



ProviderView — May 4, 2022

## Account Creation for New Provider Portal Now Open to Local Administrators

On May 18, we will launch new-and-enhanced portals for members, employers and providers. The enhanced portal provides a number of features around eligibility and benefits, claims, secure messaging and document management.

In transitioning to this new portal solution, each provider office, determined by its tax ID number (TIN), is required to identify at least one local administrator to manage their office's use. The local administrator is responsible for reviewing and confirming users of Avera Health Plans' Provider Portal, and can add internal users and assign roles.

**Please note:** Your site's local administrator must first create their new login account for security purposes. You can [follow this link](#) for account creation and local administrator role instructions.

[Click here](#) to create your local administrator account.

Once the local administrator is registered, they should inform any additional users within their organization that registration is now open. The local administrator is responsible for approving new users. Please see user role definitions below.

User Role Definitions											
Role	Responsibilities	Assigning Roles	Benefits & Eligibility	Claims Inquiry	Code Lookup	Formulary	Patient Information	Provider Search	Remittance Advice	Secure Messaging	User Admin
Local Administrator	Primary point of contact and coordination for the provider office.	X	X	X	X	X	X	X	X	X	X
Office Manager	Manages user account creation and maintenance.		X	X	X	X	X	X	X	X	
Eligibility, Claims and Billing	Inquiry role with access to eligibility and claims.		X	X	X	X	X	X	X	X	
Front Desk/Scheduler	Front desk clerk responsible for checking in patients.		X				X	X			

In addition, other users may be designated as a local administrator. It is recommended that you assign the local administrator role to at one additional account. Larger organizations with many users within a TIN are **strongly encouraged** to have more than one local administrator. See the account creation instructions for steps on how to manage accounts and assign roles.

Once the portal is live on May 18, users will have access to the portal and can log in with their created accounts.

For assistance with creating your account, please call the Help Desk at 877-814-9909, or reach out to your provider relations specialists.

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