

Not sure if your organization is registered? www.healthpartners.com/findmydelegate

<p style="text-align: center;">If you are a health care provider</p>	<p style="text-align: center;">If you are a third party or billing organization</p>
<ul style="list-style-type: none"> • If I register today, will I have access to the portal immediately? <i>If you have a check or payment from HealthPartners, you can get immediate access. The registration process only takes a few minutes.</i> • What if I don't have a HealthPartners check/payment? <i>You can register using the "Register with US Mail" option. A pin code will be mailed to your location to complete the registration.</i> • I received a non-payment notice. How do I register? <i>Register with your Tax id, Type 2 NPI and the number on the non-payment notice. Be sure to include the "NP" in front of the number.</i> • How do I register if I do not have a vendor number? <i>If you have a check from HealthPartners, the vendor number is on the check. (To find the vendor number, see check image on registration screen.) You may also have the option to register with your Type 2 NPI instead of vendor.</i> • We have more than one Type 2 NPI. How do I know which NPI matches the payment I am using to register? <i>If you are unable to identify the Type 2 NPI, select the vendor number or register with the "US Mail" option.</i> • Whose name do I list for the contact? <i>We need YOUR information to create an account. Because you will have access to member's Protected Health Information (PHI), we need to be able to identify you. Sharing accounts is not allowed. After you create your account, you will be able to create additional accounts for others in your organization.</i> • Can I register with the doctor's name? <i>No. Each person accessing our system needs an account in their own name.</i> • My organization's name is not listed. What do I do? <i>Choose "My provider is not listed" and complete the form. A representative will contact you to assist you.</i> • The person who registered has left our organization. What do I do? <i>Go ahead and register. You will be prompted to let us know why the person registered is not able to assist you when you create your account.</i> • Do I need to register for each Tax Id I need to access? <i>Not at all! After you register, use the Tax ID & NPI access application to add additional access to your account. If you do not have check # for validation, use the Contact us link in the Help Center for assistance.</i> 	<ul style="list-style-type: none"> • If I register today when I have access?? <i>As soon as your client (the provider contact) responds to the request you will have immediate access.</i> • Can I list my manager or co-worker as the authorized representative for the provider? <i>The request for access must be approved by a business contact at the Client/provider's office.</i> • I don't know my organization's tax id number. Can I use the provider's tax id to register? <i>No. You need to use the tax id for your billing organization. You will have the opportunity to add the provider's tax id after creating your account.</i> • Can the provider set up an account for me under their account? <i>No. Billing services need to register separately through the billing organization option. This allows you to manage all your clients through one access.</i> • Do I need to create a new account for each provider for which I bill? <i>No. Once you are registered you can request access to all the providers that you need. Go to "Tax id and NPI access" to request additional providers.</i> • How will I know if the provider has answered the request? <i>You can check the status of your request by selecting the "Tax ID & NPI access" application. Status appears in the right column. You will also get a message in your web account message center.</i> • What if the provider doesn't answer the email authorization I requested? <ul style="list-style-type: none"> ✓ <i>Contact the provider directly and ask them to respond to the email request from HealthPartners.</i> ✓ <i>If they did not receive it, contact web support to resend the request.</i> ✓ <i>If it has been more than 30 days, you will need to re-request that the authorization be sent to the provider.</i>