HealthPartners

Self-Registration FAQ

Not sure if your organization is registered? www.healthpartners.com/findmydelegate

If you are a provider	If you are a billing organization
If I register today, will I have access to the portal immediately? *If you have a check from HealthPartners, you can get immediate access. The registration process only takes a few minutes.*	**If I register today, will I have access to the portal immediately?** ✓ *As soon as the provider responds to the email generated from the portal, you will have access.*
I don't have a HealthPartners check. How do I register? *You can register using the "Register with US Mail" option. A pin code will be mailed to your location to complete the registration.*	**Can I list my manager or co-worker as the authorized representative for the provider?** *The request for access must be sent to a contact at the provider's office for approval.*
I received a non-payment notice. How do I register? *Register with your Tax id, NPI and the number on the non-payment notice. Be sure to include the "NP" in front of the number.*	**I don't know my billing organization tax id number. Can I use the provider's tax id to register?** *No. You need to use the tax id for your billing organization. You will have the opportunity to add the provider's tax id after creating your account.*
How do I register if I do not have a vendor number? *If you have a check from HealthPartners, the vendor number is on the check. (To find the vendor number, see check image on registration screen.) You may also register with a check number and your NPI.*	**Can the provider set up an account for me under their account?** *No. Billing services need to register separately through the billing organization option.*
We have more than one tax id. How do I know which tax id matches the check I am using to register? *If you are unable to identify the tax id, you can register with the "US Mail" option.*	**Do I need to create a new account for each provider for which I bill?** *No. Once you are registered you can request access to all the providers that you need. Go to "Tax id and NPI access" to request additional providers.*
Whose name do I list for the contact? *We need YOUR information to create an account. Because you will have access to member's Protected Health Information (PHI), we need to be able to identify you. Sharing accounts is not allowed. After you create your account, you will be able to create additional accounts for others in your organization.*	**How will I know if the provider has answered the request?** *You can check the status of your request by selecting the "Tax ID & NPI access" application on the provider portal. Status appears in the right column.*
Can I register with the doctor's name? *No. Each person accessing our system needs an account in their own name.*	**What if the provider doesn't answer the email authorization I requested?** ✓ *Contact the provider to request that they respond to the email from HealthPartners.* ✓ *If it has been more than 30 days, you will need to re-request that the authorization be sent to the provider.*
My provider is not listed. What do I do? *Choose "My provider is not listed" and complete the form. A representative will contact you to assist you.*	
The person who registered has left our organization. What do I do? *Go ahead and register. You will be prompted to let us know why the person registered is not able to assist you when you create your account.*	
Do I need to register for each Tax Id I need to access? *Not at all! After you register, use the Tax ID & NPI access application to instantly add additional access to your account. If you do not have check # for validation, use the Contact us link in the Help Center for assistance.*	