



Adding New Users to Wellmark Provider Portal

For Designated Security Coordinators



Provider DSC

- Accessing your organizations User List 2
- Add New User: 3
- Add New User – Step 2: Select User Roles..... 4
- Add New User - Final Step: Review and Submit page:..... 5
- Add New User – Confirmation Message. 6
- View New User list page: 7
- Example email new user receives: 8
- New User Registration Page: 9
- EDIT User..... 10
- Manage Provider Access 14
- RESET PASSWORD 16
- Viewing additional Roles..... 18
- Pending User 19



Accessing your organizations User List

Click on [User Security] from the [DOING BUSINESS WITH WELLMARK] section. This will take you to the User List page. This page you can add a new user, modify an existing user, or access the Maintenance Guide.

The list of users include user names, Ids, email addresses, roles that have been assigned and the status of the user.



User List

ORGANIZATION USERS

Your organization users are listed below. To provide a user additional access, click on their name to edit user roles.

[ADD NEW USER](#)[VIEW MAINTENANCE GUIDE](#)

Name	User Id	Email Address	Roles	Status
John Smith	JohnSmithDSCSit	john.smith@wellmark.com	Main Designated Security Coordinator	Active
New TestUser		@wellmark.com	Eligibility Verification and Benefits Inquiry User + 7 more	Pending
Test User	sitEligibilityVer	testuser@wellmark.com	Provider Toolkit + 2 more	Active

DO MORE

Find a Provider

Member Forms

Prescription Drug Info

Important Things to Know

Get Adobe Reader

COMPANY

Newsroom

Related Sites

About Us

Contact Us

Careers

ACCESSIBILITY AND NONDISCRIMINATION

Notice of Nondiscrimination

Español | 中文 | Tiếng Việt | Hrvatski | Deutsch | العربية | 한국어 | हिंदी | Français | Pennsylvaniaisch Deitsch | Tagalog | മലയാളം | Русский | नेपाली | Nasarare | Afaan Oromo | Українська | Diné

© 2024 Wellmark Inc. All rights reserved. Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., Wellmark Blue Cross and Blue Shield of South Dakota, Wellmark Advantage Health Plan and Wellmark Administrators, Inc. are independent licensees of the Blue Cross and Blue Shield Association. [PRIVACY & LEGAL](#) | [CALIFORNIA CONSUMERS PRIVACY NOTICE](#)

[f](#)[t](#)[v](#)[i](#)[i](#)[p](#)



Add New User:

- Click on [ADD NEW USER] from User List page.
- Fill out all required fields pertaining to new user
 - A red banner will display at top “**PLEASE CORRECT THE FOLLOWING ERROR(S): {step missed}**” if any required field not filled in.
- Click [CONTINUE] to go to next step
- Click [CANCEL] to remove new user and go back to User List page.

ADD NEW USER

User Information

Roles

Review and Submit

USER INFORMATION

*Indicates a required field

*First Name

*Last Name

*Email Address

*Phone Number

(XXX) XXX-XXXX

CONTINUE

CANCEL



Add New User – Step 2: Select User Roles

A DSC can choose what roles a user should have. Can select one to many roles.

- Click [CONTINUE] to go to next step
- Click [CANCEL] to remove new user and go back to User List page.



Add New User



USER ROLES

Select all that apply.

- ☐ Select All
- ☐ Claims Status Inquiry Adjustments
- ☐ Claims Status Inquiry User
- ☐ Designated Security Coordinator - Provider
- ☐ Eligibility Verification and Benefits Inquiry User
- ☐ Provider - BI Dashboard
- ☐ Provider - Manage Authorizations
- ☐ Provider Fee Schedule - Provider
- ☐ Provider Toolkit
- ☐ Secure Email - Provider
- ☐ VIS Reports
Provides access to the Treo System. Providers access to 2 web apps National Provider Identifier list
- ☐ Web Based Inquiry - Provider

Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., Wellmark Advantage Health Plan, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association. PS0057

1331 Grand Avenue | PO Box 9232 | Des Moines, Iowa 50306-9232 | Wellmark.com



Add New User- Final Step: Review and Submit page:

The DSC's final step is to review what they have entered then:

- Click [SUBMIT] to save.
- Click [CANCEL] to remove new user and go back to User List page.



Add New User



USER INFORMATION

Name:
Harry Potter
Email Address:
h.potter@wellmark.com
Phone Number:
(515) 123-4567

EDIT

USER ROLES

Claims Status Inquiry User
Provider Toolkit

EDIT

SUBMIT

CANCEL

DO MORE

Find a Provider
Member Forms
Prescription Drug Info
Important Things to Know
Get Adobe Reader

COMPANY

Newsroom
Related Sites
About Us
Contact Us
Careers

ACCESSIBILITY AND NONDISCRIMINATION

Notice of Nondiscrimination | Español | 中文 | Tiếng Việt | Hrvatski | Deutsch | اللغة العربية | हिन्दी | 한국어 | Français | Pennsylvanisch Deutsch | Tagalog | བོད་སྐད་ | Русский | नेपाली | Nasarare | Afaan Oromo | Українська | Dine

© 2024 Wellmark Inc. All rights reserved. Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., Wellmark Blue Cross and Blue Shield of South Dakota, Wellmark Advantage Health Plan and Wellmark Administrators, Inc. are independent licensees of the Blue Cross and Blue Shield Association. **PRIVACY & LEGAL | CALIFORNIA**
CONSUMERS PRIVACY NOTICE



Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., Wellmark Advantage Health Plan, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association. PS0057

1331 Grand Avenue | PO Box 9232 | Des Moines, Iowa 50306-9232 | Wellmark.com



Add New User – Confirmation Message.

After clicking [SUBMIT] on previous page, then user will receive the confirmation message below.

Clicking [DONE] will close the modal and take user back to the User List page.



Add New User

✓

User Information

USER INFORMATION

Name:
Harry Potter

Email Address:
@wellmark.com

Phone Number:
(515) 123-4567

EDIT

Review and Submit

SUBMIT

CANCEL

Success

Close

An invitation email with instructions for the user to complete their account registration will be sent to Harry Potter at the email address you provided:
@wellmark.com.

DONE

Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., Wellmark Advantage Health Plan, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association. PS0057

1331 Grand Avenue | PO Box 9232 | Des Moines, Iowa 50306-9232 | Wellmark.com

6 of 22



Example email new user receives:
After a DSC sets up a new user, then the user will receive the following email.

[EXTERNAL] Invitation to Create Wellmark Account

W

Wellmark_Web_Security@wellmark.com

To

☺

Reply

↶

Reply All

➡

Forward

📧

...

Thu 11/14/2024 3:03 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

CAUTION: External email. Only click on links or open attachments from a trusted source. Contact [CyberResponse](#) to report suspicious activity.

Dear Harry,

Your Wellmark designated security coordinator(DSC), John Smith, has invited you to create an account on Wellmark.com. Please [complete your registration](#).

Questions? Please contact your DSC.

Sincerely,
Wellmark



EDIT User

Click on name from list to edit user.

Wellmark

User List

ORGANIZATION USERS
Your organization users are listed below. To provide a user additional access, click on their name to edit user roles.

[ADD NEW USER](#) [VIEW MAINTENANCE GUIDE](#)

Name	User Id	Email Address	Roles	Status
Harry Potter		.wellmark.com	Claims Status Inquiry User + 1 more	Pending
John Smith	JohnSmithDSCSit	.wellmark.com	Main Designated Security Coordinator	Active
New TestUser		.wellmark.com	Eligibility Verification and Benefits Inquiry User + 7 more	Pending
Test User	sitEligibilityVer	.wellmark.com	Provider Toolkit + 2 more	Active

DO MORE
[Find a Provider](#)
[Member Forms](#)
[Prescription Drug Info](#)
[Important Things to Know](#)
[Get Adobe Reader](#)

COMPANY
[Newsroom](#)
[Related Sites](#) ▼
[About Us](#)
[Contact Us](#)
[Careers](#)

ACCESSIBILITY AND NONDISCRIMINATION
[Notice of Nondiscrimination](#) | [Español](#) | [中文](#) | [Tiếng Việt](#) | [Hrvatski](#)
[Deutsch](#) | [العربية](#) | [فارسی](#) | [한국어](#) | [हिन्दी](#) | [Français](#)
[Pennsylvaniaansich Deutsch](#) | [Twi](#) | [Tagalog](#) | [தமிழ்](#) | [Русский](#) | [ગુજરાતી](#)
[አማርኛ](#) | [Nasarane](#) | [Afaan Oromo](#) | [Українська](#) | [Diné](#)

View and Options from this page:

- Edit User Information
- Edit User Roles
- Reset Password
- Deactivate Account

Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., Wellmark Advantage Health Plan, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association. PS0057

1331 Grand Avenue | PO Box 9232 | Des Moines, Iowa 50306-9232 | Wellmark.com

User Profile

[User List](#) > [Test User](#)

USER INFORMATION

Name: Test User
 User ID: sitEligibilityVer
 Email Address: .@wellmark.com
 Phone Number: (515) 123-4567
 Status: Active

EDIT

RESET PASSWORD

DEACTIVATE ACCOUNT

MANAGE PROVIDER ACCESS

USER ROLES

Provider Toolkit
 Secure Email - Provider
 Claims Status Inquiry User

EDIT

Clicking on [EDIT] It will start with User Information (below is example of screen flow)

- Click [CONTINUE] to go to next page which is the User Roles
- Click [CANCEL] to return to list page and no changes made

Edit User

User Information

Roles

Review and Submit

USER INFORMATION

*Indicates a required field

*First Name

Test

*Last Name

User

*Email Address

.@wellmark.com

*Phone Number

(515) 123-4567

(xxx) xxx-xxxx

CONTINUE

CANCEL

Add New User

✓
[User Information](#)

○
Roles

○
Review and Submit

USER ROLES

Select all that apply.

☐ Select All

☐ Claims Status Inquiry Adjustments

☐ Claims Status Inquiry User

☐ Designated Security Coordinator - Provider

☐ Eligibility Verification and Benefits Inquiry User

☐ Provider - BI Dashboard

☐ Provider - Manage Authorizations

☐ Provider Fee Schedule - Provider

☐ Provider Toolkit

☐ Secure Email - Provider

☐ VIS Reports

Provides access to the Treo System. Providers access to 2 web apps National Provider Identifier list

☐ Web Based Inquiry - Provider

Final page to see changes made



Click [SUBMIT] to save changes.

Wellmark

Wellmark

Edit User

User Information

Roles

Review and Submit

USER INFORMATION

Name:
Test User
User ID:
sitEligibilityVer
Email Address:
wellmark.com
Phone Number:
(515) 123-4567
Status:
Active

EDIT

USER ROLES

Claims Status Inquiry User
Provider Toolkit
Secure Email - Provider

EDIT

SUBMIT

CANCEL

[Success] message will display after [SUBMIT]

Wellmark

Wellmark

Edit User

User Information

Roles

Review and Submit

USER INFORMATION

Name:
Test User
User ID:
sitEligibilityVer
Email Address:
wellmark.com
Phone Number:
(515) 123-8901
Status:
Active

EDIT

USER ROLES

Claims Status Inquiry User
Provider Toolkit
Secure Email - Provider

EDIT

SUBMIT

CANCEL

Success

The account for Test User has been successfully updated.

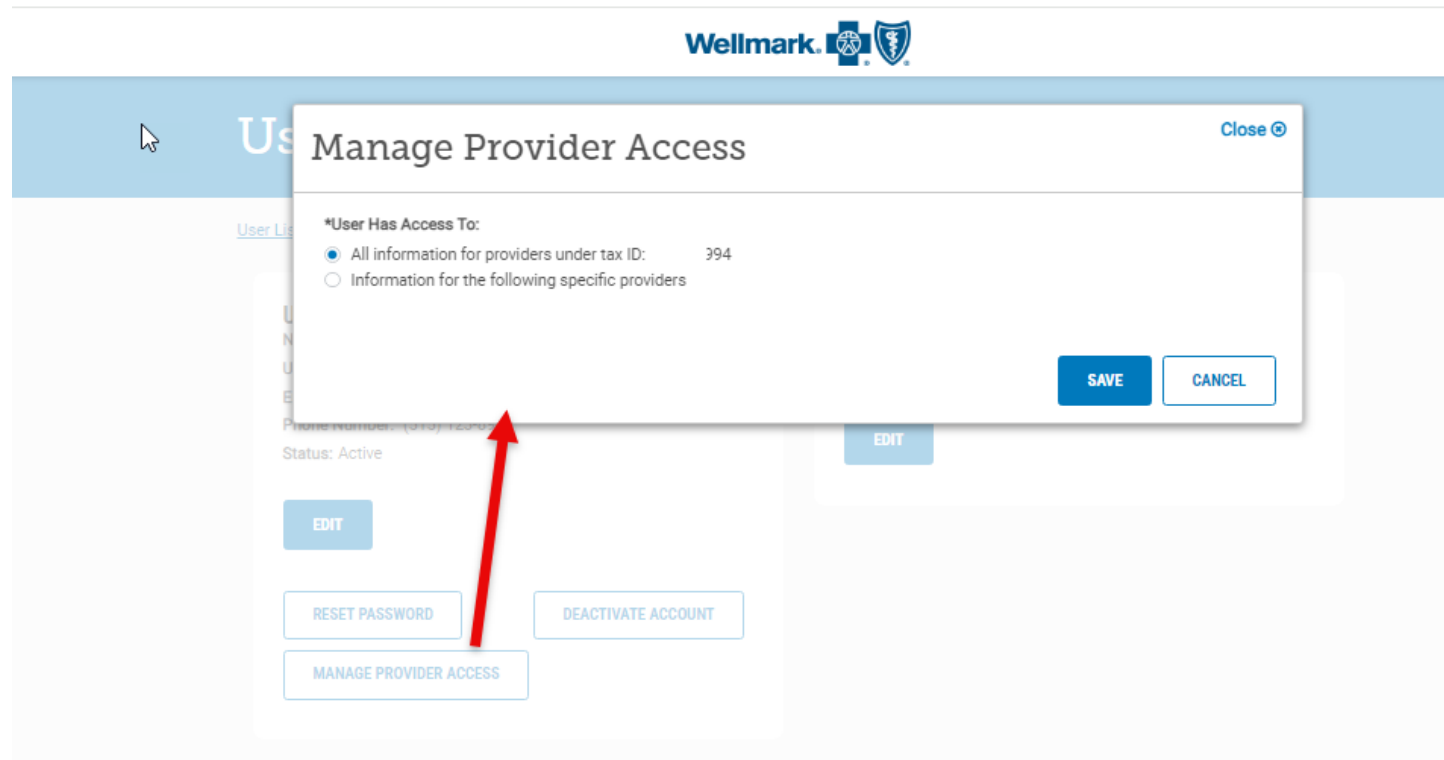
DONE



Manage Provider Access

If DSC wants to [MANAGE PROVIDER ACCESS] they will see this modal window with 2 options.

- Click [SAVE] to save the changes
- Click [CANCEL] to discard and go back to list page.



Us Manage Provider Access

Close

*User Has Access To:

- ☐ All information for providers under tax ID: 194
- ☒ Information for the following specific providers

	Rendering NPI	Billing NPI	Name	Organization	Address	City	State	
☐			null, null	L	CENTER	230	1200	IA
☐	1726	2726	null, null		CENTER	230	10	IA
☐	1726	726	null, null		CENTER	230	0	IA

SAVE

CANCEL



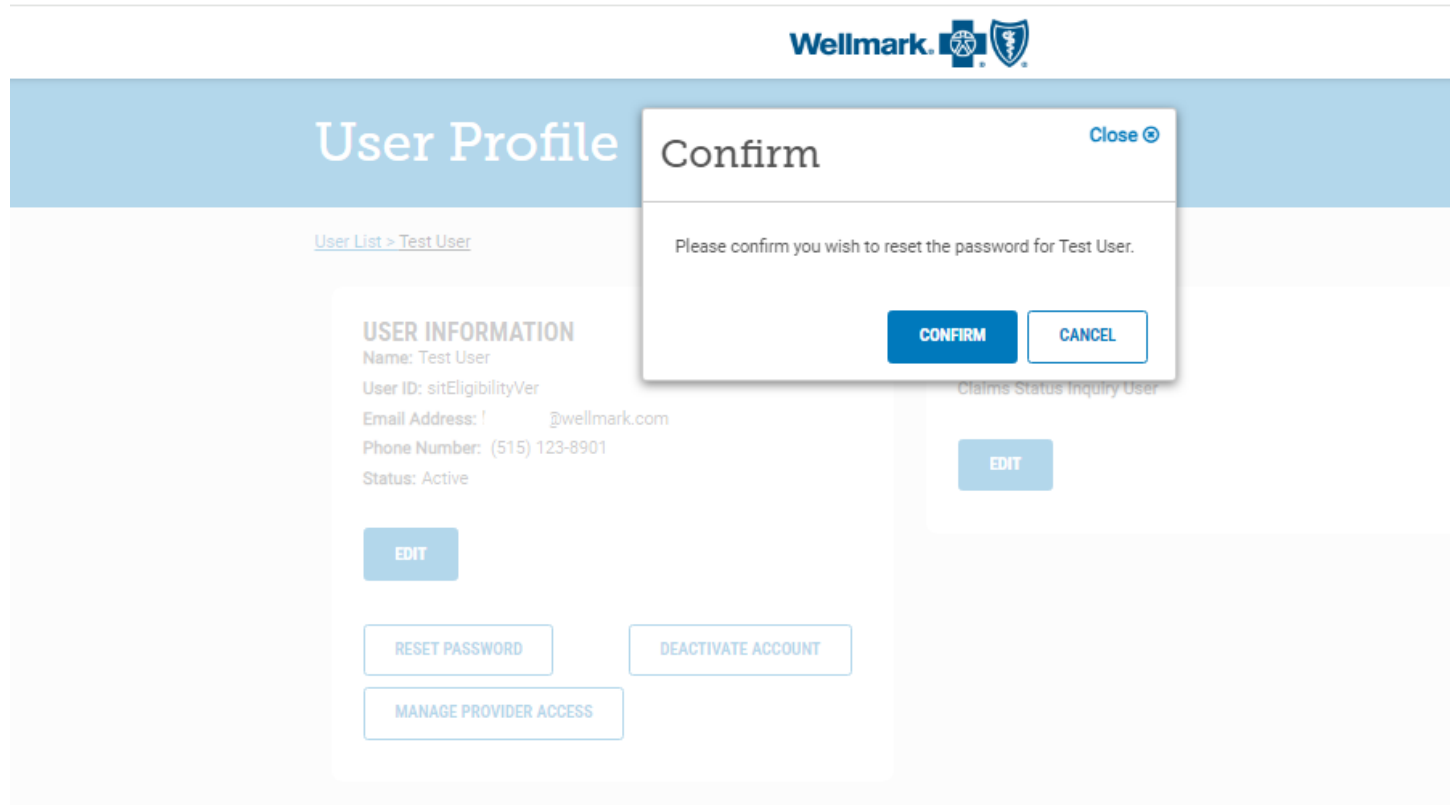
RESET PASSWORD

****NEW functionality as of 2024****

If a user needs to have password reset, Click [RESET PASSWORD]

A modal window will display.

- Click [CONFIRM] to have email sent
- Click [CANCEL] to back out to User Profile page.





After clicking [CONFIRM] will get this confirmation message:

Click [DONE] to close the window and go back to User Profile page.

Wellmark

User Profile

User List > Test User

USER INFORMATION

Name: Test User

User ID: sitEligibilityVer

Email Address: @wellmark.com

Phone Number: (515) 123-8901

Status: Active

EDIT

RESET PASSWORD

DEACTIVATE ACCOUNT

MANAGE PROVIDER ACCESS

PASSWORD RESET

Instructions on how to reset their password were sent to Test at the email address: @wellmark.com.

DONE

Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., Wellmark Advantage Health Plan, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association. PS0057

1331 Grand Avenue | PO Box 9232 | Des Moines, Iowa 50306-9232 | Wellmark.com

17 of 22



Viewing additional Roles

In the [Roles] column when you see the user has more roles then what is showing, you can click on the “+” and it will display a pop up with all of the roles the individual has.



User List

CLOSE

ROLES

Outpatient Diagnostic Imaging - Provider,Provider - BI Dashboard,Provider - Manage Authorizations,Provider Fee Schedule - Provider,Provider Toolkit,Secure Email - Provider,VIS Reports

provide a user additional access, click on their name to edit user roles.

CE GUIDE

Email Address	Roles	Status
1@wellmark.com	Claims Status Inquiry User + 1 more	Pending
2@wellmark.com	Main Designated Security Coordinator	Active
3@wellmark.com	Eligibility Verification and Benefits Inquiry User + 7 more	Pending
4@wellmark.com	Provider Toolkit + 1 more	Active



Pending User

If a user is “pending”, DSC can click on user and would be able to:

- RESEND INVITE (see below for images)
- DELETE INVITE (see below for images)



User Profile

[User List](#) > [Harry Potter](#)

USER INFORMATION

Name: Harry Potter

User ID:

Email Address: jwellmark.com

Phone Number: (515) 123-4567

Status: Pending

EDIT

RESEND INVITE

DELETE INVITE

USER ROLES

Claims Status Inquiry User

Provider Toolkit

Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., Wellmark Advantage Health Plan, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association. PS0057

1331 Grand Avenue | PO Box 9232 | Des Moines, Iowa 50306-9232 | Wellmark.com

19 of 22



Clicking [RESENT INVITE] following message will display:

Wellmark

User Profile

User List > Harry Potter

USER INFORMATION

Name: Harry Potter

User ID:

Email Address: ellmark.com

Phone Number: (515) 123-4567

Status: Pending

EDIT

RESEND INVITE

DELETE INVITE

Confirm

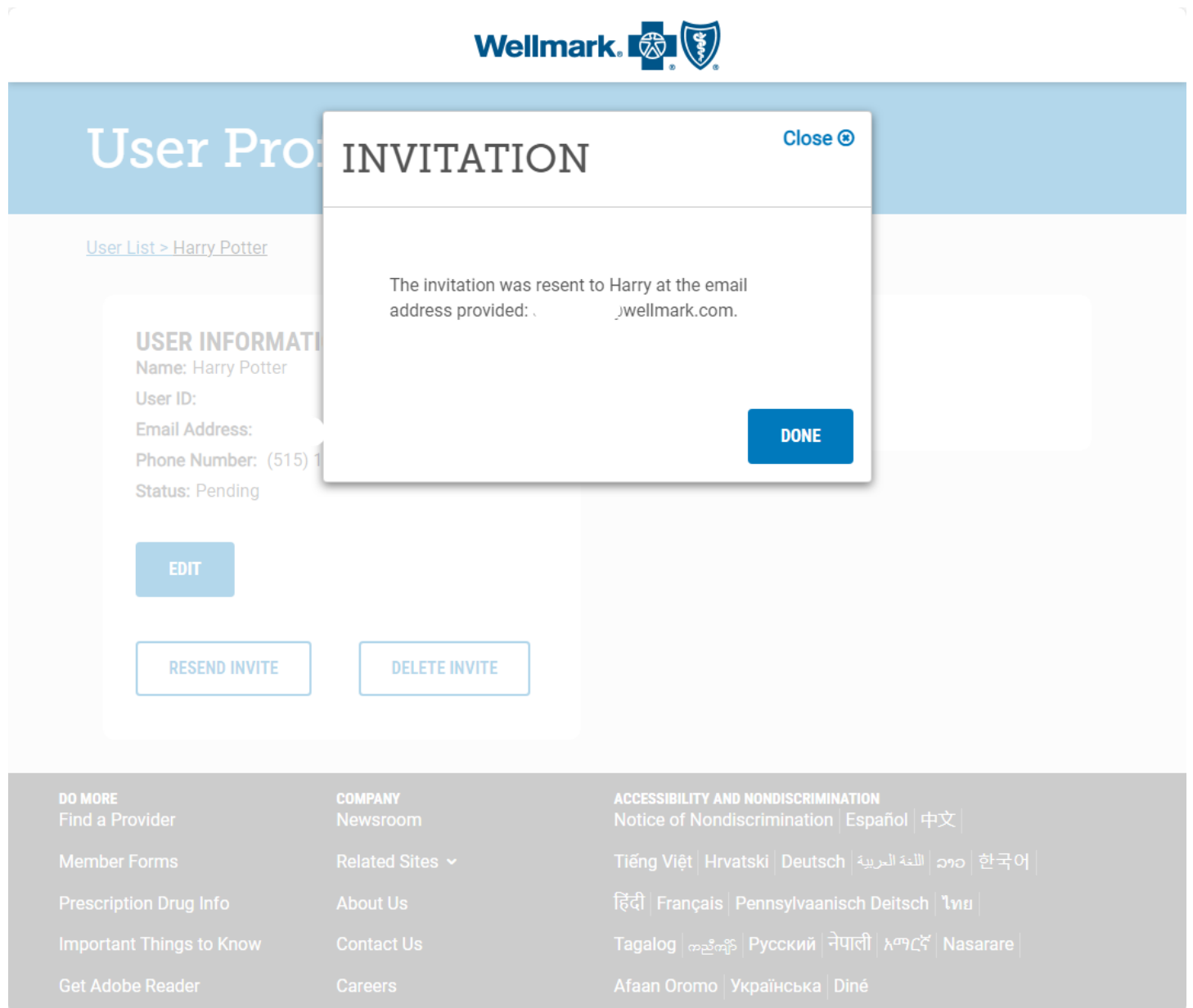
Please confirm you wish to resend the invitation for Harry Potter.

CONFIRM

CANCEL

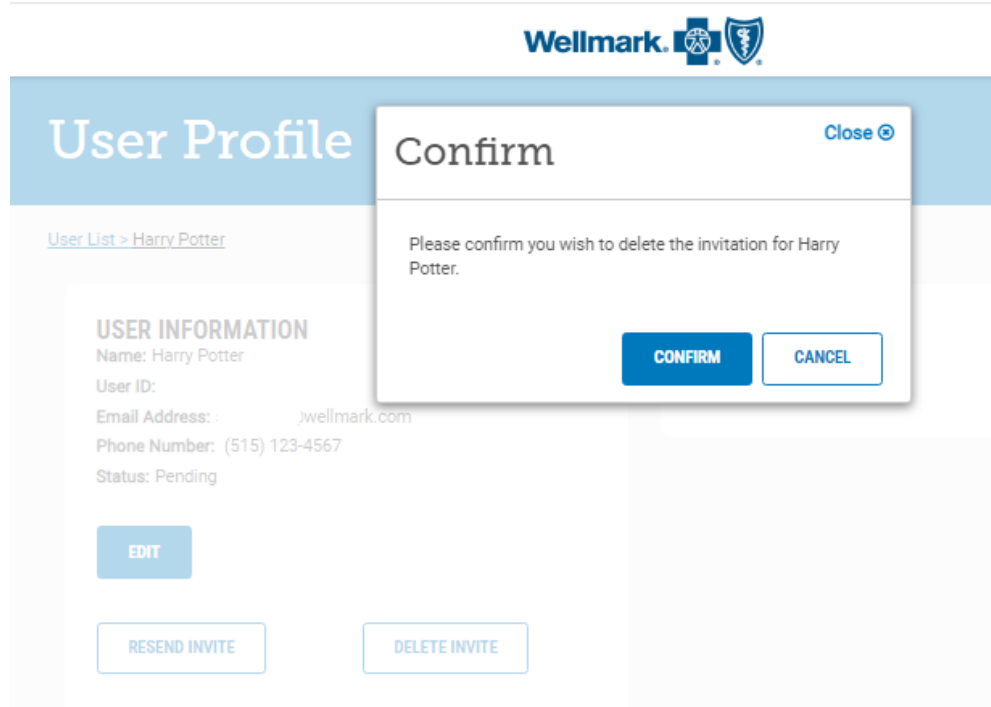


Clicking [CONFIRM] will display another message confirming email invitation for registration was resent to.





If you want to [DELETE INVITE] you will receive this confirmation message:



Clicking [CONFIRM] will display another message that confirms it has been deleted.

