# PAYER PORTAL REGISTRATION AND SIGN IN

The CareBridge Payer Portal is a conduit between your organization, Provider Agencies, and Caregivers. In an intuitive and user-friendly solution, it brings together all the relevant information for Members, Authorizations, Providers, Visits, and Claims to effectively manage Provider Agencies and ensure Members receive the highest quality care.
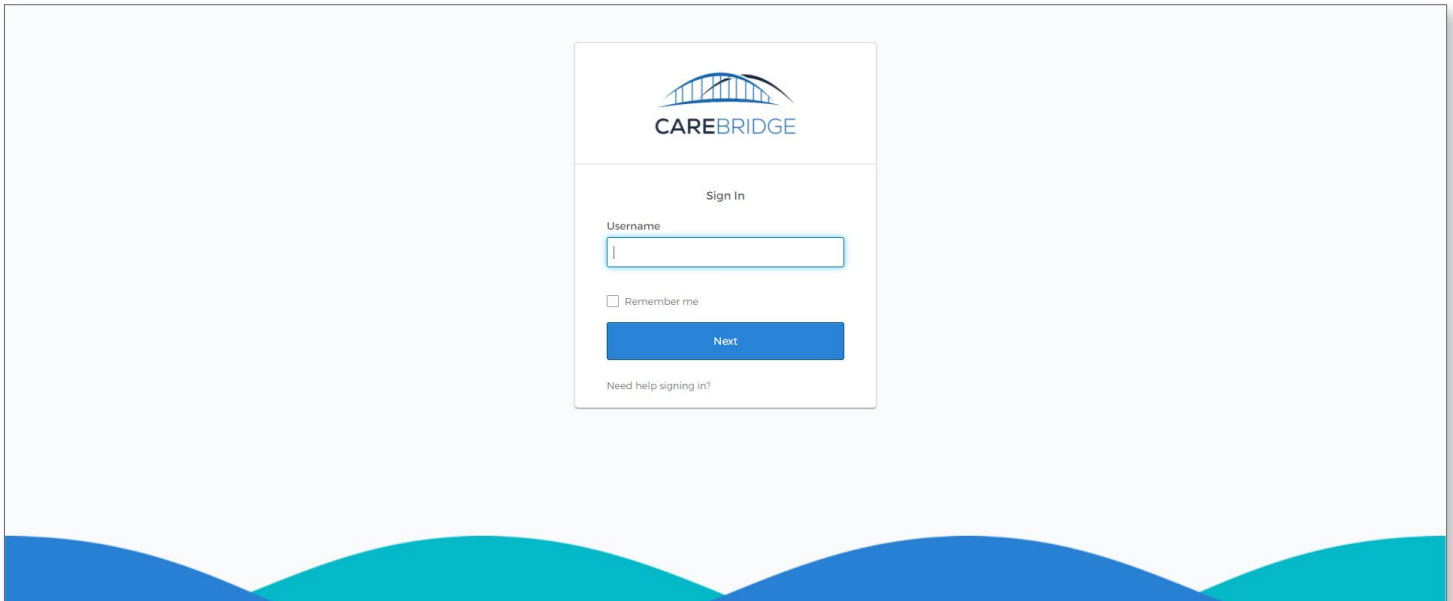
The following sections will provide an overview of the basic features and functions of the CareBridge Payer Portal.

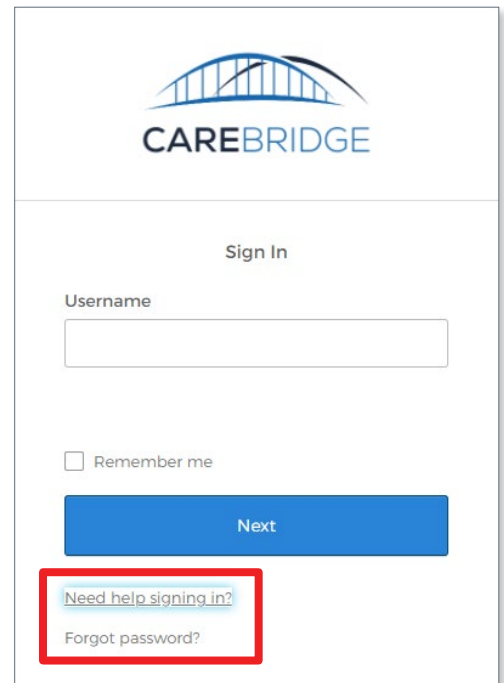## SIGNING IN FOR THE FIRST TIME

1. Your administrative user profiles will be created by CareBridge. Once the profiles are created, the usernames and temporary passwords are then communicated to each of the Admin users.

2. After the initial setup has been completed by CareBridge and new Administrative users have been supplied with their usernames and temporary passwords, The new users will navigate to https://ncmco.carebridgehealth.com.

3. They can use the Sign In screen to create a new password and access the Payer Portal. (Password requirements are listed on the password screen.)
   a. Enter username and click **Next**
   b. Enter temporary password and click **LOGIN**

4. Create a permanent password

5. After creating a permanent password, the account will be active

6. Administrative users must reset their password after 60 days.

RESETTING YOUR PASSWORD

If you forget or need to reset your password, navigate to the log in page. Immediately below the large blue **LOGIN** button, click **Need help signing in?** then **Forgot password?**. Enter your username or email address, click **Reset via Email**, and you will receive an email with instructions to finish resetting your password.

NAVIGATION

The CareBridge Payer Portal is organized into 10 main pages located on the left navigation pane. The seven primary EVV pages display data in a table format with the **PERSONAL FILTER** as the default tab you see first. The **PERSONAL FILTER** is an unfiltered view of the page's entire data table. Most pages have additional tabs that are pre-filtered **Reports** to help you quickly view important subsets of each page's table. The pages will be discussed in more detail throughout this document.
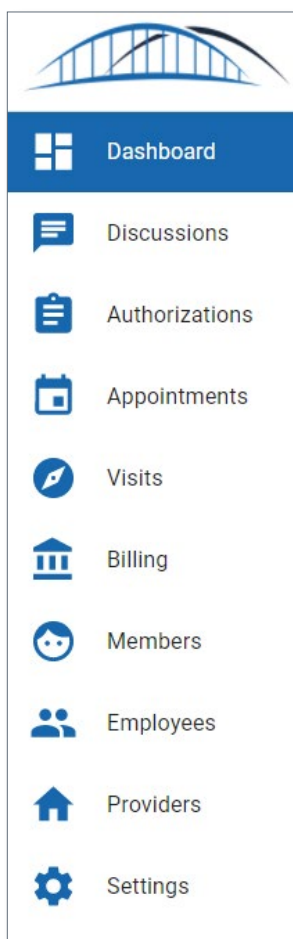
Dashboard: Allows Employees to view key metrics and graphs in clear visualizations to support operational efficiency

Discussions: Enables communication both internally within your organization and externally with Provider Agencies and Caregivers

Authorizations: Displays the details and critical information for all authorizations, including status and scheduled utilization percentage

Appointments: Displays upcoming scheduled appointments and allows Employees to view early, late, and missed appointments

Visits: Shows completed visits and important details such as whether it was early, late, or missed; flags indicating problems, and if the visit is EVV compliant

Billing: Displays all visits that have been exported for claims by Provider Agencies and the claims' billing statuses

Members: Displays Members and their critical information

Employees: Lists your organization's Employees and allows you to create and manage Employee profiles

Providers: Lists all Provider Agencies and their relevant information

Settings: Allows Employees to 1) create groups that you can assign Provider Agencies and Members to for more efficient business management and 2) view and manage imported authorization, Member, and Provider Agency data files