

CCNC Provider Portal Quick-Desk Reference Guide

Account Management

- **How does a user access the Community Care of North Carolina (CCNC) Provider Portal?**
 - ✓ Open Internet Explorer and enter Provider Portal URL <https://portal.n3cn.org>; then enter your **Username** (same as email address) and **Password** in the spaces provided on the login-page. Read the terms and conditions, if you accept the terms and conditions, check the box and click "Login". (For current active Informatics Center (IC) users, the terms and conditions box is already checked).
- **How can I bookmark Provider Portal to my web browser favorites or create a short-cut on my desktop?**
 - ✓ For a bookmark on Internet Explorer (IE): Alt key, select Favorites > Add to Favorites Bar. For a shortcut on IE: right-click on the desktop, select New > Shortcut, enter <https://portal.n3cn.org> for the location, and follow the prompts.
- **If I forget my password and cannot access Provider Portal, what can I do?**
 - ✓ Use the '*Forgotten/expired password? Click here*' link provided on the login page <https://portal.n3cn.org> and follow prompts by answering questions asked.
- **Why did my password expire?**
 - ✓ **Passwords expire every 90 days.** When your password expires, a message will be displayed and you will be prompted to change password when you attempt to login.
 - ✓ You will be prompted to optionally change your password 6 days before your password expires.
 - ✓ If your password is expired for 60 days or more for inactivity, your account will be locked; upon your next login attempt and you will be required to contact your local CCNC Network Account Manager (NAM) to unlock your account. NAM contact information is located at the bottom of the Provider Portal login page. Previously selected secret questions and answers feature will not be displayed for a password reset.
 - ✓ Your account will be locked on the 5th invalid login attempt.
- **If I want to change my current password, what do I need to do?**
 - ✓ After you login into Portal, use the 'My Profile' tab located at the top middle of all Portal pages; then select 'My Password' tab and enter required information with the exact Captcha number shown and then 'Save'.
- **If I want to change the answers to 'My Secret Questions', what can I do?**
 - ✓ After you login into Portal, use the 'My Profile' tab located at the top middle of all Portal pages; then select 'My Secret Questions'; delete current secret questions answers; enter new secret question answers; enter exact Captcha number shown and then 'Save'.
 - ✓ Record your password and answers to secret questions in a safe location away from your computer.

Features

- **What features are available to a user after successfully logging in to Provider Portal:**

- ✓ User can select a payer by clicking on drop-down list in 'Select Payer' field and search for a patient, by entering the patient ID; or last name & birth year; or last name, first name and birth year. (Medicaid\Health Choice is default)
- ✓ The following user **tabs** located on top-middle of all pages are displayed:

[Logout](#) | [Feedback](#) | [Support](#) | [Links](#) | [Survey](#) | [My Profile](#)

- **Logout** – use to log-out user of Provider Portal
 - **Feedback** – use to submit feedback on data issues, system issues or suggestions (**do not use to submit time sensitive issues, contact your Network Administrative Manager (NAM)**)
 - **Support** – provides technical support contact information
 - **Links** – provides information about site content, **instructional** materials and useful external sites (when you click on “Links” at the top of the page, you will see several options for Provider Portal documentation)
 - **Survey** – allow users to view online surveys published by Informatics Center (most often used to get consensus from users on enhancements to IC applications)
 - **My Profile** - allow users to review and edit password and secret questions
- ✓ The following user **tabs** located on top of page are displayed:



- **Home** – displays a list of practices participating in a CCNC network.
- **Patient List** – allows users to select a patient health record from selected Practice list.
- **Patient Profile >Care Team** – displays demographic information for the selected patient; PCP information; medication fill history; patient dashboard measurements; care team contact information; most recent service provider and most recent office visit provider.
- **Medications** – displays selected patient prescription fill history from pharmacy claims..
- **Patient Profile >Visit History** - displays selected patient demographic information; PCP information; patient visit history dashboard information with 12 - 15 months of claims data; patient encounter information, such as: hospitalization; emergency room visits; primary care and specialist office visits; behavioral health; immunization; DME; lab and imaging.
- Built in Clinical Care Alerts appear if the claims history indicates the patient may be overdue for recommended care.
- **Report Site** – access restricted to authorized Network/CCNC users, displays Network specific reports, ad hoc reports, account management reports and file share.
- **Meducation** – assist with the education of users and patients on proper medication usage. Also allow a user to print medication information to give to patient.
- **Pt. Education** – links to patient educational tools on CCNC website..
- **My Communications** – allows providers to communicate with network pharmacist or care managers re: patient medication issues.

For more information or to request access to CCNC's Provider Portal, go to <https://portal.n3cn.org> and click on the link at the bottom which reads "To inquire about access to the Provider Portal, please contact your local CCNC Network Account Manager".