# PAYER PORTAL REGISTRATION & SIGN IN

The purpose of this document is to provide step-by-step instructions for registering and signing in to the CareBridge Payer Portal. We will coordinate with you throughout this process to ensure a smooth registration.

## REGISTERING AND SIGNING IN

1. Determine staff who will serve as your account's initial Admin User

2. Provide that staff person's name and email address to your CareBridge client engagement manager

3. CareBridge will create both your MCO's Payer Portal account and the Admin User's profile

4. The Admin User will receive an email with their username and a temporary password.

5. Sign in to the CareBridge Payer Portal: https://iamco.carebridgehealth.com/.

6. When prompted, create a permanent password.

> Admin Users are responsible for creating profiles for other MCO employees, including their username and temporary password. The Admin User will need to communicate to all new users their username and temporary password. New users will create a permanent password when they log in for the first time.

Once your permanent password is created, your profile is active and you can perform all functions in the Payer Portal.

## RESETTING YOUR PASSWORD

If you have forgotten your password, you can reset it by:

1. Navigating to the sign in page.

2. Click **Need help signing in?** found immediately below the blue **Next** button.

3. Click **Forgot password?** and enter your email address.

4. Instructions to reset your password will be sent to your email address.

## SUPPORT RESOURCES

Resource materials are available in the CareBridge Resource Library which can be accessed by clicking the **profile icon** next to your name in the top right of the portal screen and selecting **Resource Library**. To send an email to our support desk, click the blue **Support** button in the bottom right of the portal, complete the form, and hit **Send**. You can also email our support desk directly at iaevv@carebridgehealth.com or call (844) 343-3652.