Provider Portal
Register Step-by-Step Instructions

AvMed

Start from AvMed.org

1. **Go to AvMed.org and click the Log In button.**
Select the Providers from the options. The Provider Login screen will display.

Provider Login Screen

2. **Click the Register here link.**
You will be presented with the Provider Portal registration screen. Where you will be required to enter your Provider information and sign-up information.

IMPORTANT!
• You must be contracted with AvMed to register for a Provider Portal

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3. **Enter The Following Required Information.**
- First and Last name.
- Email and User ID for communications and login.
- Address
- Select the account type Physician or
- Hospital/Facility Group
- NPI and Billing Tax ID

IMPORTANT!
• Enter the contact persons first and last name.
• Email address can be your User ID.
• Checkbox "If you have a previous Provider portal account, please select the checkbox and enter your previous AvMed user id in the below field" is for OLD Avmed Provider Portal.
• If you have multiple locations, you must enter a location that is registered with AvMed.
• You can register as an individual Provider or as a Group/Facility.

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4. **Field Validation**
Email, User ID and password will be validated for uniqueness.

5. **Select Office User Role**
Select the Office Role of the user creating the account.

Create Password & Security Questions

6. **Password & Security Questions**
You will be required to create a password and select and answer three security questions.

IMPORTANT!
• Remember to write down your password and the answers

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7. **Agree To Terms and Conditions**
You must select the "I agree to the Terms and Conditions" checkbox.

IMPORTANT!
• You cannot submit the request unless you have selected the "I agree with Terms and Conditions" checkbox.

Register For Portal Account

8. **Request Approved**
Submit your registration request. If your request is approved, you will receive an email with a link which will take you to the login screen.

IMPORTANT!
• Login using the user id and password you submitted on the registration form.

IMPORTANT!
• Non-participating providers will have their account request denied.
• Non-participating providers still check Claims, Eligibility and Authorization by using Tools for Providers

9. **Request Denied**
If your request is denied you will receive an email with the denial reason.

Registration Errors

Error Message	Screen	Resolution
You must agree to the Conditions of Use to register for a Provider Account.	Registration Screen	Make sure that "I agree with Terms and Conditions"-checkbox was selected and click the Terms of Use link.
Email address already exists, please enter a different email address.	Registration Screen	An active account was already associated with the same email. Deactivate old account or use a different email address.
Password contains invalid character(s). Password must be `A-Z, a-z, 0-9 ,-,$,#,&,_ ,%	Registration Screen	Password must contain: • Minimum of 8 characters & maximum of 30 characters. • Must contain at least 1 upper case character. • Must contain at least 1 lower case character. • Must contain at least 1 number. • Must contain at least 1 of these special characters -,$,#,&,_,%,@,! • You cannot change your password more than once per day.

Sign In Provider Portal Step-by-Step Instructions

Start from Provider Login Screen

1. Enter your User ID and Password.
Enter your User ID and current password. If your login is successful, you will be taken to the Provider Dashboard. If you login is not successful follow the INSTRUCTIONS provided.

IMPORTANT!
If you have forgotten your password, select Forgot Password link and follow the STEP-BY-STEP INSTRUCTIONS to reset your password.If you need assistance, contact the Provider Services Center at the number located in the footer of the screen.

Provider Portal Login Errors

Error Message	Screen	Resolution
Invalid User ID and/or password.	First wrong password attempt Display Message	Try again. Make sure to enter the correct user ID and password.
Invalid User ID and/or password. Please use "Forgot Password" or try again.	Second-time Display Message	Try again with correct username and password. If you forgot the password, click on "Forgot Password", please follow Forgot Password instructions.
Invalid User ID and/or password. Your account has been temporarily locked. Please try again after 30 minutes. If after 30 minutes you still cannot access, please click on Forgot Password? to reset password.	Final attempt Message	Locked accounts will automatically unlock after 30 minutes. If you cannot remember your password, click on "Forgot Password", please follow Forgot Password instructions.
Account Not Found. Please try again or contact the Provider Service Center at 1-800-452-8633.	Account Not Found	Invalid User ID was entered. Check the user ID and try again.
Your temporary login code has expired. Please generate a new temporary login code using the Forgot Password Link	OTP Expired	If you enter an input code that has expired, you will need to select the Forgot Password link to initiate a new request.

Forgot Password
Register Step-by-Step Instructions

AvMed

Start from Provider Login Screen

1. Select Forgot Password Option
The Forgot Password screen is displayed.

IMPORTANT!
- If you have forgotten your password, select Forgot Password link and follow the STEP-BY-STEP
- INSTRUCTIONS to reset your password.
- If you need assistance, contact the Provider Services Center at the number located in the footer of the screen.

Enter User ID & Password

2. User ID & Password
Enter your User ID

IMPORTANT!
- If you enter an invalid User ID a message will display.

3. Answer Security Questions
Enter the answers to your pre-selected security questions.

IMPORTANT!
- You must provide the correct answers to all three of your previously selected questions.

4. Select the Verify Identify button
If you enter the correct information your identity will be verified.

TIP!
Select the continue button.

Check your Email

5. Email Notification
AvMed will send you an email which will contain an input code which you will need when creating a new password.

TIP!
Select the Reset Password link, in the email communication, the reset password screen will display.

Reset Password Screen

6. Enter the Input Code
Enter the Input Code provided.

TIP!
Be sure to enter confirm new password. Be sure to follow the onscreen instructions when creating your new password. Make a note of your password so you can use it to log in to the Provider portal.

7. Create New password
Create your new password.

Select the continue button, you will be taken to the login screen.

8. Select Reset Password
If you have successfully created a password, your password will be reset and a message will display.

TIP!
Select the continue button, you will be taken to the login screen.

Password Reset Confirmation Email

9. Confirmation Email
A confirmation email will be sent to the email address on file.

IMPORTANT!
- If you did NOT change your password, you should contact the Provider Engagement Center. If you did make the change no action is necessary.

Provider Portal Web Access - Other Log In Issues
To experience the full AvMed site and all its functionality, please use Chrome or Edge.