

Alliance Health Provider Portal Access Guide

August 2022



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Summary

Alliance Health is moving to a Single Sign On platform using the Okta Authentication portal for all provider applications. This includes the Alliance Claims System (ACS), Independent Living Initiative (ILI), the Individual Placement and Supported Employment (IPS-SE) – sometimes referred to as the DOJ application. This guide is intended to instruct provider users how to:

- Activate your new user account
- Edit your personal information
- Change your password
- Unlock your account

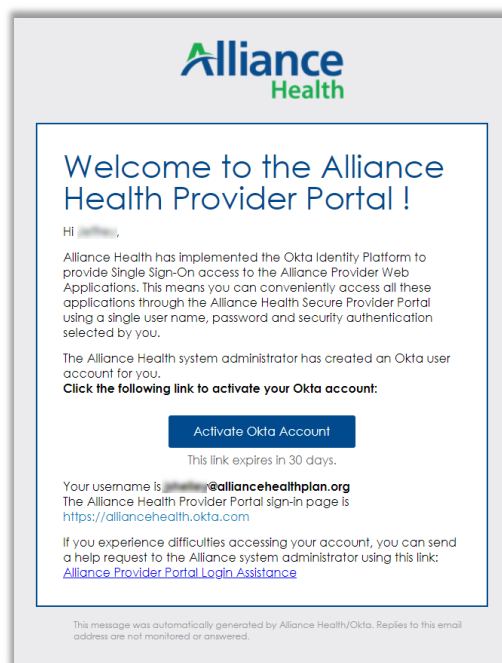
Activate New User Account

Once we move to the Alliance Health Provider Portal using the OKTA Single Sign On platform, all users will have to activate their new account.

Activation email

Once your new user account is created by an Alliance Admin, you will receive an email where you can start the setup process. Click the Activate Okta Account button in the email.

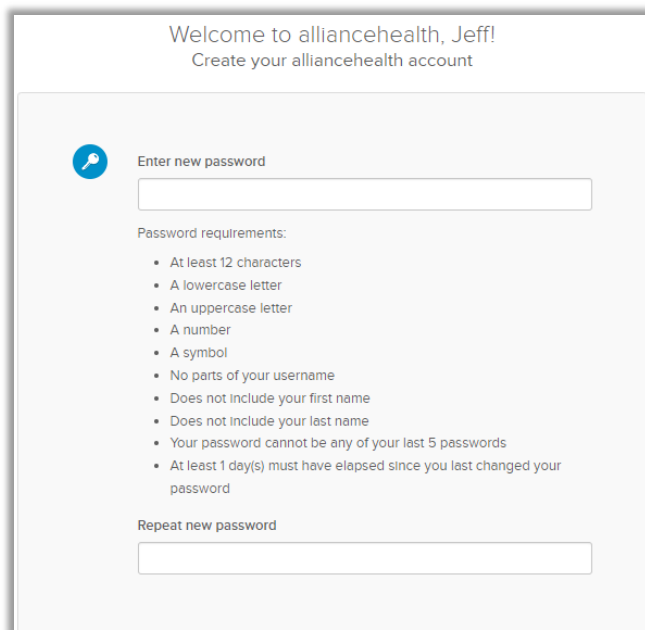
NOTE: Please note the time to expire in the email so you get your account set up within the time allowed. process. Click the Activate Okta Account button in the email.




Set up Password Recovery

You will be directed to a page where you can create your account.

1. Enter your Password following the criteria given.
2. Enter the Password again to confirm.



Welcome to alliancehealth, Jeff!
Create your alliancehealth account

 Enter new password

Password requirements:

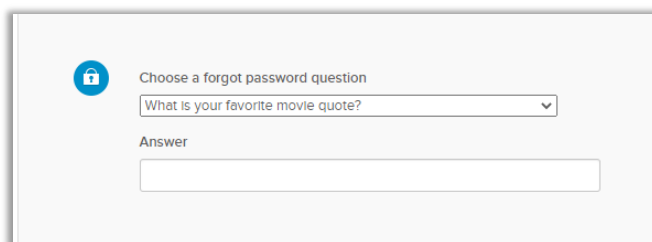
- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 5 passwords
- At least 1 day(s) must have elapsed since you last changed your password


Repeat new password

Recovery

Here is where you set up your password recovery options and choose a security image.

1. Choose a Forgot Password Question.
2. Enter your response to the question in the Answer field.

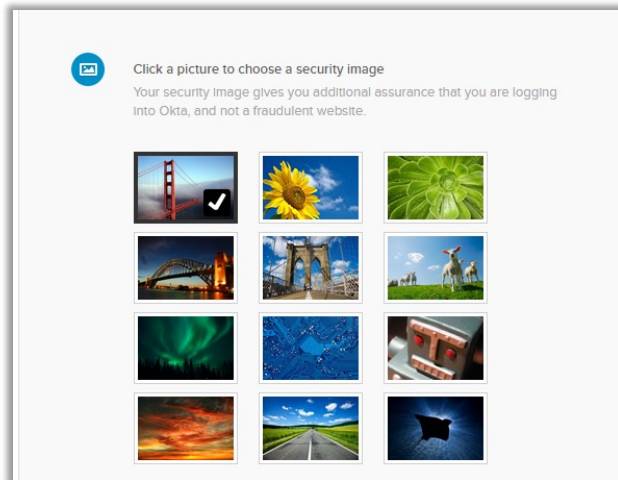


 Choose a forgot password question

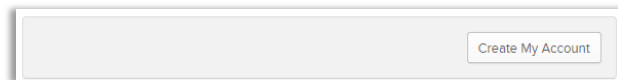
What is your favorite movie quote? ▾

Answer

3. Finally, select a picture as your Security Image.



4. Click the Create My Account button.



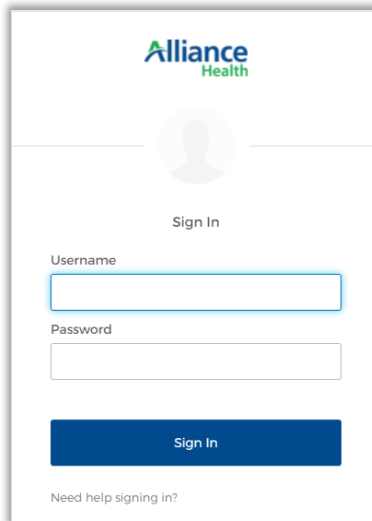
NOTE: At any time during the setup of your account, you may be asked to verify your password. The following screen will show when you click an activity you are trying to complete. Just enter your password and click the Verify button.

Access an Application

This procedure shows you the steps to access applications that are assigned to you.

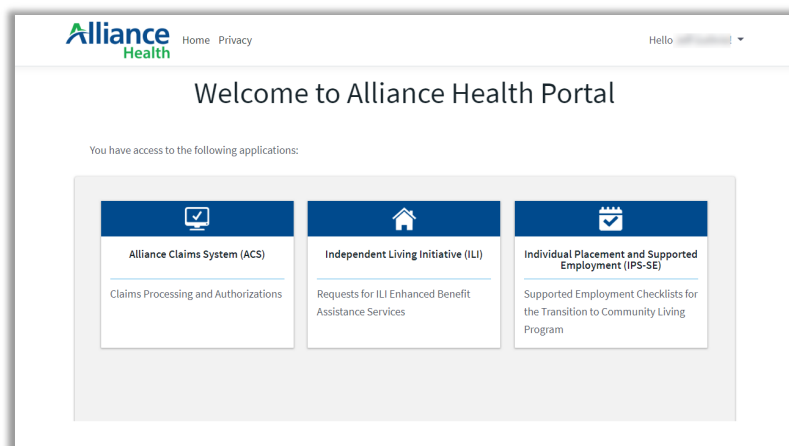
Access the Alliance Health Provider Portal

1. Access the portal at: Production URL – providerportal.alliancehealthplan.org/
2. Enter your Username and Password and click the Sign In button.



The image shows the Alliance Health Sign In page. At the top is the Alliance Health logo. Below it is a placeholder for a user profile picture. The text "Sign In" is centered. There are two input fields: "Username" and "Password". Below the password field is a blue "Sign In" button. At the bottom, there is a link that says "Need help signing in?"

3. Once logged in, you can access whichever application(s) you have access to by clicking the appropriate button.

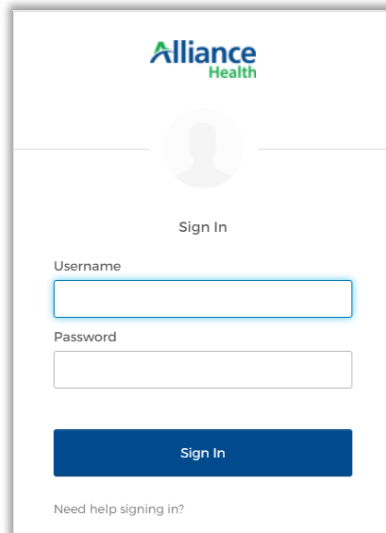


Change your Password

This procedure shows you the steps to change your password.

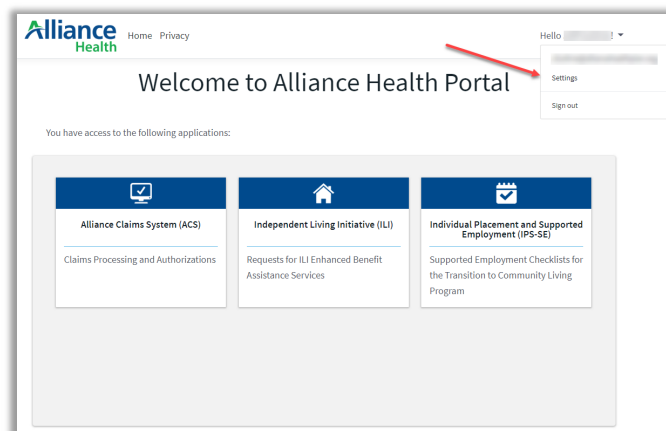
Access the Alliance Health Provider Portal

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2. Enter your Username and Password and click the Sign In button.

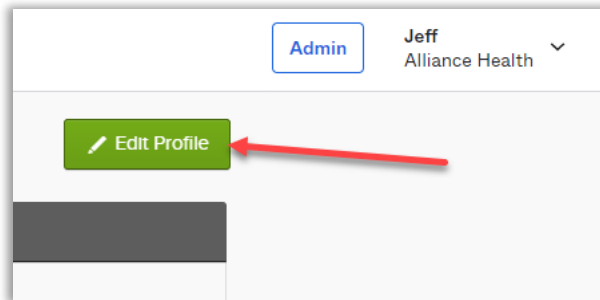


The image shows the Alliance Health Sign In page. At the top is the Alliance Health logo. Below it is a placeholder for a user profile picture. Underneath is the text "Sign In". There are two input fields: "Username" and "Password". Below the password field is a blue "Sign In" button. At the bottom, there is a link that says "Need help signing in?".

3. Select the expand button (∨) where the user menu is available in the top right corner of the page and select the Settings link.



4. Click the Edit Profile button at the top of the page (this may not be necessary).



5. Navigate to the Change Password section of the Settings page.

6. Enter your current password.

7. Enter the new password (using the password requirements at the top of the page).

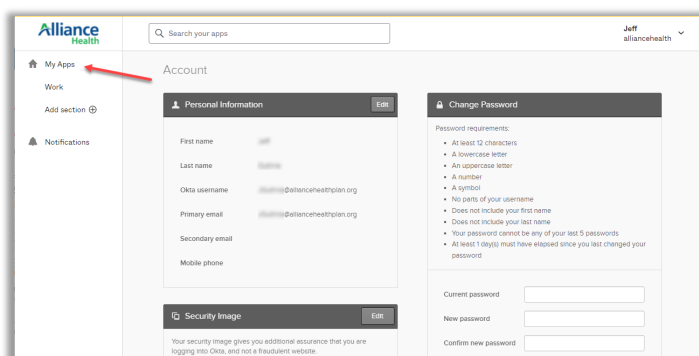
8. Confirm your new password.

9. Click the Change Password button.

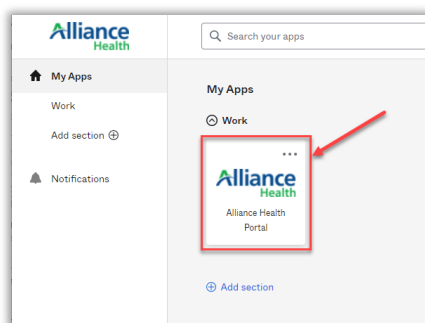
A screenshot of the 'Change Password' form. The form has a dark header with a lock icon and the text 'Change Password'. Below the header, there is a section titled 'Password requirements:' followed by a bulleted list of requirements: At least 12 characters, A lowercase letter, An uppercase letter, A number, A symbol, No parts of your username, Does not include your first name, Does not include your last name, Your password cannot be any of your last 5 passwords, and At least 1 day(s) must have elapsed since you last changed your password. Below the requirements, there are three input fields labeled 'Current password', 'New password', and 'Confirm new password'. At the bottom right of the form, there is a button labeled 'Change Password'.

Return to the Alliance Health Provider Portal Application page

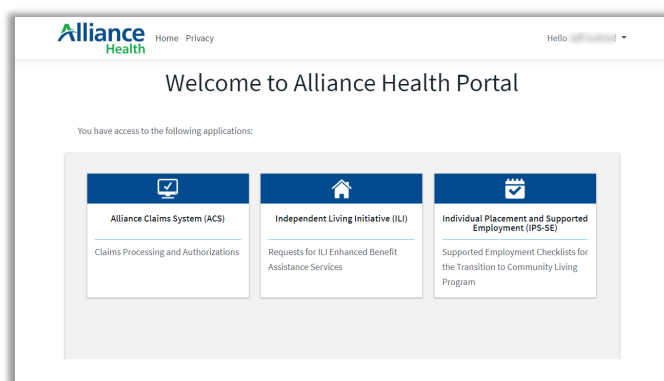
10. To return to the Alliance Health Portal Application page, click on the My Apps link in the left side navigation bar.



11. Then click the Alliance Health Portal button.



12. This will return you to the Alliance Health Portal Application page.

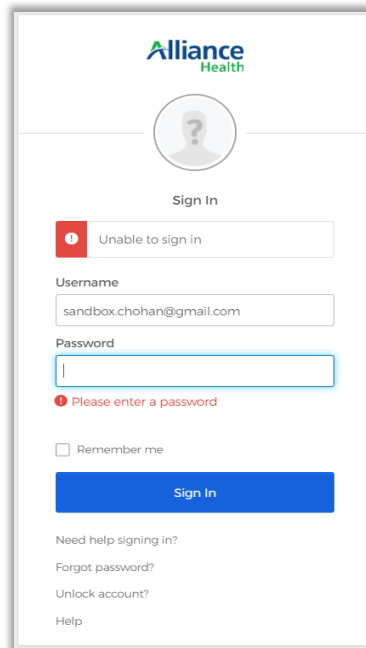


Unlock your Account

If your account gets locked, you can use this procedure to unlock it.

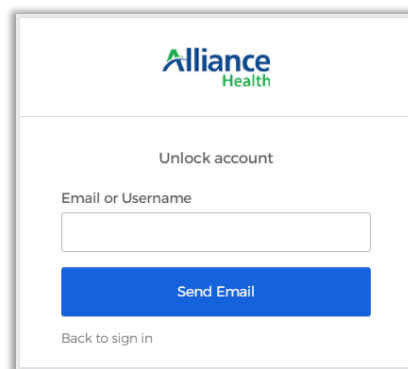
Alliance Health Provider Portal Login

1. Access the login page and click the Unlock Account link.



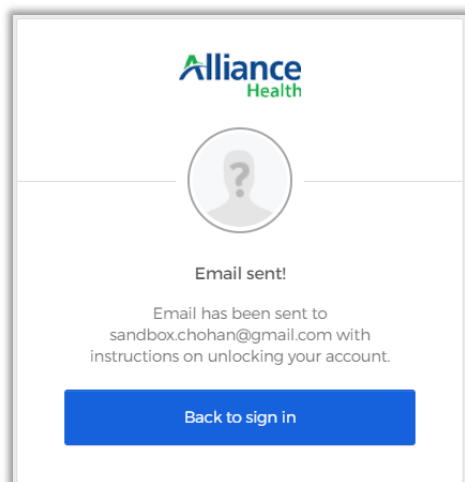
The screenshot shows the Alliance Health Sign In page. At the top is the Alliance Health logo. Below it is a circular placeholder for a profile picture with a question mark. The text 'Sign In' is centered. A red error message box says 'Unable to sign in'. Below that are fields for 'Username' (containing 'sandbox.chohan@gmail.com') and 'Password' (empty). A red message below the password field says 'Please enter a password'. There is a 'Remember me' checkbox and a blue 'Sign In' button. At the bottom are links: 'Need help signing in?', 'Forgot password?', 'Unlock account?', and 'Help'.

2. You will be presented with a new screen to enter your email or username, do so. This will prompt an email to be sent that will contain instructions to unlock your account.



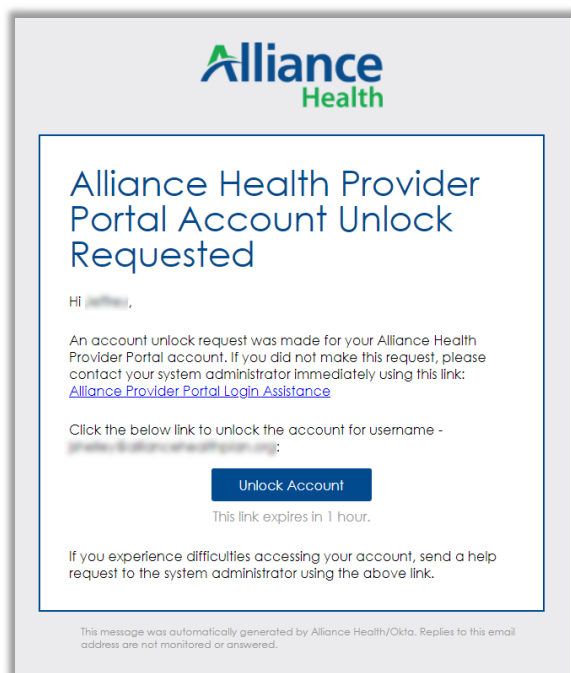
The screenshot shows the Alliance Health Unlock account page. At the top is the Alliance Health logo. Below it is the text 'Unlock account'. There is a field for 'Email or Username'. Below the field is a blue 'Send Email' button. At the bottom is a link that says 'Back to sign in'.

3. Once you click the Send Email button, you will get a confirmation message.





Unlock Account Email

1. The email you receive to unlock your account has an Unlock Account button, click it.



Unlock Account Challenge

1. Clicking this button will take you to a Challenge screen. Respond to the challenge question.
2. Click the Unlock Account button.

Answer Unlock Account Challenge

Who is your favorite sports player?



☐ Show

[Unlock Account](#)

[Back to sign in](#)

Account Unlocked

1. Once you answer the challenge question successfully and click the Unlock Account button, you will be directed to a success message. From here, click the Back to sign in button.

Account successfully unlocked!

You can log in using your existing username and password.

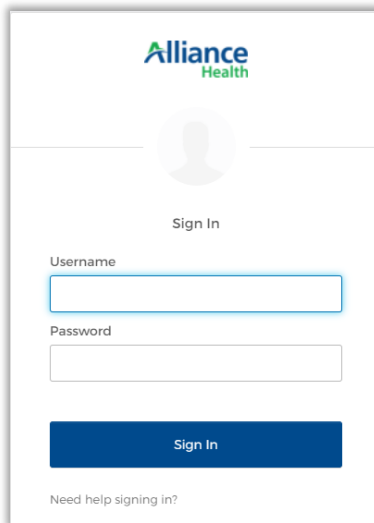
[Back to sign in](#)

Edit your Personal Information

Follow this procedure to update your personal information.

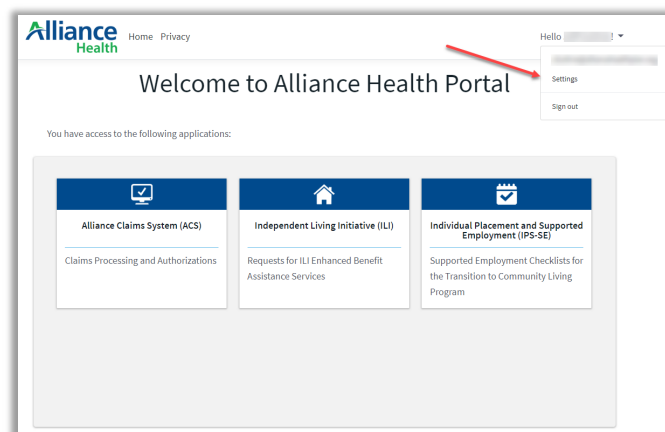
Access the Alliance Health Provider Portal

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2. Enter your Username and Password and click the Sign In button.

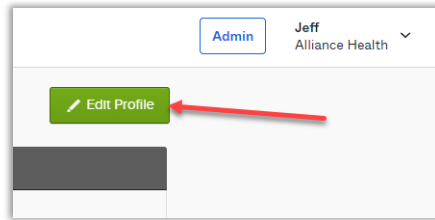


The image shows the Alliance Health Sign In page. At the top is the Alliance Health logo. Below it is a placeholder for a user profile picture. Underneath is the text "Sign In". There are two input fields: "Username" and "Password". Below these fields is a blue "Sign In" button. At the bottom, there is a link that says "Need help signing in?"

3. Select the expand button (∨) where the user menu is available in the top right corner of the page \ and select the Settings link.



4. Click the Edit Profile button at the top of the page (this may not be necessary).



5. Navigate to the Edit Personal Info section (first section) and click the Edit button in the top right corner.

A screenshot of the 'Personal Information' form. The form has a dark header with a person icon and the text 'Personal Information'. In the top right corner of the header is a small 'Edit' button. The form contains several fields: 'First name' (Sandbox), 'Last name' (Chohan), 'Okta username' (sandbox.chohan@gmail.com), 'Primary email' (sandbox.chohan@gmail.com), 'Secondary email', and 'Mobile phone'.

6. Change any data necessary on the presented screen and then click the Save button.

A screenshot of the 'Personal Information' form, similar to the previous one, but with a 'Cancel' button in the top right corner of the header. The 'First name' field is highlighted with a red border. At the bottom right of the form, there is a 'Save' button.

7. Use the Return to the Alliance Health Portal Application page process defined above to return to that page.