Provider Bulletin & FAQ

Reviewer note:
• The Unified Login Experience Provider Bulletin is intended for Wellcare Secure Provider Portal users who may be impacted by upcoming login experience changes. • The bulletin serves as a broad awareness and readiness communication (to be posted to health plan websites and distributed by health plans as they see fit for their market) to help providers understand the upcoming changes, any actions they may need to take and available support resources.
Strategy:
• This communication is designed to build awareness well in advance of implementation and encourage providers to complete any required preparation activities before the transition. • The bulletin provides a shareable, durable resource that can be referenced by provider offices throughout the rollout. • The objective is to drive readiness, minimize disruption to portal access and support Centene's long-term transition to a more unified provider portal experience with a single set of credentials across applications.

Action Needed: Provide a Unique Email for the New Unified Login Experience

We are updating the Wellcare secure provider portal login experience to make it easier and more secure. Beginning on [Transition Date], you will sign in using your email address instead of a username and use one set of credentials across our secure provider portals.

What you need to do

To prepare for this change and help ensure uninterrupted access:

A. Log in to the Wellcare secure provider portal before [Date].
B. Follow the on-screen prompts to provide a unique email address to be linked to your account.
    - Note: Each email address can only be associated with one portal account. If the email address you enter is already linked to another account, you will receive an error message and be prompted to provide a different email address.

Once you have provided a unique email address, no further action is needed. Your email address will become your username after the transition.

Why this is important

Providing a unique email address before the transition will help:

- Prepare your account for the new login experience.
- Reduce the risk of access issues after the transition.
- Enhance account security through identity verification and multi-factor authentication (MFA).
- Simplify access to our secure provider portals with a single set of login credentials.

Shared email address requirements

Shared email addresses are email accounts that are accessed by multiple staff members.

- Each user must have an individual account associated with a unique email address that only they can access. The new login experience does not support shared email addresses or shared user credentials.
- If multiple staff members currently use the same email address to access the portal, each user must provider their own email address before the transition date.
- If an email address has already been associated with another user's account, the user will receive an error and be prompted to provide a unique email address.

- Users who do not complete this step before the transition will need to create a new login account after the transition and follow their organization's process to register the account and re-establish any required access permissions. Completing these additional steps may delay access to portal resources.

Need help?

If you need assistance or have questions, please contact your Provider Relations or Provider Engagement representative.

Frequently asked questions

About the new login experience

Q. What is changing?

A. The Wellcare secure provider portal is moving to a unified login experience. After the transition, you will sign in using your email address and password rather than a username.

Q. Why is the Wellcare provider portal making this change?

A. This change is designed to enhance security, simplify the sign-in process and provide a more seamless experience across our secure provider portals by allowing users to access them with a single set of credentials.

Q. What does this change mean for me?

A. After the transition, you will be able to use the same login credentials across our secure provider portals rather than maintaining separate credentials for each portal.

Q. Will I still be able to access the same portal functions and resources?

A. Yes. The transition changes how you sign in to the Wellcare secure provider portal but does not change the functions, tools or resources available based on your organization's access permissions.

Email verification and account preparation

Q. Why am I being asked for my email address?

A. Your email address will become your username after the transition. Providing your email address now helps ensure a smoother transition to the new login experience and helps maintain access to portal resources.

Q. What email address should I provide?

A. Provide an email address that is unique to you and that you can access directly. This email address will become your username after the transition.

Q. Do I need to provide my email address if I already have a portal account?

A. Yes. All users should log in to the Wellcare secure provider portal before the transition and provide their email when prompted.

Q. When will I start using my email address to sign in?

A. Beginning on [Transition Date], your email address will become your username for the new unified login experience.

Q. Will multi-factor authentication (MFA) be required?

A. Yes. MFA will still be required. This update changes your login from your user ID to your email address, but it does not change the MFA security requirements that were recently implemented.

Q. What happens if I do not provide my email address before the transition?

A. To help ensure uninterrupted access, log in to the Wellcare secure provider portal before [Date] and follow the on-screen prompts to provide a unique email address to be linked to your account. Users who do not complete this step may need to create a new login account and complete additional registration or access authorization steps after the transition, which may delay access to the provider portal.

Shared email addresses

Q. What are shared email addresses?

A. Shared email addresses are email accounts that are accessed by multiple staff members, such as provideroffice@practice.com, billing@practice.com or frontdesk@practice.com.

Q. Can multiple users continue using the same username or email address?

A. No. Each user must have an individual account associated with a unique email address that they can access for verification and account security purposes.

Q. What if multiple staff members use the same username to access the provider portal?

A. The new login experience requires each user to have an individual account associated with a unique email address. If multiple staff members currently use the same username, each user should create a new login account and follow their organization's process to register the account and establish any required access permissions.

Q. What should I do if I share an email address with other staff members?

A. Each user must have their own unique email address and individual login credentials before the transition. Users who do not provide a unique email address before the transition will need to create a new login account after the transition and follow their organization's process to register the account and establish any required access permissions. Completing these additional steps may delay access to portal resources.

Q. What if I do not have access to the email address associated with my account?

A. Before the transition, establish access to a unique email address that only you can access and provide that email address when prompted during login.

Q. Will I need to create a new account?

A. Users who provide a unique email address before the transition will not need to take additional action. Users who do not provide a unique email address before the transition may need to create a new login account after the transition and complete any required registration or access authorization processes.