**



Welcome to aspirus-provider, [redacted]!
Create your aspirus-provider account

Enter new password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 4 passwords

Repeat new password

Create My Account

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Detailed information and the Provider Manual can be found at <https://www.aspirushealthplan.com/medicare/providers/>.
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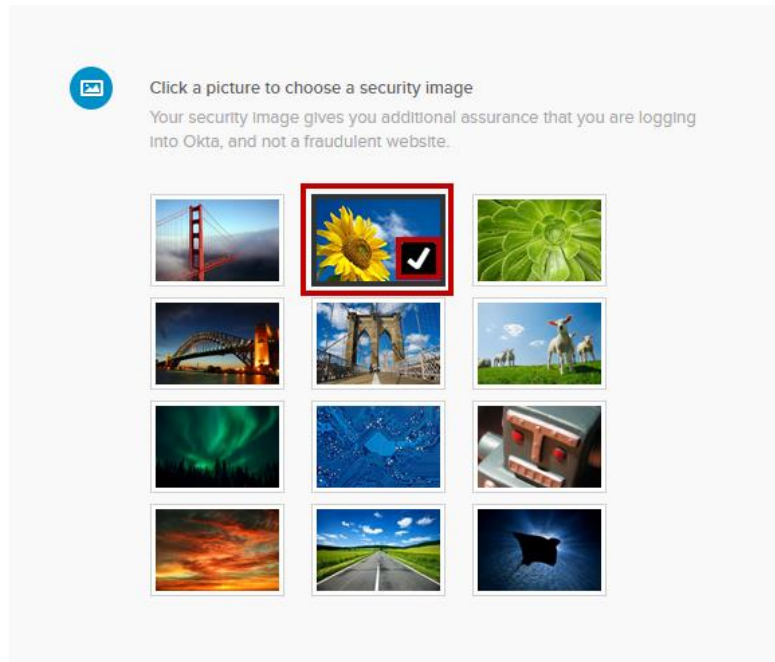
If you get a New Device

If a user switches to a new mobile phone for their authentication, they will need to call PAC and request a Multifactor reset.

Choose a Security Image

Select the image you like best on this page.

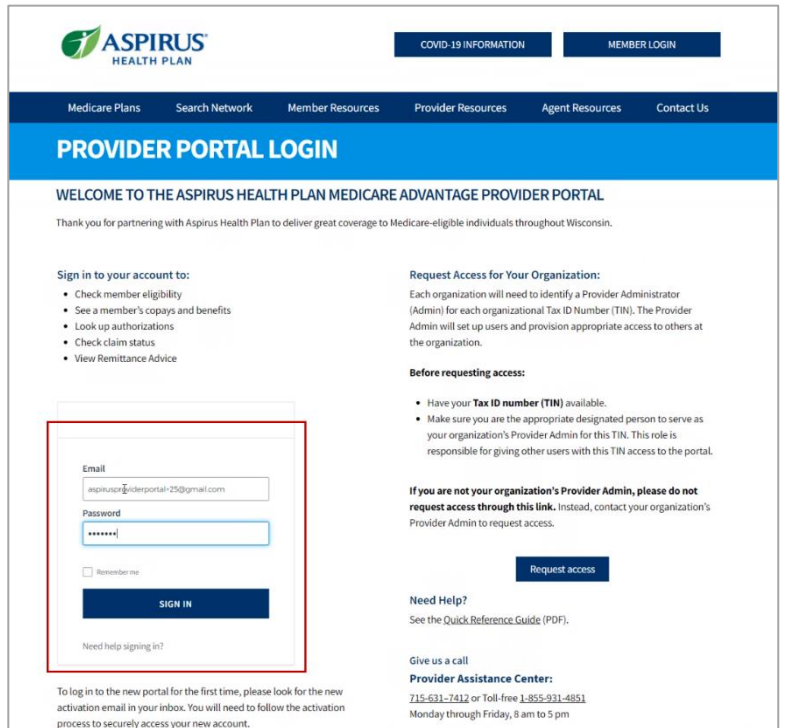
Upon subsequent usage of Okta, seeing the image you selected will confirm you are accessing Okta, not any other suspicious (fraudulent) website.



Sign In and Set MFA

Next sign in with your new password.

- **Email = Type Email**
- **Password = Enter Password**
- **Click Sign In**



ASPIRUS HEALTH PLAN

COVID-19 INFORMATION MEMBER LOGIN

Medicare Plans Search Network Member Resources Provider Resources Agent Resources Contact Us

PROVIDER PORTAL LOGIN

WELCOME TO THE ASPIRUS HEALTH PLAN MEDICARE ADVANTAGE PROVIDER PORTAL

Thank you for partnering with Aspirus Health Plan to deliver great coverage to Medicare-eligible individuals throughout Wisconsin.

Sign in to your account to:

- Check member eligibility
- See a member's copays and benefits
- Look up authorizations
- Check claim status
- View Remittance Advice

Request Access for Your Organization:

Each organization will need to identify a Provider Administrator (Admin) for each organizational Tax ID Number (TIN). The Provider Admin will set up users and provision appropriate access to others at the organization.

Before requesting access:

- Have your **Tax ID number (TIN)** available.
- Make sure you are the appropriate designated person to serve as your organization's Provider Admin for this TIN. This role is responsible for giving other users with this TIN access to the portal.

If you are not your organization's Provider Admin, please do not request access through this link. Instead, contact your organization's Provider Admin to request access.

[Request access](#)

Need Help?
See the [Quick Reference Guide \(PDF\)](#).

Give us a call
Provider Assistance Center:
715-631-7412 or Toll-free 1-855-931-4851
Monday through Friday, 8 am to 5 pm

Sign In Form:

Email: aspirusproviderportal-25@gmail.com

Password: [masked]

Remember me

[SIGN IN](#)

Need help signing in?

To log in to the new portal for the first time, please look for the new activation email in your inbox. You will need to follow the activation process to securely access your new account.

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A new page displays, on which you will set up your MFA.

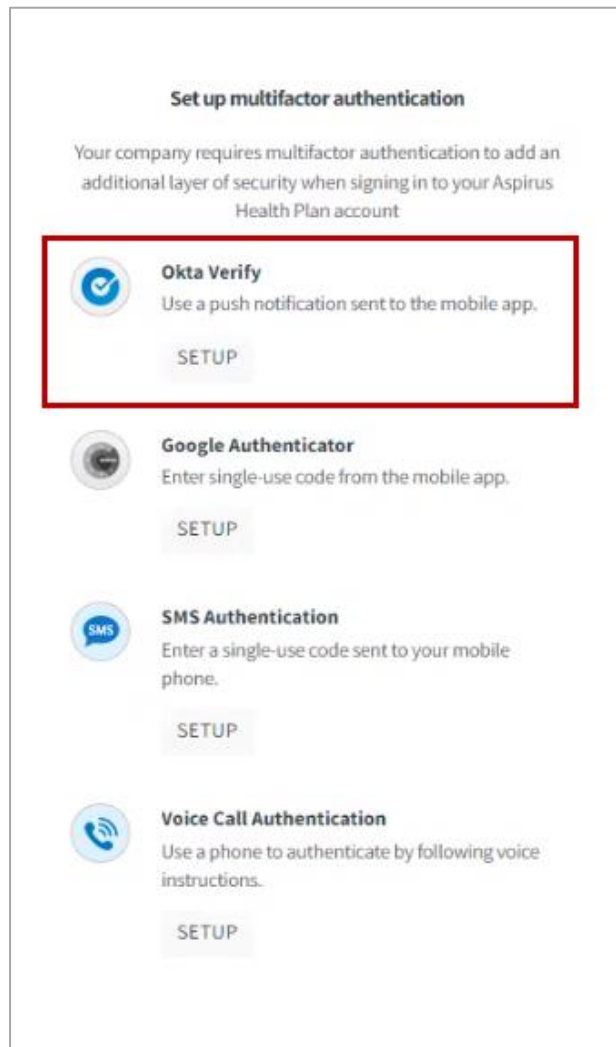
Doing this enables another layer of security when signing into your account with Aspirus Health Plan.

There are four choices for MFA. Choices are:

- *Okta Verify* = a push notification sent to an app on your phone
- *Google Authenticator* = a single-use code sent to an app on your phone
- *SMS Authentication* = a single-use code sent as a text message to your phone
- *Voice Call Authentication* = voice instructions to authenticate given by phone call

Each option will provide onscreen instruction for set up.

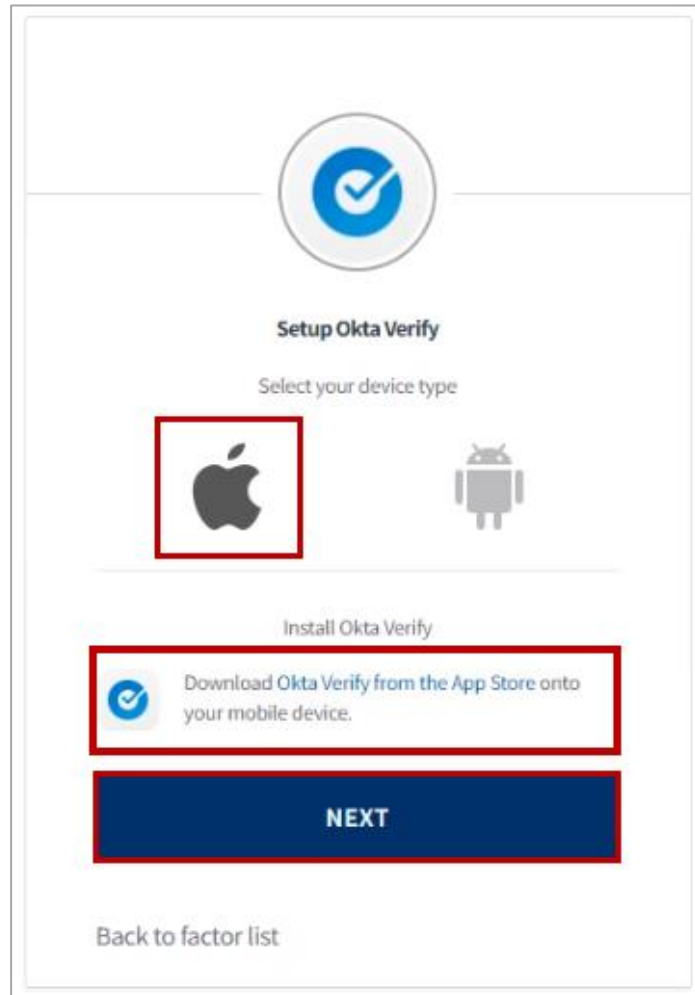
In this example, the selection shown is *OKTA Verify*.



MFA Example: Okta Verify

On the next page, the portal will walk you through getting set up to use your MFA choice, in this case, *Okta Verify*.

- *Select your device type* = click either the **Apple** icon, or the **Android** icon to identify the type of phone you have.
- On your phone, go to the Apple App Store (iOS) or the Google Play Store (Android). Search for Okta Verify app.
- Install Okta Verify on your device.
- Click the **Next** button.

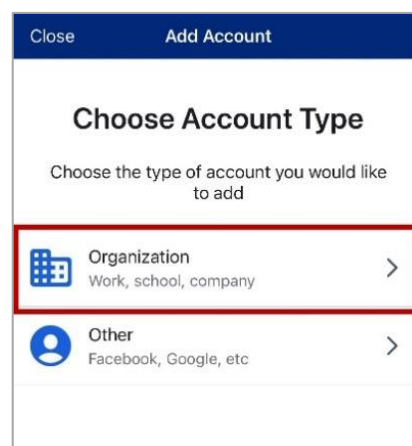


Complete MFA Setup

The final step to set up this MFA choice (*Okta Verify*) is to open the app on your mobile device to add the account that will enable you to log into the portal.

Launch the *Okta Verify* app on your device, and select **Add an account** (or the + button in the top right).

On the *Choose Account Type* page, select **Organization**.



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On the *Do You Have the QR Code?* screen, select **Yes, Ready to scan**.

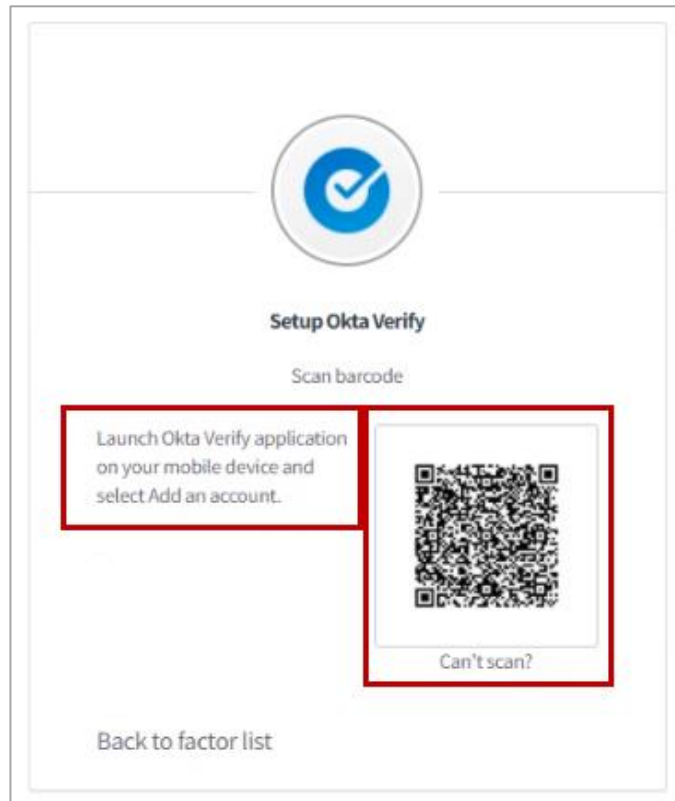
Then, scan the QR code from this page.

If you have problems, or can't scan the code for some reason, click **Can't scan?** for assistance.

Google Verify is also available and works similarly to Okta Verify.

NOTE: If you prefer to not use an app on your phone for verification, phone call and text options are also available.

NOTE II: If a user switches to a new mobile phone for their authentication, they will need to call PAC and request a Multifactor reset.

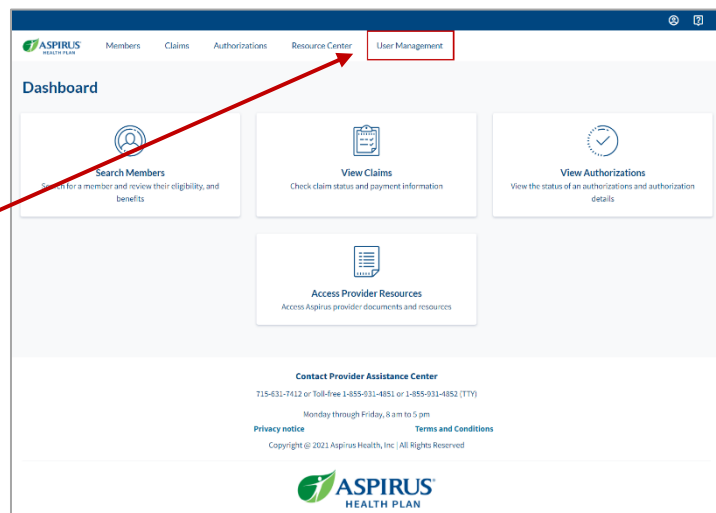


You are set up!

You will be automatically redirected to the *Dashboard* of the Aspirus Health Plan Provider Portal.

From here, you will be able to add your own users by clicking the header for **User Management** on the main navigation bar of the portal.

NOTE: See the Aspirus Provider Portal Admin User Guide for complete steps on how to add and manage your users.



User Management

For more information see FAQs or call Provider Assistance Center (PAC).

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