



Mountain Health Co-Op has a new Provider Portal for eligibility, claims and benefits lookup. Once you request a Registration code, please follow these instructions to register.

To Register

1. Access the Main Provider Portal Page:

Go to the [Co-Op Provider Page](#) and scroll down and click on **Co-Op Provider Portal**

2. Select "Register":

On the portal homepage, select the **Register** option to begin.

3. Choose the Portal Type:

When prompted with "Which portal would you like to register for?" select the **Provider** option, then click **Next**

4. Input Registration Information exactly as it appears in the email with your Registration Code

- a. TIN
- b. Registration Code
- c. Zip code

5. On Registration page, fill in the required fields.

* Skip the **Add Provider** button unless you need access to multiple Tax IDs. (More information below.) You can register multiple users with the same TIN, Registration Code and Zip Code.

6. Verify your Account:

Check your registered email address for a confirmation email from VBA Gateway - **Registration Confirmation**. The message should look like the following:

"Thank you for registering

To complete the registration process, please click the following link and use new username and password to access your new account"

Steps to add additional Tax IDs:

1. For users looking for access to multiple Tax IDs, you will need a separate registration code for each Tax ID. If you want multiple TINs to be seen under one username and password, please utilize the **"Add Provider"** tab.
2. Once you select the **"Add Provider"** tab, check the **"Look up by registration code"** box.



3. Please complete the fields with the registration credentials for that specific Tax ID. These can be requested from providerportal@mhc.coop
4. Once completing the fields, select "**Search**". The desired provider should show up on the bottom left-hand corner, select and hit "**Add Provider**"
 - a. Check the box next to your new Tax ID information, and if you need to add another Tax ID click "**Add Provider**" again and repeat these steps.
5. Select "**Next**" to continue with the registration process, as listed above.

Once You Login:

- All providers (NPIs) who have past claims data with MHC will be listed on the right side of the screen. In the coming months, that data will be updated with your current providers.

Note:

- Claims data will be available within the portal the week of September 30th.
- Benefit accumulations will be available the first part of October.
- If you are looking for Prior Authorization information, please go to mycarehc.com.

We hope you find this information helpful. If you need further assistance registering for the new Provider Portal, please do not hesitate to contact the Co-Op by calling 800-299-6080 or emailing us at providerportal@mhc.coop.

Thank you.