  
  
Sign In  
Username  
  
Password  
  
  
[Need help signing in?](#)

# Alliance Health Provider Portal Access Guide

August 2022



## Table of Contents

<b>Summary .....</b>	<b>03</b>
<b>Active New User Account .....</b>	<b>03</b>
Activation email .....	03
Set up Password Recovery .....	03
Recovery .....	03
<b>Access an Application .....</b>	<b>06</b>
Access the Alliance Health Provider Portal .....	06
<b>Change your Password .....</b>	<b>07</b>
Access the Alliance Health Provider Portal .....	07
Return to the Alliance Health Provider Portal Application page .....	09
<b>Unlock your Account .....</b>	<b>10</b>
Alliance Health Provider Portal Login .....	10
Unlock Account Email .....	11
Unlock Account Challenge .....	12
Account Unlocked .....	12
<b>Edit your Personal Information .....</b>	<b>13</b>
Access the Alliance Health Provider Portal .....	13

## Summary

Alliance Health is moving to a Single Sign On platform using the Okta Authentication portal for all provider applications. This includes the Alliance Claims System (ACS), Independent Living Initiative (ILI), the Individual Placement and Supported Employment (IPS-SE) – sometimes referred to as the DOJ application. This guide is intended to instruct provider users how to:

- Activate your new user account
- Edit your personal information
- Change your password
- Unlock your account

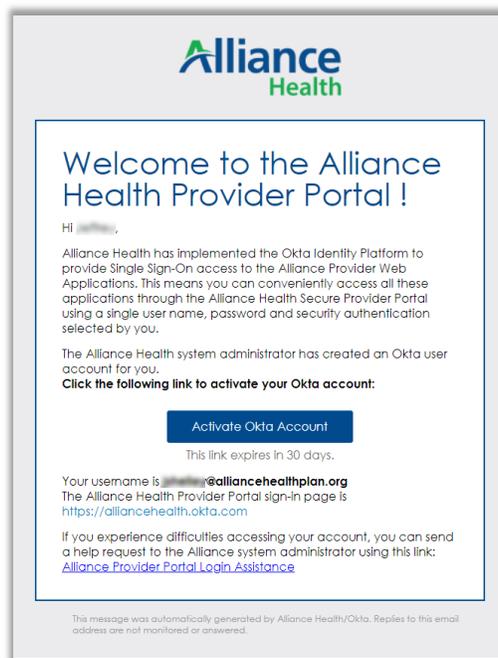
## Activate New User Account

Once we move to the Alliance Health Provider Portal using the OKTA Single Sign On platform, all users will have to activate their new account.

### Activation email

Once your new user account is created by an Alliance Admin, you will receive an email where you can start the setup process. Click the Activate Okta Account button in the email.

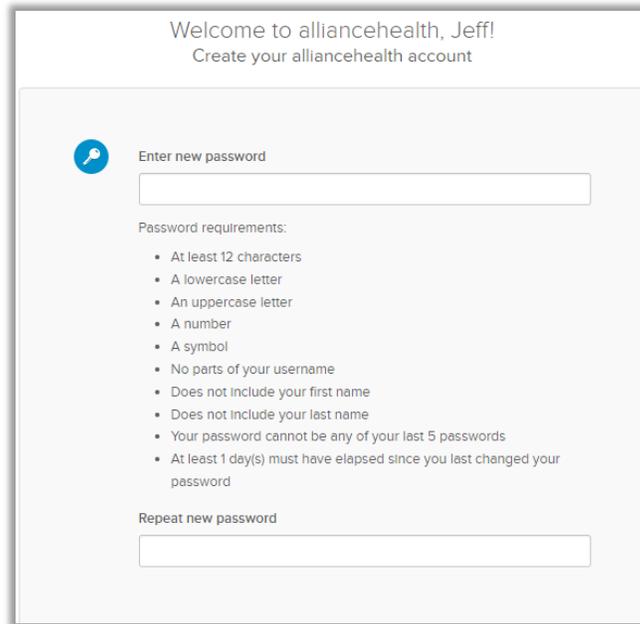
**NOTE:** Please note the time to expire in the email so you get your account set up within the time allowed. process. Click the Activate Okta Account button in the email.



## Set up Password Recovery

You will be directed to a page where you can create your account.

1. Enter your Password following the criteria given.
2. Enter the Password again to confirm.



Welcome to alliancehealth, Jeff!  
Create your alliancehealth account

 Enter new password

Password requirements:

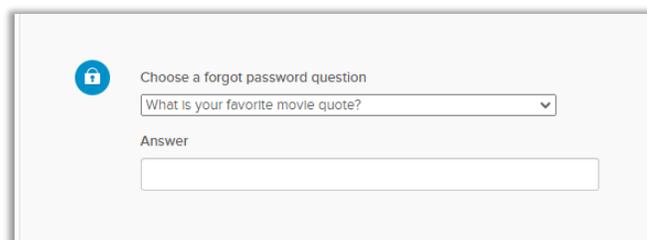
- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 5 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Repeat new password

## Recovery

Here is where you set up your password recovery options and choose a security image.

1. Choose a Forgot Password Question.
2. Enter your response to the question in the Answer field.

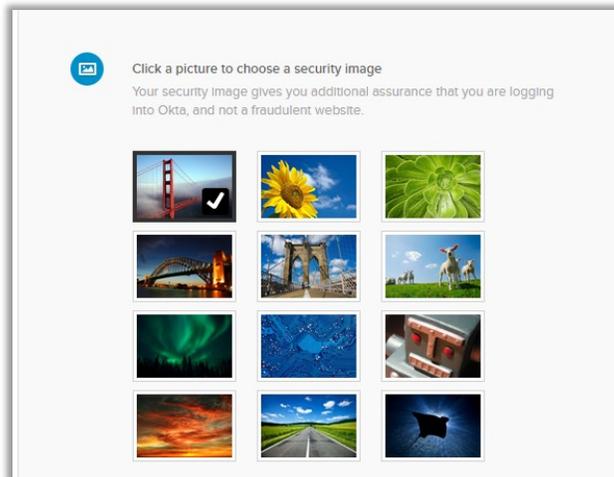


 Choose a forgot password question

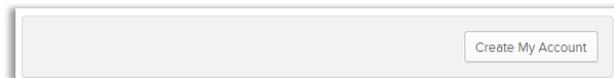
What is your favorite movie quote? ▾

Answer

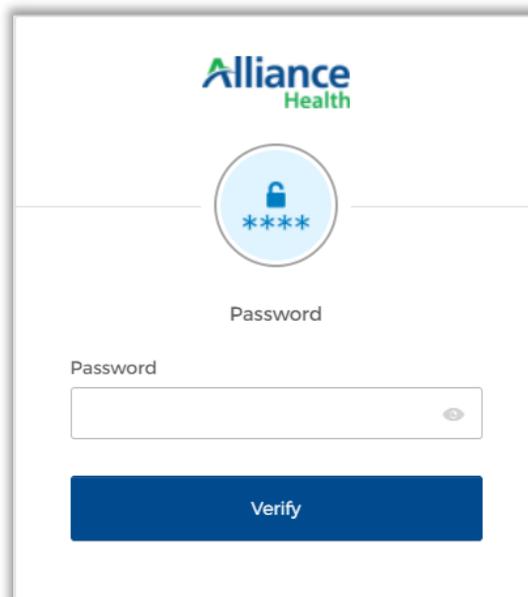
3. Finally, select a picture as your Security Image.



4. Click the Create My Account button.



**NOTE:** At any time during the setup of your account, you may be asked to verify your password. The following screen will show when you click an activity you are trying to complete. Just enter your password and click the Verify button.

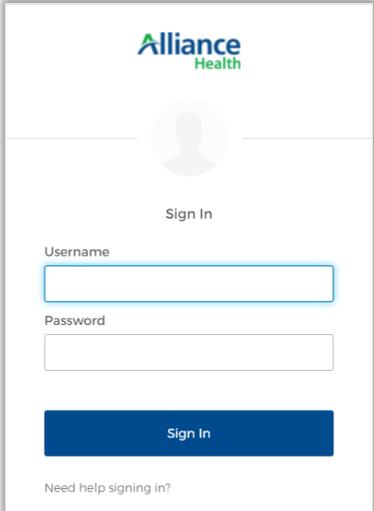


## Access an Application

This procedure shows you the steps to access applications that are assigned to you.

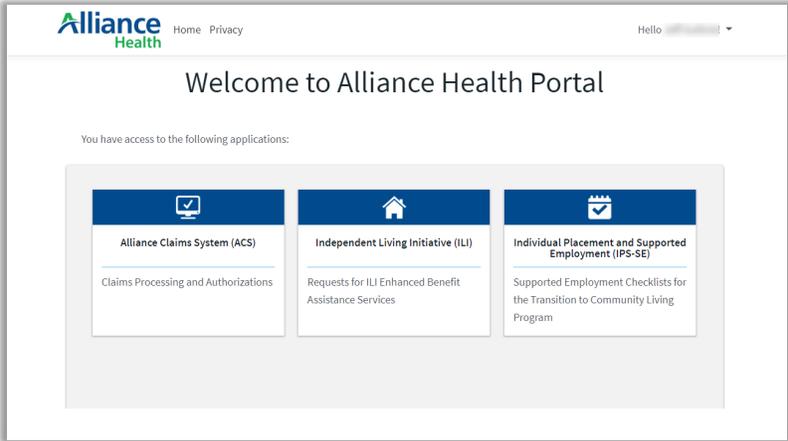
### Access the Alliance Health Provider Portal

1. Access the portal at: Production URL – [providerportal.alliancehealthplan.org/](https://providerportal.alliancehealthplan.org/)
2. Enter your Username and Password and click the Sign In button.



The image shows the sign-in page for the Alliance Health Provider Portal. At the top is the Alliance Health logo. Below it is a placeholder for a user profile picture. The text "Sign In" is centered. There are two input fields: "Username" and "Password". Below the password field is a blue "Sign In" button. At the bottom, there is a link that says "Need help signing in?"

3. Once logged in, you can access whichever application(s) you have access to by clicking the appropriate button.



The image shows the dashboard of the Alliance Health Provider Portal. At the top left is the Alliance Health logo with links for "Home" and "Privacy". At the top right is a "Hello" greeting with a user profile icon. The main heading is "Welcome to Alliance Health Portal". Below this, it says "You have access to the following applications:". There are three application cards:

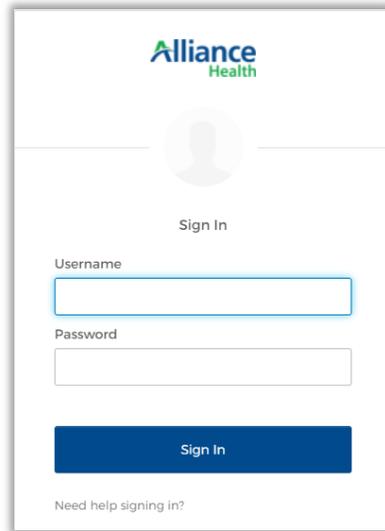
Icon	Application Name	Description
Computer monitor with checkmark	Alliance Claims System (ACS)	Claims Processing and Authorizations
House icon	Independent Living Initiative (ILI)	Requests for ILI Enhanced Benefit Assistance Services
Calendar with checkmark	Individual Placement and Supported Employment (IPS-SE)	Supported Employment Checklists for the Transition to Community Living Program

# Change your Password

This procedure shows you the steps to change your password.

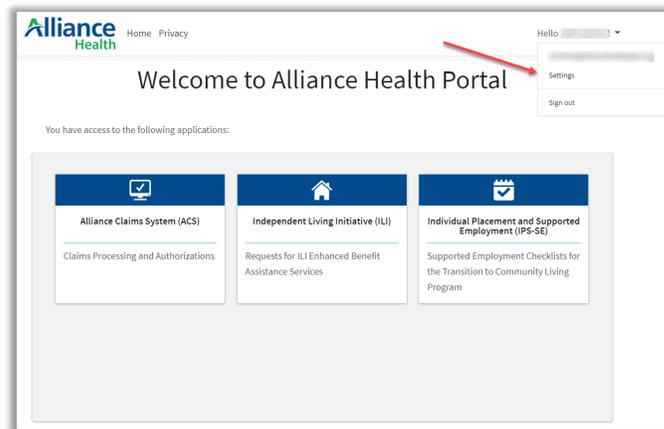
## Access the Alliance Health Provider Portal

1. Access the portal at: Production URL – [providerportal.alliancehealthplan.org/](http://providerportal.alliancehealthplan.org/)
2. Enter your Username and Password and click the Sign In button.

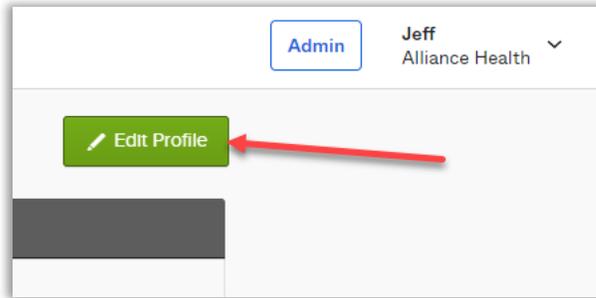


The screenshot shows the Alliance Health Sign In page. At the top is the Alliance Health logo. Below it is a placeholder for a user profile picture. The text "Sign In" is centered. There are two input fields: "Username" and "Password". Below the input fields is a blue "Sign In" button. At the bottom, there is a link that says "Need help signing in?"

3. Select the expand button (∨) where the user menu is available in the top right corner of the page and select the Settings link.



4. Click the Edit Profile button at the top of the page (this may not be necessary).



5. Navigate to the Change Password section of the Settings page.

6. Enter your current password.

7. Enter the new password (using the password requirements at the top of the page).

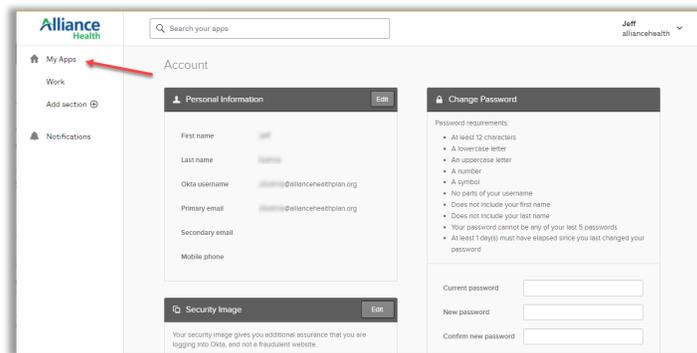
8. Confirm your new password.

9. Click the Change Password button.

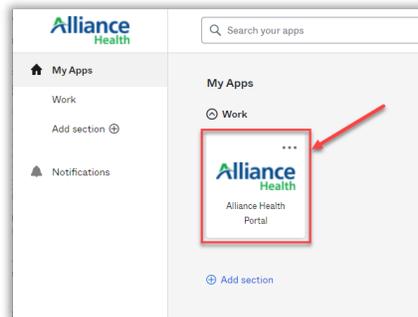
A screenshot of a 'Change Password' form. The title 'Change Password' is at the top left with a lock icon. Below the title are 'Password requirements:' and a list of seven bullet points: 'At least 12 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'A symbol', 'No parts of your username', 'Does not include your first name', 'Does not include your last name', 'Your password cannot be any of your last 5 passwords', and 'At least 1 day(s) must have elapsed since you last changed your password'. Below the requirements are three input fields labeled 'Current password', 'New password', and 'Confirm new password'. At the bottom right is a 'Change Password' button.

## Return to the Alliance Health Provider Portal Application page

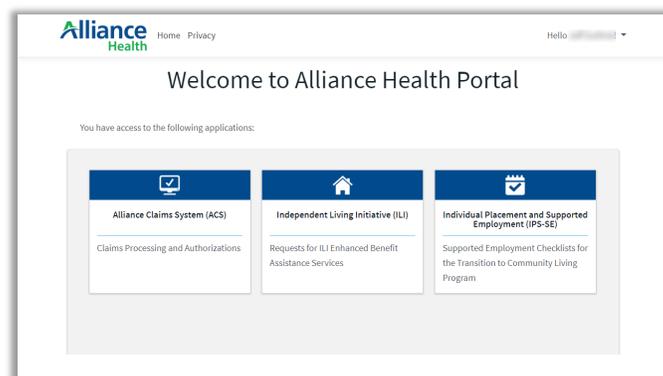
10. To return to the Alliance Health Portal Application page, click on the My Apps link in the left side navigation bar.



11. Then click the Alliance Health Portal button.



12. This will return you to the Alliance Health Portal Application page.

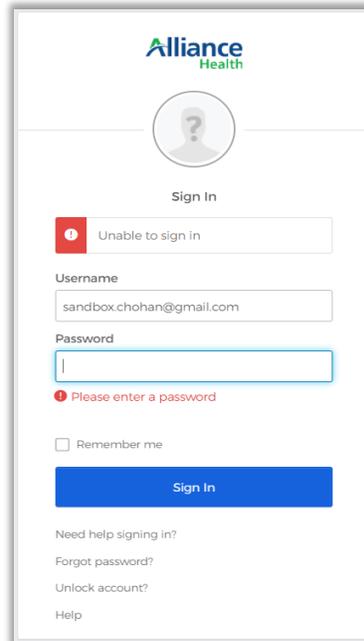


# Unlock your Account

If your account gets locked, you can use this procedure to unlock it.

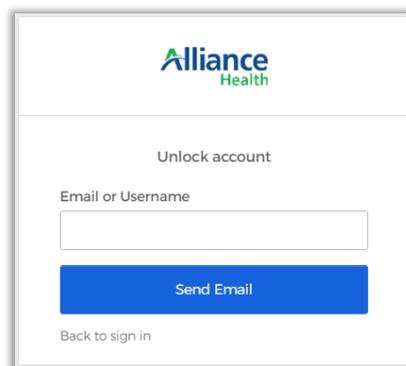
## Alliance Health Provider Portal Login

1. Access the login page and click the Unlock Account link.



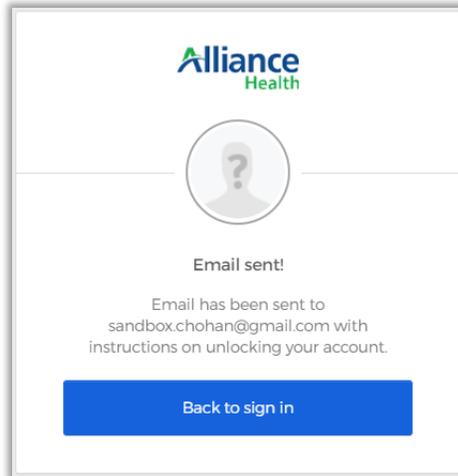
The screenshot shows the Alliance Health Sign In page. At the top is the Alliance Health logo. Below it is a circular profile picture placeholder with a question mark. The text 'Sign In' is centered. There are two error messages: a red one that says 'Unable to sign in' and a red one that says 'Please enter a password'. The 'Username' field contains 'sandbox.chohan@gmail.com'. The 'Password' field is empty. There is a 'Remember me' checkbox which is unchecked. A blue 'Sign In' button is at the bottom. Below the button are links for 'Need help signing in?', 'Forgot password?', 'Unlock account?', and 'Help'.

2. You will be presented with a new screen to enter your email or username, do so. This will prompt an email to be sent that will contain instructions to unlock your account.



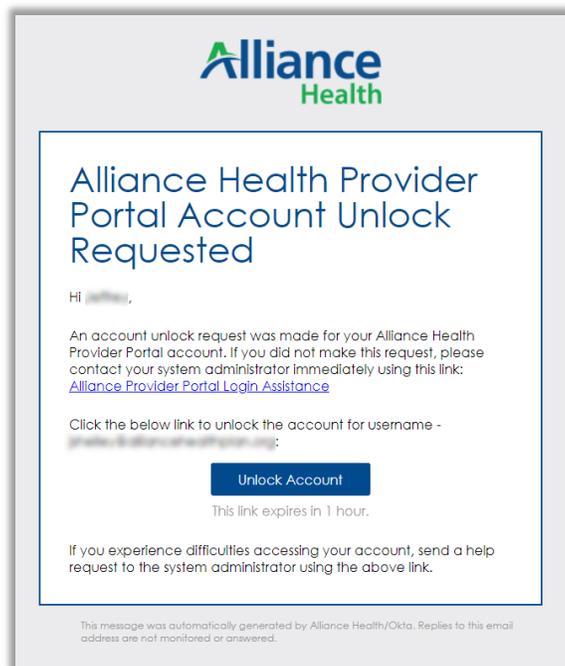
The screenshot shows the Alliance Health Unlock account page. At the top is the Alliance Health logo. Below it is the text 'Unlock account'. There is a text input field labeled 'Email or Username'. Below the field is a blue 'Send Email' button. At the bottom is a link that says 'Back to sign in'.

3. Once you click the Send Email button, you will get a confirmation message.



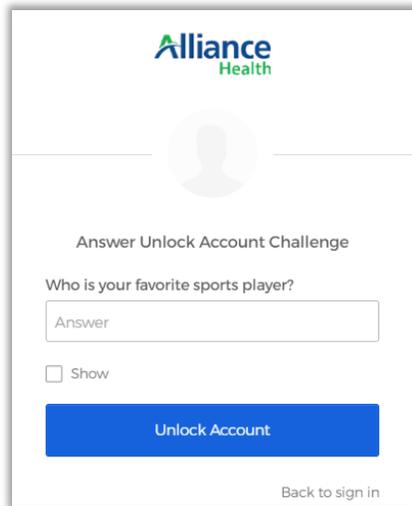
## Unlock Account Email

1. The email you receive to unlock your account has an Unlock Account button, click it.



## Unlock Account Challenge

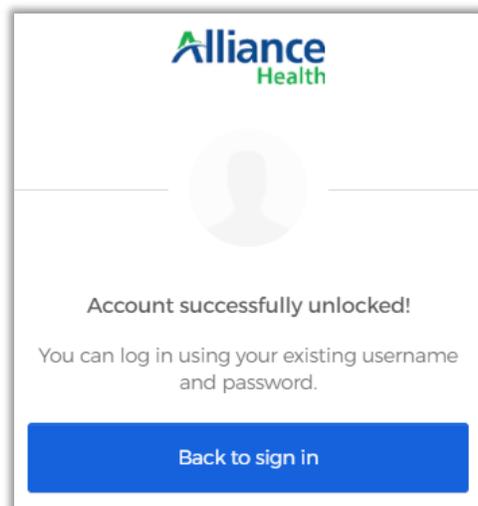
1. Clicking this button will take you to a Challenge screen. Respond to the challenge question.
2. Click the Unlock Account button.



The screenshot shows the Alliance Health logo at the top. Below it is a placeholder for a user profile picture. The main heading is "Answer Unlock Account Challenge". The challenge question is "Who is your favorite sports player?". There is a text input field labeled "Answer". Below the input field is a checkbox labeled "Show". At the bottom, there is a blue button labeled "Unlock Account" and a link labeled "Back to sign in".

## Account Unlocked

1. Once you answer the challenge question successfully and click the Unlock Account button, you will be directed to a success message. From here, click the Back to sign in button.



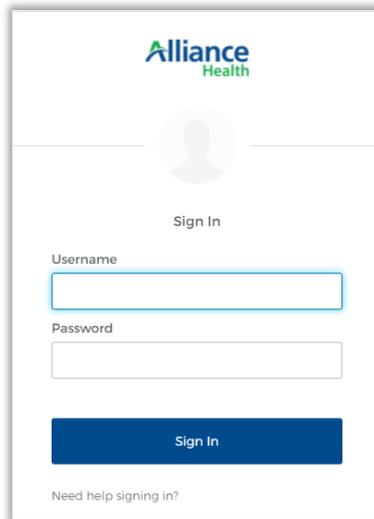
The screenshot shows the Alliance Health logo at the top. Below it is a placeholder for a user profile picture. The main heading is "Account successfully unlocked!". Below the heading is the text "You can log in using your existing username and password." At the bottom, there is a blue button labeled "Back to sign in".

# Edit your Personal Information

Follow this procedure to update your personal information.

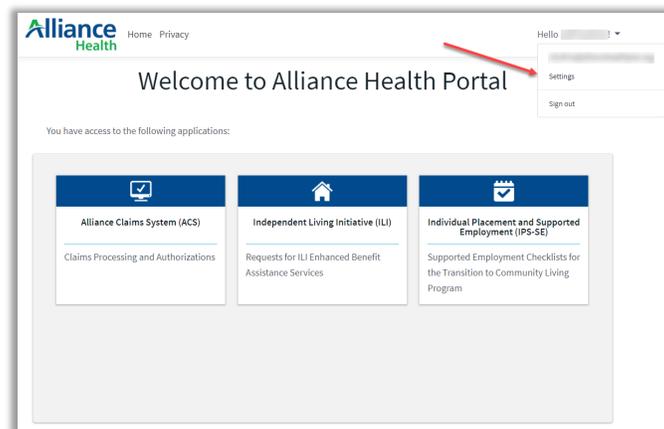
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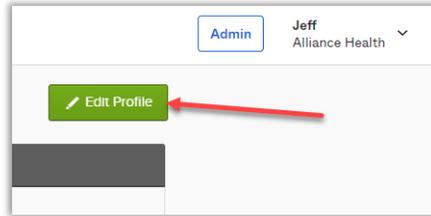


The screenshot shows the Alliance Health Sign In page. At the top is the Alliance Health logo. Below it is a placeholder for a user profile picture. The text "Sign In" is centered. There are two input fields: "Username" and "Password". Below the password field is a blue "Sign In" button. At the bottom, there is a link that says "Need help signing in?"

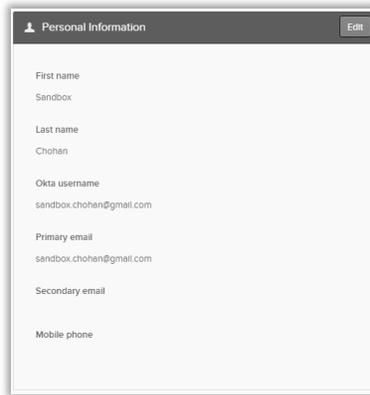
3. Select the expand button (∨) where the user menu is available in the top right corner of the page \ and select the Settings link.



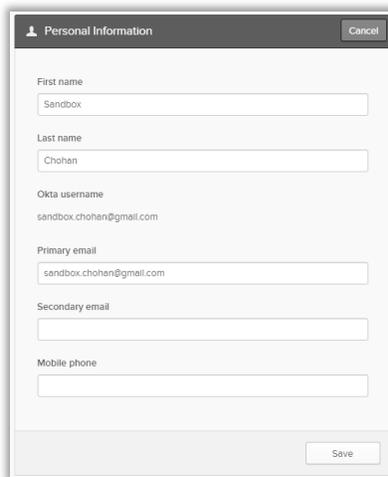
4. Click the Edit Profile button at the top of the page (this may not be necessary).



5. Navigate to the Edit Personal Info section (first section) and click the Edit button in the top right corner.



6. Change any data necessary on the presented screen and then click the Save button.



7. Use the Return to the Alliance Health Portal Application page process defined above to return to that page.