

# Site creation for the new Provider Portal

## FREQUENTLY ASKED QUESTIONS

---

### **Where's the site creation link?**

If you're a prism Security Administrator (pSA), you'll receive an email with the link on Monday, June 15. If you don't receive the email, you'll also be able to find the link at [priorityhealth.com/provider/portal](https://priorityhealth.com/provider/portal).

### **When do all other users sign up?**

Any user *not* creating a site will sign up beginning August 3. There will be plenty of communication and training leading up to that date. For now, we encourage them to sign up for the [all-user account creation training](#) on July 27. Even if they can't make it to that date, they'll receive a link to the recording afterwards.

### **What if you only have a Type 1 NPI?**

You can request a site with only a Type 1 NPI, if needed. However, if you do have a Type 2 NPI, it's very important that you use that instead to create your site.

### **What if your organization has multiple Type 2 NPIs?**

Request a site for one of your Type 2 NPIs. Then, once your site has been approved and you can access your portal, request additional sites in your portal's Admin module by selecting **Account Requests > Request New Account > Provider Site**. Do this for as each of your organization's Type 2 NPIs.

### **Will I need multiple logins to manage multiple sites?**

No. As long as you request your additional sites from within the portal, you'll be able to access them all with one login once they're approved.

### **Can one site have multiple Site Administrators?**

Yes. However, only one Site Administrator should create the site. Additional Site Administrators should wait until August 3 to register for accounts affiliated to the site, once the site request has been approved.

# Site creation for the new Provider Portal

## FREQUENTLY ASKED QUESTIONS, CONT.

---

### **What if I'm an ACN administrator, and my ACN doesn't have a Type 2 NPI?**

Wait until your affiliate sites are created, then request an account affiliated to one of those sites beginning August 3. Once you have access, request all the additional site affiliations you need through **Settings > Site Access > Request Site Access**. In the meantime, please communicate throughout your ACN to remind affiliate practices and hospitals to create sites for their organization and ask them to let you know when their site request has been approved.

### **Do I need to use the same email that I used to create my prism account?**

Yes, please use the same email. If you need to use a different email for any reason, please call our tech support team (**800.942.4765**, option 5, then option 1) to change it in prism as well, to ensure continuity.

### **Does everyone need to complete ID verification? What if we already did it with ID.me?**

Yes, every portal user will need to complete identity verification with Persona, regardless of whether you completed it with ID.me or not. The good news is that once you're verified, you don't need to verify again for each additional site or affiliation request.

### **I have privacy concerns with showing my ID and/or taking a selfie for ID verification.**

Identity proofing is a necessary process to ensure we are keeping your data and your patients' data protected. We appreciate your concern for privacy, and we can assure you that Priority Health does not see or retain your ID or any personal information on it. Only Persona, our identity verification partner, uses it to verify your identity. Please see the [Persona FAQs](#) document for more details about how your personal data is protected.

### **I don't have a camera on my computer. How do I complete identity verification?**

There is the option in the identity verification process to transfer to another device, which you can select to switch to a phone or tablet that has a camera.

### **How do I know what to do as a Site Administrator once I'm in the portal?**

There's a lot more training to come. For now, we encourage you to sign up for our training webinars on [July 27](#) and [August 21](#) to learn more about how to approve site affiliation requests and manage affiliated user access through the portal.



### **NEED TECHNICAL SUPPORT WITH SITE CREATION?**

Call us at **800.942.4765**, option 5, then option 1 (Mon. - Thurs. 8-6; Fri. 9-5)