



March 7, 2016

## Provider Portal Administrators: HealthTrio Connect provider portal update

As we previously notified you, Well Sense Health Plan is launching *HealthTrio Connect*, a new online provider portal. Having an account with HealthTrio Connect will save you important administrative time so you can spend more time caring for your patients.

The new portal went live March 7, 2016. Within the next month we will remove our current portal.

*Please review the following important information about how to register.*

- Our records show that you are currently an administrator on our portal, which means that you have the ability to create and manage staff accounts. ***If you would like to continue in this role, you must be the first person in your practice to register for our new HealthTrio portal.***
- The first person from your office/practice who registers automatically becomes the administrator for your practice. This administrator is responsible for creating, maintaining and deactivating user accounts for his or her office/practice. This person also is responsible for annually validating all active accounts. Please note that in some instances practices may have multiple administrators.
- In order to register, you must have recent payment information that includes a payment amount and payment or check reference number from us. If you do not have this payment information available, you must contact your Provider Relations Consultant to receive a PIN.
- HealthTrio Connect does not support Internet Explorer 8 or Internet Explorer 9, so users will need to install Internet Explorer 10 or a later version, or use another browser like Chrome or Firefox.

### **If you already have a HealthTrio Connect user ID, you can use your current login information and add Well Sense Health Plan as a plan.**

- [Click here](#) to go get started.
- On the registration page, click to login. You will be directed to enter the User Name and Password you currently use, and then you should follow the instructions to add Well Sense Health Plan as a payer plan to your current credentials.

### **If you do not have a HealthTrio Connect user ID, you must create one.**

- You still must register with HealthTrio Connect.
- [Click here](#) to go to the HealthTrio Connect website.
- You'll be directed to the registration page to complete the easy registration process.

If you have any questions, please call your dedicated Provider Relations Consultant, or call our provider line at 877-957-1300 (option 3).

In addition, please refer back to our [website](#) for updates.