



New Secure Provider Portal Now Available to all Participating Providers

We're pleased to announce the successful launch of the new, secure Mountain Health CO-OP Provider Portal. The new portal replaces our previous secure portal, Link, to provide streamlined access to members' insurance information.

Registration opportunities are now available to all participating provider clinics and facilities.

The new Provider Portal offers providers contracted with the CO-OP networks, a secure website to perform the insurance tasks you use the most. View member eligibility, claims, and remittance advices; submit and review prior authorization requests and documentation; and send secure messages to Customer Service through one easy-to-use online portal.

With this Provider Portal, you can now conduct your business at the time most convenient for your office. And you can view information about any CO-OP member with whom your office has a current or scheduled treatment relationship.

Registering for the Provider Portal

For security purposes, choose who in your office should be the "gate keeper" to grant access to other users. This person will be the Local Administrator and should be the first person to register.

- Visit Mountain Health CO-OP Provider Portal
- Complete the "User Information" form
 - Choose your own Username and Password
 - On the second screen, complete all information—including your Tax ID number and the name of the health plan for which you are registering.

Once the Local Administrator registers and receives their confirmation email, they are responsible to add additional Local Administrator(s) and User(s), as appropriate. In accordance with current HIPAA guidelines to ensure the security of your patients' personal information, only personnel who actively work with the information available in the portal should have access.

Note: If you work in an office that might have multiple portal users, please consult with the office or billing manager to learn who is, or should be, the Local Administrator. If there is already a Local Administrator in place, they will be able to obtain access credentials for you.

Opportunities

In addition to you being able to review information about your patients, your patients would also like to view information about your clinic. If you have a clinic website you'd like us to publish in our online directories, please submit the web address (URL) via our [Provider Information Update Form](#).

This is also a good time to review your providers' information listed in [our online directory](#). You can update any incorrect or missing information on the same Provider Information Update Form.

Questions?

- For help submitting your request or navigating the portal, email UofUHPPProviderPortal@umail.utah.edu.
- For help logging in, call our Technical Support Desk at 877-814-9909.
- For general information about the Provider Portal, call or email Provider Relations at 833-843-2485 or mhc.provider.relations@hsc.utah.edu.