Provider Portal Forgot Username

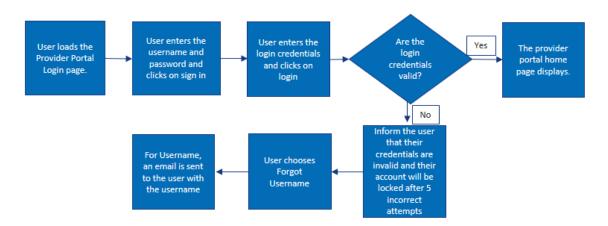
Quick Reference Guide (QRG)



ConnectiCare.

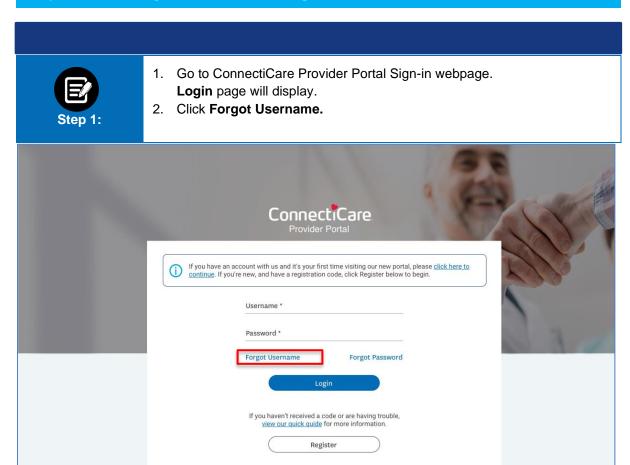
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This quick reference guide (QRG) will provide an overview of the Provider Portal – Forgot Username.

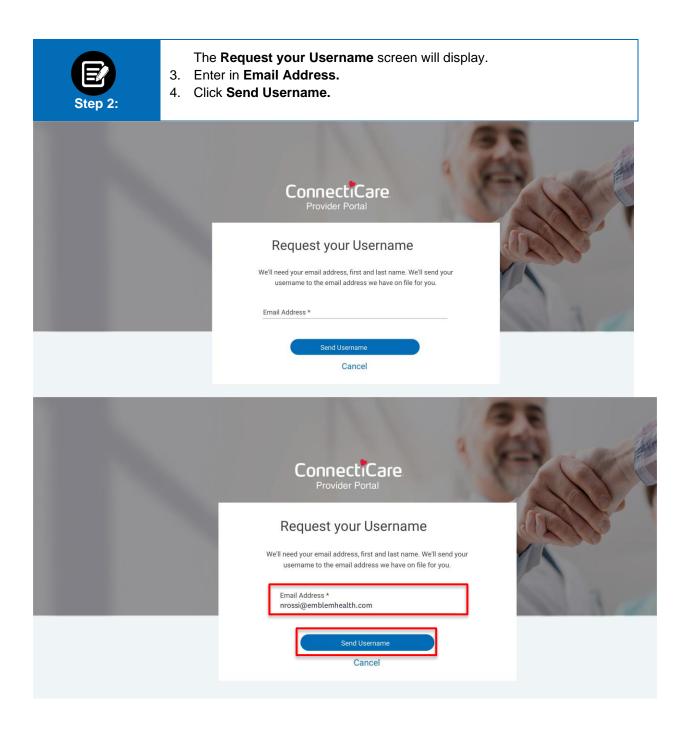


Let us look at the steps in detail to recover a forgotten username.









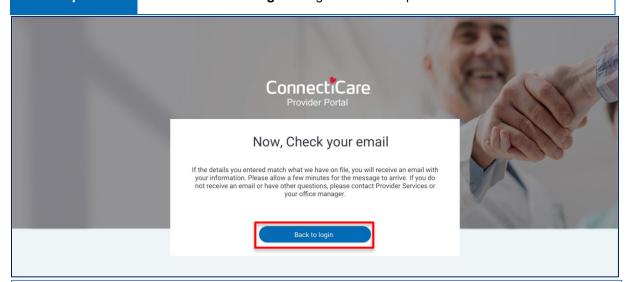




The **Now**, **check your email** screen will display.

Note: An automated email will be sent to the registered email address. The email will have the username that is connected to that email address.

5. Click **Back to login** to log back into the portal.





Dear Ruth,

Your ConnectiCare Provider Portal Security Administrator James Smith updated your ConnectiCare Provider Portal account's email address to: RGoenh@connecticare.com

If this is correct, please click here to confirm the change. This link expires in 72 hours. If you did not request this change please call our Provider Customer Service team at 860-674-5850 or 800-828-3407; or Medicare Provider Services at 877-224-8230 to let us know.

Thank you for your partnership in caring for our members.

ConnectiCare

To maintain HIPAA compliance, please do not share your username or password with anyone.

KEEP IN TOUCH



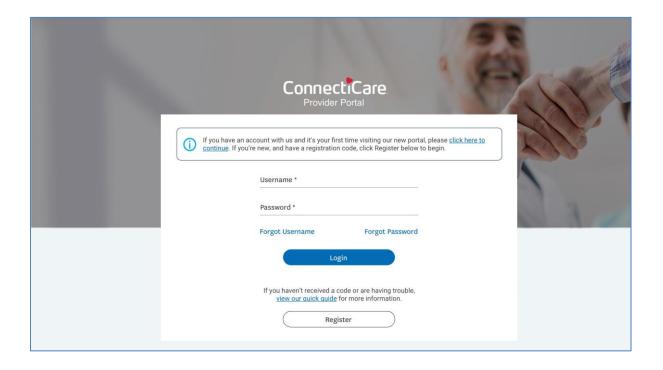






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Thank You